



Data Retention Schedule

Data Retention Schedule

Introduction

This document sets out Tewkesbury Borough Council's data retention schedule. It classifies council documents and sets out how long they need to be stored before they can be destroyed. Certain information often has a minimum number of years that it must be retained. The retention schedule applies to all records, irrespective of their format or the media on which they are held. Records, therefore can be paper documents, electronic files, emails, databases, maps or images etc.

This retention schedule is a 'living document' that will be reviewed and updated as and when retention details change or regulations and legislation that govern information and its use are introduced or changed.

The proper retention and destruction of information is essential to assist the council in achieving compliance to the Data Protection Act 2018, which incorporates the General Data Protection Regulations (GDPR), and the Freedom of Information Act 2000. The schedule is also a tool to ensure best practice in providing consistency and ensuring that the council does not hold onto information or records for longer than is necessary.

Many records contain sensitive and/or confidential information and their destruction must be undertaken in accordance with the council's Data Protection Policy. This includes maintaining a record of documents that have been destroyed. Whenever there is the possibility of litigation, the records and information that are likely to be affected should not be amended or disposed of until the threat of litigation has been removed.

There are some records which have no significant operational, informational or evidential value. Standard Operating Procedure (SOP) defines these types of records which may be routinely destroyed in the normal course of business. The retention schedule must still however contain reference and instructions referring to them.

These include:

- 'with compliments' slips
- catalogues and trade journals
- telephone message slips
- non-acceptance of invitations
- trivial electronic mail messages or notes that are not related to the council's business
- requests for stock information such as maps, plans or advertising material
- out of date distribution lists
- working papers which lead to a final report

This retention schedule has been compiled following consultation with Information Asset Owners and the time limits for keeping records are based on statutory requirements, common business practice, national guidance and best practice. To make the document easier to navigate it is broken down into sections relating to each of the council's main business functions.

Tewkesbury
Borough

Data Retention Schedule



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Asset Management

Ref	Function Description	Purpose / Use	Retention Period	Reason	Example of Records / Format
AM1	Allotments	The process of managing the Council's allotments	1 year from licence expiry date	Common practice	Licences, letters, emails, photos
AM2	Access control	The process of managing the access control for the Public Services Centre	6 months from expiry or employee has left (delete off access control as soon as pass is no longer required)	Common practice	New pass requests, alterations, emails, and property tickets
AM3	Property management	The process of managing the council's property portfolio	Permanent transfer to a place of deposit after administrative use is concluded	Common practice	Property files, deed packets
AM4	Facilities management	The management of service level agreements (SLA's) for buildings owned by the council	6 years from the date SLA expires	Common practice	Service level agreement and associated documentation
AM5	Property acquisition and disposal	The process of managing the acquisition (by lease or purchase) and disposal of land and/or property	For the life of the property or building plus 10 years. Destroy 15 years after all obligations/entitlements are concluded	Common practice	Plans, legal documents relating to the acquisition, legal documents relating to the sale, particulars of sale, tender documents
AM6	Land enquiries	The management of general enquiries regarding council land	1 year if enquiry for ownership (see AM5 if land sale completes). If not council owned land, delete when no longer being dealt with	Common practice	Emails, letters, social media enquiries
AM7	Grounds maintenance enquiries	The management of grounds maintenance enquiries and requests	1 year from date the request for works was made	Common practice	Emails, letters, dashboards, telephone calls
AM8	Street sign enquiries	The process of managing the councils street signs	1 year from closure of request	Common practice	Emails, letters, dashboards, telephone calls
AM9	Watercourse enquiries	The process of managing enquires regarding council owned watercourses	1 year from closure of enquiry. If not council owned land, delete when no longer being dealt with	Common practice	Emails, letters, dashboards, telephone calls
AM10	Playground enquires	Processing playground enquiries regarding maintenance and ownership	1 year from closure of enquiry	Common practice	Emails, letters, dashboards, telephone calls
AM11	Playground inspections	The activity of inspecting council owned playgrounds	6 years from date record created	Statutory	Inspection sheets, Public Software System reports
AM12	Playground incident reports	The process of managing playground incident reports and/or insurance claims	21 years	Statutory	Emails, reports and solicitors letters
AM13	Playground inspectors	The process of managing the council's list of playground inspectors	6 years from passing examination	Statutory	Certificates, working documents
AM14	Leases and licences	The process of managing leased properties or use of council land	5 years after the expiry of the lease 1 year after the expiry of the licence	Common practice	Lease agreements, rent details, applications, licences, rental revision, event applications and emails/ correspondence
AM15	Property maintenance	The process of managing and undertaking maintenance of the council's property	For life of the property or building plus 6 months	Common practice	Work orders, tenders, documents, plans, certificates of approval and British Standard legislation
AM16	Car park enforcement	All records relating to the management of council owned car parks	6 years from date record created	Common practice	Contract/ agreement and associated documentation regarding the monitoring of this service
AM17	Management and administration	General correspondence with the public or external organisations which cannot be linked and stored with other records relating to a specific process	1 year after record created if there is no further action	Common practice	General correspondence, letters, emails

AM18	Policy, procedures, strategy and structure	Activities that develop policies, procedures, strategies and structures for the council	5 years after implementation of new/updated policy	Common practice	Policy, procedure, instructions, asset management plan, emergency evacuation procedure
AM19	Recording and downloading of CCTV footage	For the benefits of crime and prevention and detections by the council to provide evidence for judicial decisions	Automatically overwritten after 30 days. <i>Footage retained for other purposes will either be destroyed on completion of the investigation or provided to enforcement agencies. This then ceases to be the local authorities' property and therefore deleted</i>	The National Framework for the Use of Public Space CCTV Systems	CCTV footage
AM20	CCTV footage passed to the Police or other agencies	For the benefits of crime, prevention and identification purposes	7 years after record is created	Data Protection Guidelines	Creation log book proforma
AM21	CCTV request outcomes	For the benefits of crime, prevention and identification purposes and identifying associated outcomes	7 years after the record is created /permanent <i>All footage seized by the police should be kept permanently in relation to a serious crime. Where a long sentence is given the footage should be kept where it is likely that an appeal against the sentence is forthcoming</i>	Data Protection Guidelines	Proforma, non-executed log
AM22	Camera functionality	The process of identifying camera functionality	Permanent	The National Framework for the Use of Public Space CCTV Systems	Camera log book
AM23	Open spaces	The provision of municipal services in relation to infrastructure within the local authority	7 years after last action completed	Common practice	Tree planting, crocus planting
AM24	Open space adoption	The process of adopting land from new development	For life of land ownership	Common practice	Risk assessments, maintenance schedules, S106 documentation
AM25	Recorded deliveries/ courier	Recording of signed for mail	1 year after record created	Common practice	Records for incoming and outgoing mail, signature of recipient
AM26	Serving of notices	Notices served on owners/ occupiers/ businesses and formal enforcement in accordance with primary and secondary legislation	12 months	Common practice	Travellers notice, encroachment notice
AM27	Health and safety	Records of health and safety inspections carried out on equipment	For the life of the equipment	Health & Safety at Work etc Act 1974	Record of completed safety inspections
AM28	Land and property risk assessments	To identify and manage risks associated with council owned land and property	6 years from the date risk assessment is superseded	Limitation Act 1980	Risk assessments and associated documentation
AM29	Asset register	To maintain a list of council owned assets	From the life of the asset for 6 years	HMRC Compliance Manual Handbook	Asset register
AM30	Property valuations	To record the value of council owned land and property for insurance purposes	2 years from the date valuation is superseded	Common practice	Valuations list
AM31	Surveys	Details of surveys carried out to all council owned buildings	6 years after disposal of the building	Limitation Act 1980	Completed surveys and associated documentation
AM32	Management of trees	Records of all trees owned by the council including inspections and any associated works	6 years from the date record created	Limitation Act 1980	Tree management system, inspection reports, correspondence re completion of works

AM33	Cemetery admin- memorial forms	Forms used to order plaques, rose trees, headstones and benches	3 years	Common practice	Memorial forms, plaque forms, tree forms, bench forms, order forms, notification of receipt and correspondence
AM34	Cemetery admin- invoicing	Paper invoicing in duplicate	7 years	Statutory	Invoices including ownership details, grave number, name, address, age of deceased, depth of grave, date of death and time of burial
AM35	Cemetery admin- burial register	Burial register completed based on information provided by funeral director	Permanent	Statutory	Burial book register, plan of cemetery, name of deceased, date of death, grave number, depth of grave, position of grave, invoice number
AM36	Index register of burials	Completed index of burials based on information provided by funeral director	Permanent	Statutory	Index book of burials, register of land plots, name of deceased, date of death, grave number, grant number, type of burial
AM37	Notice of Interment	The process of the changing of grave ownership that will automatically go to the next of kin as recorded on the Notice of Interment form	Permanent	Statutory	Register of land plots book
AM38	Plaque renewal	Requests in writing from funeral director or the family of the deceased for a plaque renewal	3 years	Common practice	Correspondence- emails, phone calls, letters and order forms
AM39	Application for a memorial, or additional inscription permit	Request from family, funeral director or stone mason in writing confirming the request	3 years	Common practice	Correspondence- emails, phone calls, letters and order forms
AM40	Interment forms and interments of cremated remains forms	The processing of interment forms and recording of details into the index register	3 years	Common practice	Burial arrangements, grave owner signature and depth of grave. Forms from funeral director, grant certificate
AM41	Notice of interment of cremated remains	The processing of a notice of interment for the scattering of ashes	3 years	Common practice	Scattering of cremated remains form
AM42	Memorial construction	All records relating to the construction and erection of a memorial	6 years from date memorial removed	Limitation Act 1980	Requests, orders, correspondence
AM43	Memorial	All records relating to the purchase of grave plots including registers, deeds, statutory declarations and transfer of grants	75 years from closure of cemetery	Limitation Act 1980	Plan of cemetery, register of land plots book, index book of burials
AM44	Memorial construction	All records relating to the maintenance and inspections of memorials	6 years from date of maintenance	Limitation Act 1980	Maintenance records, orders for works
AM45	Memorial construction	All records relating to the removal of a memorial	6 years from date memorial removed	Limitation Act 1980	Requests, orders, correspondence

Financial Services

Ref	Function Description	Purpose / Use	Retention Period	Reason	Example of Records / Format
FS1	Accounts (year-end)	All working papers to support the statement of accounts	6 years + current year	Statutory Purposes Financial Accounting/tax Limitation Act 1980	Spreadsheets
FS2	Alerter messages	Record of all changes to CIVICA financials for audit trail	2 years + current year	Audit Trail/compliance with policy and procedures	System reports

