

# Rushmoor Borough Council retention guidelines

## Explanatory notes

- *Note 1: Retention periods are as of publication date of this document.*
- *Note 2: Files are subject to inspection before destruction and a decision may be made to retain them for a further period of time.*
- *Note 3: This is an evolving document.*

### 1. Purpose

The aims of the guidelines are:

- To promote improved and consistent records management practices throughout the council
- To help in identifying records that may be worth preserving permanently as part of Rushmoor Borough Council's archives
- To prevent premature destruction of records that need to be retained for a specified period to satisfy legal, financial and other requirements of public administration.

### 2. Review prior to disposal

At the end of the retention period, the record must be assessed to determine whether it is necessary to retain it for a further period or whether it can be destroyed.

**No documents – electronic, paper or otherwise - are to be destroyed where legal action (civil or criminal) is a possibility or is taking place.**

If a request for information under the Freedom of Information Act 2000 is refused, the record, which would have been disclosed, must be retained until the end of the period in which an appeal can be made, or the end of the appeals procedure, whichever is the later.

### 3. Disposal procedure

Once it has been determined that a record is no longer required, the document should be shredded. There is a disposal box for confidential shredding located on each floor of the council offices. Any confidential waste bags, obtained from Facilities Management, should be returned to Facilities on the same day or placed in a locked office overnight to ensure secure storage. Retention periods also apply to records on media other than paper, such as audio tape and video tape as well as electronic records such as emails.

Individual services and directorates are responsible for keeping a register of records that have been destroyed.

#### **4. Hampshire Records Office (HRO)**

The Hampshire Records Office has the facilities to archive information that may be worth preserving permanently. Records should only be offered after their administrative use is ended.

#### **5. Unimportant records and information**

Some records do not need to be kept at all. These records may be routinely destroyed in the normal course of business. Unimportant records or information includes:

- '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 Council business
- Requests for stock information such as maps, plans or advertising material
- Out-of-date distribution lists
- Working papers that lead to a final report.

Duplicated or superseded material such as stationery, manuals, drafts, forms, address books and reference copies of annual reports may be destroyed.

It is understood that the record keeping requirements of the council will change over time and it will be necessary to update these guidelines to reflect this. It is the responsibility of the relevant Service Manager to notify the Data Protection Officer of any necessary amendments and additions to this schedule as they arise.

### Localised service guidelines:

- [Aldershot Town Centre](#)
- [Alderwood Leisure Centre](#)
- [Bereavement Services](#)
- [Building Control](#)
- [CCTV](#)
- [Community Development](#)
- [Community Grants](#)
- [Community Patrol Officers](#)
- [Corporate Health and Safety](#)
- [Corporate Investigations](#)
- [Council Tax](#)
- [Customer Services Unit](#)
- [Economic Development \(included in cross-service guidelines\)](#)
- [Elections – Preparation, Results and Registration](#)
- [Estates and Building Services](#)
- [Facilities Management](#)
- [Finance](#)
- [Food, Health & Safety and Environmental Protection](#)
- [Housing Options](#)
- [Housing Strategy](#)
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- [IT](#)
- [Land Charges](#)
- [Legal Services](#)
- [Leisure Contracts](#)
- [Licensing and Registration](#)
- [Management and Administration of the Council](#)
- [Member Services – Council and Committee meetings, Honours and Submissions](#)
- [Ombudsman Enquiries \(included in cross-service guidelines\)](#)

- [Parking](#)
- [Parks](#)
- [Partnerships, Policy and Performance](#)
- [PEBL](#)
- [Planning and Development](#)
- [Planning and Land Use, Planning Policy and Conservation](#)
- [Princes Hall](#)
- [Private Sector Housing](#)
- [Procurement](#)
- [Regeneration \(included in cross-service guidelines\)](#)
- [Revenues and Benefits](#)
- [Safer North Hampshire \(Community Safety\)](#)
- [Skilled Up Programme](#)
- [Social Media \(included in cross-service guidelines\)](#)
- [Town Twinning](#)
- [Traffic Management](#)
- [Waste and Recycling](#)
- [Website and Communications](#)
- [Glossary](#)

# Cross-Service

<i>Service</i>	<i>Name/Description of Record</i>	<i>Retention Period</i>	<i>Statutory?</i>
<b>All service areas</b>	Head of Service files	2-4 years – any project work to be retained for the life of the project	No
<b>All service areas</b>	All data stored on the Council's Network <a href="http://inform/StaffHandbook/it/auppolicy.htm">http://inform/StaffHandbook/it/auppolicy.htm</a>	Held while the employee works at RBC; when they leave, data is held for a further month and then deleted.	No
<b>Background papers</b>	Background papers in a formal report	At least 4 years	Yes
<b>Development Reviews and 121 Staff Meetings:</b>	All papers connected with staff appraisal, review, performance, 121 meetings etc.  <i>Managers should keep staff records for a minimum of two years and a maximum of 'termination of employment plus a further six years'. These records should be reviewed after two years and it will then be at the managers' discretion to decide if there is reason to retain them for longer. If there is, this reason should be documented and a further review of the records planned in another two years' time, and so on. The assumption will be that records will be deleted after two years, unless there is a compelling reason not to delete them. If there were performance issues with a staff member, then obviously it would be wise to maintain all relevant records while the case is ongoing.</i>	Between 2 years and 'termination of employment of staff member + 6 years' – see note	No
<b>Email Archive Policy</b>	<a href="http://inform/StaffHandbook/it/emailarchive.htm">http://inform/StaffHandbook/it/emailarchive.htm</a> Default of 3 years unless otherwise requested by individual service – see details in Policy	3 years	Yes
<b>Emergency Planning</b>	All relevant records	Operational life of the emergency plan, plus 12 months	No
<b>Freedom of Information / Environmental Information Requests/ Subject Access Requests</b>	Written requests	3 years plus current year	No
<b>Legal action, litigation</b>	General litigation correspondence or advice Civil Litigation / Tribunal files	6 years  6 years after judgment 6 years from closure if no court action	No  No

