

Norwich City Council's Retention and Disposal Schedule

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Introduction

Background

Norwich City Council is committed to appropriately managing our records to ensure effective service delivery and compliance with our legal responsibilities including:

- the UK General Data Protection Regulation and Data Protection Act
- the Lord Chancellor's Code of Practice on the Management of Records, issued under Section 46 of the Freedom of Information Act 2000
- the Local Government Act 2000, Section 22

This Retention Schedule sets out the different types of information held by Norwich City Council, how long we keep it for and the reason why. This applies to all information, data and records processed by the Council, or by others on our behalf, irrespective of its format.

The Schedule should be read in conjunction with our [Records Management Policy](#) (hyperlink available to Norwich City Council employees only).

Adherence to this Schedule gives confidence to services users and employees that we are managing our records in line with our legal requirements, business needs and best practice.

If you have a query relating to data retention please email DPO@norwich.gov.uk

Exemptions

The Council endeavours to adhere to the Schedule wherever possible. However, there are some circumstances in which we may not always be able to do so for reasons such as:

- absence of technical measures in place,
- resourcing,

In such instances we are working to remedy this and in the interim maintain a list of exemptions where we have identified non-compliance with the Schedule.

Retention Schedule Management

The Schedule is a live document that is updated in line with changes to how the Council processes data. In addition, we endeavour to review each section of the Schedule annually.

Any changes to this Schedule – including additions, amendments and removals – should be made only by a member of the Information Governance Team following authorisation by the appropriate Information Asset Owner(s) with responsibility for that entry.

Retention Schedule

Office Administration and Service Management

Sub Classification	Information Type	Retention action	Authority
Service Development	Projects – Minor Incl. work requests	3 years from project completion	Best Practice
Service Development	Projects - Major	7 years from project completion	Best Practice
Service Development	Project – EU Funded	25 years from project completion	Best Practice
Service Delivery	Strategies, Policies, Procedures and Guidance Documents		Best Practice
Service Delivery	Forms & Templates		Best Practice
Service Management	Meeting / briefing notes, presentation materials for team and service level meetings	2 years from date of meeting	Best Practice
Service Management	Rotas / Team Timesheets	Retain whilst relevant and for no longer than 3 years.	Best Practice
Service Management	Event Resourcing Incl: Records relating to meeting/event resources including room booking, catering, equipment and travel organisation.	Retain whilst relevant and for no longer than 2 years.	Best Practice

Asset Management

Sub Classification	Information Type	Retention action	Authority
n/a	Changing ownership of land or property	2 years after closure	-
n/a	Leased property	15 years after the expiry of the lease	-
n/a	Management of acquisition (by financial lease or purchase) and disposal (by sale or write off) process for assets	12 years if over £50,000 after all obligations/entitlements are concluded.	-
n/a	Management of acquisition and disposal of assets	6 years if under £50,000 after all obligations/entitlements are concluded	-
Facilities Management	Room and Civic Bookings	6 years from date of booking	Best Practice
Markets	Market Stalls Incl: maintenance,	6 years from end of asset	-
Markets	Market Tenancy File Incl.: complaints, leases,	6 years from end of tenancy	-
Markets	Trader Meetings (Comms Forum)	2 years from data of meeting	-

Communications

Sub Classification	Information Type	Retention action	Authority
Internal Communications	Internal Communications. Including e-bulletins, CEO message, CLT staff briefings and CityMatters.	Indefinite Offer to NRO after 10 years	Best Practice
External Communications	Communications contact details database	Retain whilst media contacts remain active. Review annually.	Best Practice
External Communications.	Communication media enquiries and press releases	Indefinite	Best Practice
External Communications	GovDelivery email service. List of customers who have opted in to receive emails from the council	Retain whilst customer has opted in.	Best Practice
External Communications	Survey and consultation raw data	Retain until survey complete and statistics taken	Best Practice
External Communications	Survey and consultation summary reports	Destroy once no longer relevant.	Best Practice
External Communications	Publications Including Citizen, TLC and annual tenants' report	Indefinite Offer to NRO after 10 years	Best Practice
External Communications	External Communications – Letters & texts (content)	Destroy once no longer relevant.	Best Practice
External Communications	External Communications - Social media	Indefinite	Best Practice
Graphics	Branding and Graphic Designs Incl. for third parties (NRL & NCSL)	Indefinite	Best Practice