FS3	Audit adverts	Statutory requirement relating to statement of accounts	6 years + current year	Statutory Purposes Financial Accounting/tax Limitation Act 1980	PDF's
FS4	Authorised signatories	List of peoples authorised signatory levels	Template and current signatories list + previous year	Audit Trail/compliance with policy and procedures	Spreadsheets
FS5	Balancing statements	Evidence of reconciliation between finance and other authority systems	2 years + current year	Audit Trail/Comparators for assisting financial management	Spreadsheets
FS6	Bank	All information around bank tenders and cash collection tenders as well as signing up to Auddis and BACS	Most recent bank tender and cash tender	Business need	Tenders/spreadsheets/policy statements
FS7	Budget Books	Annual requirement to produce a document showing the councils approved budget	2 years + current year	Audit Trail/Comparators for assisting financial management	Spreadsheets
FS8	Budget Monitoring	Monthly exercise to compare spend to budget for financial performance monitoring	2 years + current year	Audit Trail/Comparators for assisting financial management	Spreadsheets
FS9	Budget Setting (Estimates)	All working papers related to producing the budget each year	2 years + current year	Audit Trail/Comparators for assisting financial management	Spreadsheets/notifications
FS10	Business continuity & Emergency Planning	Documents relating to finance approach to business continuity	Current Policies/Plan/Procedures	Audit Trail/compliance with policy and procedures	Policy & procedure statements
FS11	Business rates monitoring	Monthly monitoring of business rates income	2 years + current year	Audit Trail/Comparators for assisting financial management	Spreadsheets/notifications
FS12	Business transformation	Projects relating to service improvements	Projects/Strategies - review folders regularly and delete those that are no longer relevant	Business need	Project forms/spreadsheets/monitoring information
FS13	Capital Grants	Information relating to capital grants awarded to 3rd parties	Information relating to live claims only	Business need	Spreadsheets
FS14	Capital Monitoring and Returns	Budget monitoring of capital projects	2 years + current year	Audit Trail/compliance with policy and procedures	Spreadsheets
FS15	Car parks	Information relating to review of car parking charges strategy	Projects/Strategies - review folders regularly and delete those that are no longer relevant	Business need	Project forms/spreadsheets/monitoring information
FS16	CIPFA Resilience index	Information from CIPFA resilience exercise to inform budget setting and strategy	2 years + current year	Audit Trail/compliance with policy and procedures	Reports

FS17	CIPFA stats	Information from CIPFA Statistics exercise to inform budget setting and strategy	2 years + current year	Audit Trail/compliance with policy and procedures	Reports
FS18	CIS	Information relating to policy and procedures relating to CIS tax accounting	6 years + current year	Statutory Purposes Financial accounting/tax Limitation Act 1980	Queries/minutes of meetings/spreadsheets
FS19	Civica imports	Record of all records uploaded onto civica financials	Downloaded Files kept for 2 months only	Business need	System reports

FS20	Civica manuals	Manuals on how to use CIVICA financials	Current release + 2 previous	Business need	Guidance
FS21	Commercialism	Projects relating to commercialisation agenda	Projects/Strategies - Review folders regularly and delete those that are no longer relevant	Business need	Project reports/tenders/spreadsheets/policy statements
FS22	Contract Register	Register of finance contracts	Single live spreadsheet only (Copies of contracts should be deleted)	Audit Trail/compliance with policy and procedures	Spreadsheets
FS23	Creditors	System for storing all transactions relating to creditors	6 years + current year	Statutory Purposes Financial accounting/tax Limitation Act 1980	System records
FS24	Debtors	System for storing all transactions relating to debtors	6 years + current year	Statutory Purposes Financial accounting/tax Limitation Act 1980	System records
FS25	Dell	VAT claim relating to Dell consortium charging	KEEP until Legal Claim has been settled	Business need	Spreadsheets
FS26	Direct Services	Projects relating to old direct services team (i.e. pre Ubico)	Projects/Strategies - review folders regularly and delete those that are no longer relevant	Business need	Project reports/tenders/spreadsheets/policy statements
FS27	Elections	Details of all spend and costs associated with elections for statutory reporting requirements	6 years + current year	Statutory Purposes Financial accounting/tax Limitation Act 1980	Spreadsheets/notifications
FS28	Fees and Charges	Confirmation of pricing for each annual budget	2 years + current year	Audit Trail/compliance with policy and procedures	Spreadsheets
FS29	Financial Procedure Rules	Financial procedure rules	Current Policies/Plan/Procedures	Business need	Policy & procedure statements
FS30	Financial services	Various relating to operation of the financial services team	Keep under review	Business need	Tenders/spreadsheets/policy statements
FS31	Fraud	All work undertaken into internal fraud	6 years + current year	Statutory Purposes Financial accounting/tax Limitation Act 1980	Reports

FS32	Freedom of information	Work undertaken when dealing with freedom of information requests	6 years + current year	Statutory Purposes Financial accounting/tax Limitation Act 1980	Spreadsheets
FS33	GDPR	Documentation and retention schedule relating to GDPR	Keep spreadsheet for retention schedule + guidance	Business need	Policy & procedure statements
FS34	Grant Income	Folders containing evidence of all grant income each financial year for financial statements	6 years + current year	Statutory Purposes Financial accounting/tax Limitation Act 1980	Spreadsheets/notifications
FS35	Managers - Requests for work	General work undertaken for services on an ad hoc basis	Annual review and delete data no longer required	Business need	Project reports/ tenders/spreadsheets/policy statements
FS36	Health and Safety	Information relating to Finance Health and Safety	Keep under review	Business need	Reports, risk assessments

FS37	Horseford Trust	Information relating to Horseford Trust	1 year + current year	Audit Trail/compliance with policy and procedures	Spreadsheets
FS38	IFRS standards	Downloads of IFRS standards to inform financial accounting	Current Policies/Plan/Procedures	Statutory Purposes Financial accounting/tax Limitation Act 1980	Reports
FS39	Income Balancing	Income team reconciliation of car parking and TIC charges for upload into financial system	1 year + current year	Audit Trail/compliance with policy and procedures	Spreadsheets
FS40	Indexation Calculation	Calculation of Indexation on S.106 charges	Live S.101 claims	Business need	Spreadsheets
FS41	Insurances	Details of all insurance claims, as well as tenders and meetings with advisors	Keep under review	Business need	Project reports/ tenders/spreadsheets/policy statements
FS42	JCS	Financial information relating to projects under the JCS	Projects/Strategies - review folders regularly and delete those that are no longer relevant	Business need	Project reports/ tenders/spreadsheets/policy statements
FS43	Land Charges	Financial costings required for Land Charging disclosures	6 years + current year	Statutory Purposes Financial accounting/tax Limitation Act 1980	Spreadsheets
FS44	Legal Service	Projects relating to development of One Legal service	Keep under review	Business need	Tenders/spreadsheets/policy statements
FS45	Leisure	Projects relating to development of leisure service	Keep under review	Business need	Tenders/spreadsheets/policy statements
FS46	LSIF	Financial information relating to projects under the LSIF	Projects/Strategies - review folders regularly and delete those that are no longer relevant	Business need	Project reports/ tenders/spreadsheets/policy statements
FS47	lsvtinfo	Records of transfer of housing stock	30 years for RTB information	Statutory requirement	Spreadsheets

FS48	Management Team	Finance and Assets management information	Keep under review	Details on current operation of service	Reports
FS49	Manual adjustments	Required to allow Northgate 'Green Machine' adjustment app to work	N/A	Business need	System reports
FS50	Mayor's Charity	Financial information relating to transactions on the Mayors Charity	Current year + 2 Mayors	Audit Trail/compliance with policy and procedures	Spreadsheets
FS51	Mortgages	Financial details of all Mortgages held	Last payment + 6 years if signed, last payment + 12 years if sealed	Statutory Purposes Financial accounting/tax Limitation Act 1980	Spreadsheets
FS52	MRF Contract	Financial information relating to transactions on the MRF contract tender	Projects/Strategies - review folders regularly and delete those that are no longer relevant	Business need	Project reports/ tenders/spreadsheets/policy statements
FS53	MRP	Financial workings to calculate impact of MRP on the financial statements	Current Policies/Plan/Procedures	Business need	Spreadsheets

FS54	MTFP	All workings associated with setting the Medium Term Financial Plan	2 years + current year	Audit Trail/compliance with policy and procedures	Spreadsheets
FS55	NFI	All details relating to information that is required to be supplied for the bi-annual National Fraud Initiative	1 year + current NFI year	Audit Trail/compliance with policy and procedures	Spreadsheets
FS56	Occupational Road Risk	Confirmation that all staff have complied with the policy on occupational road risk	Up to date spreadsheet + current responses	Business need	Spreadsheets
FS57	Off payroll working	Guidance and information on Off Payroll working	1 year + current year	Business need	Guidance
FS58	Office Guide	Guide to rules and procedures relating to financial requirements	Most recent guide only	Business need	Guidance
FS59	Old Finance System	Confirmation of transfer of information between old and new system	6 years + current year	Statutory Purposes Financial accounting/tax Limitation Act 1980	Tenders/spreadsheets/policy statements
FS60	Parish Precepts	Calculations relating to annual setting of parish precepts	6 years + current year	Statutory Purposes Financial accounting/tax Limitation Act 1980	Spreadsheets
FS61	Payroll tax queries	Guidance and information on Payroll tax	Keep under review	Business need	Policy & procedure statements
FS62	PCI-DSS	Project to ensure compliance with PCI-DSS	Required until project is completed	Business need	Tenders/spreadsheets/policy statements

FS63	Planning Obligations	Spreadsheet detailing financial transactions relating to planning obligations	1 year + current year	Audit Trail/compliance with policy and procedures	Spreadsheets
FS64	Pro forma	Spreadsheet detailing financial transactions	Current year + 1 (audit purposes)	Audit Trail/compliance with policy and procedures	Spreadsheets
FS65	Procedure notes	Details of all jobs that are required to be carried out regularly	Current Policies/Plan/Procedures	Business need	Policy & procedure statements
FS66	Procurement cards	Paper records of card transactions	6 years + current year	Statutory Purposes Financial accounting/tax Limitation Act 1980	Paper records
FS67	Programme Board (current projects)	Details of all projects that are currently being progressed by Finance through the Programme Board	Projects/Strategies - review folders regularly and delete those that are no longer relevant	Business need	Project reports/ tenders/spreadsheets/policy statements
FS68	Property	Financial details relating to all properties that we own	Keep under review	Business need	Spreadsheets
FS69	Prudential Indicators	Guidance and details relating to setting financial prudential indicators as required by the prudential code	Keep under review	Business need	Spreadsheets
FS70	PSAA External Audit Contract	External audit appointments	Current appointment +1 previous	Business need	Tenders/spreadsheets/policy statements

FS71	Recharge rates	Calculation of charges for individual staff members for costing exercise	2 years + current year	Audit Trail/compliance with policy and procedures	Spreadsheets
FS72	Returns to communities	Record of all returns sent to central government, with workings	2 years + current year	Audit Trail/compliance with policy and procedures	Government returns
FS73	Secretarial	All finance reports going to committees	Keep under review	Business need	Reports
FS74	Shared Services	Details of financial information relating to all shared services entered into by the council	Keep under review	Business need	Project reports/ tenders/spreadsheets/policy statements
FS75	Smartpay	System for storing all transactions relating to income	6 years + current year	Statutory Purposes - Financial Accounting/tax - Limitation Act 1980	System records
FS76	Street name and numbering	Details of policy and forms for street naming and numbering	Keep under review	Business need	Policy & procedure statements
FS77	Systems process improvement	Information relating to all reviews of internal finance processes	Keep under review	Business need	Project reports/ tenders/spreadsheets/policy statements