<b>Monitoring Officer</b>	Complaints	6 years	No
	Members' interests	Register to be kept up to date. Out of date material to be destroyed  Correspondence with members – 6 years	No
	RIPA	Policies, correspondence about policies – retain whilst current  Authorisations – retain for 6 years after expiry	No
	Seal register	Retain permanently and pass to archivist	No
<b>Ombudsman</b>	All records relating to a case referred to the Ombudsman	6 years	No
<b>Projects and Programmes</b>	Records relating to Corporate Projects, Improvement, Economic Development and Regeneration	3 years after completion of project/programme	No
<b>Social Media</b>	Social media including Rushmoor Facebook Page, Rushmoor Twitter Page and Rushmoor Instagram Page Default of 3 years unless otherwise requested by individual service	3 years	No

# Individual Services

<i>Service</i>	<i>Name/Description of record</i>	<i>Retention period</i>	<i>Statutory?</i>
<b>Aldershot Town Centre</b>	Aldershot retail website - Feedback forms	5 years	No
	Competition entries (e.g. Calendar Comp)	2 Years	No
	Event application forms (e.g. Victoria Day)	2 Years	No
	Event risk assessments	Indefinitely	No
	Photo database	Indefinitely	No
	Retailer databases	Updated as changes are made	No
	ShopWatch application form	Whilst customers are active on system	No
	ShopWatch right to refuse entry notice	Whilst customers are active on system	No
	Staff Contact Details / Info / DOB's etc.	Updated as staff changes are made	No
<b>Alderwood Leisure Centre</b>	Paper record forms for event, club and park bookings	3 years	No
	Paper and electronic forms for fitness suite membership	Life of membership	No
<b>Bereavement Services</b>	Records relating to summary management systems that record the location of burials and identity of deceased individuals e.g. register of interments, cemetery register, cemetery plans	Permanent – offer to HRO	No
	Records relating to the process of regulation of burials and cremations e.g. permits, applications, orders	Paper: 15 years Electronic: Permanently	No
<b>Building Control:</b>	Records relating to the process of determining all applications for building notices e.g. Site inspections and completion certificates (scanned into Uniform on completion and file destroyed)	Permanent	Yes
	Records relating to the process of determining all applications to regularise unauthorised building works e.g. Site inspections and regularisation certificates (scanned into Uniform on completion and file destroyed).	Permanent	Yes
	Records relating to the process of determining all applications for Demolitions – Section 80 and Section 81 information (stored on Uniform and scanned in on receipt and service)	Permanent	Yes
	Records relating to the recording of dangerous structures e.g. site inspections and decision information (scanned onto Uniform when no longer dangerous)	Permanent	Yes

	Records for unauthorised work e.g. site inspections and process information (kept on file and Uniform unless works transferred to Regularisation process if applied for)	Permanent	Yes
	Recording of Initial Notices e.g. records of applicant/approved Inspector and completion details (all information retained on Uniform only)	Permanent	Yes
	Records relating to the process of providing a statutory service in relation to infrastructure within the local authority e.g. requests for naming and numbering new streets and properties including correspondence	Permanent	Yes
<b>CCTV</b>	CCTV master disc evidence e.g. CD of recorded footage	Destroy after 1 Year Destroy after 5 Years for specified high level cases	Statutory, to enable such time for case to be contested
	CCTV Evidence e.g. Production statements, disclaimers of collected CD footage, evidence management logs and Master disc logs	Destroy after 3 years	No
	Personal data request e.g. Subject access requests and third party access requests	See Cross-Service Guidelines under Subject Access Requests	No
	Out-Of-Hours call logs e.g. paper format emailed to Rushmoor Borough Council's Environmental health team; paper format emailed to Hart District council	Email information to Environmental health team to action, our saved copy held on CCTV S-Drive and then destroy after 1 month	No
	Police stills e.g. Identifiable images on paper	1 month	No
	Paper notes	1 day	No
	Visitors logs	3 years	No
	Camera pro forma i.e. Log to show camera changes made by camera engineer	5 Years	No
	Customer satisfaction survey	3 years	No
<b>Community Development</b>	Records relating to the process involved in development of services or programmes for children	7 years from closure	No
	Records relating to the process involved in the provision of services or programme to support the development of children e.g. attendance records, course reports	25 years from closure	No
	Records relating to the process involved in provision of a service or programme to support the development of young persons	15 years from closure	No
	Records relating to the process involved in provision of services or programmes to adults	7 years from closure	No
	Training concerning children e.g. course staff assessment training register	35 years after training is completed or last entry	No
	Records relating to staff working with children	Termination + 25 years	No



<b>Community Grants</b>		Records relating to all aspects of community grants	6 years from application of grant	Yes
<b>Community Patrol Officers</b>		Confirm records e.g. Customer complaints of fly-Tipping, ABVs, graffiti etc.	7 years from closure	No
		Uniform complaint records / service requests - Service requests / complaints	7 years from closure	No
		Uniform stray dog register - Stray dog register	7 years from closure	Yes
		Stray dog folder (paper) - paper copy of stray dog register	7 years from closure	Yes
		FPN spreadsheet - Details of FPNs issued	Delete details from 7 years	No
		PACE notebooks - notes of cases investigated	Destroy at 7 years	No
		WEE DVLA access spreadsheet - Details of access to the DVLA WEE service	Delete details from 7 years	Yes
		ABV letters to owners (In Confirm Doc folder) - Notices of vehicle abandonment	6 months from date added to folder	Yes
		Graffiti disclaimer forms - Authorisation to carry out the work on private land	7 years from closure of work	No
<b>Corporate Health and Safety</b>		Records relating to process of inspecting equipment or processes to ensure they are safe e.g. equipment and process inspection records	40 Years	No
		Records relating to process of monitoring of areas where employees and persons are likely to have become in contact with asbestos e.g. property asbestos files, removal record set	Indefinitely	No
		Records relating to process to assess the level of risk e.g. risk assessment, COSHH assessment, manual handling assessment and permit to work systems & records	40 years	No
		Records relating to process that records injuries and incidents e.g. accident books, accident investigations and violence at work reports and investigations	40 years	No
		Corporate H&S Advisor requests for advice and support	40 years	No
<b>Corporate Investigations</b>		Prosecutions	7 years	No
		Sanctions	5 years	No
		Change/warning letter	3 years	No
		No change required after investigation	1 year	No
<b>Council Tax</b>	<b>Valuation</b>	Records relating to the valuation of rateable land within a municipal district for the purpose of the making of the rate and other council tax related records e.g. valuation lists, correspondence, objections and reports	7 years	No
	<b>Property History</b>	The recording of information for rateable properties identifying the person or company rated, including details of the value of the property. Note: Records containing accounting information primarily, and not being a source of property history, should be disposed of according to the appropriate record class within the accounts & audit function - rate books, rate cards, register of rateable properties	Permanent - Offer to HRO Transfer to Place of Deposit after administrative use is concluded	No
	<b>Rates and Local</b>	Records relating to the activity of corresponding with ratepayers in relation to	7 years	No

