



# DERBYSHIRE COUNTY COUNCIL

## Digital Services Retention Schedule



Version History				
Version	Date	Detail	Author	Responsible Officer
0.1	22/03/2018	Update retention schedule in line with GDPR	Mel Turvey / Robbie Sinclair	Robbie Sinclair / Ceri Davies
0.2	18/05/2018	Re-worded, with expanded cross-references to Management and Administration retention schedule and a statement of principle on archive copies of websites	Robbie Sinclair / Mark Smith	Robbie Sinclair / Ceri Davies
0.3	26/06/2018	Minor re-wording and re-structuring. Further examples of transient data.	Robbie Sinclair / Mark Smith	Robbie Sinclair / Ceri Davies
1.0	16/10/2018	First published version	Robbie Sinclair / Mark Smith	Robbie Sinclair / Ceri Davies
1.1	07/12/2018	Update references to MA and PR	Mel Turvey / Mark Smith	
1.2	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- out-of-date distribution lists/staff directories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Duplicated and superseded material such as official stationery, manuals, drafts, forms, address books and reference copies of DCC annual reports may be destroyed under SOP.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](mailto: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
<b>Digital Content and Website</b>					
<i>Note: only the first three lines of this section of the retention schedule are original and authoritative, as indicated by the prefix DIG. The remaining lines cross-refer to the retention schedules for Communications and Public Relations (PR) and Management and Administration (MA)</i>					
<b>Customer service</b>					
DIG 1	The process of providing council services through web-based software applications	Destroy 20 years after being decommissioned.  Code from longstanding or significant applications may be offered to Derbyshire Record Office	Archived website and application code (e.g. decommissioned Gold Card renewal application)	Business need	Shared network drive
DIG 2.1	High-level performance analysis of online services/activities	Permanent. Offer to Derbyshire Record Office.  (Note: yearly analytics export)	Basic website statistics for council-run sites	Common Practice	Within online system(s) while live; Record Office after export
DIG 2.2	In-depth usage analysis of online services/activities	Permanent. Offer to archivist.	Advanced website and digital campaign usage statistics	Common Practice	Within online system(s) while live; Record Office after export
MA 2.6.1	Monitoring the quality, efficiency, or performance of services	Destroy 6 years from closure of record	Work requests to the Digital and Web team by email	Common Practice	Shared network drive

Ref. No.	Functional Description	Retention Period	Examples	Further Information	Storage Location
PR 2.2	The process of publishing information through email bulletins	Permanent. Archivist to subscribe to all titles.	Digital newsletters such as Our Derbyshire	Business Need	Within online system(s) while live; Record Office after export
PR 2.2	The process of publishing information through social media posts	Permanent. Offer to archives	Twitter posts from Derbyshire County Council corporate account	Common Practice	Within online system(s) while live; Record Office after export
MA 2.5.3	The process of providing information through social media private messages	Delete 6 years from closure	Facebook private messages to Derbyshire County Council page	Business Need	Online social media platforms
<b>Website</b>					
PR 2.2	The process of publishing information through websites administered by the council	<p><i>Note: as at 2018, Derbyshire County Council does not operate a web archive, but permanent retention as described below may be effected if data is scraped and held in a shared file system. In the meantime, the British Library regularly captures archive copies of local authority websites. For further information, see the Corporate Digital Records Preservation Policy.</i></p> <p>A static version of a web page or website may be treated as “the published work of the council” (see Communications and Public Relations retention schedule section PR 2.2). The data would then be retained permanently as part of the council archive. An archival copy represents a “snapshot” of the website at the time of capture only, as retention of evidence for every change to a website is not practicable. Data capture should ideally be carried out at five-year intervals, and whenever there are major transformations of the site’s content or structure.</p>			
MA 2.4.7	The process of managing individual web pages	For retention/disposal of individual web pages, see Management and Administration 2.4.7. As soon as a web page is taken down, its contents become data in transit to final deletion, retained only until expiry of any automated waiting period imposed for disaster management, business continuity or data security reasons.			

Ref. No.	Functional Description	Retention Period	Examples	Further Information	Storage Location
<b>Services to internal clients</b>					
Various	The process of maintaining data on behalf of the council departments which own it	See relevant retention schedule for the client department/section. In cases of uncertainty, consult data owner and/or Corporate Records Manager			Shared network drive
MA 2.4.7	The process of gathering information through web forms in order to transfer it to a council-approved recordkeeping system	Transient data: immediate deletion, subject to automated waiting period.	Examples below. See also Management and Administration retention schedule	Typically driven by Business Need and Common Practice.	Shared network drives
	<ul style="list-style-type: none"> <li>• Form data, after transfer to 3<sup>rd</sup> party system, e.g. road fault details sent to Confirm (30 days)</li> <li>• Form data stored on behalf of council department (retention set by department), e.g. completed Adoption enquiry</li> <li>• User-submitted website data, used in performance management, e.g. keyword searches (delete after 6 months)</li> <li>• Table data used in management of website functionality, e.g. Contensis account details used to manage permissions (delete after decommissioning)</li> <li>• Competition entry forms (delete 3 months from closure)</li> </ul>				