FS78	Tax	Tax queries	Keep under review	Business need	Policy & procedure statements
FS79	Transparency	Workings and calculations to comply with government transparency requirements	2 years + current year	Business need	Policy & procedure statements
FS80	Treasury management	Records of all treasury management activity	Keep under review	Business need	Tenders/spreadsheets/policy statements
FS81	Ubico	Financial considerations associated with the contract with Ubico	2 years + current year	Business need	Spreadsheets
FS82	VAT	VAT queries/ import files relating to tax	6 years + current year	Statutory Purposes - Financial Accounting/tax - Limitation Act 1980	Spreadsheets
FS83	Vehicles	Financial considerations relating to procurement of waste vehicles	Projects/Strategies - review folders regularly and delete those that are no longer relevant	Business need	Project reports/ tenders/spreadsheets/policy statements
FS84	Virements	Record of all authorised virements received in the financial year	2 years + current year	Business need	Spreadsheets
FS85	Waste service review	Financial considerations relating to waste service review	Projects/Strategies - review folders regularly and delete those that are no longer relevant	Business need	Project reports/ tenders/spreadsheets/policy statements
FS86	Whole of government accounts	All workings associated with the production of the annual WGA required by Central Government	6 years + current year	Statutory Purposes Financial accounting/tax Limitation Act 1980	Spreadsheets

Environmental Health

Ref	Function Description	Purpose / Use	Retention Period	Reason	Example of Records / Format
EH1	Environmental Information Regulations (EIR)	Regulations, policies and procedures developed for managing requests for information under the Environmental Information Regulations	Permanent	General Disposal Guidelines for Local Authorities	Policies/ procedures/ requests in electronic or hard copy
EH2	Environmental policy	Policies and procedures relating to the service	Permanent	General Disposal Guidelines for Local Authorities	Policies/ procedures in electronic or hard copy
EH3	Health and Wellbeing Strategy	To support, encourage and enable healthy lifestyles and facilitate opportunities for children and young people	Permanent	General Disposal Guidelines for Local Authorities	Health and Wellbeing Strategy
EH4	Training records	The provision of food hygiene and occupational health and safety training courses to local businesses	3 years from date qualification expires	Common practice	Attendance records, certificates, presentations, course details
EH5	Service requests	All records relating to the investigation and resolution of service requests	3 years from date case closed (99 years where a formal notice exists)	Common practice	Food complaints; food poisoning allegations, statutory nuisance, air quality, ASB, dog fouling, licensing etc
EH6	Food Safety	Food premises registration /approval	3 years from date business ceases to trade	Common practice	Food registration forms, approval forms and supporting documents

EH7	Food Safety	Food/ water sample certificates	3 years	Common practice	Certificates of examination/analysis
EH8	Food Safety	The provision of food safety advice given to businesses	3 years after case closed	Common practice	Electronic or hard copy correspondence – letters/ emails
EH9	Food Safety	Enforcement - all records relating to food safety enforcement action	6 years from date enforcement action is completed	Limitation Act 1980 Food Safety Code of Practice	Enforcement notices, supporting evidence, correspondence
EH10	Food Safety	Food premises inspection reports and records	6 years from date record created	Limitation Act 1980 Food Safety Code of Practice	Inspection reports, risk assessments, self-assessment questionnaire
EH11	Food safety	Food export certificates	6 years	Food Safety Code of Practice	Certificates
EH12	Food Safety	Infectious diseases notifications	12 Months from Date of notification	Notifications sent to PHE who store	Notifications- electronic or hard copy
EH13	Food Safety	TB in cattle notifications	6 years from date of notification	Limitation Act 1980 Food Safety Code of Practice	Notifications- electronic or hard copy
EH14	Exhumations	All records relating to exhumations	3 years from date of exhumation	Common practice	Records of witnessing Exhumation and any actions taken
EH15	Public health funerals	Public health funeral records	3 years from date of exhumation	Common practice	Records of any actions taken by officers in relation to Public Health Funerals
EH16	Health and Safety	RIDDOR	3 years from date investigation closed	Common practice	RIDDOR notification and investigation records
EH17	Health and Safety	The monitoring and inspection of air handling units	3 years from date of inspection	Common practice	Inspection records
EH18	Environmental Protection	The removal of waste which has been left by fly-tippers and any associated enforcement action	6 years from date enforcement action is resolved	Limitation Act 1980	Fly tip reports, correspondence, evidence i.e. photographs, enforcement notices, prosecution, court documents
EH19	Environmental Protection	The administration of permits for environmental protection	6 years from date permit expires	Limitation Act 1980	Permits, applications, enforcement activities etc- electronic and hard copy
EH20	Public Health	The enforcement of public health and housing regulations	3 Years from date of completion of enforcement action	Common practice	Reports of breaches, correspondence, evidence, enforcement notices
EH21	Public Health	The provision of advice and information to the public concerning public health and housing	3 years from date record created	Common practice	Correspondence- emails, letters, phone calls, information leaflets
EH22	Health and Safety	All records relating to accident reporting where the person is aged over 18 at the time of the accident	3 years from date record created	General Disposal Guidelines for Local Authorities	Accident report and associated documentation i.e. supporting evidence
EH23	Health and Safety	All records relating to accident reporting where the person is aged under 18 at the time of the accident	25 years from date of accident	General Disposal Guidelines for Local Authorities	Accident report and associated documentation i.e. supporting evidence
EH24	Health and Safety	Health and Safety campaigns	3 years from date of end of campaign	General Disposal Guidelines for Local Authorities	Campaign documents- both electronic and hard copy i.e. leaflets, emails, posters etc

EH25	Health and Safety	Premises inspection reports/ records	3 years	General Disposal Guidelines for Local Authorities	Inspection/intervention/reports/records including self-assessment questionnaires
EH26	Health and Safety	In-house incident reports and investigation records	45 years	Statutory	Accident and incident reports including photographs and records of investigations
EH27	Environmental Protection	Private water supplies	30 years from date of expiry of the supply	Statutory	Supply information, classifications, sampling records
EH28	Environmental Protection	Hazardous substance control	40 years from date of monitoring	Hazardous Waste Directive 2005	Waste records, consignment notes
EH29	Environmental Protection	Contaminated land investigations	99 years	Statutory	Potential contamination information, site assessments, sampling, enforcement activity
EH30	Environmental Protection	Stray/lost/dangerous dogs	7 years after case closed	Common Practice	Particulars of dogs, enforcement activities, individuals claiming the dog
EH31	Environmental Protection	Animal welfare	7 years from date case closed (99 years in the event of an animal welfare conviction)	Common Practice, Statutory	Particulars of animals, enforcement activities. Records relating to the administration of animal welfare schemes which could include enforcement action
EH32	Animal establishments	Licensing of boarding/ pet shops/ riding establishments/ dog breeding/ dangerous wild animals/ zoos	3 years from date licence lapses	Limitation Act 1980	Licence information, inspections, enforcement activity
EH33	Housing	Disabled facilities grants	13 years from date grant awarded	HMRC Compliance Handbook Manual	Application form, officer assessments, quotations, invoices
EH34	Housing	Healthy home loans/ deposit loans/ rent in advance/ fit to rent/ PAYS loan/ HMO/ caravan site	13 years from date grant awarded	HMRC Compliance Handbook Manual	Financial form, certificates, licences, plans, drawings, maps, invoices
EH35	Housing	Warm and Well scheme	3 year from date of enquiry	Common practice	Referrals, service request
EH36	Licensing	Premises licences, club premises certificates and temporary event notices	7 years from date licence is either transferred, surrendered, suspended, lapsed, expired, revoked, refused, withdrawn or not pursued	Licensing Act 2003	Application form, licence information and any supporting documentation
EH37	Licensing	Skin piercing registration/ gambling/ scrap metal licence/ street trading consents/ house to house and street collections	3 years from date licence is either transferred, surrendered, suspended, lapsed, expired, revoked, refused, withdrawn or not pursued	Licensing Act 2003/ Gambling Act 2006	Application form, licence information and any supporting documentation
EH38	Licensing	Taxi and private hire licences	7 years from date licence is either surrendered, expired, suspended, revoked, refused or not pursued	Licensing Act 2003	Application form, licence information and any supporting documentation
EH39	Licensing	The process of granting permission to hold events on public land	3 years from date record created	Common practice	Application form, licence information and any supporting documentation

Community Services

Ref	Function Description	Purpose / Use	Retention Period	Reason	Example of Records / Format
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COS1	Commercial waste collection	The provision of a regular commercial waste collection from local businesses	6 years from date record created	HMRC Compliance Handbook Manual	Waste transfer notes, collection rounds, customer database etc
COS2	Commercial waste special collections	The special collection of commercial waste	6 years from date record created	Limitation Act 1980	Customer details, special collection details, waste transfer notes, collection rounds etc
COS3	Commercial waste bins	The provision of bins for the collection of commercial waste	6 years from date record created	HMRC Compliance Handbook Manual	Customer details, number of bins etc
COS4	Household waste bins	The provision of household waste containers	3 years from date record created	Common Practice	Customer details, number of bins etc
COS5	Clinical waste disposal (household)	The collection of clinical household waste	6 years from date record created	Limitation Act 1980	Collection requests, certificates of safe destruction etc
COS6	Hazardous waste	The collection of waste which is of a hazardous nature and cannot be disposed of through regular household or business waste collections	6 years from date record created	Hazardous Waste Directive 2005	Collection requests, certificates of safe destruction etc
COS7	Household waste collection	The provision of the regular collection of household rubbish from all residential premises within the authority boundaries	3 years from date record created	Common Practice	Collection rounds, missed bin reports etc
COS8	Garden waste collection	The collection of household garden waste	3 years from date record created	Common Practice	Customer details/ database, number of bins etc
COS9	Waste Local Plan	The development, implementation and monitoring of a Waste Local Plan	10 years from date plan expires	Common Practice	Waste Local Plan and supporting documentation
COS10	Recycling advice	The provision of general information about waste and recycling	1 year from date record created	Common Practice	Correspondence- electronic and hard copy
COS11	Household waste assisted collection	The assisted refuse collection service provided to residents who, through illness or infirmity, are unable to put out their refuse and do not have anyone else to assist them	3 years from date record created	Common Practice	Customer details, assisted collection request details etc
COS12	Bulky waste collection	The provision of bulky waste collections	3 years from date record created	Common Practice	Customer details, collection details, cost/ payments etc
COS13	Dog waste bins	The provision of bins for the collection of dog waste in local areas	3 years from date record created	Common practice	Correspondence, installation details, collection rounds etc
COS14	Litter bins	The provision of litter bins within the borough	6 years from date record created	Limitation Act 1980	Correspondence, installation details, collection rounds etc
COS15	Waste reduction	The development, implementation and monitoring of waste reduction programmes	6 years from date record created	Common Practice	Waste reduction programme, action plan, associated documentation and communications
COS16	Food waste recycling	The implementation and monitoring of food waste recycling schemes	6 years from date record created	Limitation Act 1980	Scheme details, correspondence, promotion, monitoring and supporting documentation
COS17	Household waste enforcement	The enforcement of household waste regulations	6 years from date enforcement action resolved	Limitation Act 1980	Incident report/ details, investigation, correspondence and supporting documentation
COS18	Refuse duty of care – enforcement	The enforcement of the duty of care concerning the disposal of refuse	6 years from date enforcement action resolved	Limitation Act 1980	Duty of care, correspondence, enforcement action/ notice

COS19	Household waste accumulation	The monitoring and enforcement of household waste accumulation	6 years from date enforcement action resolved	Limitation Act 1980	Incident/ report details, investigation, correspondence and supporting documentation
COS20	Waste spillages	The management of incidents concerning spillages of commercial and residential waste	6 years from date of spillage	Limitation Act 1980	Incident reporting, correspondence, supporting documentation i.e. photographs
COS21	Grass cutting	The provision of grass cutting within the borough	6 years from date record created	Limitation Act 1980	Grass cutting schedules and requests
COS22	Fleet vehicles	The acquisition and disposal of fleet vehicles	6 years from date ownership terminated	Limitation Act 1980	Vehicle details, purchase details, disposal details
COS23	Fleet vehicles	The maintenance of fleet vehicles	6 years from date of maintenance	Limitation Act 1980	Vehicles details, maintenance details, costs etc
COS24	Fleet vehicles	The ownership of fleet vehicles	6 years from date ownership terminated	Limitation Act 1980	Vehicles details, registration, VO5 document, insurance details, maintenance details etc
CO25	Volunteer litter picking registration	All records relating to volunteer litter pickers	Indefinitely or until volunteer wishes to be removed	Common practice	Volunteer database
CO26	Volunteer litter picking scheme	The provision of supplying equipment for and the monitoring of litter picking	3 years	Common practice	Spreadsheets, equipment inventory, risk assessments etc