	<b>Authorities Tax Correspondence</b>	valuations, rates and charges, objections, submissions, appeals, rate remissions and other rates related matters – Notices, objections, applications, correspondence, rate certificates, notices of acquisition and disposition rate property files	after last action Electronic entries to be kept on database as long as Business Rates is in existence.		
<b>Customer Services Unit</b>	<b>All services</b>	As the Customer Services Unit supports some services within the Council, it conforms to the relevant retention guidelines for that service.	See individual services	Varies	
<b>Elections</b>	<b>Preparation</b>	Records relating to the summary certification of those eligible to vote e.g. electoral register, proxy vote lists and absent vote lists	Permanent. Offer to HRO after administrative use is concluded	No	
		Records relating to local/national elections, files and materials relating to elections e.g. ballot papers, nominations and expense returns	Destroy one year from close of poll	Yes	
		<b>Results</b>	Declaration of results (local elections only) e.g. Consolidated returns of votes received	Permanently	No
		Records relating to process of preparing for elections e.g. Delegation information and equipment records	Permanently	No	
		Records relating to election accounts information (local elections only) e.g. payment records and vouchers	3 years	No	
	<b>Electoral Registration</b>		Database containing the electoral register e.g. Names and addresses of electors	15 years	No
			Paper files with names and addresses of electors		No
			Household enquiry form	1 year electronically	No
			Postal vote refresh form	5 years	No
			Personal identifier form	5 years	No
			Invitation to register	Kept electronically until a person moves/dies when we are notified, Paper is kept for 1 year	No
			Evidence of identity	1 year	No
			Staff availability letter	election period	No
			Application to opt-out of edited register	Once processed, forms are destroyed; Emails put into action then archived.	No
			Absent vote cancellation request	Once processed, forms are destroyed; Emails put into action then archived.	No
	Application to vote by post	5 years	No		
	Application to vote by proxy	5 years	No		

		Attestation request	Attestations kept in paper form only for anonymous registrations until they move or die	No
		Change of name evidence request	1 year	No
		Evidence request	Form only gets scanned and kept with the elector until move or die	No
		Open register change request	Once processed, forms are destroyed; Emails put into action then archived.	No
		Query form	Elector details updated and query form then destroyed confidentially	No
<b>Estates and Building Services</b> ( <i>All files to be reviewed by relevant estates officer before destruction</i> )		Abortive transactions	2 years	No
		Alphabetical and numerical card indexes of deeds		No
		Asbestos or health & safety records in all files	Do not destroy - Pass to Facilities Management	No
		Asset management binders	Retain until transferred to electronic file	No
		Asset valuations	Retain relevant year only	No
		Compulsory purchase orders	6 years	No
		Deeds	Retain until property transferred to new ownership	No
		Easement files	12 years after completion	No
		General property queries	6 years	No
		GIS amendment requests	Current year plus previous 2 years	No
		Journals	Current plus previous year	No
		Lease files - Key correspondence on original letting and subsequent reviews to be retained.	6 years after expiry of current lease  Expired leases and correspondence to be	No

			destroyed <u>except</u> where tenant is holding over	
		Licences	Retain correspondence for life of current licence.  Previous licence correspondence to be destroyed once new one completed.	No
		Mortgage redemptions	2 years after redemption registered at land registry and copied to mortgagor	No
		Procedure notes/historic file records	Retain as long as useful	No
		Property transaction notices – financial instructions	6 years	No
		Purchase of land files	12 years after completion	No
		Rent register		No
		Rent review cards		No
		Sale of land files	12 years after completion	No
		Training records		No
<b>Facilities Management</b>		Staff parking permit data - car registration and ownership data	Retain while permit is in use and remove users from database either when user surrenders the permit or during the annual renewal process if the permit is no longer required	No
		Door entry system - Database controlling door and printing access	30 days of IT being notified they have left RBC	No
<b>Finance</b>	<b>Accounts and Audit Reporting</b>	Consolidated annual reports Consolidated financial statements Statement of financial position operating statements general ledger	7 years after the end of the financial year in which the records were created. Offer to HRO.	Yes
		Consolidated monthly & quarterly reports Consolidated monthly & quarterly financial statements Working papers for the preparation of the above Monthly accrual statements Cashflow statements	7 years after the end of the financial year in which the records were created.	No

		Creditor listings and reports - admin Debtor listings and reports – admin Setting council tax		
	<b>Financial Transaction Management</b>	Appointments & delegations Audit investigations Arrangements for the provision of goods and/or services	7 years after the end of the financial year in which the records were created	Yes
		Allowances Invoices Credit card statements Cash books Receipts Cheque counterfoils Bank statements Subsidiary ledgers (annual) Journals (annual) Vouchers	6 years after the conclusion of the financial transaction that the record supports	Yes – this period may be reduced with the agreement of Customs and Excise and/or the Inland Revenue
		Applications Card issue Rail warrants	6 years after the conclusion of the financial transaction that the record supports	Yes
		Reconciliation Summaries of accounts	2 years after administrative use is concluded	No
		Taxation records Motor vehicle logs Fringe benefits tax records Group certificates	5 years after the end of the financial year in which the records were created	Yes
		Notification & input records	2 years after the employee ceases Employment. Volunteer data destroyed on programme completion	No
	<b>Payroll</b>	Authority sheets Payroll deduction authorities Payroll disbursement Employee pay records Employee taxation records Council Tax Deductions	7 years after the conclusion of the financial transaction that the record supports	Yes
		Summary employee pay reports	Destroy after administrative use is concluded	No

