

Norwich City Council's Retention and Disposal Schedule

Introduction

The Retention Schedule sets out the different types of information held by Norwich City Council, how long we keep it for and the reason why.

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, and in such instances, we are working to remedy this.

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

Retention Schedule

Asset Management

Sub Classification	Information Type	Retention action
	Changing ownership of land or property	Destroy 12 years after closure
	Leased property	Destroy 15 years after the expiry of the lease
	Management of acquisition (by financial lease or purchase) and disposal (by sale or write off) process for assets	Destroy 12 years if over £50,000 after all obligations/entitlements are concluded.
	Management of acquisition and disposal of assets	Retain for 6 years if under £50,000 after all obligations/entitlements are concluded

Communications

Sub Classification	Information Type	Retention action
	Communications media database	Retain whilst media contacts remain active
	GovDelivery email service. List of customers who have opted in to receive emails from the council	Retain whilst customer has opted in

Community Safety

Sub Classification	Information Type	Retention action
Antisocial Behaviour	Antisocial behaviour records	Retain for duration of tenancy, or if not tenant, as long as is appropriate
Antisocial Behaviour	Antisocial behaviour records relating to noise nuisance	Retain for duration of noise nuisance case and for reasonable period after last report

Customer Services

Sub Classification	Information Type	Retention action
Enquiries and Complaints	Compliments and Comments	Case closure + 3 years
Enquiries and Complaints	Complaints – Business as Usual	Case closure + 3 years or as part of the relevant record for that customer, whichever is longer.
Enquiries and Complaints	Complaints - Formal	Case closure + 6 years
Enquiries and Complaints	Councillor and MP Enquiries	Case closure + 3 years
Contact Centre	Recordings of calls made to/from customer contact centre	Retained for 30 days
	Survey data	Retain until survey complete and statistics taken

Democracy and Governance

Sub Classification	Information Type	Retention action
Corporate Leadership	Corporate team - Meeting papers	Retain for 7 years from date of meeting
Elections	Declaration of results (local elections)	Retain for 6 months from close of poll
Elections	Voting papers (UK Parliamentary)	Retain for 12 months from close of poll
Elections	Voting papers (local elections)	Retain for 6 months from close of poll

Environment

Sub Classification	Information Type	Retention action
Allotments	Applicant contact details	Retain whilst on waiting list
Allotments	Exclusion list	Retain for 4 years from exclusion
Trees	Tree preservation order details including applications	As long as Tree preservation order remains in place
Trees	Tree sponsorship details	Keep indefinitely

Facilities Management

Sub Classification	Information Type	Retention action
Facilities Management	Civic Bookings	Retain for 6 years from booking

Finance

Sub Classification	Information Type	Retention action
	Financial inclusion team incl. Welfare benefit and debt advice	Retain for 7 years from contact
	Financial information re accounts payable	Retain for 7 years
	Housing benefit records	Retain for 6 years after closure of claim where no debt exists
	Identification of the receipt, expenditure and write-offs of public monies.	Retain for 6 years after the end of the financial year in which the record was created
	Loans– the activity of borrowing money to enable a local authority to perform its functions and exercise its powers	Retain for 6 years after the end of the financial year after the loan has been repaid
	Management of the approvals process for purchase, including investigations	Retain for 6 years after the end of the financial year in which the records were created
	Purchase orders	Destroy 12 years after end of financial year
Taxation	Taxation records	Retain for 5 years after the end of the financial year in which the records were created
Taxation	Council Tax	Retain for 6 years after closure of account where no debt exists
Taxation	Council Tax - Valuation Office Schedules	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	Retain for 10 years from the end of the financial year that aid was given.