Housing

Ref	Function Description	Purpose / Use	Retention Period	Reason	Example of Records / Format
H1	Emergency accommodation - bed and breakfast	The provision of emergency bed and breakfast accommodation	Spreadsheet- 6 years from date record created Database- 3 years plus current year	Housing Act 1996 part VII	Spreadsheet- (B&B details, calculation of costs etc). Locata database- (record of B&B use and time periods)
H2	Temporary accommodation	The provision of hostels and other temporary accommodation i.e. temporary private sector tenancies, supported accommodation etc	3 years from date homeless application is closed	Housing Act 1996 part VII	Locata database records; all accommodation made available under the auspices of homelessness but which the council is not invoiced for on an individual client basis
H3	Production of homeless statistics	To manage and record the details of prevention, relief and full statutory homeless duties	3 years from the closure of the homeless case	Statutory	Initial paper files, once investigations are complete all documentation scanned onto online database- Locata
H4	Housing advice	The provision of housing advice on housing related issues (including triage cases where households are experiencing difficulties but are not likely to become homeless in less than 56 days)	3 years from the closure of the case	Statutory	Locata database records
H5	Housing/ choice based lettings applications	Homeseecker Plus housing register and choice based lettings	Housed/ closed applications- 3 years from closure Suspended applications/ no further activity- 1 year from suspension Pending- no action unless the status becomes removed, if removed then 6 months Incomplete applications- 1 month after no activity	Housing Act 1996 part VI	Locata database records
H6	Unsuccessful housing applications	Unsuccessful housing/ choice based lettings applications	6 years from date of application	Limitation Act 1980	Locata database records

H7	Housing associations within the borough	Details relating to housing associations in the borough	6 years from date record created	Limitation Act 1980	Electronic and hard copy records
H8	Performance Information	Bed and breakfast placements, affordable housing programme, service delivery plan, strategic objectives and actions	6 years from date current strategy is completed	Statutory	Database records, programmes, strategies, action plans
H9	Central Government returns	HCLIC returns, LAHS return, rough sleeper count.	6 years after record made	Common practice	Notifications/ returns
H10	Safeguarding referrals	Referrals made by the council to adult or children's services safeguarding teams	15 years from date of report	Statutory	Referral documents, secure file notes, correspondence
H11	Multi Agency Risk Assessment Conference - MARAC notifications	To facilitate safe moves for residents who may flee their current home/ access target hardening measures	12 months from notification	Statutory	Notifications via gcsx secure email
H12	Housing options	Rent in advance/ deposits/ tenancy rescue	Retain for period associated with homelessness	Statutory	Locata database records, tenancy agreement, payment requests, repayment agreements
H13	S106 Agreements- affordable housing developments	Details of the lettings arrangements in perpetuity	Permanent	Statutory	Online copies
H14	Commutated sums details	Details of the commuted sums available and how they've been spent	Permanent	Statutory	Online copies, delegated decisions held by Democratic Services

Community Safety

Ref	Function Description	Purpose / Use	Retention Period	Reason	Example of Records / Format
CSE1	CCTV footage and digital camera pictures	Digital images captured for potential criminal prosecutions	6 years from closure of the prosecution 60 days if there is no prosecution	Common practice	Recording of incidents
CSE2	Enforcement activities	Actions on enforcement activities- including information shared with Police and other agencies	6 years from closure of activity	Common practice	Fixed penalty notices (FPN), written warnings, investigation reports, court records
CSE3	Anti-Social Behaviour reporting	All records relating to ASB investigations	6 years from closure of activity	Common practice	Investigations records, case papers, court records
CSE4	Community safety partnership	Activities designed to reduce the impact and fear of crime and improving the lives of all those living and working in the borough	Permanent	Common practice	Community safety plan, strategic assessment, policies, plans and agendas
CSE5	Hate crime / Safeguarding / Domestic Violence	Records relating to hate crime, safeguarding and domestic violence reports and investigations	3 years (where the individual does not come to notice)	Common practice	Reports / referrals, investigation reports

Development Services

Ref	Function Description	Purpose / Use	Retention Period	Reason	Example of Records / Format
DS1	Pre-applications	Pre-application discussions - all records relating to planning pre-application advice	5 years from the closed date. Information will be required to help inform any subsequent planning application submitted for the site.	Common practice	Forms, plans, supporting documents, officer response
DS2	Planning register	The process of controlling development of areas through applications for planning permission including minor amendment, condition discharges and appeal decisions	Permanent	The Town and Country Planning Act 1990	Planning register, application forms, plans, supporting documents, officer report, decision

DS3	Dropped kerbs	The construction of vehicle crossovers at the request of residents	6 years from date of completion of crossover	Limitation Act 1980	Application forms, plans, supporting documents
DS4	Responses from formal consultees	The process of controlling development of areas through applications for planning permission	5 years from the date of decision <i>(some major outline applications may be retained for longer given the extended timelines for submission of reserved matters/ implementation)</i>	Common practice	Letters/emails in pdf format
DS5	Representations	Representations from neighbours/members of the public	Remove from public access after 6 months to allow for appeals to be submitted. Information to be retained to allow for appeals. 2 years from date of the decision. Personal information redacted prior to publication on website.	Common practice	Letters/emails in pdf format
DS6	General correspondence relating to a planning application	The process of controlling development of areas through applications for planning permission	5 years from the date of decision- remove from public access after 6 months to allow for appeals to be submitted <i>(some major outline applications may be retained for longer given the extended timelines for submission of reserved matters/ implementation)</i>	Common practice	Letters/emails in pdf format
DS7	Photographs	Photographs relating to planning applications, listed buildings, tree preservation orders etc	Permanent	Common practice	Photographs
DS8	Environmental Impact Assessment screening and scoping options	The process of controlling development of areas through applications for planning permission	Permanent <i>(public copy held for 12 months on website)</i>	The Town and Country Planning Act 1990 Environmental Impact Assessment Regulations 2016	Impact assessment and supporting documentation
DS9	Section 106 Agreements	The process of controlling development of areas through applications for planning permission	Permanent <i>(part of the Planning Register)</i>	The Town and Country Planning Act 1990	Legal agreements in pdf format
DS10	Appellants/ council's/ rule 6 party appeal statements	The process of controlling development of areas through applications for planning permission	Permanent	Common practice	Word/pdf copies of written statements and appendices
DS11	Consultee responses relating to an appeal	The process of controlling development of areas through applications for planning permission	5 years from date of the appeal decision	Common practice	Letters/emails in pdf format
DS12	Duty Planner requests	Arrange duty planner meeting/phone call	Destroy after 2 weeks from arranging an appointment	Common practice	Duty planner request form and other plans that may be attached
DS13	Consultee representation to an appeal	The process of controlling development of areas through applications for planning permission	Destroy after 5 years from the date of the appeal decision. Information to be retained to allow for the implementation period of an application. 3 years was originally considered but extended to 5 years as this is more appropriate to take into account outline applications and implications to inform future applications for Reserved Matters.	Common practice	Letters/emails in pdf format
DS14	Neighbour/ third party representations to an appeal	The process of controlling development of areas through applications for planning permission	12 months from date of the appeal decision	Common practice	Letters/emails in pdf format
DS15	Planning enforcement	Enforcement Notices and other notices served under the planning acts	Permanent	The Town and Country Planning Act 1990	Enforcement notice
DS16	Planning enforcement	Enforcement correspondence/photographs	Permanent	Common practice	Letters, emails, photographs

DS17	Tree Preservation Orders	The process of making Tree Preservation Orders	Permanent (part of the planning register)	The Town and Country Planning Act 1990	Register of tree preservation orders, correspondence
DS18	Tree works within conservation area notification	Records relating to tree works within conservation area notification	Permanent	The Town and Country Planning Act 1990	Application form, plans, pictures
DS19	Conservation advice	The provision of advice and consultation to local residents who are considering carrying out any works on a property within a conservation area	Permanent	Common practice	Correspondence, letters, emails
DS20	Conservation advice	Records relating to the management of conservation areas	Permanent	Common practice	Correspondence, letters, emails
DS21	Conservation advice	Records relating to the maintenance of specific sites and monuments	6 years from date record created	Limitation Act 1980	Correspondence, letters, emails
DS22	Community Infrastructure Levy (CIL)	Records relating to the creation and implementation of the Community Infrastructure Levy	12 years from date record created	Limitation Act 1980	Planning application, assumption of liability, liability notice, commencement notice, demand notice
DS23	Parks and open space landscaping	The design and maintenance of cultivated areas, open areas and woodland in public parks and open spaces	6 years from date record created	Limitation Act 1980	Designs, location maps, maintenance schedules etc
DS24	Official Local Authority Search results	Maintenance of statutory register in response to official requests for information	Permanent	Local Land Charges Act 1975	Local Land Charges Register
DS25	Official Local Authority Search results	Search results and information provided by other departments and external organisations	6 years from date record created	Local Land Charges Act 1975	Search results, supporting documentation
DS26	Legal Agreements	To enable obligations to be laid down and recorded against local land register	Permanent	Common practice	Agreements, local land charges register
DS27	Personal searches	Responses to a personal search request off the statutory register	Permanent	Local Lan Charges Act 1975	Search requests, search results, local land charges register
DS28	Building Control register	Records relating to the creation and management of the Building Control register	Permanent	Building Control Performance Standards 2006	Approval, inspection records, completion notices
DS29	Building Regulation application FP	Records relating to building regulation applications	16 calendar years from completion	Building Control Performance Standards 2006	Files, specifications, plans, correspondence, decision notices, certificates
DS30	Building Regulation application BN	Records relating to building regulation applications	16 calendar years from completion	Building Control Performance Standards 2006	Files, specifications, plans, correspondence, decision notices, certificates
DS31	Applications- building work not started	Records relating to applications where building works have not started	3 years, then Section 32	Building Control Performance Standards 2006	Files, specifications, plans, correspondence, decision notices, certificates
DS32	Initial notice	Records relating to initial building control notice	Permanent	Building Control Performance Standards 2006	Application notification, plans, correspondence, certificates
DS33	Dangerous Structure	Reports from members of the public and other agencies	Permanent	Building Control Performance Standards 2006	Paper and electronic files, notification/ correspondence

DS34	Demolition licence application	Records relating to demolition licence applications	16 calendar years from issue of licence	Building Control Performance Standards 2006	Files, specifications, plans, correspondence
DS35	Competent Persons Register	Records relating to the creation and management of the Competent Persons Register	Permanent	Building Control Standards 2006	Register, electronic notifications from competent persons schemes
DS36	Inspection bookings	Diary appointments relating to the building control service	6 months	Common practice	Outlook calendar appointments
DS37	Procedures	Documented procedures relating to the building control service	Permanent- update as required	Common practice	Guidance manuals, policies and procedure notes