Community Safety and Emergencies

Sub Classification	Information Type	Retention action	Authority
Antisocial Behaviour	Antisocial behaviour records	Retain for duration of tenancy, or if not tenant, as long as is appropriate	Best Practice
Antisocial Behaviour	Antisocial behaviour records relating to noise nuisance	Retain for duration of noise nuisance case and for reasonable period after last report	Best Practice
CCTV	CCTV Recordings	30 days from date of recording	Best Practice
Emergency Planning	Emergency Planning Incl. protocols, exercises / test of the plan	6 years from date superseded	Best Practice
Emergency Planning	Public Contacts for Emergencies Incl. internal colleagues and external partners	Keep up to date. Reviewed twice yearly.	Best Practice
Emergency Planning	Incident / Operations Casefiles	Review after 6 years from case closure and keep if relevant. Review each year after that.	Best Practice
Emergency Planning	Training and engagement events delivered to external organisations	6 years from end of year of event / training	Best Practice
Emergency Planning	Business Continuity / Resilience Plans	6 years from date superseded	Best Practice

Cemeteries

Sub Classification	Information Type	Retention action	Authority
Cemeteries	Burial Register	Indefinite	Best Practice
Cemeteries	Grant register Purchasing and reserving of plots (requester can be made by live individuals)	Indefinite	Local Authorities Cemeteries Order 1977
Cemeteries	Memorial Applications To erect a physical memorial (incl.: headstones)	Indefinite	Best Practice
Cemeteries	Maintenance of Burial Grounds	12 months from end of financial year created	Best Practice
Cemeteries	Cemetery / Burial Enquires Inc.: correspondence with Funeral Directors and families.	6 years from case closure	Best Practice
Cemeteries	Public Health Funeral Case Files House searches / tracing of next of kin Arrangement funeral Management of estates, cost recovery	6 years from case closure	Best Practice

Customer Services

Sub Classification	Information Type	Retention action	Authority
Enquiries and Complaints	Compliments and Comments	3 years from date received	Best Practice
Enquiries and Complaints	Complaints – Business as Usual	3 years from year end of case closure or as part of the relevant record for that customer, whichever is longer.	Best Practice
Enquiries and Complaints	Complaints - Formal	6 years from year end of case closure	Best Practice
Enquiries and Complaints	Councillor and MP Enquiries	3 years from year end of case closure	Best Practice
Enquiries and Complaints	General Enquires and signposting (all services)	6 months from enquiry closure	Best Practice
Contact Centre	Recordings of calls made to/from customer contact centre	30 days from date of call	Best Practice

Democracy and Governance

The below covers the functions of Norwich City Council.

The Electoral Registration Officer / Returning Officer is a separate data controller with their own retention and disposal procedures.

Sub Classification	Information Type	Retention action	Authority
Decision Making	Corporate team - Meeting papers	7 years from date of meeting	-
Decision Making	Committees Incl. Full Council Incl.: agenda, documents, minutes,	6 years from date of meeting. Then offer to archive.	-
Governance	Constitution and Delegations	Keep current version + 1. Offer previous versions to archive.	-
Governance	Distribution Lists Incl.: details of co-opted members or third party committee members	Keep up to date.	-
Governance	Council/Committee Questions Incl.: contact details of member of the public asking question	1 month from case closure	-
Elections	Stationary Incl. ballot papers, unused, spoilt,	12 months from close of poll	Representation of the People Act 1983, Rule 43
Electoral Registration	Electoral Registers	Retain indefinitely. Current requirement to retain registers for 15 years for overseas elector checks, but new legislation means that this will need to be indefinite from 2023 onwards	-
Electoral Registration	Postal Votes	Retain for 5 years from the January after the date of application Retain for 3 years from 2024 onwards	-

