

Retention And Destruction of Records

Procedures

Records Of Children And Their Families

Retention And Destruction of Service User Records

Document Control

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Approvals

This document requires the following approvals. Signed approval forms are filed in the project files.

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Retention And Destruction of Service User Records

Introduction

The information within this document is for guidance only and is governed by legislation. It sets out the protocol for the retention and destruction of records pertaining to service users, their families and carers. These are records held specifically by the Department of Social Services for children and their families within Slough Borough Council (SBC).

As mentioned above, the department keeps personal information about service users, their families and carers. These records form an important part of the individual's life history and are kept by us for the following reasons:

1. They form a documented account of the involvement between Social Services and the service user, including their families and carers.
2. They promote the principle of working in partnership with the service users by sharing written records, such as care plans, with them and their carers.
3. They meet the commitment to deliver ethnically and culturally appropriate services by holding such information.

Records containing personal information are confidential so they should be made available only to authorised personnel and must be kept in accordance with the principles of the 1984 Data Protection Act (DPA) that requires that personal data be:

- Adequate, relevant and non-excessive,
- Accurate and, where necessary, kept up-to-date,
- Not kept for longer than is necessary for its purpose(s).

Generally, for personal information, the data should be kept for a minimum of six years after the subject's last contact with SBC. For financial auditable records, the data should be kept for a minimum of six years after the end of the accounting period. (The accounting period is a 12-month period ending on 31st March each year.) However, there may be circumstances when records may need to be kept for longer than quoted in the legislation. Therefore, it is advisable to review records before destruction, bearing in mind their purpose and value of retention.

The purpose of this document is to provide instruction on what records to keep, where and how to keep them, and when to destroy them.

Assumptions

All documentation received that can be scanned must be scanned into Siebel. Once scanned, unless specifically mentioned (for example Adoption files) in the following procedures, the scanned documents should be kept for at least 48 hours (in case of system failure) but for no longer than seven days. After that time, they should be destroyed. Please refer to your Siebel user manual for instructions on scanning into Siebel.

It is also assumed that, where relevant, financial documents are to be scanned into the OCC financial system.

Scope

Records that do not relate to service users, their families and carers are beyond the scope of this document. Also beyond the scope of this document are the back-up and disaster recovery procedures for electronic records.

Revisions

It is understood that the legal department will notify the controller of this document (to be confirmed) of any changes in legislation or new legislation affecting the retention of records.

Source of Information

The following retention and destruction procedures have been obtained from various legislative sources as mentioned in the References column, the Data Protection Act (DPA) 1984 and the Freedom of Information Act (FOI) 2005.

General Procedures

Where paper records are kept, the electronic record must be kept up-to-date with the location of the paper files.

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For paper files, the method of destruction should ensure that the files are completely destroyed so that they cannot be reconstructed. The current policy for destruction is to put the files into the orange disposal sacks that are picked up by the Facilities Department who carry out the disposal.

Paper records that are to be retained must follow either one or both of the following archiving procedures: Microfiche or long-term paper storage. Note that it is not acceptable to replace paper records with mediums other than Microfiche or the Siebel database. Other mediums, such as Compact Disks are not reliable.

If in doubt about retention or disposal of records, contact the appropriate department.

Long-term Paper Storage Procedure

The Adoption Team has already in place a procedure for storing papers. Where mention is made of storing paper files at Darwin Close, follow the procedures set out below.

1. Prepare each file for archiving by binding all pages together, using for example an elastic band, to make the complete file. If the file is in volumes, bind each volume and try to keep them together in the same box.
2. Prepare each box as instructed by the Reading Borough Council's "Using the Record Centre" document included as Appendix A.
3. Record electronically the location of the paper files using the consignment and box numbers, and record the date when those files should be destroyed.
4. Send to Darwin Close as per instructions in Appendix A.
5. When it is time to destroy the files, you may instruct Darwin Close to destroy them. At the same time, delete the associated electronic record.

General Procedures

Although the overall approach is eventually to hold and process all social care records electronically, it is acknowledged that not all personal information will be held in this form when Seibel becomes operational. E.g. some records in residential and day services – daily medication records/accident records.

Where paper records are kept, the electronic record must be kept up-to-date with the location of the paper files clearly identified.

When services are no longer provided and a case record is 'closed' paper records that are to be retained must follow either one or both of the following archiving procedures: Microfiche or long-term paper storage.