Planning Policy

Ref	Function Description	Purpose / Use	Retention Period	Reason	Example of Records / Format
PP1	Strategic Assessment of Land Availability	The annual assessment of sites submitted to the council as being available for development. <i>Personal details not published but retained for future contact</i>	Annual check on site availability. If still available retain details, if no longer available remove details. <i>(Details also removed on specific request)</i>	National Planning Policy Framework	Assessment documents, site details, contact details
PP2	Self-Build Register	Public register of those interested in self or custom build housing opportunities. <i>Personal details not published</i>	Annual check to confirm applicants wishing to remain on register. If yes then retain details, if no then remove details. <i>(Details also removed on specific request)</i>	The Self- build and Custom Housebuilding Act 2015 (as amended) The Self-build and Custom Housebuilding (Register) Regulations 2016 (as amended)	Self-build register, contact details, eligibility criteria i.e. citizenship, size/type required, local connection
PP3	Consultation database	The process of undertaking statutory public consultation and maintaining a database of those who have previously responded to a local plan consultation or have requested to be consulted. <i>No information from the database is published</i>	Permanent <i>(Details removed on specific request or if contact details no longer correct)</i>	Common practice	Consultation documents, database, correspondence
PP4	Responses to local plan document consultation	Responses to statutory public consultation used to inform future stages of plan making and become evidence for public examination of plans. <i>No contact details are published</i>	Responses retained for length of the plan making process and removed upon adoption of the plan and following clearing and any legal challenge periods	The Town and Country Planning (Local Planning) (England) Regulations 2012	Responses, correspondence, contact details
PP5	Evidence base documents	The undertaking of evidence base studies to underpin the contents of the plan. <i>These are publically available but no personal data published</i>	Permanent	Common practice	Evidence base studies, outcomes
PP6	Local Plan documents	Local plan documents which form a statutory part of the council's development plan i.e. Joint Core Strategy. <i>These are publically available but no personal data published</i>	Permanent record needed	The Town and Country Planning (Local Planning) (England) Regulations 2012	Local plans, documents

Community & Economic Development

Ref	Function Description	Purpose / Use	Retention Period	Reason	Example of Records / Format
CE1	Business grant	Applications and supporting information for the council's business support scheme and flood scheme	6 years from date of grant payment	Common practice	Application forms (electronic) BACS forms, quotes, receipts, bank statements, emails
CE2	Business grant/ community grant	Databases detailing organisations and grant awards. <i>No personal data</i>	6 years from date of grant payment	Common practice	Microsoft Excel spreadsheet

CE3	Community grant	Applications and supporting information for council funding	Financial information- 6 years from date of grant payment Application details- 10 years from date grant awarded	Statutory	Application forms (electronic) BACS forms, quotes, receipts, bank statements, emails
CE4	Community Right to Bid	Listing of community assets	5 years	Statutory	Nomination form, nominator signatories and register
CE5	Enquiry emails and letters (Community)	Communication with public	1 year from date enquiry resolved <i>(historical records may be kept indefinitely for archiving, scientific or statistical purposes)</i>	Common practice	Enquiries through Microsoft Outlook, posted letter, social media
CE7	Enquiries (Business)	Communication with businesses	1 year from date enquiry resolved <i>(historical records may be kept indefinitely for archiving, scientific or statistical purposes)</i>	Common practice	Enquiries through Microsoft Outlook, posted letter, social media
CE9	Business database (including tourism databases)	Promotion, information and monitoring types of enquiries	Review after 3 years	Common practice	Microsoft Word and Excel spreadsheet, Mail Chimp
CE10	Marketing	Marketing and investment literature	Review after 3 years	Common practice	Tourism leaflets handed out at TIC, business database and prospectus, business packs
CE11	VCS and community databases	Information sharing and events/ forums	Review after 3 years	Common practice	Sports database, community network database
CE13	Websites	Promoting the area including accommodation and attractions, promoting services and events	Review after 1 year	Common practice	Online promotions, external websites e.g. Visit Tewkesbury, Business Tewkesbury, Cotswolds Tourism, Heritage Centre
CE14	Welcome Back Fund	Documentation and evidence to support the safe return to high streets and help build back better from the pandemic	Retain until 31/12/2033	Statutory	Online promotions, website, invoices, bank statements, reports, claim forms etc
CE15	Participants details	The recording of participants of events, initiatives and surveys	Review after 1 year	Common practice	Attendance registers – online e.g. Eventbrite or paper
CE16	Tickets sales	Record of event ticket sales	6 years	Statutory	Paper copies (tickets) and Microsoft Excel spreadsheets/ customer database
CE17	Ticket sales	Record of National Express and Marchant ticket sales	6 years	Statutory	Paper copies in form of ticket books
CE18	Surveys	To analyse and assist in decision making	1 year	Common practice	Survey responses – electronic or paper
CE19	Contact details	Staff/ councillor/ volunteer/ private stakeholder/ working group/ partnerships contact details	Review after 1 year	Common practice	Names, addresses, emails, mobile number
CE20	Business support	Business support organisation details used to assist businesses	Review every 3 years	Common practice	Database, business details/ names/ emails
CE21	Land drainage	The provision of help and advice on highway drainage, land drainage or private drainage and arrangements for the clearance of blocked drains	Review after 6 years	Statutory	General files- correspondence, maps, contractor information etc
CE22	Surface Water Management Plans (SWMP)	The creation, implementation and maintenance of Surface Water Management Plans (SWMP)	Permanent	Statutory	Plans and supporting documentation

CE23	Sustainable Drainage Systems (SUDS)	The regulation and maintenance of Sustainable Drainage Systems (SUDS)	Permanent	Statutory	General files- correspondence, maps etc
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Corporate Services

Ref	Function Description	Purpose / Use	Retention Period	Reason	Example of Records / Format
C1	Policies, procedures, strategies and structure charts	Activities that develop policies, procedures, strategies and structures for the council	5 years from date of implementation	Common practice	Policy documents, procedures, organisational structure charts, records relating to policy implementation and development
C2	Citizens panel (public consultation)	The process of consulting the citizen's panel in the development of specific policies and service changes	Permanent (records will be deleted on request)	Common practice	Contact details, consultation responses
C3	Customer surveys	The creation and analysis of customer satisfaction surveys	3 years from date record created	Legal obligation	Completed surveys and associated analytic data
C4	Media relations	The process of interaction with the media	3 years from date record created	Common practice	Emails and press releases sent to the media
C5	Media relations	Media publications concerning the council	Permanent	Common practice	Press cuttings, media reports
C6	Performance management and reporting	The collection and publication of a range of performance indicators reflecting the services the council provides	5 years from date record created	Legal obligation	Performance tracker
C7	Internal communications	The storage of internal newsletters and intranet posts	1 year from date record created. (Review at end of 1 year retention period)	Common practice	News4U, intranet posts
C8	Graphic design	The provision of an internal graphic design service where no recharge is made	1 year from date record created	Common practice	Leaflets, flyers, posters, newsletters produced by the team
C9	Graphic design	The provision of an internal graphic design service where a recharge is made	6 years from date record created	Limitation Act 1980 (section 2)	Leaflets, flyers, posters, newsletters produced by the team
C10	Graphic design	The use of external graphic design services	6 years from date record created	Limitation Act 1980 (section 2)	Leaflets, flyers, posters, newsletters produced externally
C11	Media and publicity protocols	The creation and management of media and publicity protocols	3 years from date policy/ protocol expires	Common practice	Policy documentation
C12	Corporate risk register	The creation, implementation and maintenance of the council's corporate risk register	6 years from last entry in the register	Limitation Act 1980 (section 2)	Corporate risk register, supporting documentation, consultation
C13	Council Plan	The creation, implementation and maintenance of the Council Plan	6 years from date the plan expires	Common practice	Council Plan, supporting documentation, consultation
C14	Service plans/ business plans	The creation, implementation and maintenance of service plans	From the year record is created until superseded	Common practice	Service plans and associated documentation

Internal Audit

Ref	Function Description	Purpose / Use	Retention Period	Reason	Example of Records / Format
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IA 1	Reports	Final audit reports	6 years + current year	Limitation Act 1980, VAT Act 1994, Taxes Management Act 1970	Final audit report and email issuing final reports to clients
IA 2	Reports	Report papers used in the course of a fraud investigation	6 years + current year (after legal proceedings have been completed)	Criminal Procedures Investigations Act 1996	Final reports and supporting documentation- in conjunction with the Counter Fraud Unit
IA 3	Reports	Other audit reports, including interim follow up reports	3 years + current year	Common practice	Working papers, draft reports, follow up reports and overviews
IA 4	Undertakings	In respect of both main and follow up audits - audit assignment briefs and audit programmes	3 years + current year	Common practice	Audit assignment brief, audit programme, working papers, appendices, peer review, final review and client survey
IA 5	Undertakings	Plans/strategies	1 year from last date of the plan	Local Government Association Act	6 monthly audit plan for audits to be completed in the time period
IA 6	Undertakings	Correspondence	3 years + current year	Common practice	Emails
IA 7	Undertakings	Corporate improvement	3 years + current year	Common practice	Corporate Improvement Individual Project form (CIIP), working papers, appendices, consultancy and advice log
IA 8	Record keeping	Minutes of Audit & Governance Committee meetings and related papers	Permanent	Access to Information Act 1985	Minutes and committee papers
IA 9	Record keeping	Minutes of meetings and related papers relating to internal audit team meetings and other parties (e.g. the Counter Fraud Unit)	3 years + current year	Common practice	Agendas, minutes and supporting documentation
IA 10	Record keeping	In respect of both main and follow up audits - audit assignment brief, working papers, draft audit reports, management reviews and final review	3 years + current year	Common practice	Audit assignment brief, audit programme, working papers and appendices, peer review, final review and client survey
IA 11	Record keeping	In respect of special investigations such as fraud - audit assignment brief, working papers, draft report, management reviews and final review	6 years + current year (after legal proceedings have been completed)	Criminal Procedures Investigations Act 1996	Supporting documentation- in conjunction with the Counter Fraud Unit
IA 12	Other records	Internal Audit manual, guides and procedural notes	When superseded	Common practice	Audit manual, code of conduct, procedure notes etc
IA 13	Other records	Performance monitoring	When superseded	Common practice	PI reporting and supporting documentation
IA 14	Disposal	Inventory	When superseded	Common practice	Asset inventory
IA 15	Reports	External audits carried out by the Internal Audit team- final reports	6 years + current year	Limitation Act 1980, VAT Act 1994, Taxes Management Act 1970	Final audit report and email issuing final reports to clients

IA 16	Reports	Reports composed for Audit & Governance Committee	3 years + current year	Common practice	Audit reports in word document, audit plan status, recommendation follow up sheet, and any other associated documentation
IA 17	Record keeping	Audit & Governance Committee report pack and associated minutes	When superseded <i>(master copies retained permanently by Democratic Services)</i>	Common practice	Report pack and associated minutes
IA 18	Other records	Best practice guidance, legislation, bulletins	When superseded	Common practice	Guidance notes, legislation etc
IA 19	Reports	External reviews (e.g. PSIAS compliance external quality assessment reports and working papers)	When superseded	Common practice	Reports, action plans etc

