

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 | <p>For unsuccessful bids retain for 1 year following the conclusion of the external audit of the year in which they relate.</p> <p>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.</p> | - |
| 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 and 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 |
| Application Management | Teams Chat Retention | 30 days | Best Practice |

Information Management and Governance

| Sub Classification | Information Type | Retention action | Authority |
|------------------------------|--|---|---------------|
| Access to Information | Individual Rights Requests, including DSARs | 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 | - |

Strategy and Engagement

| Sub Classification | Information Type | Retention action | Authority |
|--------------------|----------------------|---|-----------|
| n/a | Go4Less applications | 2 years after the ending the expiry of the card | - |

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 |
| 7.0 | Final | Sonya Anderson | 23/12/2025 | Fixed link to Records Management Policy Added Teams Chat Retention to schedule |