For paper files that have reached their destruction date (see schedule) the method of destruction should ensure that the files are completely destroyed so that they cannot be reconstructed. The current policy for destruction is to put the files into the orange disposal sacks that are picked up by the Facilities Department who carry out the disposal.

If in doubt about retention or disposal of records, contact the appropriate departmental lead.

Long-term Paper Storage Procedure

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When a service user's file has been closed, all parts of the record should be brought together e.g. from residential, day care, hospital social work teams and other services that are remote from the Town Hall. The administrative officer for the appropriate team(s) will ensure that the paper records are combined. The closed record can either be stored at the Town Hall, if there is sufficient space, or sent to the archiving facility at Darwin Close, Reading.

When storing paper files at Darwin Close, follow the procedures set out below.:-

- Prepare each file for archiving by binding all pages together, using for example an elastic band, to make the complete file. If the file is in volumes, bind each volume and keep them together in the same box.
- Prepare each box as instructed by the Reading Borough Council's "Using the Record Centre". (Details are available on SBCnet, A-Z – Archiving boxes-storage. There are two links entitled 'Completing an archiving form' and 'Help on completing the form'.
- Record electronically the location of the paper files using the consignment and box numbers, and record the date when those files should be destroyed, and send to Darwin Close, Reading, as set out in guidance on SBCnet

- When it is time to destroy the files, you may instruct Darwin Close to destroy them. At the same time, delete the associated electronic record.

Microfiche Procedure

A decision to microfiche an existing paper record may be made in exceptional circumstances e.g. **2nd and 3rd Stage complaints or documents supplied under Access to Records (see Section 13)**. When this decision is made the following steps should be taken.

Five years after case closure, certain paper files (e.g. **complaints records or Access to Records**) may be retained in microfiche form. In an ideal world, the electronic system would notify the appropriate user that the relevant time has elapsed and that the paper file can be set aside for microfiche. Suffice is to say that files are pulled from the basement and checked against the electronic record to ensure that there has been no case activity for five years. At this point, if the file is for microfiche, the electronic record should be updated to reflect the change in the location of the paper files. The procedure to microfiche is set out below.

- Prepare each file for microfiche:
- Remove all staples and paper clips
- Remove personal items and return to client
- Number each page to be filmed

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- Bind all pages together, using for example an elastic band, to make the complete file. If the file is in volumes, keep the volumes together in the same box and bind each volume but record the number of pages consecutively across volumes.
 - Prepare each box for microfiche:
 - A box should be big enough to store A4 paper files without the need to fold the papers.
 - To eliminate confusion over what the box contains, label each box with a sequential number and include the word 'Micro'.
 - Compile a Contents List for each box containing paper files for microfiche. The list should include the box number that the file goes into, the file reference number, the forename, surname and date of birth of the person (usually the service user) that the paperwork relates to, and the number of pages within each file for microfiche. This list is included in the box.
 - Compile an SBC Checklist of all of the information contained in the above contents lists. This list is used to check that the paper files are returned after microfiche. The contents of this list are also added to an electronic Master List that is kept indefinitely. The Master List acts as a reference of records stored on microfiche and includes the date of microfiche. This date is updated at the final step of the microfiche process.
 - Fill boxes with files, adding details to the Contents List and the Checklist as you go.
 - Once box is full, add the Contents List to the box and mark the box with a blue sticker to indicate that the box is ready for microfiche.
 - Retain Checklist in a secure location in readiness for checking returned boxes. Update the Master List for each file with the status of 'Awaiting Microfiche'.
- Store boxes together in the basement until there are 20 boxes.
 - When Microfilm Unit notifies us that they are ready for the next batch of boxes, notify Facilities who will organise the dispatch of the boxes to the Microfilm Unit.
 - When boxes have gone for microfiche, update the status of the relevant Master List records with 'With Microfiche'.
 - Once the fiche have been checked, the boxes (now marked with an "X" on the lid to indicate that their contents have been filmed) are sent back to SBC for destruction.
 - When Facilities deliver the boxes back to the basement, the clerk then checks that the boxes returned contain the same information as that held on the SBC Checklist.
 - Once checked, the clerk transfers the files to orange sacks for destruction and updates the status of the Master List records with 'Micro', the date the microfiche was carried out, and the date when the microfiche should be destroyed. Update the original electronic record with these details.
 - When the Microfiche destruction date is reached, notify the Microfiche Unit of the necessary Microfiche details to enable them to destroy the record.
 - Once confirmation of destruction has been received from the Unit, remove the record from the Master List and destroy the original electronic record.