Customer Services

Ref	Function Description	Purpose / Use	Retention Period	Reason	Example of Records / Format
CS1	Missed bins	The process of recording and dealing with missed bin reports and responding to customers. <i>(Reports passed onto external contractor- data sharing agreement in place)</i>	12 months	Common practice	Online forms, email, by phone or in person, Firmstep records
CS2	Ordering bins	The processing of new and/or replacement bin requests. <i>(Requests passed onto external contractor- data sharing agreement in place)</i>	12 months	Common practice	Online, by phone, email or in person, Firmstep records, payment details (where applicable)
CS3	Bulky waste requests	The process of arranging bulky waste collections for unwanted household items. <i>(Requests passed onto external contractor- data sharing agreement in place)</i>	3 months from date of collection	Common practice	Online forms, by phone or in person, Firmstep records, payment details
CS4	Recycling bag collections	The process of arranging the collection of recycling bags. <i>(Requests passed onto external contractor)</i>	12 months	Common practice	Online forms, by phone or in person
CS5	Garden Waste - new subscriptions	The process of setting up new garden waste customers. <i>(Details passed onto external contractor and mailing company- data sharing agreements in place)</i>	18 months <i>(12 months during subscription and additional 6 months to allow for renewals)</i>	Common practice	Online, by phone or in person, garden waste customer database, Firmstep records, payment details
CS6	Garden waste - subscription renewals	The process of renewing garden waste subscriptions. <i>(Details passed onto external contractor and mailing company- data sharing agreements in place)</i>	18 months <i>(12 months during subscription and additional 6 months to allow for renewals)</i>	Common practice	Online, by phone or in person, garden waste customer database, Firmstep records, payment details
CS7	Garden waste - cancelled subscriptions	The process of cancelling a garden waste subscription. <i>(Details passed onto external contractor- data sharing agreement in place)</i>	12 months	Common practice	Online, by phone or in person, garden waste customer database, Firmstep records
CS8	Cash Office	The receipt and recording of monies received through the cash office	Deposit envelopes- 3 months from date of payment Paper copies of transactions- 3 months from date of payment Paying-in books- current year + 1 Cash payment receipts- 3 months	Common practice	Deposit Envelopes in person, cheques/cash sent via the post, account/ reference number, customer details
CS9	Advice & Information Centres	The provision of advice and information centres at Brockworth, Churchdown, Bishops Cleeve and Winchcombe	In-line with our own and other departments retention schedules	Common practice	Face to face contact
CS10	Assisted Collections	The provision of assisted collections. <i>(Details passed onto external contractor- data sharing agreement in place)</i>	12 months	Common practice	Online, by phone or in person, Firmstep records, assisted collection request

CS11	Reception	The provision of a reception service to advise and assist customers accessing council services within the Public Service Centre	1 month	Common practice	Face to face contact, signing in sheets, contact details if appropriate
CS12	Proof of life certification	The provision of proof of life certification to customers of pensionable age to provide evidence for overseas pensions	12 months	Common practice	Face to face contact, proof of residency, verification file
CS13	Tell Us Once notifications	The retrieval of Tell Us Once notifications for notification to relevant department	Immediate deletion once forwarded to relevant department	Common practice	PDF notification document
CS14	Talk to Us	The process of logging comments and requests from members of the public	12 months	Common practice	Online forms, by phone or in person
CS15	Report a problem	The process of recording issues such as fly tips and street cleansing etc. <i>(Requests passed onto external contractor)</i>	12 months	Common practice	Online forms

Revenues & Benefits

Ref	Function Description	Purpose / Use	Retention Period	Reason	Example of Records / Format
RB1	Council tax reductions- new claims and changes	Client records relating to claims for council tax reduction	6 years from year record is created <i>(Note: all records may need to be kept from 1 April 1993)</i>	Local Government Finance Act 1992	Saved on document image system:-claims forms, bank statements, passports and other support evidence
RB2	Appeals against council tax liability	Client records relating to appeals against council tax liability	6 years from date appeal <i>(Note: all records may need to be kept from 1 April 1993)</i>	Local Government Finance Act 1992	Supporting documentation saved on document image system
RB3	Council tax account information	Billing and collection of council tax	6 years from date record created <i>(Note: all records may need to be kept from 1 April 1993)</i>	Local Government Finance Act 1992	Saved on document image system, letters, direct debit instructions, applications forms, TUC notifications
RB4	Council tax liability orders	Schedule of liability orders for recovery of non-payment together with court correspondence	6 years from date record created <i>(Note: all records may need to be kept from 1 April 1993)</i>	Local Government Finance Act 1992	Copy of complaint and liability order list
RB5	Council tax enforcement records	Client records relating to the enforcement of council tax	6 years from date record created <i>(Note: all records may need to be kept from 1 April 1993)</i>	Local Government Finance Act 1992	Correspondence from enforcement agents, copies of attachment of earnings and benefit orders and special arrangement letters
RB6	Council tax annual billing	All records relating to the council tax annual notification	6 years from date record created <i>(Note: all records may need to be kept from 1 April 1993)</i>	Local Government Finance Act 1992	Council tax bills
RB7	Council tax account enquiries	Enquiries regarding council tax	6 years from date record created <i>(Note: all records may need to be kept from 1 April 1993)</i>	Local Government Finance Act 1992	Correspondence, letters, emails, notes on Northgate
RB8	Council tax discounts and exemptions	Client records relating to the application for council tax exemptions and discounts	6 years from date record created <i>(Note: all records may need to be kept from 1 April 1993)</i>	Local Government Finance Act 1992	Supporting documentation saved on document image system
RB9	Council tax valuation list	Details of council tax bands used by the billing authority to issue council tax bills	Permanent <i>(Offer to the archivist after the end of administrative use and destroy any duplicates)</i>	Local Government Finance Act 1992	Valuation List
RB10	Business rates liability orders	Schedule of liability orders for recovery of non-payment together with court correspondence	6 years from date record created <i>(Note: all records may need to be kept from 1 April 1990)</i>	Local Government Finance Act 1988	Liability orders schedule, correspondence, letters, emails
RB11	Business rates enforcement records	Client records relating to the enforcement of business rates	6 years from date record created <i>(Note: all records may need to be kept from 1 April 1990)</i>	Local Government Finance Act 1988	Correspondence from enforcement agents

RB12	Business rates reliefs, exemptions and discounts	Client records relating to the application for business rates reliefs, exemptions and discounts	6 years from date record created (Note: all records may need to be kept from 1 April 1990)	Local Government Finance Act 1988	Application forms and supporting information such as financial statements
RB13	Business rates accounts information	Billing and collection of business rates	6 years from date record created (Note: all records may need to be kept from 1 April 1990)	Local Government Finance Act 1988	Valuation Office Agency Rating List
RB14	Business rates annual billing	All records relating to the business rate annual billing	6 years from date record created (Note: all records may need to be kept from 1 April 1990)	Local Government Finance Act 1988	Business rates bills
RB15	Personal budgeting support and assisted digital support	Providing assistance to residents with personal budgeting support and assisted digital support for Universal Credit	6 years from date record created (Note: all records may need to be kept from 1 April 1990)	Common practice	Personal budgets, supporting documents, correspondence
RB16	Housing benefit current claims and changes	Client records relating to current claims for housing benefit	6 years from date record created	Common practice	Saved on document image system, claim forms, supporting documentation, payment schedules
RB17	Housing benefit overpayment	The management of processes concerning housing benefit overpayments	6 years from date overpayment is resolved (Note: all records may need to be kept from 1 April 1993)	Common practice	Supporting documentation saved on document image system, payment schedules
RB18	Housing benefit backdated claims	Client records relating to back dated claims for housing benefit	6 years from date claim resolved (Note: all records may need to be kept from 1 April 1993)	Common practice	Supporting documentation saved on document image system, payment schedules
RB19	Discretionary housing payments	Client records relating to discretionary housing payments	6 years from date of application	Good accounting practice	Supporting documentation saved on document image system

Human Resources

Ref	Function Description	Purpose / Use	Retention Period	Reason	Example of Records / Format
HR01	Unsuccessful applications for vacancies	Records relating to managing unsuccessful applications for vacancies	8 months	Sex Discrimination Act 1975; Race Relations Act 1976; Disability Discrimination Act 1995; Employment Equality regulations, SI 003/1660, SI 2003/1661, SI 2006/1031	Application forms, shortlisting paperwork, interview notes etc
HR02	Successful applications for vacancies	Records relating to managing successful applications for vacancies	Until termination of employment	Common practice	Application forms, shortlisting paperwork, interview notes etc
HR03	Vacancy files	Managing unsolicited applications for employment	Immediate deletion	Common practice	Vacancy files, applicant details
HR04	Personal injury claims/ accidents at work	<ul style="list-style-type: none"> 1) Accident at work causing personal injury 2) Injuries, fatalities, diseases and dangerous occurrences 3) Risk assessment conducted in relation to the employee 4) Classified persons, over exposure and ionising radiation 5) Exposure to lead 6) Exposure to asbestos 7) Health and Safety training records 8) Eye test 	<ul style="list-style-type: none"> 1) 3 years 2) 3 years 3) 3 years 4) At least 30 years/ employee age 75 5) At least 40 years 6) At least 40 years 7) 3 years 8) 3 years 	Statutory	Accident/ incident forms, supporting documentation, correspondence , training records
HR05	Maternity leave	Records related to pregnancy and all forms of parental/ adoption leave	3 years after the end of the tax year in which the payments were made/parental leave ended	Statutory	Pay and leave records

HR06	Employment claims	Records related to a legal claim under UK employment laws e.g. dismissal	8 months	Common practice	Claims, correspondence- electronic and hard copy
HR07	Contract claims	Records related to a claim of breach of contract	6 years	Statutory	Claims, correspondence- electronic and hard copy
HR08	References	Records in relation to providing an ex-employee with a reference in accordance with council policy	10 years	Common practice	Letter, email, phone call etc
HR09	Safeguarding training	Records of participation and assessment of individuals on children & vulnerable adults related training courses e.g. training registers	35 Years	Retention Guidelines for Local Authorities	Training register, certificates
HR10	Administering Staff Attendance and Leave	Staff Leave records, including contractual holiday entitlement, study leave, compassionate leave	Until termination of employment	Common practice	Leave records- electronic and hard copy
HR11	Disciplinary and grievance administration	Records in relation to formal disciplinary and employee grievance process where proved/ tribunal stage has been reached	6 years from closure of the case	Limitation Act 1980	Reports, supporting evidence, correspondence- electronic and hard copy
HR12	Disciplinary and grievance administration	Records of disciplinary and grievance processes relating to Safeguarding issues where proven	35 years	Common practice	Reports, supporting evidence, correspondence- electronic and hard copy
HR13	Disciplinary and grievance administration	Records of disciplinary & grievance procedures where allegations are unfounded	Immediate when found unproven	Common practice	Reports, supporting evidence, investigations, correspondence
HR14	Disciplinary and grievance administration	Level 1 warnings where employment continues	6 months from date of warning	Common practice	Correspondence, issued warnings
HR15	Disciplinary and grievance administration	Level 2 warnings where employment continues	1 year from date of warning	Common practice	Correspondence, issued warnings
HR16	Disciplinary and grievance administration	Level 3 Warnings where employment Continues	1 year from date of warning	Common practice	Correspondence and issued warnings
HR17	Investigations	Tribunal Files	Length of employment	Common practice	Reports, investigations, supporting evidence, correspondence- electronic and hard copy
HR18	Monitoring staff health	Various medical records	80 Years	Limitation Act 1980; Control of Substances Hazardous to Health Regulations 2002; Asbestos Regulations 2012	Med 1 forms, records of exposure to hazardous substances, records concerning PPE
HR19	Staff – occupational health	Health surveillance forms	40 years from date of questionnaire	Common practice	Questionnaires
HR20	Staff – occupational health	Health referral files	10 years	Common practice	Medical records, referrals, correspondence
HR21	Agency staff	Records relating to the checking/ vetting of contract and supplier staff	6 years from date check carried out	Common practice	Agency staff details, evidence of checks
HR22	Staff – outplacement	Records relating to staff transferred to other organisations (TUPE)	6 years from date of transfer	Transfers of Undertaking (Protection of Employment) Regulations 2006	Correspondence, emails/ letters, consultation documents, contracts, terms and conditions