Health and Safety

Sub Classification	Information Type	Retention action
Monitoring	Asbestos monitoring eg property asbestos files	40 years from last action
Monitoring	H&S inspections and assessments – process of inspecting equipment to ensure that it is safe	Retain for 6 years from destruction of equipment
Monitoring	H&S process for monitoring safety	Retain for 3 years from the last action
Monitoring	H&S process to assess risk	Retain for 3 years from the last assessment
Monitoring	H&S process to record injury to adults	Retain for 3 years from closure
Monitoring	Records of injuries to children	Destroy 25 years from closure
Monitoring	Risk management/health and safety – risk management/loss control data, minutes of risk management meetings, initiatives taken, H&S statements and HSE reports, risk assessments required by 1992 H&S regulations	Keep indefinitely

Housing

Sub Classification	Information Type	Retention action
	Emergency accommodation data	Retain for 7 years
	Garages and parking bays	Retain for 7 years from end of tenancy
	Handyperson scheme	Retain whilst case is active
	Home improvement agency	Retain whilst case is active
	Home improvement loans and grants under £50,000	Retain for 6 years after the last payment for grants under £50,000. Where plans and detailed drawings included, offer to archivist
	Home improvement loans/grants (over £50,000)	For loans/grants over £50,000 destroy after 12 years after last payment. Where plans and detailed drawings included, offer to archivist
	Houses in multiple occupation licences	Retain for 3 years after end of licence period
	Housing business intelligence. Including: performance, statistical research, surveys, segmentation / profiling, consultations, talkback panel database	Retain for 7 years from extract
	Housing car parks incl. Illegal parking details	Retain for 7 years from end of permit
	Housing rents - Pre-court mediation documentation	Retain only for use at court hearing
	Housing tenancy documentation	Retain for 6 years after end of tenancy
	Housing tenant involvement team. Incl details of invites to events	Retain for 2 years from date of event

Sub Classification	Information Type	Retention action
	Housing tenant involvement TLC magazine	Retain for 12 months after publication
	Housing tenant involvement training incl. course participant details	Retain for 12 months from date of training
	Leasehold management	Retain for 7 years from end of lease
	Private sector housing correspondence	Retain whilst case is active
	Private sector housing enforcement action	Retain for 7 years
	Private sector leasing incl. property maintenance and debt recovery.	Retain for 7 years from action
	Process for managing tenancy of individual tenants	Destroy 12 years after termination of tenancy
	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
	Right to buy	Retain for 7 years after the end of the financial year in which the sale took place
	Sheltered housing	Retain for 3 years from end of tenancy
	Signed/sealed tenancy agreements	Retain for 6 years after the terms of the agreement have expired

Human Resources

Sub Classification	Information Type	Retention action
	All staff personal history files, including references, pension records and records for staff leaving at reorganisation	Keep indefinitely
	Employee personal file	Retain for 6 years post employment
	Records of staff working with children	25 years after termination of employment
Occupational Health	Health questionnaires, medical clearance, occupational health recommendations	75 years after employees date of birth
Occupational Health	Occupational health and safety training records	50 years after training is completed
Occupational Health	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
Payroll	accountable processes relating to payment of employees	Retain for 6 years after end of the financial year of the financial transaction that the record supports

Insurance

Sub Classification	Information Type	Retention action
Insurance	Claims management correspondence	Retain for 3 years post settlement of claim
Insurance	Expired insurance contracts, insurance policy documents and insurance registers	Keep indefinitely

Information Communication and Technology

Sub Classification	Information Type	Retention action
	Service Design	Date replaced / decommissioned + 6 years
	Application Management	Date of termination + 6 years
	IT Service Operations	Date of creation + 6 years

Information Management and Governance

Sub Classification	Information Type	Retention action
	Individual Rights Requests	Case closure + 3 years
	Access to Information	Case closure + 3 years
	Records Management	Indefinite
	Information Security Incidents	Case closure + 6 years
	Open Data Sets	Once superseded

Land Charges

Sub Classification	Information Type	Retention action
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

Sub Classification	Information Type	Retention action
Local land searches	Local land searches	Retain for 12 months from the date of search