Adoption

Record Type	Retention Period	Owner	References / Notes
Paper and electronic Guardian Ad Litem records including closed files.	For adoption cases, retain records for 75 years from date of the adoption order. For non-adoption cases, retain until sibling reaches 21. The electronic record must be kept up-to-date with the location of the paper records. Within six months of case closure, the GALRO must return the paper files to the Panel Manager.	Permanence Team Manager	Adoption Regulations 1984, Children Act 1989 Guidance Volume 7, LAC (1995) 19 & LAC (1997) 14, Human Fertilisation & Embryology Act 1990 (section 30). Note that access to these records requires court permission.
Paper and electronic Topic files	Destroy five years after last entry.	Permanence Team Mgr	
Paper and electronic records of children who have been adopted, whether agency or non-agency, and have no LAC records.	Retain for 75 years from date of adoption order and then destroy electronic and paper files. The electronic record must be kept up-to-date with the location of the paper records. Five years after the order date the adoption papers are sent to the Berkshire Adoption Advisory Service (BAAS). Original records must be kept in a special secure storage unit and must not be destroyed until the 75 years is up.	Permanence Team Manager	Adoption Agencies Regulations 1983 14, Human Fertilisation & Embryology Act 1990 (section 30).

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Record Type	Retention Period	Owner	References / Notes
Paper and electronic records of children who have been adopted, whether agency or non-agency, and who have a LAC record.	<p>Retain for 75 years from date of adoption order and then destroy electronic and paper files. The electronic record must be kept up-to-date with the location of the paper records.</p> <p>Five years after the LAC case closure, the adoption papers are sent to the Berkshire Adoption Advisory Service (BAAS).</p> <p>Original records must be kept in a special secure storage unit and must not be destroyed until the 75 years is up.</p>	Permanence Team Manager	Adoption Agencies Regulations 1983 14, Human Fertilisation & Embryology Act 1990 (section 30).
Records of other persons such as family members who have not been service users in the last six years and have not appeared on any register but have been associated with children who have been adopted.	<p>Retain for 75 years from date of adoption order and then destroy electronic and paper files. The electronic record must be kept up-to-date with the location of the paper records.</p> <p>Five years after the LAC case closure, the adoption papers are sent to the Berkshire Adoption Advisory Service (BAAS).</p> <p>Original records must be kept in a special secure storage unit and must not be destroyed until the 75 years is up.</p>	Permanence Team Manager	
Records of counselling of adopted adults	Delete record and destroy paper files 7 years after the last update.	Permanence Team Manager	

Retention And Destruction of Service User Records

Record Type	Retention Period	Owner	References / Notes
Records of all approved adopters	<p>Retain electronically for 75 years from date of approval. The electronic record must be kept up-to-date with the location of the paper records.</p> <p>Retain paper files in the team for five years and then send to the BAAS. BAAS to retain paper records for 75 years from date of approval.</p>	Permanence Team Manager	Adoption Agencies Regulations 1983
Paper and electronic Adoption Allowance file	Retain for 75 years from setting up the allowance. When case is closed, add the paper file to the existing adopter's file.	Permanence Team Manager	Adoption Allowances Regulations 1991
Records of uncompleted adoptions, including unsuccessful adoptive applicants, counselling of birth parents that did not lead to adoption.	After 25 years review.	Permanence Team Manager	Adoption Agencies Regulations 1983 14, Human Fertilisation & Embryology Act 1990 (section 30).
Records of other persons such as family members who have not been service users in the last six years and have not appeared on any register but have been associated with uncompleted adoption cases.	<p>Retain electronically for 75 years from date of approval. The electronic record must be kept up-to-date with the location of the paper records.</p> <p>Retain paper files in the team for five years and then send to the BAAS. BAAS to retain paper records for 75 years from date of approval.</p>	Permanence Team Manager	
Statistical information, including statutory returns (electronic and paper)	Destroy three years after compilation date.	Permanence Team Manager / Information Team	DOH requirement.
Copies of old adoption procedures	One copy of each version to be retained permanently.	Procedure owner	