HR23	Staff – sickness management	The monitoring of employee absence	Retain throughout employment	Common practice	Electronic and hard copy, sick notes/ fit notes, return to work forms etc
HR24	Staff – sickness management	The process of monitoring staff leave and attendance	Retain throughout employment	Common practice	Electronic and hard copy, annual leave records, timesheets etc
HR25	Staff – risk management	Personal risk assessments relating to individuals returning to work	Retain throughout employment	Common practice	Risk assessment forms
HR26	Staff – disclosure of interest/code of conduct	The disclosure of financial and non-financial officer interest that could conflict with the council's interest	10 years from termination of employment	Common practice	Completed disclosure forms, signed code of conduct forms
HR27	Staff – appraisal	Personnel records relating to staff performance	8 months from termination of employment	Common practice	Personal Professional Development (PPD forms)
HR28	Staff – apprenticeships	The management of individual staff apprentices	6 years from end of apprenticeship	Common practice	Application forms, reviews/ appraisals, certificates of achievements
HR29	Right to work docs	Proof of ID/ eligibility to work in UK documents	2 years from termination of employment	Statutory	Identification documents
HR30	Qualifications	All records of professional qualifications/certificates	10 years from termination of employment	Common practice	Certificates- electronic and hard copy
HR31	DBS Clearance	The completion of DBS checks	35 years from termination of employment	Common practice	Completed DBS forms, confirmation records
HR32	Flexible retirement	The processing of applications for flexible retirement	6 years from termination of employment	Common practice	Application form, correspondence, supporting documents
HR33	Staff training records	The recording of staff training undertaken during employment	8 months from termination of employment	Common practice	Attendance, completion records, certificates
HR34	Trade Union Liaison	Records relating to correspondence/ liaison with Trade Union	10 years from date record created	Common practice	Correspondence- letters/ emails/ face to face meetings/ notes
HR35	Organisation restructure	The implementation of an organisational restructure	6 years from date restructure completed	Common practice	Structure chart, consultation documents, reports, correspondence
HR36	Redundancy	All records relating to redundancy	80 years from date of birth of the individual	Common practice	Consultation documents, correspondence
HR37	Employee engagement survey	The process of recording employee survey forms	6 years	Common practice	Online forms

ICT

Ref	Function Description	Purpose / Use	Retention Period	Reason	Example of Records / Format
ICT 1	Active Directory user accounts	Employee name, email address, departmental information as well as security group and email group memberships	1 year from date employee leaves the council	Common practice	Active directory
ICT 2	Email/ mailbox data	Emails held in the employees mailbox	6 Months from date employee leaves the council	Common practice	Emails
ICT 3	Freshservice helpdesk system	Support desk calls logged by individuals	2 years from date record created (where related to councillors with home addresses stored delete after 1 year)	Common practice	Tickets logged through Freshservice, associated documentation/ correspondence

ICT 4	Office 365 (cloud based) accounts	User account information stored on 365 hosted servers	1 year from date employee leaves the council	Common practice	Electronic documentation relating to individual cloud based user accounts
ICT 5	Cisco Meraki Wi-Fi	Employee or council visitors phone, tablet or laptop data stored on the system	1 year from date of access	Common practice	Data stored through Wi-Fi connectivity
ICT 6	ShoreTel telephone system	Contact number and workgroups/ hunt groups used by employee	1 year from date employee leaves the council	Common practice	Contact number, call records etc
ICT 7	Netwrix auditing software	Auditing of user activity	1 year from date employee leaves the council	Common practice	Activity logs etc
ICT 8	User documents and profiles	Documents stored in the employees personal drive/ onsite storage server	6 Months from date employee leaves the council	Common practice	Documents saved in various formats i.e. word, excel, PDF etc
ICT 9	Arcserve backup system	Backup of council systems and user documents	1 year	Common practice	Backup copies of systems and documents
ICT 10	Test Systems	Testing of ICT systems <i>(anything with user data will be deleted)</i>	1 year	Common practice	System testing records
ICT 11	Disposal of ICT equipment	The process of disposing of ICT equipment	2 years	Common practice	Disposal/ destruction certificates
ICT 12	ICT Security	All information relating to users profiles for information systems	6 years from date record created	Common practice	Username and log in details
ICT 13	ICT Security	All records relating to the creation and implementation of policy and procedures regarding information security	3 years from date record created	Common practice	Policies and procedures
ICT 14	ICT Hardware	All records relating to the maintenance of systems hardware	6 years from date record created	Common practice	Maintenance records
ICT 15	Information management	All records relating to the creation, design, construction, implementation and changes made to information systems	From date system commissioned until date system decommissioned	Common practice	Technical specifications, user guides, change management
ICT 16	Systems fault reporting	All records relating to the reporting of system faults	1 year from date record created	Common practice	Fault reports and associated correspondence

One Legal

Ref	Function Description	Purpose / Use	Retention Period	Reason	Example of Records / Format
OL1	Planning	S106 agreements	Retain	Statutory	Files- electronic and hard copy
OL2	Litigation	Civil- possession	As long as necessary from the judgement then after 3 years review with regard to destroying	Enforcement	Files- electronic and hard copy
OL3	Litigation	Civil- debt	As long as is necessary until satisfied, then after 3 years review with regard to destroying	Enforcement	Files- electronic and hard copy
OL4	Litigation	Civil- other	Review after 3 years with regard to destroying	Enforcement	Files- electronic and hard copy
OL5	Litigation	Criminal prosecutions	Review after 3 years with regard to destroying	Enforcement	Files- electronic and hard copy
OL6	Litigation	ASB's	Review after 3 years with regard to destroying	Enforcement	Files- electronic and hard copy

OL7	Land transactions	Easements, deed of grants, wayleaves, rights of way	Review after 3 years with regard to destroying	Enforcement	Files- electronic and hard copy
OL8	Land transactions	Freehold, sales, purchases, exchanges	20 years	Ownership records	Files- electronic and hard copy
OL9	Land transactions	Leasehold (current)	Retain	Ownership records	Files- electronic and hard copy
OL10	Land transactions	Leasehold (surrendered)	Retain	Ownership records	Files- electronic and hard copy
OL11	Land transactions	Title enquiries	Destroy after 12 months	Ownership records	Correspondence
OL12	Land transactions	Title disputes	Retain	Ownership records	Files- electronic and hard copy, correspondence
OL13	Land transactions	Licence to use land	Retain while licence in force destroy 12 months after licence expires	Ownership records	Licence, correspondence
OL14	Land transactions	Title variation/ rectifications	20 years	Ownership records	Files- electronic and hard copy
OL15	Right to buy	Applications and sale files	Destroy denied/ cancelled / withdrawn applications after 12 months	Ownership records	Applications, correspondence, files- electronic and hard copy
OL16	Contracts	Contracts- general	Signed – review 6 years after term of contract expired with regard to destroying. Under seal - review 12 years after term of contract expired with regard to destroying.	Enforcement	Contracts
OL17	Contracts	Contract advice	If contract entered into the above applies. If contract not proceeded with then review after 3 years with regard to destroying	Enforcement	Correspondence
OL18	Contracts	Contract disputes	Signed – review 6 years after term of contract expired with regard to destroying. Under seal - review 12 years after term of contract expired with regard to destroying.	Enforcement	Correspondence, files- electronic and hard copy
OL19	Corporate	Boundary review	Review with regard to passing to County Archivist after 12 months	Historic	Files- electronic and hard copy
OL20	Corporate	Monitoring Officer investigations	Review after 12 years with regard to destroying	Enforcement	Files- electronic and hard copy
OL21	Employment	Employment, advice, discrimination, tribunal, redundancy	Review after 12 months with regard to destroying	Enforcement	Correspondence, files- electronic and hard copy
OL22	Financial	Financial, guarantees, contracts	Review 6 years after guarantee released with regard to destroying	Enforcement	Files- electronic and hard copy
OL23	Financial	Loan (other)	Secured loans- 12 years Unsecured loans- 6 years after repayment	Enforcement	Files- electronic and hard copy

OL24	Financial	Mortgage and further advice	Retain file if sold property which is formerly in council ownership. Cull all other mortgage files to essential info after 3 years.	Enforcement	Correspondence, files- electronic and hard copy
OL25	Financial	Title and mortgage further advice	Hand over deeds when redeemed	Contractual	Correspondence, files- electronic and hard copy
OL26	Financial	General- not defined by any other case type, general correspondence	Open new file after 5 years. Destroy after 5 years	Enforcement	Correspondence, files- electronic and hard copy
OL27	Highway	Highway S38 and/or deed of grant (agreement)	Retain	Statutory	Contracts/ agreements
OL30	Highway	Agreement	Retain	Statutory	Agreements
OL31	Highway	Orders diversion creation	Retain while in force destroy 12 months after it expires	Statutory	Files- electronic and hard copy
OL32	Licencing	Advice	Review after 3 years	Enforcement	Correspondence
OL33	Smoke control	Smoke control orders- orders	Retain while in force destroy 12 months after it expires	Enforcement	Orders, correspondence, files- electronic and hard copy
OL34	Cemeteries	Cemeteries & burials	Review after 3 years and transfer to County Archivist if appropriate	Historic	Files- electronic and hard copy

Member Services

Ref	Function Description	Purpose / Use	Retention Period	Reason	Example of Records / Format
DEM 1	Council / Committees	Committee reports for Council and Committee meetings	Permanent <i>(Retain electronically on Democratic Services drive and keep archived hard copy Minute Books indefinitely)</i>	Statutory Local Government Act 1972	Agenda, minutes, reports, decision notices, action lists
DEM 2	Working Groups/ Panels/ Boards	Agenda and papers for meetings	Permanent	Common practice	Agenda, notes, briefing papers
DEM 3	Council / Committees	Publication of Council and Committee minutes on website	6 years and then unpublished	Local Government and Housing Act 1989	Agenda, minutes, reports, decision notices
DEM 4	Council / Committees	Minute/ note taking at meetings	Destroy after confirmation of the minutes/ notes at the next meeting	Common practice	Handwritten notes from meetings
DEM 5	Council / Committees	Electronic recordings of meetings	1 year	Common practice	Audio/ film record of meeting.
DEM 6	Democratic process	Officer decisions	6 years from date decision was made	Openness of Local Government Bodies Regulations 2014	Scanned copy of officer decision sheet - includes names of officers and signatures of officer <i>(signature not on website)</i>
DEM 7	Democratic process	Members' register of interest forms	Retain for term of Council only <i>(Destroy after election of new Council / Councillor resigns)</i>	Common practice	Hard copy forms - include names of Members and details of their interests - including land holdings, profession, membership of other organisations etc.