	<b>Financial Provisions, Budgets and Estimates</b>	Annual budget	7 years after annual budget adopted by local authorities	No
		Draft budgets Departmental budgets Draft estimates	7 years after annual budget adopted by local authorities	No
		Quarterly statements	7 years after annual budget adopted by local authorities	No
	<b>Loans and Investing</b>	Loan files Investments made	7 years after the loan has been repaid	Yes
		Loans registers	Permanent Transfer to place of deposit after administrative use is concluded	No
	<b>Insurance</b>	Records relating to the summary management of insurance arrangements e.g. Insurance register, insurance for mortgages to RBC	Permanent	No
		Records relating to the process of insuring local authority officers, property, vehicles and equipment against negligence, loss or damage e.g. Insurance policies, correspondence	Permanent	No
		Records relating to the process of renewing insurance policies e.g. Insurance policy renewal records, correspondence	5 years	No
	<b>Claims Management</b>	Records relating to the process that records insurance claims against the local authority or local authority officers e.g. Claims records, correspondence	Permanent Trees: Permanent Playgrounds: 22 years	No
<b>Food, Health &amp; Safety and Environmental Protection</b>		Statutory notifications and statutory returns e.g. RIDDOR Reports, RIDDOR Investigations, LOLER Reports, PSSR Reports, Infectious disease reports and investigations, LAE1, LAEMS, DEFRA and DELTA (Traveller sites)	15 years	No
		Formal action including prosecution, simple cautions and enforcement notices e.g. Prosecution/sanction files, notices, simple cautions and formal samples	15 years	No
		Complaint records / service requests and Inspection records e.g. Customer satisfaction records, service requests, requests for advice and all documentation relating to service request	7 Years	No
		Food registration forms	7 years after business closure	No
		Private water supplies	Permanent Transfer to place of deposit after administrative use is	No

		concluded	
	Primary authority partnership documents	15 years after PA agreement ends	No
<b>Housing Options</b>	Records relating to the process for applying for housing association homes e.g. Application forms for housing association homes and supporting material and applications for transfer of tenancy and supporting papers	Destroy cancelled or re-housed applications after 6 years	No
	Records relating to homelessness applications (prevention, relief and full homeless duty cases) e.g. application forms and papers relating to the investigation of homelessness	6 years after closure	No
<b>Housing Strategy</b>	Public consultation records e.g. housing strategy documents	5 years from closure	No
	Pre-contract advice e.g. Needs surveys, expressions of interest	2 years from closure	No
	Grants through LASHG/RBC Capital e.g. Correspondence relating to grant, details	6 years after last payment	Yes
<b>Human Resources</b>	Recruitment records for unsuccessful applicants e.g. Application forms and CVs, cover letter and other supporting documents, interview notes, tests and scores	1 year following recruitment	No
	Recruitment records for successful applicants e.g. References, application form or CV, cover letter and other supporting documents, interview notes, tests and scores, right to work documentation, offer letter, contract of employment and health clearance	Termination + 6 years	No
	Payroll, HMRC and superannuation records e.g. Name, address, date of birth, NI number, pay records, tax code and status, bank account details and pension contributions	Termination + 6 years	Yes Pay and HMRC records termination + 6 years
	Disciplinary and capability records e.g. Disciplinary outcome letters, capability outcome letters, written grievances, grievance outcome letters, investigation reports, meeting notes, witness statements and letters re process	Termination + 6 years - Related documents including investigation reports, evidence, meeting notes and witness statements to be destroyed where no formal action is taken, or once the formal 'warning' has expired.	No
	Employee records e.g. New starter documentation, variations to employment contract, probationary records, performance management records, development review records, L & D records, annual leave, sickness absence records, sickness reviews and RTW records, occupational health referrals/reports, DBS check	Termination + 6 years	No

	reference numbers, equalities monitoring data and grievances and related documents		
	DBS disclosure reports	Within 6 months of receipt	No
<b>Information Technology</b>	IT Service Desk System (Hornbill) - Service desk calls and edata provided to fulfill calls	5 years	No
	Active Directory Database - Database used to manage network access	30 days after user leaves and then remove from database	No
	Exchange server and Archive Manager – emails and data contained within or attached to emails	As per Email Retention Policy	No
	Personal Drive (U) - Electronic file storage	Personal data held for six months after employee left RBC or last contacted by RBC e.g. interview notes. Personal information on current RBC employees retained whilst in employ of RBC.	No
	Shared Drives (S etc.) - Electronic file storage	Data kept until system deprecated.	No
	GIS Data (Spatial database and shared drive file storage) - GIS Data held for customers, spreadsheets supplied as part of data analysis for customers, Ad hoc data supplied by customers	Departments set retention policies for their own data and inform GIS Team	No
	Uniform Central data - Councillor details	30 days of IT being notified, they have left RBC.	No
	User browsing history - Staff internet browsing history	6 months	No
	Lync Message database - Record of staff Lync messages	6 months	No
	Mobile device database - Database of phone and mobile device users	Records kept whilst device in use. When user leaves device information is wiped within 30 days and device held in IT for future use.	No
	Time recording system - Record of hours and projects worked on by staff	1 Year	No
	SharePoint - Electronic repository for files and data	Data kept until system	No



		deprecated	
<b>Land Charges</b>	Card index of registrations in statutory register and Con 29 information	Until Captured – ongoing	No
	Copy searches not on microfiche or in other electronic storage	7 Years	No
	General correspondence	7 Years	No
	HCC searches and accounts	7 Years	No
	Minutes of internal and external meetings	Current Year except planning minutes which need to be kept indefinitely	No
	Plans deposited by developers for search purposed	Do Not Destroy	No
	Receipts and customer accounts	7 Years	No
	Records of personal searches undertaken	7 Years	No
	Registration requests  Copies of registered: S278 agreements S38 agreements PCNs and BCNs (planning) S106 agreements Enforcement notices	Do Not Destroy	No
	Street numbering records	Do Not Destroy	No

**Note for Legal Services:**

**No records to be destroyed:**

- If legal action is threatened, pending, or taking place
- If listed as a background paper in a formal report, at least until the 4 year period has expired
- If subject to a current FOI / EIR / DPA request, until the period for appealing has passed

Solicitor to the Council to review files concerning significant or highly political matters before destruction

Relevant legal officer to review ordinary transaction and general correspondence files before destruction

Anything not covered by these guidelines to be referred to the Solicitor to the Council for consideration.