Sub Classification	Information Type	Retention action	Authority
Electoral Registration	Annual Canvass incl. Registration forms	Retain for 12 months from publication of Register (December 1 st)	Best Practice based on business need and business continuity
Elections	Election management Delivery schedules, staff lists, polling station bookings,	Current and previous election cycle.	Best Practice
Civic and Royal Events	Civic Events Incl.: attendances of Lord Mayor and Sheriff, Rem Sunday, Freeman's Day, Battle of Britain Incl: images, invitations, schedule,	Review 3 years from date of event then consider perm preservation	-
Civic and Royal Events	Freeman Records Incl.: registration books,	Indefinite	-
Civic and Royal Events	Freeman Validation Checks validation checks,	6 years from date of decision	-
Member Support	Member Key Details Incl.: contact details, medical needs	Retain for up to 7 days from date no longer in office	-
Member Support	Logistical and political support to members	Retain for up to 7 days from date no longer in office	-
Member Support	Member Interests Incl. Register of Interests, Gifts and Hospitality	Retain for 7 years from date of declaration	-
Member Support	Member's constituency case work and correspondence (incl. email account).	Retain for up to 7 days from date no longer in office	-
Member Support	Member Appointments to external bodies	Current year + 1. Documented in Council Minutes.	-

Environmental Health and Licensing

Sub Classification	Information Type	Retention action	Authority
n/a	Licensing Registers (Uniform database)	Indefinite	-
n/a	Licensing Incl.: Gaming, Alcohol, Entertainment, Late night, Sex Establishments, Temporary Events, Structure on the Highway, Scrap metal, charity collections, Skin piercing	6 years following the expiry or termination of the permit	Local Government Miscellaneous Provisions Act 1982 Licensing Act 2003 Gambling Act 2005 Highways Act 1980, S.115(c)(e)
n/a	Unsuccessful Applications / Appeals Incl: docs and correspondence	6 years from date of decision	--
n/a	Covid Pavement Licensing	6 years following the expiry or termination of the permit	Business and Planning Act 2020
Food Licensing	Food Business Registration and certificates (incl. registration and inspections)	6 years following the end of registration	Food Safety Act 1990, Chapter 16 Food Safety (sampling and qualifications) Regulations 1990 Food Hygiene (England) Regulations 2006.
Food Complaints	Food Complaints (incl. complainants' details and medical situation)	3 years from case closure	-
Housing Licensing	Houses in multiple occupation licences Incl. mandatory and additional	6 years after end of licence period	-

Sub Classification	Information Type	Retention action	Authority
Private Sector Housing	Enforcement Notices Incl.: improvement notices, prohibition orders, demolition orders, clearance orders, building act notices	-	Housing Act 1985 Housing Act 2004 Building Act 1984
Public Health	Infectious Disease Investigations (incl.: large scale food poisoning, TB, infectious diseases)	6 years from case closure	-
Taxis and Private Hire	Operator licence records	6 years from date last license expires/surrendered/revoked	Local Government (miscellaneous provisions) Act 1976
Taxis and Private Hire	Vehicle licence records	6 years from date last license expires/surrendered/revoked	Local Government (miscellaneous provisions) Act 1976
Taxis and Private Hire	Driver licence records	6 years from date last license expires/surrendered	Local Government (miscellaneous provisions) Act 1976
Taxis and Private Hire	Driver licence records – refused or revoked Hackney carriage and private hire vehicle driver's licence applications and renewals	retain for 25 years from date of refusals / revocation	Local Government (miscellaneous provisions) Act 1976 National Register of Refusals and Revocations (NR3) so other Local Authorities can request reasons for refusal or revocation.

Environmental Protection

Sub Classification	Information Type	Retention action	Authority
n/a	Contaminated Land	12 years from case closure	-
n/a	Air Quality Incl.: monitoring, reporting and action plans	Indefinite	-
n/a	Pollution Prevention Control Permitting (PPC) Incl.: applications, appeals	6 years from end of license	-
Enforcement	Notices Issues Incl.: ABATE Notices, PDPA,	Review notice annually. Dispose of records if no longer relevant 6 years from cessation of notice or enforcement activity	Prevention of Damage by Pests 1949 (PDPA)
Enforcement	Formal Enforcement – 1 year Incl.: Absolute Discharge, Acquitted, Dismissed, No Evidence Offered, Not Guilty, No Further Action, Not Proven, Unsuccessful Court Action, Withdrawn, Or similar	1 year from date of outcome	Environmental Protection Act 1990 Prevention of Damage by Pests 1949 (PDPA) Public Health Act, 1936
Enforcement	Formal Enforcement – 6 years Incl.: Adjourned Sine Die, Administrative Penalty Accepted, Community Order, Control Order, No Separate Penalty, Or similar	6 years from date of outcome	-
n/a	Formal Enforcement – 10 years Incl.: Anti-Social Behaviour Order, Charges Left on File, Civil Injunction, Combination Order, Compensation Order, Conditional Discharge, Confiscation Order, Criminal Anti-Social Behaviour Order, Criminal Behaviour Order, Curfew Order, Deferred Sentence,	10 years from date of outcome	

