

K.MANAGEMENT

Owner	Director of Assurance, Director of Governance, Business Solutions Leader, Behavioural Change Manager, Communications Manager, Research and Development Policy Lead	Date Approved	Oct-17	Approved By	Executive team	To be reviewed by:	end 2018
Ref	Activity / Records Series	Description / Example Record Types	Trigger - event that prompts start of retention period	Retention Period	Disposal Action	Authority	Citation / Notes
1	Communication support						
1.1	Language translation services - master version	Language translation services - master version	Publication date	10 years	Confidential destruction	Business requirement	
1.2	Mail processing	Incoming and outgoing mail logs and registers	End of calendar year	1 year	Confidential destruction	Business requirement	
1.3	Publications	Annual reports, guides, books and other publications	Publication date	10 years	Confidential destruction	Business requirement	Retain one set of records only -Consider retention of key records to the organisation's story and progress
1.3 bis	Publications	Local publications, newsletters	Publication date	3 years	Confidential destruction	Business requirement	Retain one set only
1.4	Publications - preparatory records	Publications - preparatory records	Conclusion of campaign	1 year	Confidential destruction	Business requirement	
1.5	Staff communications	Staff memos, newsletters, digital signage, blogs, videos	Publication date	1 year	Confidential destruction	Business requirement	
1.6	Social Media Activity Logs	records of all social media enquiries and responses posted	end of each calendar month	3 years	Confidential destruction	Business requirement	Cross Ref to Information Management Row: 1.5 as it relates to requests for info under FOISA.
1.7	Film location agreements	Signed agreements with any of our partner organisations and companies looking to film in or at one of our properties	date signed	5 years	Confidential destruction	Business requirement	
2	Corporate communication						
2.1	Campaigns - final outputs	Final outputs - presentations, leaflets, digital signage	Publication date	5 years	Confidential destruction	Business requirement	Retain one set of records only - copies to be destroyed once business use concluded
2.2	Campaigns - preparatory records		Conclusion of campaign	1 year	Confidential destruction	Business requirement	
2.3	Corporate identity and branding - artwork	Final artwork for corporate identity marks (including master version of stationery)	Date superseded	5 years	Confidential destruction	Business requirement	Retain one set of records only - copies to be destroyed once business use concluded. Nb Consider retention of key artworks to preserve the evolution of brands.
2.4	Corporate identity and branding - preparatory records	Records documenting the development of corporate style guides for official use of corporate identity marks.	Date superseded	1 year	Confidential destruction	Business requirement	
2.5	Marketing materials - final outputs	presentations, leaflets, posters	Publication date	10 years	Confidential destruction	Business requirement	Retain one set of records only - copies to be destroyed once business use concluded
2.6	Marketing materials - preparatory records		Approval of final outputs	1 year	Confidential destruction	Business requirement	
2.7	Media relations records - media coverage	press activity log	End of calendar year	10 years	Confidential destruction	Business requirement	
2.8	Media relations records - media coverage	press statements, press releases	End of calendar year	10 years	Confidential destruction	Business requirement	Retain one set of records only - copies to be destroyed once business use concluded
2.9	Media relations records - media coverage	press cuttings, summary report of press coverage	N/A	Permanently	Retain	Business requirement	Retain one set of records only - copies to be destroyed once business use concluded. Vital record, possibly of historical significance/corporate memory
2.1	Events Management records	press release, photography, videos	date of event	5 Years	Confidential destruction	Business requirement	
2.11	Events Management Records	invite lists, arrangements	date of event	1 Years	Confidential destruction	Business requirement	
2.10	Events management - final outputs		Date of event	5 years	Confidential destruction	Business requirement	
2.11	Events management -preparatory records		Date of event	1 year	Confidential destruction	Business requirement	
2.12	Competition entries	Winning entries	Date competition closed	6 months	Confidential destruction	Business requirement	

