Retention Schedule 2024

A - Business Function	B - Activity	C - Process	D - Information Asset Holder	E- Records Series/Information Assets	F - Record Types/ Description	G- Retention Trigger	H - Retention Period	I - Disposal Action	J - Retention Justification
	Procedures and guidance	Team procedures and	Relevant IAO	Minor operational procedures and	Procedures, guidance,	Superceded	5 years	Destroy	Business
	Procedures and guidance	guidance	Relevant IAO	guidance - ie where there is no requirement for long term retention for record of business activity to which the procedures applied	process maps and templates	Superseded	3 years	Desiroy	requirement
	Policy and procedures	Corporate policies and procedures	Relevant director	Major operational policies - ie where there is a requirement for long term retention for record of business activity to which the policy applied, and have been approved by Council or EMT	Corporate policy and procedures	Superseded	Permanent	Review for business or historical value	Business requirement
	Briefing papers and research reports	Report, publish and promote final research	Relevant IAO	Report, publish and promote final research	SharePoint files, research published via SSSC website and WES resources	End of financial year	5 years	Review for business and historical value.	Business requirement
	General enquiries	Respond to general enquiries	Relevant IAO	General enquiries	D365, Sharepoint files, Emails	End of financial year	3 years	Destroy	Business requirement
	Strategy and planning/business plans	Business Planning	Relevant IAO	Strategic plans, including any supporting organisational strategies ie digital and communication strategy and workplans	Strategic, business and operational plans. Stakeholder research.	Superseded	Permanent	Review for business or historical value	Business requirement
	Employee development, support, supervision and managers notes	Employee management	Relevant IAO	Employee information	Supervision records and notes, development discussions forms, performance information, workload status, workload projections, task timings personal details, induction information. Held in SharePoint files, email and LMS	Leaver	Current year plus 6 years	Destroy	Business requirement
	Information asset management	Information asset register	SIRO	Information asset register	List of information assets held by organisation including detail on assets that contain personal data	Current	Keep up to date	Retain for business and historic value	Business requirement
	Mail logging and distribution	Mail recording	Relevant IAO	Incoming and outgoing mail logs and		End of financial	3 years	Destroy	Business requirement
	Team Meetings	Team Meetings	Relevant IAO	registers Meeting Record	Agenda, minutes and discussion papers	year End of financial year	3 years * Destroy audio recording when minute prepared	Destroy	Business requirement
	EMT Team Meetings	Executive Management Meetings	Relevant director	Meeting Record	Finalised agenda and minutes, recommendations, briefing and discussion papers, reports, audio recording of meeting	N/A	Permanent	Retain for business and historic archive	Business requirement
	OMT Team Meetings	Operational Management Meetings	Relevant IAO	Meeting Record	Finalised agenda and minutes, recommendations, briefing and discussion papers, audio recording of meeting	End of financial year	3 years * Destroy audio recording when minute prepared	Destroy	Business requirement
	Agreements	SLAs, MOUs, DSAs, agreements	Relevant IAO	Information relating to the development of standard protocols and agreements between the SSSC and third parties	Includes partnership agreements, service level agreements, information and data access, sharing and processing agreements, Memorandum of Understanding	Superseded/ expiry	5 years * with the exception of national and official statistics see below at 'Workforce Policy and Planning/Data Analysis and Reporting'	Destroy	Business requirement
Organisational	Contract management	Contracting	Head of Shared Services	Contract management including performance and compliance monitoring	Contract management - final contract and extensions, reports/schedules, surveys and inspections, complaints, payment disputes, minutes and papers of meetings, service level agreements, audio recording of meeting	End of Contract/contract extension	5 years * Destroy audio recording when minute prepared	Destroy	Statutory
	Requisitioning	Purchase order processing	Head of Shared Services	Records relating to the procurement of non-tendered good and services	authorised requisitions	End of financial year	6 years	Destroy	Business requirement
	Knowledge base	Information management and research	Relevant IAO	Virtual reference library of SSSC produced information resources	Internal resources in D365	Superseded/ obsolete	Nil	Review for business and historical value	Business requirement

	Knowledge base	and research	Relevant IAO	produced information resources	External resources, including website articles, legal advice and guidance	obsolete	Nil	Destroy	Business requirement
	Event information/SSSC led events	SSSC representation Lead, support and evaluate events	Relevant IAO	Record of event information with formal SSSC representation		Last action	5 Years	Review for business and historical value	Business requirement
	Stakeholder/customer/staff research eg market research/surveys	Research	Relevant IAO	Records used for compilation of info for future planning and business intelligence		End of financial year	5 years	Review for business and historical value	Business requirement
	Communication and Engagement	Publication and image library	Relevant IAO	Photographs, videos, audio and stories of individuals and related consent form		Date of consent	3 years	Destroy or seek re-consent as appropriate	Statutory
	Communication and Engagement	Intranet communication to all staff	Relevant IAO	Promotion materials	Slides and scripts, photos, videos, broadcasts	Last action	3 years	Review for business and historic value	Business requiremer