Sub Classification	Information Type	Retention action	Authority
	Deprivation Order, Enforcement Order Obtained, Fine, Final Order obtained – Consumer Rights Act , Schedule 3, 5(5), Forfeiture & Destruction, Forfeiture Order, Formal Caution Accepted, Interim Order Obtained, Order Made by Court, Referral Order, Simple Caution (Accepted), Simple Caution (Prosecution), Supervision Order, Suspended Sentence, Undertaking obtained – Consumer Rights Act, Schedule 3, 6(3), Undertaking to Court, Undertaking to Enforcer, Or similar		
n/a	<p>Formal Enforcement – 25 years</p> <p>Incl.: Court Declares Contempt of Court, Disqualified from Being a Company Director, Disqualified from Keeping Animals, Imprisonment, Property Recovered, Warrant Out for Arrest, Or similar</p>	25 years from date of outcome	-

Finance

Sub Classification	Information Type	Retention action	Authority
n/a	Financial inclusion team incl. Welfare benefit and debt advice	7 years from contact	-
Income	Income Processing Incl.: receipts, debtor accounts, cash books and till rolls and	6 years from the end of the financial year created	-
Income	6 years from the end of the financial year created	6 years from the end of the financial year created	-
Income	Grants	6 years from the end of the financial year created (unless the scheme specifies otherwise)	-
Treasury Management	Loan Administration the activity of borrowing money to enable a local authority to perform its functions and exercise its powers	6 years after the end of the financial year after the loan has been repaid	-
Payments	Purchases and Payment Processing Incl.: Orders, credit notes, creditor invoices, approvals, receipts	6 years from the end of the financial year created	Companies Act 2006 Value Added Tax Act 1994, Section 6 Finance Act 1998, Sch 18, Part 3
Payments	Purchase Card payments Incl.: Orders, approvals, receipts	6 years from the end of the financial year created	-
Payments	Purchase Card Administration Incl.: authorisation to use cards	6 months after the end of the FY in which the individual ceases to be a card holder	-
Taxation	Taxation Management Incl.: NI contributions	6 years from the end of the financial year created	Taxes Management Act 1970, Section 34

Sub Classification	Information Type	Retention action	Authority
n/a	Bids	For unsuccessful bids retain for 1 year following the conclusion of the external audit of the year in which they relate. For successful bids retain for a further 1 year after the conclusion of the audit of the FY in which the bid related activity concludes.	-
Reconciliation	Bank reconciliation	6 years from the end of the financial year created	-
n/a	Other financial account reconciliations	1 year following the conclusion of the external audit of the FY in which they relate.	-
Money Laundering and bribery	Records relating to due diligence conducted under the money laundering policy and any reports / disclosures made to the Money Laundering Reporting Officer	5 years from case closure	Norwich City Council Internal Policy

Finance – Revenues and Benefits

Sub Classification	Information Type	Retention action	Authority
Benefits	Housing benefit records (incl. over-payments)	Retain for 6 years after closure of claim where no debt exists	Best Practice – DWP Guidance
Taxation	Business Rates	Retain for 10 years after the closure of the account where no debt exists.	Taxes Management Act 1970, Section 34 Local Government Finance Act 1992
Taxation	Business Rate Grants	Retain for 10 years from the end of the financial year that aid was given.	
Taxation	Council Tax Incl. records relating to applications, exemptions, and reductions.	Retain for 6 years after closure of account where no debt exists	Taxes Management Act 1970, Section 34 Limitation Act 1980, Section 2 Council Tax (Administration and Enforcement) Regulations 1992
Taxation	Council Tax - Valuation Office Schedules (incl.: New properties, band changes, rate changes)	Alteration /Amendment Schedule should be kept for 25 years after cessation of current taxation system. Supporting documentation- dispose 2 years from date schedule finalised Retained from April 1993 indefinitely and supporting documentation destroyed securely within 2 years.	-
Taxation	Business rates - Valuation Office Schedules (incl.: New properties, band changes, rate changes)	Alteration /Amendment Schedule should be kept for 25 years after cessation of current taxation system.	-