<i>Service</i>	<i>Area</i>	<i>Name/Description of Record</i>	<i>Retention Period</i>	<i>Statutory?</i>
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<b>Legal Services</b>	<b>Admin records</b>	CPD training records	3 years	No
		Finance – invoices/codes	Current and previous	No
		Requests for copy docs	Current year	No
		SRA – practising certs	2 years	No
		Team meetings (review before destruction)	Current and previous	No
	<b>Car Parks / Parking including enforcement</b>	General files	6 years	No
		<b>Civil Litigation</b>	Civil Litigation / Tribunal files	6 years after judgment  6 years from closure if no court action
		Licensing Appeals to Magistrates' Court	6 years	No
		Travellers and gypsies	3 years	No
		Other Claims against the council / Insurance general	Copies of insurance policies to be kept permanently  Other correspondence – 6 years if no legal proceedings	No
		Debt collection	6 years after judgment  Abortive large debts – until debt is 6 years old  Minor debts - 1 year after paid, not pursued or written off	No
		General litigation correspondence or advice	6 years	No
		<b>Community Companies</b>	General advice	6 years
		Constituting -retain until wound up Wound up – 3 years Correspondence and statutory returns - 6 years	No	
	<b>Contracts</b>	Completed (fulfilled) contracts	12 years for major	No

			contracts under seal 6 years minor contracts under seal Other minor contracts – 3 years	
		Abortive contracts	2 years	No
		General contractual advice	If not covered by above – 4 years	No
		General procurement advice	6 years	No
	<b>Criminal</b>	Completed prosecution files	3 years form conviction	No
		Abortive prosecutions	2 years	No
		ASBOs	3 years	No
		General advice	3 years	No
	<b>Data Protection</b>	Notification	Current and previous	No
		Subject Access	3 years	No
		Third party requests	3 years	No
		Notices from individuals	Retain permanently	No
		Complaints	6 years	No
		Data sharing	External protocols – retain whilst current Internal sharing on formal basis – retain until superseded One off sharing – 6 years	No
		General advice	6 years	No
	<b>Democratic</b>	Agendas and minutes of council , panel and committee meetings	Reports / Minutes to be kept on relevant file	No
		Advice	6 years	No
	<b>Employment</b>	Compromise agreements	6 years	No
		Policies e.g. Redundancy	6 years	No
		Pensions	Review after 6 years	No
		General advice	6 years	No
	<b>Environmental health</b>	Notices, orders	6 years (from date of notice / final determination if served)	No

		General advice	4years if abortive 6 years	No
	<b>External bodies / groups</b>	Files, agenda & minutes	3 years	No
	<b>Financial</b>	General advice	6 years	No
	<b>Freedom of information / EIR</b>	Requests	3 years plus current year	No
		Publication schemes	Retain whilst scheme current	No
		Benchmarking data	6 years	No
		RUPSI	6 years	No
		General	6 years	No
	<b>Health and safety</b>	Risk and workplace assessments	Retain permanently	No
		General	6 years	No
	<b>Highways</b>	Agency agreements	Retain for 6years after expiry/ termination of agreement  Where agreement is renewed, keep file for earlier agreement until 6 years after final termination of any agreement	No
		General advice	6 years	No
	<b>Housing</b>	Homelessness reviews	Retain until period for appealing / JR has expired	No
		Homelessness advice	6 years	No
		Nomination agreements	Agreements – indefinitely unless revoked or superseded – then 6 years  Correspondence 6 years	No
		Empty homes	3 years	No
		HMOs	6 years	No
		General housing advice	6 years	No
	<b>Journals and Law</b>	Not part of bound series	Current year plus previous calendar year	No

	<b>reports</b>	Part of bound series	Retain permanently as updated	No
	<b>Licensing</b>	Sub-committee hearings	4 years Abortive – no need to retain	No
		Taxis general	4 years from closure of file	No
		Street trading	Information about designations – retain until designation revoked  General correspondence – 6 years	No
		Sex shops	6 years	No
		Gambling	6 years	No
	<b>Major schemes</b>	All Maj-Dev files incl Westgate and Farnborough town centre	Do not destroy	No
	<b>Management</b>	Legal services	6 years	No
		Land charges	6 years	No
		Property Services	6 years	No
		Staff general	3 years	No
		Budget / financial	3 years	No
		Service level agreements	Current plus previous	No
	<b>Planning</b>	S106 unilateral undertakings	6 years after completion (Ensuring all payments / other obligations paid / discharged)	No
		Section 106 agreements	6 years from date of agreement unless affordable housing onsite 12 years	No
		Enforcement files	COU 10 years from date of enforcement notice Operations 3 years (building demolished) Otherwise 5 years	No
		CLEUDS	5 years	No

		Planning policy	6 years	No
		General planning advice	5 years	No
		Public Inquiry files	3 years after final decision unless enforcement then 10 Years	No
	<b>Projects (internal) and corporate working groups</b>		3 years from completion of project	No
	<b>Property</b>	Completed purchase files	12 years after completion	No
		Completed sales files	12 years after completion	No
		Completed easement files	12 years after completion	No
		Lease files	6 years after expiry of current lease  Expired leases and correspondence to be destroyed	No
		Licences	Retain correspondence on current licence  Previous licence correspondence to be destroyed when new one completed	No
		Deeds of freehold properties	Keep until property transferred to new ownership	No
		Compulsory purchase orders	6 years	No
		Abortive transactions	2 years	No
		Mortgage redemptions	6 years	No
		General property queries	6 years	No
		Assets of community value	6 years	No