Leisure and Culture

Sub Classification	Information Type	Retention action
Events	Booking of entertainer/workshop entries/artists	Retain for 6 years from event
Events	Carnival entries	Retain for 6 years from event
Events	DBS checks for event stewards/entertainers/workshop event/artists	Retain until DBS certificate received
Events	Open space booking details	Retain for 6 years from event
Events	Room hire booking details	Retain for 6 years from event
Events	Steward details for events	Retain for 6 years from event
Norman Centre Sports Management	Accident/first aid forms	Retain for 6 years from last use
Norman Centre Sports Management	Customer enquiry forms	Retain for 12 months from enquiry
Norman Centre Sports Management	Customer feedback forms	Retain for 6 years from last use
Norman Centre Sports Management	Direct debit/sales details	Retain as long as customer is a member of the centre
Norman Centre Sports Management	Induction health questionnaire	Retain for 6 years from last use
Norman Centre Sports Management	Junior activity consent form	Retain for 6 years from last use
Norman Centre Sports Management	Membership form	Retain for 1 week after input to membership database
Norman Centre Sports Management	Room hirer details	Retain for 6 years from last use
Parks and open spaces	Bench sponsorship details	Keep indefinitely or as long as seat is in place
Parks and open spaces	Pubic consultations	Retain whilst project live
Parks and open spaces	Volunteer contact details	Retain whilst volunteering

Licensing

Sub Classification	Information Type	Retention action
	Norwich market lease records	Retain for 7 years
	Premises inspection records	Retain for 7 years
Taxis and Private Hire	Reports from other Local Authorities regarding a licence refusal or revocation.	If Norwich City Council receive data from another Local Authority relating to Hackney carriage and private hire vehicle driver's licence refusal or revocation, prompted by them appearing on National Register of Refusals and Revocations (NR3); any such data will be kept for a period of no more than 35 days from the date of the service of the written notification of the determination of the application.
Taxis and Private Hire	operator licence records	Retain for 7 years
Taxis and Private Hire	vehicle licence records	Retain for 7 years
Taxis and Private Hire	Hackney carriage and private hire vehicle driver's licence applications and renewals	All Norwich City Council records relating to Hackney carriage and private hire vehicle driver's licence applications, licences and renewals that were refused or revoked. Need to retain for 25 years as refusals and revocations are posted on the National Register of Refusals and Revocations (NR3) and other Local Authorities can request reasons for refusal or revocation.

Planning

Sub Classification	Information Type	Retention action
Planning	Departmental files for building control, planning and trees	Retain for 16 years minimum

Procurement

Sub Classification	Information Type	Retention action
	Any documents under seal incl. deeds and contracts	Destroy 12 years after termination
	Ordinary contracts incl. Tender specification, evaluation criteria, tender document quotations, signed contract	Retain for 6 years after the terms of the contract have expired
Projects and Programmes	Grant funded projects – these usually have conditions attached regarding the retention of documents eg NELM, Interreg (European) projects	Retain for 6 years from project completion.

Transportation and Infrastructure

Sub Classification	Information Type	Retention action
Infrastructure Management	Compliance notice	Retain for 3 years notice
Infrastructure Management	Correspondence about programmed works	Retain for 7 years after work completed
Infrastructure Management	Insurance claims	Retain for 7 years after work completed
Infrastructure Management	Records of location of highways, bridleways and rights of way, including enquiries and disputes	Keep indefinitely
Infrastructure Management	Reports on maintaining and repairing roads, streets, bridges, bridle paths, rights of way and tunnels	Destroy 12 years after action is completed
Infrastructure Management	Requests for service (including petitions)	Retain for 7 years after work completed
Infrastructure Management	Road schemes requiring traffic regulation orders (TROs), road notices and consultation.	Retain for 7 years after work completed
Highways Enforcement	Parking PCN	Retain for 2 years from closure of PCN