	External stakeholder engagement	Managing stakeholder engagement	Relevant IAO	External stakeholder contact details Minutes of meetings Presentations Organisation reports Audio recording of meeting	D365, Email, Calendar information, SharePoint files	year	5 years *Destroy audio recording when minute prepared	Destroy	Business requiremer
Ī	Corporate complaints and investigations	Corporate complaints	Head of P&I	Records documenting the handling of a complaint	Complaints reports	Last action on complaint	5 years	Destroy	Business requiremen
	Corporate complaints - shell records	Corporate complaints	Head of P&I	Shell records documenting the handling of a complaint	Complaints reports/database	N/A	Permanent	Review for business or historical value	Business requiremen
	Expected Behaviour Procedure (EBP)	Recording of information relating to decisions under EBP		Records documenting decision under EBP	D365, MatterSphere		5 years	Destroy	Business requiremen
	Training materials	Materials in relation to preparing, delivering and receiving internal and external training	Relevant IAO	Training materials	Sharepoint	Superseded/ obsolete	5 years	Destroy	Business requirement
	Internal and external legal	Legal advice	Relevant IAO	Internal and external legal advice	SharePoint		25 years (Advice where expert opinion of	Destroy	Business
	Expenditure	Documents relating to payments of expenses of parties attending hearings, panel members, council members and staff, including documents relating to catering, external venues, travel and subsistence and other associated expenses	Relevant IAO	Documents relating to expenses incurred and payments made.	Expense claim forms, receipts		permanently). Other advice: Review for historical value for potential retention in archives if a major precedent - otherwise destroy. *except legal advice contained in individual case work files - see FtP 6 years	Destroy	Statutory
1	Business management	Team improvement	Relevant IAO	Feedback forms	Feedback on internal services delivered to client departments	End of financial year	5 years	Review for business and historical value	Business requireme
	Business management	Team time reports	Relevant IAO	Time recording	Reports	End of financial year	1 year	Review for business and historical value	Business requireme
	Protecting People Policy and Protecting People Procedure	Data gathered in relation to child or adult protection concerns reported in line with the Protecting People Policy and Procedure	Relevant IAO	Name, Address, date of concern, nature of the adult or child protection concern, agencies concern was referred to, action taken by other agencies integral staff member who	Microsoft form in Sharepoint – only accessible by the IAO and others as	Date of report	100 years	Destroy	Business requireme
d									
	Event booking system Media platform		Head of Strategic Communications and Policy Head of Strategic	Online platform for managing event bookings Online platform, integrated with the	Online platform News platform that		3 months 3 years	Destroy Review for	Business requireme Business
		displaying articles and news release archive	Communications and Policy	corporate website for displaying and distributing media statements and articles	includes news release archive			business and historical value	requireme
	Media platform contact lists	Contact lists for media distribution	Head of Strategic Communications and Policy	Contacts information (names, email address and organisations)	List of contacts on media platform	N/A	Permanent	N/A	Business requireme
ļ	Press cuttings index		Head of Strategic Communications and Policy	Spreadsheet	of press cut headings and the paper	End of financial year	Permanent	Destroy	Retain for historical
	Email distribution/marketing platform	branded email templates	Head of Strategic Communications and Policy	Plan, schedule and send bulk emails, gather statistical information on engagement, reach and calls to action.	appeared in. Online platform	Upload	5 years	Destroy	Business requireme

	Email distribution/marketing platform stakeholder lists	List of stakeholders to send news and other bulk emails to		Names and email addresses	Distribution lists	Newsletter sent	3 years	Destroy	Business requiremen
	Mass marketing mailings and APS webshop orders	Sending SSSC information materials to registered services and other public places (eg GP surgeries/libraries. Sending SSSC information materials to people who request them using the online APS webshop.	and Policy Head of Strategic Communications and Policy	Gather postal details in a document or the APS webshop to fulfil mailings.	Spreadsheet or online platform	Mailing complete	One year for APS webshop orders and once mailing is complete for others.	Destroy	Business requiremen
Strategic Communications	Media log	Enquiries log	Head of Strategic Communications and Policy	Spreadsheet record for all enquiries	Spreadsheet with list of enquiries the organisation has received from the media and responses - contains contact details of those making enquiries	Completion of request	5 years	Destroy	Business requiremen
	Social media tools	Engagement with stakeholders	Head of Strategic Communications and Policy	Plan and schedule content	Online tools	Retain in line with records for associated activity	Retain in line with records for associated activity	Retain in line with records for associated	Business requiremen
	Website	Online platform	Head of Strategic Communications and Policy	Public facing information	Information and engagement online platform	Upload	5 years	activity Destroy Review for business and historical value	Business requiremen
	Graphic design assets	Graphic design assets including templates, images, videos and artwork (editable and final) used in various publications and platforms	Head of Strategic Communications and Policy	Major record of design assets	Visual design assets eg templates	N/A	3 years	Review for business and historical value	Business requiremen