Child Protection

Record Type	Retention Period	Owner	References / Notes
ACPC minutes and decisions	Retain for two years and then review	CP Adviser	Working Together under the Children Act – Guidance Document
Child protection original forms (CP1) and paper version of BVS message notifying of registration	Retain for three months and then destroy	CP Register Co-ordinator	
Monthly report of children on the Child Protection register	Destroy one month after print-out date	Information Team	
Records of case reviews, enquiries and deaths	Retain for 15 years and then review.	CP Adviser	Working Together under the Children Act – Guidance Document
Records of children and families where child protection investigations took place but did not lead to registration.	Reviewed by senior manager after seven years from date of last contact. Decision can be to destroy or review for one additional year at a time.	CP Adviser	
Records of children who have at any time been on the child protection register.	Retain on the system for 75 years from date of last contact. After this date, the record is deleted. Paper files will not be retained.	CP Adviser	Pre-Siebel, paper files were sent to Darwin Close for microfiche five years after last contact date. Once on microfiche, the paper records were destroyed. The location of the microfiche location is stored on the electronic record.
Records of other persons such as family members who have not been service users in the last six years and have not appeared on any register but have been associated with children who have been on the child protection register.	Retain on the system for seven years from the last date of the child being deregistered or seven years from the date SBC had contact with the child, whichever is the latest.	CP Adviser	Pre-Siebel files will have been microfiched five years after last contact
Statistical information, including statutory returns (electronic and paper)	Destroy three years after compilation date.	CP Adviser & Information Team	DOH requirement.
Copies of old child protection procedures	One copy of each version to be retained permanently.	CP Adviser / Procedure owner	

Asylum Seekers

Record Type	Retention Period	Owner	References / Notes
Asylum Seeker associated records: the records of associated persons such as family members who have not been a service user in the last six years and have not appeared on any register.	Destroy 10 years after date of last contact	Asylum Team	<p>These are the files that pertain to asylum seeker/refugee information where the parties involved are not service users of SBC.</p> <p>There are no official guidelines for the retention of this information. I called Hounslow, Birmingham, Camden, Lambeth and Liverpool to see if they had implemented anything. Of these only Camden have thought about the issue and are implementing a 10 year retention of this information.</p>
Statistical information, including statutory returns (on-line and paper)	Destroy three years after compilation date.	Asylum Team	
Procedures	One copy to be retained permanently.	Procedure owner	Previous paper procedures will be located in the Central Holding Area.

Childrens Homes and Boarding Schools

Records of closed-down Children's Homes.	Archive when Home closes. Review 25 years after date of closure.	Head of Inspection Unit / Support Team Leader	
Inspection records pertaining to boarding schools, which have since closed-down.	Archive when school closes. Review 10 years after date of closure.	Head of Inspection Unit / Support Team Leader	
Statistical information, including statutory returns (electronic and paper)	Destroy three years after compilation date.	Head of Inspection Unit	DOH requirement.
Major complaints and investigations about Children's Homes and schools.	Review 25 years from conclusion of investigation / complaint.	Head of Inspection Unit	

Finance

Record Type	Retention Period	Owner	References / Notes
Records of all accounts kept in a Children's Home	Retain for 15 years from the end of the accounting period and then review. Retain	Finance Manager	Children's Homes Regulations 1991 (Regulation 17) Schedule 3.
Children's Trust Fund files	Review after 70 years.	Finance Manager	
Client's Receivership, Appointee-ship and care of property records.	Destroy seven years from date of death. If paper records are to be kept, they should be retained within the finance team until the case is no longer active. Once closed they can be transferred to the Basement.	Finance Manager	
Budget files and statements, capital monitoring files, subject files and copies of travel claim forms.	Retain for two years from the end of the accounting period and then review.	Finance Manager	The accounting period is a 12-month period ending on 31 st March each year. Paper records are stored within the Team.