Sub Classification	Information Type	Retention action	Authority
		Supporting documentation- dispose 2 years from date schedule finalised Retained from April 1993 indefinitely and supporting documentation destroyed securely within 2 years.	
Taxation	Rating Lists up to c.1988	Indefinite	-

Health and Safety

Sub Classification	Information Type	Retention action	Authority
Monitoring	Asbestos monitoring eg property asbestos files	40 years from last action	-
Monitoring	Statutory Inspection / Maintenance Records (lifting equipment, lifts)	6 years from destruction of equipment	-
Monitoring	Risk Assessments (incl. service risk assessments)	3 years from the last assessment	-
Monitoring	Health and Safety Procedures and protocols	3 years once superseded	-
Monitoring	H&S statements and HSE reports, risk assessments required by 1992 H&S regulations	Keep indefinitely	-
Monitoring	Accident and Incident reporting forms (involving children)	25 years from closure	-
n/a	Accident and Incident reporting forms (Involving Adults only) Incl. lone worker safety calls	3 years from end of year the incident occurred	-

Housing

Sub Classification	Information Type	Retention action	Authority
Housing Provision	Emergency accommodation data	7 years from date of provision	-
Managing Tenancies	Garages and parking bays	7 years from end of tenancy	-
Managing Tenancies	Housing rents - Pre-court mediation documentation	Retain only for use at court hearing	-
Managing Tenancies	Housing tenancy documentation	6 years after end of tenancy	-
Managing Tenancies	Housing tenant involvement team. Incl details of invites to events	2 years from date of event	-
	Leasehold management	7 years from end of lease	-
Managing Tenancies	Process for managing tenancy of individual tenants	Destroy 12 years after termination of tenancy	-
Managing Tenancies	Rent payments incl rent books, correspondence concerning payment, requests for payment	Retain for 6 years after the end of the financial year in which the record was created	-
Managing Tenancies	Right to buy	Retain for 7 years after the end of the financial year in which the sale took place	-
Housing Provision	Sheltered housing	Retain for 3 years from end of tenancy	-
Managing Tenancies	Signed/sealed tenancy agreements	Retain for 6 years after the terms of the agreement have expired	-
Managing Tenancies	Tenancy Support Incl. Early Help and Specialist Services	Retain for 6 years after end of tenancy	Best Practice
n/a	Home improvement loans and grants under £50,000	Retain for 6 years after the last payment for grants under £50,000.	-
n/a	Home improvement loans/grants (over £50,000)	For loans/grants over £50,000 destroy after 12 years after last payment.	-

Human Resources

Sub Classification	Information Type	Retention action	Authority
n/a	Core Employee Data Details of all current and former employees. This includes: names, dates of birth, positions held and NINOs.	Keep indefinitely	-
n/a	Employee personal file (incl. casework)	Retain for 6 years from date of leaving	-
n/a	Records of staff working with children	25 years after termination of employment	-
Occupational Health	Pre-employment Health Checks Incl.: Health questionnaires, medical clearance, occupational health recommendations	75 years after employee's date of birth	-
Occupational Health	Occupational health and safety training records	50 years after training is completed	-
Occupational Health	Health Monitoring / Screening: Process of monitoring of areas where employees and persons are likely to have come into contact with radiation eg radon	50 years from last action or age 75, whichever is greater	-
Recruitment	Unsuccessful Applicants	1 years from date of decision	-
Pensions	Opt-In/Opt-out records	110 years from employee DOB	-
Pension	Monthly returns Incl.: non-personal data, financial contributions and payments	Indefinite	-
n/a	Register of Interests	6 years form date of leaving employment	-

Internal Audit, Risk Management & Insurance

Sub Classification	Information Type	Retention action	Authority
Insurance	Insurance contracts, insurance policy documents and insurance registers	Indefinitely	-
Insurance	Insurance claims	7 years from settlement of claim	-
Insurance	Insurance Management Information Incl.: payments data, statistics	Indefinite	-
Risk Management	risk management/loss control data, minutes of risk management meetings, initiatives taken,	Indefinite	-