2.13	Competition entries	Unsuccessful entries	Date competition closed	1 month	Confidential destruction	Business requirement	
2.14	Data files for mailing		Date of mailing	12 months	Confidential destruction	Business requirement	
3 Consultations and Surveys							
3.1	Consultations - responses to external consultations	Records documenting the response by the Group or one of its subsidiaries to a consultation/survey carried out by an external organisation	Consultation response date	3 years	Confidential destruction	Business requirement	
3.2	Consultations by the Group	Records documenting:- the design, the administration, the responses received, analysis of responses and final outputs such as reports, presentations and anonymised statistics	Date of publication of final output	3 years	Confidential destruction	Business requirement	
3.3	Independent core customer satisfaction surveys:- The design, preparatory and final materials	Records such as scoping documents, draft materials, sample frames, documents, notification letters and questionnaires	Completion of survey	3 years	Confidential destruction	Business requirement	
3.4	Independent core customer satisfaction surveys - Outputs	Cross tabs and technical reports	Completion of survey	3 years	Confidential destruction	Business requirement	
3.5	Independent core customer satisfaction survey: trend	Findings reports, presentations and analysis thereof	Completion of survey	Permanently	Retain	Corporate Memory	Vital record, possibly of historical significance and corporate memory
3.6	Other research : The design, preparatory and final materials	Records such as scoping documents, draft materials, sample frames, documents, notification letters, questionnaires, Cross tabs and technical reports	Completion of survey	3 years	Confidential destruction	Business requirement	
3.7	Other research - Outputs	Findings reports, presentations and analysis thereof	Completion of survey	3 years	Review of ongoing value / Review for Archives	Business requirement	
4 Staff Consultations							
4.1	staff consultation - individual responses	Records documenting identifiable individual responses to the consultation.	Completion of analysis of responses	Nil	Confidential Destruction	Statutory	Data Protection Act 1998 Destroy immediately anonymised summaries have been created
4.2	staff consultation - outputs	Technical reports and extracts	Completion of survey	3 years	Review then Confidential destruction	Business requirement	
4.3	Staff consultation - Trend	Findings reports, presentations and analysis thereof	Completion of survey	5 years Minimum	Confidential destruction	Business requirement	Review of ongoing value / Review for Archives
4.4	Employment related consultation (i.e.. TUPE, redundancy)	Consultation notes and responses	End of Consultation Period	5 years	Confidential destruction	Statutory	Cross Ref to Human Resources row: 1.1
5 Enquiries and complaints							
5.1	Compliments	Records documenting compliments received	End of financial year	1 year	Confidential destruction	Business requirement	Note stored on Astra and there is no automatic mechanism for deleting. Need to consider as part of wider data protection related considerations
5.2	Comments and enquiries (including Member Services enquiries)	Records documenting the customer comments and enquiries about the Group and how they are handled.	Date matter closed	3 years	Confidential destruction	Business requirement	
5.3	Complaints	Records documenting the handling of a customer complaint.	Date matter closed	3 years	Confidential destruction	Business requirement	
5.4	Analysis - Compliments, Complaints, comments and enquiries	Statistics and anonymised responses	End of financial year	5 years	Confidential destruction	Business requirement	
6 Project Management (Not Foundation Projects)							
6.1	Projects funded by the Group	Business case and proposal, Project plan, lessons learnt report, assessments, reviews - final versions and key drafts; minor drafts, correspondence, copies of financial and contractual records	Date project closed	3 years	Review then Confidential destruction	Business requirement	Review of ongoing value / Review for Archives For records relating to the procurement of services in relation to projects see procurement retention schedule. See Finance section 12 for Foundation Projects

Addition

6.2	Projects - funded through other external funds	All documentation relating to the project: Specifications, plans, reports, correspondence, consultations ..etc., Feasibility studies, copies of financial documents,	Date project closed	Retention and Disposal depends on the length of funding programme and type of projects. Decision will be taken on a case-by-case basis. Grant offer may stipulate length of retention.	Review then Confidential destruction	Business requirement	Review of ongoing value / Review for Archives For records relating to the procurement of services in relation to projects see procurement retention schedule. See Finance section 12 for Foundation Projects
7	Quality and performance						
7.1	Training material	Training material	End of financial year	5 years	Confidential destruction	Business requirement	
7.2	Assessments for accreditation, eg. Customer Service Excellence, IIP, EFQM		Assessment completed	5 years	Confidential destruction	Business requirement	
7.3	Performance monitoring and review of quality, efficiency, or performance - major records	Final reports, Best Value Review, Policy review; Strategic plan review; operational plan review	Approval of review report	10 years	Confidential destruction	Business requirement	
7.4	Performance monitoring and review of quality, efficiency, or performance - preparatory records	Supporting and preparatory documentation including minor drafts, correspondence, meeting records	Approval of review report	1 year	Confidential destruction	Business requirement	
7.5	Performance/business reporting	All reporting mechanisms such as group resources internal reporting to business areas, boxi reports, covalent reports	Date of report	5 years	Confidential destruction	Business requirement	
7.6	Inspections - external inspections received in relation to corporate or service specific performance management indicators	Inspection report	Date of inspection report	10 years	Confidential destruction	Business requirement	
7.7	Process maps		Date superseded or obsolete	1 year	Confidential destruction	Business requirement	
8	Second Stage transfer						
8.1	Records pertaining to second stage transfer		Date of transfer	5 years	Confidential destruction	Business requirement	Should no longer be any but just in case
9	Strategic planning						
9.1	Corporate initiatives	Records relating to initiatives such as W.E EXCEL, Think Yes	End of initiative	5 years	Confidential destruction	Business requirement	
9.3	Records documenting the preparation of business for consideration by the Leadership business meeting	Agenda, reports and minutes	Date of meeting	1 year	Confidential destruction	Business requirement	
9.4	Group Strategies		End of strategy period	5 years	Confidential destruction	Business requirement	
9.5	Organisational structure	Cross Reference to Human Resources Retention Schedule: Section 5.9	Completion of review	3 years	Confidential Destruction	Business Requirement	Cross Reference to Human Resources Retention Schedule: Section 5.9
9.6	Policies -	including significant records documenting policy development	policy superseded	3 years	Confidential destruction	Business requirement	
9.7	Policies - preparatory records		Authorisation of policy	1 year		Business requirement	
10	Business continuity						
10.1	Emergency and Business continuity planning	Final approved plans including local plans for offices etc	Date superseded	1 year	Confidential destruction	Business requirement	
10.2	Crisis Management handling records	Records documenting the handling of a crisis such as incident notification form, actions log, communications log, checklists, agendas, minutes, lessons learned.	Date matter closed	5 years	Confidential destruction	Business requirement	Nb These records must not be destroyed if a claim has been intimated, there is pending/ongoing court action, an information request has been intimated or an audit is ongoing.
10.3	Crisis Management plan - tests	Records documenting the testing of the handling such as scenarios, lessons learned, follow up actions	Date matter closed	5 years	Confidential destruction	Business requirement	
10.4	Emergency agencies	Contact details.	Date superseded	Nil	Confidential Destruction	Business requirement	

10.5	Business Impact Analysis	Business Impact Analysis	Date superseded	1 year	Confidential destruction	Business requirement	
------	--------------------------	--------------------------	-----------------	--------	-----------------------------	-------------------------	--