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Record Type	Retention Period	Owner	References / Notes
Internal transfer forms, internal invoices, Journal transfers, social work fund books, copies of timesheets and overtime sheets.	Retain for three years from the end of the accounting period and then review.	Finance Manager	The accounting period is a 12-month period ending on 31 st March each year. Paper records that are to be kept are stored in the Finance Area or in the Basement.
Contractors timesheets	Retain within the Finance Department for seven years from date of accounting period.		
List of authorised signatories	Retain within the Finance Department until one year from date of audit.	Finance Manager	
Business financial records (includes Service User finance records). For example, records of sales and purchases including receipts and expenses, VAT accounts (summary of totals of output tax and input tax), audited accounts, bank statements and paying-in slips.	These records must be kept for seven years from the end of the accounting period to which they relate. Where a tax return is under enquiry, this period is extended to the end of the enquiry.	Finance Manager	Accounts and Audit Regulations 1983 & 1996. HM Customs & Excise: The VAT Guide. Inland Revenue: www.open.gov.uk/inrev/sa The accounting period is a 12-month period ending on 31 st March each year. Paper records that are to be kept are stored in the Finance Area or in the Basement.
Statistical information, including statutory returns (electronic and paper)	Destroy three years after compilation date.	Finance Manager / Information Team	DOH requirement.
Copies of old finance procedures	One copy of each version to be retained permanently.	Procedure owner	

Foster Carer

Record Type	Retention Period	Owner	References / Notes
Records of enquiries and applications to become foster parents that do not lead to approval.	Retain for ten years from file closure and then review.	Fostering Service Manager	Childrens Act 1989, Foster Placement Regulations 1991 14.
Records of approved foster carers and supported lodgings	Retain for ten years from file closure and then review.	Fostering Service Manager	Childrens Act 1989, Foster Placement Regulations 1991 14.
Records of other persons such as family members who have not been service users in the last six years and have not appeared on any register but have been associated with approved foster carers.	Retain for seven years from case closure and then destroy?	Fostering Service Manager	
Foster carer financial records	See the Finance section of this document.	See Finance .	See Finance .
Foster Carer statistical information, including statutory returns (electronic and paper)	Destroy three years after compilation date.	Fostering Service Manager / Information Team	DOH requirement.
Copies of old fostering procedures	One copy of each version to be retained permanently.	Procedure owner	

Looked After Children (LAC)

Record Type	Retention Period	Owner	References / Notes
Records of looked after children (LAC) that includes all children accommodated, or on care orders, or children in care under pre-1989 legislation, and children on emergency orders.	Retain for 75 years from date of birth or 15 years after death where child dies under18 and then delete records.	LAC Team	Children Act 1989, Arrangements for Placement of Children Regulations 1991, Reg 9. Pre-Siebel, paper files were held within the team for five years after case closure and then sent to microfiche. Electronic records were updated to reflect location of microfiche before paper files were destroyed.
Records of children not looked after but subject to a legal order to the authority requiring supervision. For example, Family Assistance Orders, Supervision Orders, through-care and post-custody supervision, or private foster children and their carers.	Retain for 75 years from date of birth or 15 years after death where child dies under18 and then delete records.	LAC Team	Pre-Siebel, paper files were held within the team for five years after case closure and then sent to microfiche. Electronic records were updated to reflect location of microfiche before paper files were destroyed.
Records of children on Custodianship or Residence Orders who have at any time been looked after.	Retain for 75 years from date of birth or 15 years after death where child dies under18 and then delete records.	LAC Team	Children Act 1989, Arrangements for Placement of Children Regulations 1991, Reg 9. Pre-Siebel, paper files were held within the team for five years after case closure and then sent to microfiche. Electronic records were updated to reflect location of microfiche before paper files were destroyed.

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Record Type	Retention Period	Owner	References / Notes
Records of children on Custodianship or Residence Orders who have never been looked after.	Retain until child's 18 th birthday or two years after last contact, whichever is the latest. Review at the end of retention period.	LAC Team	Children Act 1989, Arrangements for Placement of Children Regulations 1991, Reg 9. Pre-Siebel, if paper files were held within the team for five years after review they were sent to microfiche. Electronic records were updated to reflect location of microfiche before paper files were destroyed.
Information on children placed in Slough by other authorities and held on the LAC register.	Retain until the child's 23 rd birthday or for five years after child's death if child dies before 23 years of age.	CSOs / Information Team	Children Act 1989, Arrangements for Placement of Children Regulations 1991, Reg 10(s).
Information on children placed in Slough by other authorities and held on the LAC register and who stay on to receive an after care service from Slough.	Retain for 75 years from date of birth.	CSOs / Information Team	Children Act 1989, Arrangements for Placement of Children Regulations 1991, Reg 10(s). Pre-Siebel, paper files were held within the team for five years after case closure and then sent for microfiche. Electronic records were updated to reflect location of microfiche before paper files were destroyed.
Records of other persons such as family members who have not been service users in the last six years and have not appeared on any register but have been associated with looked after children.	Retain for seven years from case closure and then destroy?		
Financial records	See the Finance section of this document.	See Finance .	See Finance .
Statistical information, including statutory returns (electronic and paper)	Destroy three years after compilation date.	CSOs / Information Team	DOH requirement.
Copies of old LAC procedures	One copy of each version to be retained permanently.	Procedure owner	