Information Communication and Technology

Sub Classification	Information Type	Retention action	Authority
Managing Infrastructure	Service Design	6 years from date of termination	Best Practice
Application Management	Application Management	6 years from date of termination	Best Practice
Managing Infrastructure	IT Service Operations	6 years from case/incident closure	Best Practice

Information Management & Governance

Sub Classification	Information Type	Retention action	Authority
Access to Information	Individual Rights Requests	3 years from case closure	Best Practice
Access to Information	Requests made under Schedule 2 of the UK GDPR	6 years from completion of request	Best Practice
Access to Information	Requests made under Freedom of Information Act and Environmental Information Regulations	3 years from case closure	Best Practice
Records Management	Retention schedules and disposition management.	Indefinite	Best Practice
Information Asset Management	Information Asset Registers.	Keep up to date. Take annual snapshots and keep current year + 2. Offer previous versions to archive.	Best Practice
Information Asset Management	Information Security Incidents	6 years from case closure	Best Practice
Information Asset Management	Information Assurance documentation. Including DPIAs, Sharing Agreements	3 years from date of termination / superseded	Best Practice
Publication Scheme	Open Data Sets	Once superseded	Best Practice

Land Charges

Sub Classification	Information Type	Retention action	Authority
Land Charges	All property documentation/records, including terriers, land charges, building control statements, subsidence records. Including: Administration of planning and related applications, Legal obligations, Appeals, Disabled adaptation grants	Keep indefinitely	-
Local land searches	Local land searches	Retain for 12 months from the date of search	-

Leisure and Culture

Sub Classification	Information Type	Retention action	Authority
Events	Events Management – large events	15 years from date of event. offer to archive	Best Practice
Events	Event Management incl. carnival Incl: Booking of entertainer/workshop entries/artists, logistic arrangements and promotional materials	6 years from date of event	Best Practice
Events	Open space booking details Incl. parks	6 years from event	Best Practice
Events	Culture Grants Incl: Annual Grants & Partnership payments	6 years from date of last payment	Best Practice
Culture	Culture Board - Creative City Compact	6 years from date of meeting	Best Practice
Tourism	Business Contacts Database	Keep up to date.	Best Practice
Norman Centre Sports Management	Induction health questionnaire	6 years from last use	Best Practice
Norman Centre Sports Management	Junior activity consent form	6 years from last use	Best Practice
Norman Centre Sports Management	Membership form	1 week after input to membership database	Best Practice

Parks and Open Spaces

Sub Classification	Information Type	Retention action	Authority
Allotments	Applicant on list	Retain whilst on waiting list. Review annually.	-
Allotments	Exclusion list	Retain for 4 years from exclusion	-
Parks and open spaces	Bench sponsorship details	Keep indefinitely or as long as seat is in place	-
Allotments	Allotment database Incl. COLONY	Retain for 6 years from end tenancy or payment of all dues	-
Allotments	Allotment Management (incl. complaints, enquiries)	Retain for 6 years from end tenancy or payment of all dues	-
Parks	Play safety management (incl. inspection of play equipment)	12 years from end of equipment lifetime	-
Parks	Licensing (via property service) Incl. trading	6 years from end of permit	-
Parks	Grazing Contacts To facilitate contact when livestock escapes)	Keep up to date.	-
Parks	Site Management Plans (Incl. community engagement, sports provision)	6 years from end of plan	-
Trees	Tree preservation orders Incl.; orders, applications	As long as Tree preservation order remains in place	-
Trees	Tree sponsorship details	Indefinite	-
Trees	Events – Externals using NCC tree's (incl. Christmas lights, art installations)	6 years from end of event	-
Parks and Open Spaces	Volunteer & Community Group Coordination Incl.: contact details, agreements	Keep up to date. Review every 2 years.	-
Natural Areas	Grazing licenses (incl. enforcement and applications)	6 years from end of license	-

Planning

Sub Classification	Information Type	Retention action	Authority
n/a	Planning Applications	Indefinite	-
n/a	Planning Application Register	Indefinite	-
n/a	Planning Pre-application Advice	Indefinite	-
n/a	Planning Enforcement	Indefinite	-
n/a	Planning Policies	Indefinite	-
n/a	Building Control	Indefinite	-
n/a n/a	Design, Landscape and Conservation	Indefinite	-
	Buildings at Risk	Indefinite	-
n/a	Conservation Area Designations (incl.: appraisals)	Indefinite	-
n/a	Heritage Asset Designations Incl.: listing processes	Indefinite	-
n/a	Tree Management Incl.: Tree Protection Orders and trees in conservation areas	Indefinite	-
n/a	Capital Projects May incl. designing, project management,	Indefinite	-
n/a	Technical Incl.: maps, GIS data, plans,	Indefinite	-