<b>Leisure Contracts</b>		Records relating to post-tender negotiation (the process in negotiation of a contract after a preferred tender is selected) e.g. clarification of contract, post tender negotiation minutes.	12 years after terms of contract have expired	No
		Records relating to contract operation and monitoring e.g. service level agreements, compliance reports, performance reports	12 years after terms of contract have expired	
<b>Licensing and Registration</b>		Licensing Team Registration /Licence Regimes & Inspection Records e.g. Taxi Drivers, Vehicles & Operators, Licensing Act 2003, Gambling Act 2005, Tables & Chairs Permits, Sex Establishments, Charitable Collections and Street Trading Consents	15 years after business closes or last registration/ entitlement Lapses	No
		Statutory Returns e.g. Licensing Act and Gambling Act	15 years	No
		Formal Trade Arrangements e.g. Taxi Fare Setting, Cab Sharing Scheme, Setting of Fees & Charges and Policy Consultation	15 years	No
		Formal action including prosecution, simple cautions and enforcement notices e.g. Prosecution/sanction files and simple cautions	15 years after business closes or last registration/ entitlement lapses	No
		Complaint records / service requests e.g. Service requests and requests for advice	7 years after business closes or last registration/ entitlement Lapses	No
		Licensing or registering sites for contamination / pollution e.g. Contaminated land register/pollution, Part B Process Permitting / LAPPC and airport monitoring records	Permanent Transfer to place of deposit after administrative use is concluded	No
		H&S and EP Team Registration / License regimes e.g. Ear piercing, Tattooing, Acupuncture, Hairdressing, Electrolysis, Mobile home sites, Animal boarding establishments, Pet shops / Zoos	15 years after business closes or registration/ entitlement Lapses	No
<b>Management &amp; Administration of the Council</b>	<b>Corporate Planning and Reporting</b>	Records relating to corporate planning and reporting activities of the local authority e.g. corporate plans, strategy plans, business plans and annual reports	Permanent – offer to HRO	No
		Records relating to the process of preparing business for strategic consideration and making the record of discussion, debate and resolutions e.g. CLT and executive team meeting notes	Permanent	No
		Records relating to the process of preparing business for all other meetings and making the record of discussion, debate and resolutions e.g. minutes and note of	3 years from closure	No

		meetings		
	<b>Statutory Returns</b>	Files and spreadsheets of accounts for national elections e.g. accounts of payments made to staff, invoices and tax information	6 years	Yes
	<b>Policy, Procedures, Strategy and Structure</b>	Records relating to activities that develop policies, procedures, strategies and structures for local authorities e.g. policy, procedure, precedent, instructions, organisation charts, records relating to policy implementation and development of asset management plan, sustainable community strategy, community plan and community safety plan	Permanent	No
		Records relating to the process of monitoring and reviewing strategic plans and procedures to assess their compliance with guidelines e.g. council plan and sustainable community strategy	Permanent	No
		Records relating to corporate projects, improvement, economic development and regeneration	3 years after completion of project/programme	No
		Social media including Rushmoor Facebook page, Rushmoor Twitter page and Rushmoor Instagram page	As per Email Retention Policy	No
		Emails for all services	As per Email Retention Policy	No
	<b>Public Consultation</b>	Records relating to the process of consulting the public and staff in the development of significant policies of the local authority e.g. Housing – Housing Register, H strategy and PSR Public consultation for highway works	5 years from closure Retain results permanently	No
		Records relating to the process of consulting the public and staff in the development of minor policies of the local authority	Permanent	No
	<b>Information Management</b>	Records relating to the activity whereby standards, authorities, restraints and verifications are introduced and maintained to manage information effectively e.g. classification schemes, registers, indexes and authorised lists of file headings	Permanent	No
		Records relating to the management of collections of records transferred to the archive e.g. accession registers, depositor files and minutes	Permanent	
		Records relating to the process that records the disposal of records e.g. disposal certificates	12 years	Common practice based on Limitation Act
	<b>Enquiries and Complaints</b>	Records relating to the management in summary form of enquiries and complaints directed to the Council	3 years	
		Records relating to the management of enquiries, submissions and complaints which result in significant changes to policy or procedures e.g. reports and correspondence	3 years	



		Records relating to the management of detailed responses on council actions, policy or procedures e.g. reports, returns, correspondence	3 years	No
		Records relating to the management of routine responses on council actions, policy or procedure e.g. printed material and form letters	6 months after administrative use is concluded	No
	<b>Quality and Performance Management</b>	Records relating to the process of monitoring or reviewing the quality, efficiency or performance of a local authority service or unit	5 years from closure; quarterly monitoring records are permanent	No
		Records relating to the process of assessing the quality, efficiency or performance of a local authority service or unit e.g. assessment forms	2 years from closure	No
	<b>Public Relations</b>	Records relating to the process of designing setting information for publication	3 years from last action	No
		Records relating to the published work of the local authority	1 copy is archived; otherwise retained until admin use is concluded	No
	<b>Media Relations</b>	Records relating to the process of interaction with the media	3 years from closure	No
		Records relating to media publications concerning local authorities e.g. press cuttings and media reports	Permanent	No
	<b>Marketing</b>	Records relating to the process of developing and promoting RBC's campaigns and events	5 years from closure	No
	<b>Civic and Royal Events</b>	Database of contacts for civic, military and community events e.g. names, addresses, email addresses of invitees to annual events such as annual council, banquet and afternoon tea	Permanent	No
		Records relating to one-off events e.g. military ceremonies, anniversary celebrations, contacts from database plus supplementary invitees e.g. names, addresses, email addresses	Database: Permanent Supplementary invitees: 2 years	No
		Electronic calendar of events e.g. names, addresses, phone numbers, email addresses relating to addresses and information for event	2 years	No
		Records relating to civic, military and community events e.g. names, addresses, phone numbers and email addresses	2 years	No
		Records relating to recording of ceremonial events and civic occasions e.g. visitors' book, audio tapes, video tapes and photographs	Permanent – offer to HRO	No
<b>Member Services</b>	<b>Council and Committee Meetings</b>	Records relating to the process of preparing material for statutory meetings of the council and making the record of the meeting e.g. reports, agendas and minutes of bodies identified in the constitution (offer to HRO)	6 years Offer to HRO	Yes
		Minutes of meetings including drafts and rough notes	Retain until date of confirmation of minutes except for Licensing: 1 year and Development Control: 1 year	No