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Missing Children

Record Type	Retention Period	Owner	References / Notes
Records held on the Missing Children Register including notification/letters from other authorities and lists of those currently missing and found. There are no financial records associated with this record type.	Retain for two years from notification date. After this time, the record is deleted.	CP Adviser & Information Team	
Missing Children associated records: the records of associated persons such as family members who have not been a service user in the last six years and have not appeared on any register.	Retain on system two years from notification date. After this time, the record is deleted.	CP Adviser & Information Team	
Statistical information, including statutory returns (on-line and paper)	Destroy three years after compilation date.	CP Adviser & Information Team	
Procedures	One copy to be retained permanently.	Procedure owner	Previous paper procedures will be located in the Central Holding Area.

'ALERT' files (persons allegedly a danger to people but not convicted)

Record Type	Retention Period	Owner	References / Notes
Records held on the ALERT Register. There are no financial records associated with this record type.	Destroy twenty five years after date of last contact	CP Adviser & Information Team	The records of these people must be accurate and record facts. These people CANNOT be labelled as offenders.
ALERT associated records: the records of associated persons such as family members who have not been a service user in the last six years and have not appeared on any register.	Destroy twenty five years after date of last contact	CP Adviser & Information Team	
Statistical information, including statutory returns (on-line and paper)	Destroy three years after compilation date.		
Procedures	One copy to be retained permanently.	Procedure owner	Previous paper procedures will be located in the Central Holding Area.

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Potentially Violent Persons (PVP)

Record Type	Retention Period	Owner	References / Notes
Records held on the PVP register. There are no financial records associated with this record type.	CP Adviser & Information Team		
PVP associated records: the records of associated persons such as family members who have not been a service user in the last six years and have not appeared on any register.	CP Adviser & Information Team		
Statistical information, including statutory returns (on-line and paper)	Destroy three years after compilation date.		
Procedures	One copy to be retained permanently.	Procedure owner	Previous paper procedures will be located in the Central Holding Area.

Schedule One Offenders

Record Type	Retention Period	Owner	References / Notes
Records held on the Schedule One Offenders Register, including notifications. These are persons who are in prison or who have been released from prison for convicted offences against children. There are no financial records associated with this record type.	75 years from offender's date of birth. After this time, the record is deleted.	CP Adviser & Information Team	Children & Young Persons Act 1933 – Schedule One Offences. Not to be confused with the Potentially Violent Persons register.
Schedule One Offender associated records: the records of associated persons such as family members who are have not been a service user in the last six years and have not appeared on any register.	75 years from offender's date of birth. After this time, the record is deleted.	CP Adviser & Information Team	
Statistical information, including statutory returns (on-line and paper)	Destroy three years after compilation date.	CP Adviser & Information Team	
Procedures	One copy to be retained permanently.	Procedure owner	Previous paper procedures will be located in the Central Holding Area.

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Mental Health Records

Record Type	Retention Period	Owner	References / Notes
Records held of service users who have been recorded as having a mental health condition	20 years from date of last contact or 7 years after the death of the service user	Mental Health team	
Records held of non-service users who have been recorded as having a mental health condition.	7 years from date of last contact.	Mental Health team	
Statistical information, including statutory returns (on-line and paper)	To be defined	Mental Health team	
Procedures	One copy to be retained permanently.	Procedure owner	Previous paper procedures will be located in the Central Holding Area.

Physical Disability Records

Record Type	Retention Period	Owner	References / Notes
Records held for non-service users who have applied for a Blue badge or who have not held a badge for the last 5 years.	7 years from date of last contact.	C&F Team	
Records held for service users who have applied for a Blue badge or who have not held a badge for the last 5 years.	7 years from date of last contact.	C&F Team	
Statistical information, including statutory returns (on-line and paper)	Destroy three years after compilation date.	C&F Team	
Procedures	One copy to be retained permanently.	Procedure owner	Previous paper procedures will be located in the Central Holding Area.