Procurement and Contracts

Sub Classification	Information Type	Retention action	Authority
n/a	Contracts (under seal) Any documents under seal incl. deeds and contracts Incl. Tender specification, unsuccessful tenders, evaluation criteria, tender document quotations, signed contract	12 years after termination	-
n/a	Contracts (standard) Ordinary contracts incl. Tender specification, evaluation criteria, tender document quotations, signed contract, unsuccessful tenders	6 years after the terms of the contract have expired	-
n/a	Aborted / Abandoned Tenders	6 months from date of decision	-
n/a	Contracts Register	Indefinite	-
n/a	Quotes (for purchase order agreements)	6 years after the terms of the agreement have expired	-
n/a	Procurement Procedure Exemptions Incl. S151 Officer approval	Retain documents in line with contract documents as stated above	-
n/a	Grant funded projects – these usually have conditions attached regarding the retention of documents eg NELM, Interreg (European) projects	6 years from project completion.	-
Grant funded projects	Warms homes: local Grant	10 years from the date the funding ends	-

Transportation and Infrastructure

The transport and infrastructure function is no longer held by Norwich City Council. This now is undertaken by Norfolk County Council. However, we do continue to hold legacy data.

Sub Classification	Information Type	Retention action	Authority
Infrastructure Management	Compliance notice	3 years from date of notice	-
Infrastructure Management	Correspondence about programmed works	7 years after work completed	-
Infrastructure Management	Records of location of highways, bridleways and rights of way, including enquiries and disputes	Indefinite	-
Infrastructure Management	Reports on maintaining and repairing roads, streets, bridges, bridle paths, rights of way and tunnels	12 years after action is completed	-
Infrastructure Management	Requests for service (including petitions)	7 years after work completed	-
Infrastructure Management	Road schemes requiring traffic regulation orders (TROs), road notices and consultation.	7 years after work completed	-
Highways Enforcement	Parking PCN Incl.: PCNs that get passed to Traffic Penalty Tribunal	2 years from closure of PCN case	-
n/a	Moving Traffic Offences / Idle Engine Incl.: bus lane enforcement	4 years from case closure	-
Parking	Parking Permits NorVP. Applications, unsuccess,	6 years from case closure	-

Waste, Recycling and Street Cleansing

Sub Classification	Information Type	Retention action	Authority
Waste Collection	Bin deliveries incl. delivery costs	12 months from end of financial years	Best practice
Waste Collection	Missed collections (CIVICA & JADU web-portal > NCC or BIFFA)	12 months from end of financial years	Best practice
Fly-Tipping	Collections (JADU web-portal > NCSL)	12 months from end of financial years	Best practice
Waste Disposal Sites	Waste Transfer Notes (BIFFA & NCSL) (Shared Drives)	2 years from end of financial years	Best practice
Street Cleaning	(CIVICA & JADU)	12 months from end of financial years	Best practice
Waste Enforcement	Fly-tipping FPNs (Civica)	6 years from case closure	Best practice
Abandoned Vehicles	Investigations to determine if abandoned	6 years from case closure	Best practice
Pest control Needles Graffiti	Technical Operations (NCSL) PC – Civica N&G – JADU & Civica historical	6 years from case closure	Best practice

Document Control

Version	Status	Author	Date	Summary of changes
1.0	Final	Anne Sibley	25/05/2018	-
2.0	Final	Anne Sibley	01/06/2018	-
3.0	Final	Anne Sibley	14/03/2019	
3.1	Draft	James Bentley		Entries added for Customer Services, IT and Information Management.
4.0	Final	James Bentley	12/10/2021	Restructured to mirror LGA Business Classification Scheme.
5.0	Final	James Bentley	15/07/2022	Review of entries with IAOs. Excluding Planning, Transport, HR
6.0	Final	Sonya Anderson	10/04/2024	Warm homes grant additional