DEM 8	Democratic process	Members' personal details	Retain for term of Council only <i>(Destroy after election of new Council / Councillor resigns)</i>	Common practice	Personal details including name, contact details, name of spouse, bank account details, national insurance number, date of birth, car registration numbers
DEM 9	Democratic process	Historic member information spreadsheet	Permanent	Common practice	Excel spreadsheet - includes Councillors names, political party, year in which first elected, Ward represented, details of Committees and outside bodies served on whilst in office.
DEM 10	Democratic process	Petitions	1 year	Common practice	Names and contact details for people that have signed the petition. Name, postal address, email address for petition organiser
DEM 11	Democratic process	Honorary Aldermen database	Permanent	Common practice	Electronic spreadsheet of names, addresses, email addresses and telephone numbers
DEM 12	Democratic process	Councillor and Mayoral photographs	Retain for current term of Council / Mayoral year	Common practice	Electronic photographs
DEM 13	Council function	External room booking forms	Retain until payment for the service is received	Common practice	Contact details, booking forms, invoices
DEM 14	Democratic process	Member allowances website information	Retain only current term of Council	The Local Authorities (Members' Allowances) (England) Regulations 2003	Website information (<i>names of Members and the amounts of allowances received within the year</i>)
DEM 15	Civic function	Mayor's personal guest lists for events	Retain for event only	Common practice	Electronic list of names and addresses/email addresses of guests/attendees
DEM 16	Civic function	Mayoral engagements	Retain for current municipal year (<i>Destroy after annual council</i>)	Common practice	Electronic invitations, Mayoral diary
DEM 17	Democratic process	Public participation at Council/Committee meetings	Retain until Minutes approved as a correct record	Common practice	Contact details of those wishing to use scheme of public participation
DEM 18	Democratic process	Register for notification of receipt of hospitality and/or gifts	Retain for term of Council only <i>(Destroy after election of new Council)</i>	Common practice	Name and signature of Councillor, date of gift received, name of provider of gift/hospitality and nature of gift/hospitality
DEM 19	Members - induction and training	Records relating to the provision of induction and training for new members and ongoing development support to existing members	Retain for term of Council only <i>(Destroy after election of new Council/ Councillor resigns)</i>	Common practice	Paper copies and electronic file - names of Councillors and list of training courses/seminars attended
DEM 20	Democratic process	Contact details for Independent Remuneration Panel and Independent Persons for Standards Committee	Retain details of current panel and current Independent persons only	Common practice	Names, addresses, emails and telephone numbers for Panel Members. Bank details requested for payment purposes but provided to finance and then destroyed

Elections

Ref	Function Description	Purpose / Use	Retention Period	Reason	Example of Records / Format
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E1	Elections/ electoral registration	Register of local government, parliamentary and European electors	Permanent <ul style="list-style-type: none"> • <i>Current- for use at any election held in the current year and for public inspection</i> • <i>Previous years- to check eligibility for overseas voter applications</i> 	Representation of the People Act 1983	Paper and electronic copy of Electoral register
E2	Electoral registration	The maintenance of a register of electors for Tewkesbury Borough	Retain paper applications and documents supplied as part of an application for the life of the current register of electors <i>Redaction of National Insurance Number after 13 months</i>	Representation of the People Act 1983	Individual elector registration applications, evidence of identity, change of name, household enquiry forms- electronic and paper copy
E3	Elections/ electoral registration	The maintenance of a record of personal identifiers, proxy appointment details, absent vote applications	12 months after absent vote has been cancelled	Representation of the People Act 1983	Postal vote, proxy vote and postal proxy application forms, absent vote signature refresh application forms- electronic and paper copy
E4	Elections/ electoral registration	The employment of election (e.g. polling station, election count) and canvassing staff	Retain for 1 year after the employment has come to an end <i>(evidence of identity retained for 2 years after employment has come to an end)</i>	Immigration, Asylum and Nationality Act 2006; Representation of the People Act 1983; Home Office guidance on right to work checks	Identification documents, eligibility to work in UK, photograph, appointment correspondence/ emails- electronic and paper copy
E5	Elections	The organisation of an election e.g. hiring of venues to be used as a polling station, election contractors	Retain until the next election cycle	Representation of the People Act 1983	Contractor contact details, polling station booking agent/ key holder contact details- electronic and paper copies
E6	Elections	Election documentation	Secure retention for 1 year after poll	Representation of the People Act 1983; The Local Elections (Principal Areas) (England and Wales) Rules 2006; The Local Elections (Parishes and Communities) (England and Wales) Rules 2006; The Local Authorities (Conduct of Referendums) (England) Regulations 2012; The European Parliamentary Elections Regulations 2004; Police and Crime Commissioner Elections Order 2012;	Nomination papers, ballot papers, statutory notices, marked registers, corresponding number lists, postal vote issue/ opening paperwork, mileage forms, parish vacancies, requests for election
E7	Elections	Declaration of election results	Permanent record	Representation of the People Act 1983	Election results
E8	Elections	UK Parliamentary election -home address forms/ candidate election spending return and declaration	Secure retention for 21 calendar days after return <i>(Retain for 2 years from date the return is received)</i>	Representation of the People Act 1983	candidate forms, election spending return, declaration, accompanying documents

Corporate

Ref	Function Description	Purpose / Use	Retention Period	Reason	Example of Records / Format
COR1	Pre-tender advice	The process of calling expressions of interest	2 years from date contract awarded	Common practice	Expressions of interest
COR2	Tender issuing and return	The issuing and return of a tender	1 year after the start date of the contract	Common practice	Opening notice, tender envelope
COR3	Tender process- evaluation	Summary tender evaluation criteria	Ordinary contracts- 6 years from date contract terms have expired Contracts under seal- 12 years from date contract terms have expired	Limitation Act 1980	Evaluation criteria
COR4	Tender documentation	Successful tender documentation	Ordinary contracts- 6 years from date contract terms have expired Contracts under seal- 12 years from date contract terms have expired	Limitation Act 1980	Successful tender documentation, contract and any supporting material
COR5	Tender documentation	Unsuccessful tender documentation	1 year from start date of the contract	Common practice	Tender documents, quotes and any supporting material
COR6	Post tender negotiation	The process of negotiating a contract after a preferred tender is selected	1 year from date contract expires	Common practice	Clarification of contract, post tender negotiation and minutes
COR7	Specification and contract development	The development and specification of a contract	Ordinary contracts- 6 years from date contract terms have expired Contracts under seal- 12 years from date contract terms have expired	Limitation Act 1980	Tender specification
COR8	Tender documentation	The process of awarding a contract	Ordinary contracts- 6 years from date contract terms have expired Contracts under seal- 12 years from date contract terms have expired	Limitation Act 1980	Signed contracts for supply of goods or service
COR9	Contract monitoring	Contract operations and monitoring	2 years from date contract expires	Common practice	Service level agreements
COR10	Contract management	Management and amendment of contracts	Ordinary contracts- 6 years from date contract terms have expired Contracts under seal- 12 years from date contract terms have expired	Limitation Act 1980	Updated contracts
COR11	Litigation	The process of managing, undertaking or defending for or against litigation on behalf of the council	5 years from date of last action or addition	Common practice	Case files and correspondence
COR12	Complaints	The storage, management and resolution of complaints about services- dealt with as business as usual	2 years after the end date of the complaints process	Common practice	Electronic storage of complaints in letter and email format as well as officer responses
COR13	Stage 1 and stage 2 complaints	All records relating to stage 1 and stage 2 complaints	For simple stage 1 and stage 2 complaints- 2 years from the final response date. Complex- 6 years from the response date.	Common practice	Electronic storage of complaints in letter and email format as well as officer responses
COR14	Freedom of Information requests	The storage, management and responses to FOI requests	1 year from date record created	Common practice	Electronic versions of freedom of information requests along with officer responses

COR 15	Internal communications	Team/ management team meeting minutes and papers held by individual teams where no corporate decisions are made	1 year from date of meeting	Common practice	Minutes and supporting documentation
COR 16	Communications	All records relating to responses made by the council to external consultations	3 years from date record created	Common practice	Consultation documents, responses, correspondence
COR 17	Public consultation	The process of consulting the public and staff in the development of significant policies of the council	5 years from closure of consultation	Common practice	Consultants reports, questionnaires, letter drops
COR 18	General information files/ miscellaneous files	Files and folders containing records for which there is no identified process or function in the retention schedule	5 years <i>Files may be closed at any time within this period based on monitoring of usage and additions</i>	Records Management Code of Practice; Freedom of Information Act 2000	General files, emails, letters (electronic and hard copy)
COR 19	Diary management	Office and outlook diaries	3 years from date record created	Common practice	Electronic and hard copy diary entries/ appointments
COR 20	Photographs	Storage of photographs	Indefinitely for historic purposes- for all other uses a maximum of 3 months	Common practice	Electronic copies of photographs (some will include people for which consent will be sought)
COR 21	Information management	The process that records the disposal of records	Permanent- offer to archivist	Common practice	Disposal certificates
COR 22	Health and safety risk assessments	To record the risk assessment of activities	Retain current record only	Health and Safety at Work etc Act 1974	Risk assessment forms
COR 23	Health and safety monitoring checks	To record checks made of equipment	1 year from date record created	Health and Safety at Work etc Act 1974	Documented safety checks and inspections

COR 24	Business Continuity Plan	Plan to ensure business continuity and protect vital operations, facilities and assets in the event of a disaster	Permanent	Common practice	Business continuity plan and supporting documentation i.e. disaster recovery
COR 25	Emergency Planning	Emergency plan document containing plans and procedures for dealing with emergencies	Permanent	Common practice	Major incident plan, emergency plan, contact list of emergency agencies and core staff
COR 26	Emergency Planning	Emergency plan exercises- the recording of results of the testing of the emergency plan	10 years from date record created	Common practice	Exercise briefs, tests, feedback, action plans
COR 27	Emergency Planning	Emergency warnings- weather, security, incident warnings etc made to the public	1 year from date of warning	Common practice	Notifications
COR 28	Major incident	Activities that report on all major incidents in the local community, whether the emergency plan has been invoked or not. Client records relating to the provision of a range of social and psychological support services in the aftermath of a major incident affecting residents or visitors	Permanent <i>(Offer to Archivist for review. Transfer to place of deposit after administrative use is concluded)</i>	Common practice	All documentation created in response to a major incident
COR 29	Minor incident	Activities that report all minor incidents in the local community	7 years after closure	Common practice	All documentation created in response to a minor incident
COR 30	Procedure notes	Records relating to the documentation of internal processes and procedures	Retain current record only	Common practice	Procedure notes, process maps etc

COR 31	Project management	All records relating to the management of projects	6 years <i>(unless the project involves a contract under seal, in which case retain records for 12 years)</i>	Limitation Act 1980	Project initiation forms, status reports, project meeting notes, close out reports
COR 32	Standard Operating Procedure	Documents with no significant operational, informational or evidential value	Routinely destroyed in the normal course of business	Common practice	Compliment slips, telephone messages, trivial notes, working papers which lead to a final report
COR 33	Partnership working	All records relating to partnership working	6 years from end of partnership	Common practice	Partnership agreements, correspondence
COR 34	Service Level Agreements	All records relating to service level agreements	6 years from expiry of agreement	Limitation Act 1980	Service level agreements and supporting documentation
COR 35	Funding bids	The submission of funding/ resource bids and the management of funding where successful	6 years from date record created	Limitation Act 1980	Bid documents, criteria, terms of use, supporting financial documentation re expenditure where successful
COR 36	Grant claims and funding	Records relating to applications for grant claims and the management of funding	6 years from date record created	Common practice	Applications, criteria, terms of use, supporting financial documentation re expenditure where successful
COR 37	Records of expenditure	Invoices paid, with associated cost code and purchase order authorisation	6 years + current year	HMRC Manual Handbook	Invoices, goods receipts, purchase orders
COR 38	Timesheets	Timesheet records	1 year + current year	Common practice	Timesheets