



DERBYSHIRE COUNTY COUNCIL

Contact Centre Retention Schedule



Version History				
Version	Date	Detail	Author	Responsible Officer
0.1	22/03/2018	Update retention schedule in line with GDPR	Mel Turvey	Vanessa Rogers / Ceri Davies
0.2	18/05/2018	Reconciled with 2017 version. Added cross references to other schedules	Mel Turvey / Mark Smith	Ceri Davies
1.0	16/10/2018	First published version	Mel Turvey / Mark Smith	Ceri Davies
1.1	12/03/2019	“At a glance” section: interview notes changed from 6 months to 12 months	Mark Smith	

Standard Operating Procedure

Some records do not need to be kept at all. Standard Operating Procedures (SOP) define all records which staff may routinely destroy in the normal course of business. However, the retention/disposal schedule must still contain references and instructions concerning them.

SOP usually applies to information that is duplicated, unimportant, or of only short term transactional or operational value.

Examples include:

- 'with compliments' slips
- catalogues and trade journals
- reports from third parties circulated for information
- journals of professional bodies or organisations
- telephone message slips
- non-acceptance of invitations
- trivial electronic mail messages or notes that are not related to Authority business
- requests for standard information such as location maps, plans, contact details, opening hours or promotional material
- out-of-date distribution lists/staff directories
- minutes circulated for information
- Diaries (where notebooks where content is transferred into other electronic systems) not required as evidence

(Note, this is not an exhaustive list)

Duplicated and superseded material such as official stationery, manuals, drafts, forms, address books and reference copies of DCC annual reports may be destroyed under SOP. Electronic copies of documents where a hard copy has been printed and filed, and thermal paper facsimiles after making and filing a photocopy, are also covered by SOP and may be destroyed

SOP should not be applied to records or information that can be used as evidence– to prove that something happened or that a decision was reached. Examples include: staff meeting minutes, public consultation papers or any record that has made a significant contribution to the discussion of the business being conducted should be captured as a record and have a retention period assigned.

Glossary of Terms:

Closure: when a record ceases to be 'current' – this can be the when a set of minutes are formally agreed, or when a Help Desk incident is formally closed. Many retention periods are triggered after the 'closure' of a record

Disposal: the processes associated with the end of a records lifecycle, they will typically include destruction of the records or transfer of the records to Derbyshire Record Office for permanent preservation

Functional Description: the description of the function that the record serves (i.e. the functional description of a set of minutes is 'the process of preparing business...')

Permanent: Retain the record permanently and transfer to Derbyshire Record Office

Record: the recorded evidence about an activity

Retention Action: the action regarding the retention of a record, these will be triggered by a particular event (i.e. the closure of a record)

Additional Information:

Records Disposal Policy and Procedures:

<https://staff.derbyshire.gov.uk/information-security/confidential-information/disposing-of-confidential-information/disposing-of-confidential-information.aspx>

Additional Retention Schedules (including HR, Management and Administration, Property, Procurement):

<http://staff.derbyshire.gov.uk/retentionschedules>

For further information about the contents of this retention schedule, or for records management generally contact Records Management on records.management@derbyshire.gov.uk or on ext. 39203

At a glance guide to other retention periods

Record Type	Retention Period	Further Information
Finance Records	6 years (from the end of the current financial year)	Finance Retention Schedule
Operational meeting minutes	3 years (from agreement of minutes)	Management and Administration Retention Schedule
Strategic meeting minutes	Permanent (transfer to Derbyshire Record Office)	Management and Administration Retention Schedule
Statistics	6 years	Management and Administration Retention Schedule
Contract Records	6 years (ordinary contract, 12 years (contract under seal) from end of terms of contract)	Procurement Retention Schedule
Staff Records	7 years from end of employment or 25 years from end of employment (if working in a social care or risk group)	Human Resources Retention Schedule
Cabinet reports	Permanent	Management and Administration Retention Schedule
Interview documents	12 months (for unsuccessful candidates), retain on personnel file for successful candidates	Human Resources Retention Schedule
Majority of health and safety records	7 years (with the exception of asbestos and radiation records)	Health and Safety Retention Schedule
Policies and associated procedures	Permanent (transfer to Derbyshire Record Office)	Management and Administration Retention Schedule

Ref. No.	Functional Description	Retention Period	Examples	Further Information	Storage Location
Contact Centre administration					
CON 1.1	Process of managing incoming enquiries to the Contact Centre	Destroy 6 months from closure of record	<ul style="list-style-type: none"> Correspondence (email) 	Operational	
CON 1.2	Process of managing outgoing responses from the Contact Centre	Destroy 6 months from closure of record	<ul style="list-style-type: none"> Correspondence (email) 	Operational	
CON 1.3	Process of monitoring staff/customer interaction by telephone, direct messaging or equivalent means	Destroy after one month If used in disciplinary action, retain as per Human Resources retention schedule (casework records section).	<ul style="list-style-type: none"> Recorded phone calls/customer messages 	Common Practice See also MA 2.4.7	
MA 2.4.7	Process of recording notes temporarily, in order to update an electronic system at a later stage	Transient data: destroy note or notebook on closure	<ul style="list-style-type: none"> Notes taken before data is input into electronic system 	Operational	