Short Term Records

Record Type	Retention Period	Owner	References / Notes
Records held from any contact made with the Social Care teams which are not covered in other areas and as a result of the contact no further action was taken that lead to the creation of a client file.	2 years from date of last contact.	C&F Team	
Statistical information, including statutory returns (on-line and paper)	Destroy three years after compilation date.	C&F Team	
Procedures	One copy to be retained permanently.	Procedure owner	Previous paper procedures will be located in the Central Holding Area.

Other Providers / Suppliers

Record Type	Retention Period	Owner	References / Notes
Contract tenders (successful or not)	Retain for seven years after tender date or after termination date, whichever is later.	Contracts Manager	Statute of Limitations
Quotation and Tenders	Review after 12 years.	Contracts Manager	Statute of Limitations
Contracts with suppliers including rental and hire purchase agreements.	Sealed contracts are kept for 12 years from date of expiry. Others are retained for seven years from date of expiry.	Contracts Manager	Statute of Limitations
Service Agreements with voluntary organisations	Each agreement is retained for seven years from date of its expiry.	Contracts Manager	Statute of Limitations
Supplier files on voluntary organisations	Review three years after final agreement expiry date.	Contracts Manager	Statute of Limitations
Supplies files	Review three years after final agreement expiry date.	Contracts Manager	
List of suppliers	Review after three years.	Contracts Manager	
Statistical information, including statutory returns (on-line and paper)	Destroy three years after compilation date.		
Procedures	One copy to be retained permanently.	Procedure owner	

Complaints - For all service areas

Record Type	Retention Period	Owner	References / Notes
Stage 1	Retain for 7 years	Designated Complaints Officer (DCO)	To be kept by the DCO Complaint files should not be destroyed with out discussion and agreement by all parties
Stage 2 and Stage 3	Permanent	DCO	Further guidance on complaints procedures is awaited (2006) from CSCI. It is likely that Stage 3 will be operated by CSCI
Ombudsman enquiries	Permanent	DCO	
General Complaints/concerns	7 years	Group Manager/ Team Manager Unit Manager	Retain in location and then send for archiving at Town Hall if necessary

Other Service Users

Record Type	Retention Period	Owner	References / Notes
Children's Rights client files	Archive after case closure. Review 15 years after last entry.	Head of Inspection Unit	
Issues files	Destroy seven years after last entry	Head of Inspection Unit	
Service User contracts and agreements	Retain for seven years after date of expiry or until date of last contact with service user, whichever is later.	Contracts Manager	Statute of Limitations
Other Service User records (including their families) not mentioned elsewhere in this document.	Retain for seven years from end of last accounting period and then destroy.	Relevant local team	
Statistical information, including statutory returns (on-line and paper)	Destroy three years after compilation date.		
Procedures	One copy to be retained permanently.	Procedure owner	

Appendix A

A Reading Borough Council guide to "Using the Record Centre"

Record Centre Contact Information



Anita Cacchioli
F.Inst.SRM.Hons MCMI MInstD
Director of Arts & Leisure

Records Management Unit
2-4 Darwin Close, Reading, RG2 0TB

☎ 0118 901 5934
Fax: 0118 901 5935

Our Ref:
Your Ref:

DX: 40124
e-mail: recordsunit@reading.gov.uk

24 October 2008

Your contact is:

Either Bill Stavely or Rob Needham

Using the Record Centre *(at Reading Borough Council)*

Retrieving records

1. Search your filed **transfer forms** to establish which boxes hold the records you need.
2. Call us *(between 9.00 12.30 and 1.30 – 4.00 Monday to Friday)* quoting a **reference code, consignment number, box number** and our **location code** and we will retrieve the material you need. Please note we cannot retrieve anything without this information.
3. We can send out your records by Council courier *(for Reading Borough Council departments only)*, DX, or commercial courier *(the latter is at your own expense)*. Alternatively you can collect the records yourself or consult them here at Darwin Close. We have photocopying and fax facilities on-site.

Bibliography

Data Protection Act (DPA) 1984 – available on SBC intranet
Freedom Of Information Act (FOI) 2005 – available on SBC intranet
Children & Young Persons Act 1933 – Schedule One Offences.
Childrens Act 1989 Guidance & Regulations Volumes 3,4,7,8,9
Working Together under the Children Act – Guidance Document
Human Fertilisation & Embryology Act 1990 (section 30)
Asylum & Immigrations Act 1996
Limitations Act 1980