	<b>Honours and Submissions</b>	Records relating to the process of preparing honours submissions e.g. honours nomination form, covering documentation, letters of support, referral for comment from Lord Lieutenant	5 years after the last action	No
	<b>Political Parties' Papers</b>	Records relating to official communications and forms from political groups and individual members e.g. declarations of acceptance of office, group membership lists, appointments to outside bodies, members' claim forms and substitutions	6 years	No
<b>Parking</b>		All records relating to PCNs, permits and complaints.	2 years	No
<b>Parks</b>		Records relating to health and safety inspections and assessments (process of inspecting equipment to ensure it is safe) e.g. equipment inspection records	Minor equipment: 6 years after destruction of equipment Major equipment: 40 years from destruction of equipment Playground equipment: 21 years after destruction of equipment	No
		All records relating to infrastructure management and maintenance of parks e.g. requests for tree planting, naming of streets, numbering of houses, street signs, bus shelters, advice, comments, traffic calming measures	7 years after the last action Tree planting: 3 years	No
<b>Partnerships, Policy and Performance</b>		Records relating to the process of preparing material for partnership meetings and making the record of the meeting, where the local authority legally owns the record e.g. agendas, minutes and supporting papers	6 years after the date of the meeting	No
		Records relating to the process of preparing material for external partnership meetings, where the local authority does not own the record	3 years after the last action	No
		Records of decision e.g. decision sheets, reports and plans	Permanent	No
<b>Prospect Estate Big Local (PEBL)</b>		All documents relating to PEBL	7 years	No
<b>Planning and Development:</b>		Records relating to the activity of developing a vision and strategic directions regarding existing transport and infrastructure within the municipality e.g. Local transport plan	Permanent. Offer to Archivist. Transfer to place of deposit after administrative use is concluded	No
		Records relating to the process of receiving, considering and responding to submissions and objections to planning schemes and amendments e.g. enquiries, consultation documents, objections and correspondence	Destroy 7 years after decision. Offer controversial/high profile schemes to Archivist	No
		Records relating to the process of enforcing infrastructure and transport regulations	Destroy 50 years after enforcement notice. Destroy 3 years after	No

		compliance with enforcement notice.	
<b>Planning and Land Use, Planning Policy and Conservation</b>	Records relating to the activity of developing planning policy including the perpetration of a local plan or the local development framework or any other planning policy document e.g. Local plan, local development framework, supplementary planning guidance development briefs, consultation documents and replies Inquiries and objections made by members of the public public Inquiry documents	Destroy 5 years after the plan or document has been superseded	No
	Records relating to the activity of recording information on Historical Buildings e.g. Details of listed buildings and Hampshire treasures	Permanent. Offer to HRO. Transfer to place of deposit after administrative use is concluded	No
	Records relating to the process of controlling development of areas through applications for planning and associated permissions under the Town and County Planning Acts e.g. Planning applications, files appeal details, planning obligations	Permanent. Transfer planning application register to Archivist after 5 years.  Destroy original correspondence from objectors as soon as application is determined and documents uploaded to DMS. All digital copies then classed as 'Sensitive' and not available for public viewing.	Yes - Statutory Register
	Tree Preservation Orders, notification documents and replies	Permanent - the original of a Tree Preservation Order must be retained for use as proof in evidence in the event of a prosecution.	No
	Records relating to the process of designating Conservation Areas e.g. Character appraisals Consultation documents and replies Inquiries and objections made by members of the public	Permanent	No
	Records relating to the process of determining all applications for approvals under the building regulations e.g. applications for approval under the building regulations, building inspection records, certificate of final completion	Permanent	Yes - Statutory Register
	Records relating to the process of enforcing alleged breaches of planning control	Permanent	Yes - Statutory

	under the Town and County Planning Acts e.g. Enforcement and Stop Notices		Register. The original of a Planning Enforcement Notice together with any appeal details and information on compliance
<b>Princes Hall</b>	Card payment processing statements	7 years	No
	Competition entries	3 years	No
	Compliments / complaints	5 years	No
	Daily reconciliation (Return forms, paying in slips, etc.)	7 years	Yes
	Dotmailer (email system)	Whilst customers are active on system	Yes
	Essential companion scheme forms	Whilst customers are active on system	No
	Events diary	Indefinitely	No
	Fire alarm and extinguisher inspection and maintenance logs	Indefinitely	No
	First Aid / accident forms	Indefinitely	No
	Fixed wire and PAT Testing	Indefinitely	No
	Hall hire booking forms and event notes	7 years	No
	Hall hire invoices	7 years	Yes
	Letters to customers (copies)	5 Years	No
	Marketing databases	Updated as changes are made	No
	Panto cast contact details	5 years	No
	Panto mentions folder	5 years	No
	Pantomime questionnaire	5 years	No
	Photo database	Indefinitely	No
	Plant maintenance and inspection logs	Indefinitely	No
	Princes Hall Website - Feedback forms	5 years	No
	Returned mailout by post (Return to Sender)	Update customers' contact preferences on Spektrix to remove post	No
	Risk assessments	Indefinitely	No
	Safeguarding - Personal statements	12 months after last action	No
	Safeguarding referral form	Until sent to Safeguarding	No

	Show posters, leaflets, programmes	Team Indefinitely	No
	Show press releases	5 Years	No
	Show Resources - copy and images	5 Years	No
	Show riders and contracts	7 years	No
	Show settlements	7 years	No
	Spektrix (Ticketing System) – patron data (names, addresses, transactions)	Whilst customers are active on system	No
	Staff Contact Details / Info / DOB's etc.	Updated as staff changes are made	No
	Staff DBS certificate number / type	Indefinitely	No
	Staff DBS certificates (Copy of original)	Whilst certificate is current	No
	Staff rotas	5 years	No
	Uncollected tickets	1 week	No
	Water hygiene logs	Indefinitely	No
	Workshop photo release forms	Whilst photos are in use	No
	Youth theatre student information	2 years after last action	No
	Youth theatre waiting list	Retained until customer no longer requires place	No
<b>Private Sector Housing</b>	All documentation relating to application Agreement to pay grant Details of payments All correspondence relating to grant	6 years after last payment for grants under £50,000/12 years over £50,000	Yes
	All documentation relating to HMO Licence	15 years after HMO ceases to operate	No
	HHSRS assessments All investigation paperwork / records relating to service requests / complaints Empty property investigations	7 years	No
	Prosecution/sanction files Notices Simple cautions Evidence e.g. photographs	15 years	No
	Application Fee record Inspection record & correspondence	7 years	No
<b>Procurement</b>	Records relating to the process involved in the development and specification of a contract e.g. Examples- specification, soft market testing notes, emails, notes	6 years after terms have expired.	No

	from meeting	If under seal keep for 12 years after terms have expired	
	Evaluation of Tender e.g. evaluation and moderation records.	6 years after terms have expired. If under seal keep for 12 years after terms have expired	No
	Unsuccessful tenders	3 years after tender award	No
	Successful tender / quotation document	6 years after terms have expired.  If under seal keep for 12 years after terms have expired	No
	Process of contract award e.g. Award letters, notes from meetings	6 years after terms have expired.  If under seal keep for 12 years after terms have expired	No
	Management and amendment of contract	6 years after terms have expired. If under seal keep for 12 years after terms have expired	No
<b>Revenues and Benefits</b>	Housing benefit manual case files e.g. Housing Benefit/Council Tax Support case files	Claims that are still in payment Retain files for as long as benefit is in payment Claims that are no longer in payment but have an outstanding overpayment Retain until 1 years following debt paid in full	Yes

		<p>Claims that were ineligible or invite to claim has not been returned Destroy after 1 year</p> <p>Claims no longer in payment without an outstanding overpayment</p> <p>Destroy after 2 years from when benefit ended</p> <p>Deceased benefit recipients Destroy 18 months after date of death</p>	
<b>Safer North Hampshire (Community Safety)</b>	Agendas/Minutes e.g. Vulnerabilities operational group, case conferences	3 years	No
	Challenge and change	12 months	No
	Emails relating to cases	6 months	No
	Home Office and other returns	TBC	No
	Legal action/enforcement activity	7 years	No
	Lesson Plans, schools information	1 year	No
	Partnership plan, strategic assessments	Permanent	No
	Safeguarding Referrals		No
	SafetyNet casefiles	TBC – currently under discussion with OPCC	No
<b>Skilled Up Programme</b>	Records relating to the Skilled Up Programme, especially for process involved in the collection of National Insurance numbers e.g. notification and input records, process for collection of identification data for volunteers, right to work in the UK	2 years after the employee ceases employment – volunteer data is destroyed on completion	No
<b>Supported Families and Event and Community Management</b>	To be advised		
<b>Town Twinning</b>	Records relating to Twinning Association members that would enable them to	Life of the membership	No

		receive information about meetings and events e.g. contact details, meeting notes and photos		
<b>Traffic Management</b>		Records relating to the activity of planning, and programming the continued flow, diversion or reduction on traffic on agency basis for HCC e.g. traffic orders	12 years after order expires	No
<b>Waste and Recycling</b>	<b>Collection</b>	Records relating to the process of arranging the collection or transportation of household waste	12 years after contract expires	No
		Customer enquiries – details	3 years	No
		Customer enquiries – content	12 years after contract expires	No
		Records relating to the process of arranging the collection or transportation of controlled waste	12 years after contact expires	No
	<b>Disposal</b>	Records relating to the summary management of sites used for the disposal of waste within the local authority	Permanent. Transfer to place of deposit after administrative use is concluded	No
		Records relating to the process of the short term storage of household waste, including transfer sites	10 year after site closure	No
		Records relating to the process involved in managing the use, type and amount of waste to be disposed at a specific site e.g. Waste site plans	12 years after contract expires	No
<b>Website and Communications</b>		'Did you find what you were looking for?' feedback forms with personal data	3 years	
	Completed website forms data (this is for the information we hold in the web team and not the data for forms that go to each service)	3 years		
	Email news database of customers using MailChimp	Constantly being opened/links clicked on – forever  Dormant accounts – delete after one year of no use (but send out a reminder email)		
	Emails we receive from customers	3 years		
	Photo and video library. Including photos and video of people.	10 years		
	Social media, comments, messages DMs etc.	3 years		
	Aldershot community together database of residents	After 3 years, email to confirm you want to		



		receive updates.	
	Arena large print database	After 3 years, write to confirm you want to continue to receive large print editions.	
	People (incl staff) personal details on websites	Delete straight away after leaving or information no longer valid	
	Staff personal information on Intranet	30 days after member of staff leaves	
	Public publications e.g. Directory of services, Rushmoor in Bloom certificates	10 years as an active database	
	Add an event form on website	3 years	

## Glossary:

- Community Patrol Officers:**

ABVs:	Abandoned vehicles
FPN:	Fixed Penalty Notices
WEE DVLA:	Web Enabled Enquiry - Driver and Vehicle Licensing Agency

- Corporate Health and Safety:**

COSHH:	Control of Substances Hazardous to Health
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- Food, Health & Safety and Environmental Protection:**

RIDDOR:	Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 2013
LOLER:	Lifting Operations and Lifting Equipment Regulations 1998

PSSR:	Pressure Systems Safety Regulations 2000
LAE1:	Local Authority Health and Safety Returns Form
LAEMS:	Local Authority Enforcement Monitoring System
DEFRA:	Department for Environment, Food and Rural Affairs
DELTA:	Online system provided by Ministry of Housing, Communities and Local Government to streamline its processes and systems for collecting statistical data and grant applications

- **Housing Strategy:**

LASHG:	Local Authority Social Housing Grant
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- **Human Resources:**

RTW:	Return to Work
DBS:	Disclosure and Barring Service

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- **Information Technology:**

GIS:	Geographic Information System
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- **Land Charges:**

HCC:	Hampshire County Council
PCNs:	Planning Contravention Notice
BCNs:	Breach of Condition Notice

- **Legal Services:**

CPD:	Continuing Professional Development
SRA:	Solicitors Regulation Authority
HMO:	Houses in multiple occupations
RIPA:	Regulation of Investigatory Powers Act
CLEUDS:	Certificate of Lawful Existing Use or Development
RUPSI:	Re-Use of Public Sector Information

- **Licensing and Registration:**

LAPPC:	Local Authority Pollution Prevention and Control
H&S:	Health and Safety
EP:	Environmental Protection
CLT:	Corporate Leadership Team

- **Public Consultation:**

PSR:	Payment Systems Regulator
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- **Private Sector Housing:**

HHSRS	Housing Health and Safety Rating System
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