	SSSC Newsletters	Monthly newsletters	Head of Strategic Communications		Email newsletters	N/A	Permanent	Review for business and	Business requiremen
	Staff weekly briefing	Weekly staff email newsletter	and Policy Head of Strategic Communications	Record of news issued to staff by email.	Email newsletters	N/A	Permanent	historical value Review for business and	Business
	Consultation register	Record of policy positions and statements	and Policy Head of Strategic Communications	Major record	Spreadsheet	Date of last action	5 years	Review for business and	Business requiremen
	Briefings register	Record of all policy briefings	and Policy Head of Strategic Communications and Policy	Minor record	Spreadsheet	End of financial year	5 years	historical value Destroy Review for	Business requirement
	EgIA register	Record of all EqIAs	Head of Strategic	Major record	Spreadsheet	End of financial	5 years	business and historical value	Business
	EqIA register	Record of all Equas	Communications and Policy	major record	Spreadsneet	year	5 years	Destroy Review for business and historical value	requiremen
	Reports	Data extracts from Key operational systems used for reporting purposes and historical reporting	Head of Digital Services	Could contain any number of the following: Names, addresses, DOB, NINO, phone numbers, email addresses, employment details, conditions imposed on registration, registration details, qualifications, fee information, complaints, registration with other regulatory bodies, offence details, disciplinary details, health information, PVG information and equalities information, people applying for registration, people registered, employers, universities, Care Inspectorate and Panel members	D365 and MatterSphere extracts stored in excel	End of financial year	5 years	Destroy	Business requiremen
Digital	Penetration testing reports of key operational systems D365 and MatterSphere		Head of Digital Services	Areas tested and results of test, recommendations for improvement	Document/Report	End of financial year	5 years	Destroy	Business requireme
	Team reports Information on team performance, KPIs against actual results	For monitoring team performance, identifying bottlenecks and trends in workload management	Head of Digital Services	Stats on performance against SLAs	Word documents	End of financial year	5 years	Destroy	Business requireme
	Change management audit log	Audit history of changes made to key operational systems D365 and MatterSphere	Head of Digital Services	details of changes made, reasons why and dates changes effective from.	Excel document	Decommissioning of system	5 years	Destroy	Business requireme
	JIRA	System recoding range of support tickets and requests for change or development across key	Head of Digital Services	details of incidents and resolution steps	JIRA database	Close of call	5 years	Destroy	Business requireme
	SMS tracker	operational systems Monitoring SMS usage and verifying invoices charges	Head of Digital Services	Audit history of SMS usage	Excel document	Utilisation report	5 years	Destroy	Business requireme
	Projects and Programmes funded by SSSC - major records	PMO process and methodology, project meetings	РМО	Major records	Business case and proposal, project plan, lessons learned report, assessments, reviews - final versions and key drafts. Programme and Sponsor Board minutes, audio recording of meeting	Project close	6 years * Destroy audio recording when minute prepared	Review for archival and reuse value	Business requireme

Programme Management Office	Projects and Programmes funded externally - all records	PMO process and methodology, project meetings	РМО	Minor and major records	Business case and proposal, project plan, lessons learned report, assessments, reviews - final versions and key drafts. Programme and Sponsor Board minutes, recording of meeting, minor drafts, correspondence, copies of financial and contractual records, programme and sponsor board agendas and papers.	Closure of funding programme that funds project	3 years * Destroy audio recording when minute prepared	Review for archival and reuse value	Business requirement
	Projects and Programmes funded by SSSC - minor records	PMO process and methodology, project meetings	РМО	Minor records	Minor drafts, correspondence, copies of financial and contractual records, programme and sponsor board agendas and papers.	Project close	6 years	Review for archival and reuse value	Business requirement
	Monthly assurance reporting	Strategic and Operational reporting process	Head of P&I	Aggregated data sets	D365, Mattersphere, WES aggregated records	Superseded	Permanent	Review for business or historical value	Business requirement
	Sponsor Factsheet	Monthly factsheet for Scottish Government with key statistics for Regulation	Head of P&I	Aggregated data sets	D365, Mattersphere, WES aggregated records	End of financial year	Permanent	Review for business or historical value	Business requirement
Performance and Improvement	Regulation Monthly Stats	Monthly report with key information relating to Regulation processes	Head of P&I	Aggregated data sets	D365, Mattersphere, WES aggregated records	End of financial year	Permanent	Review for business or historical value	Business requirement
	Profiling for Finance	Next financial year positions for regulation	Head of P&I	Aggregated data sets	D365, Mattersphere aggregated records	End of financial year	6 years	Destroy	Business requirement
Workforce, Education and Standards									
	Endorsement of nationally recognised training and learning resources	Work with Scottish Government and other partners to formally approve nationally recognised training and learning resources	Head of Education and Standards and Head of Workforce Policy and Planning	Letters, change forms, spreadsheet of all endorsed courses, emails		Training/learning resource no longer endorsed by SSSC	5 years from date resource no longer endorsed	Destroy	Business requirement
	Create and assess Fitness to Practise conditions	Allocate conditions work to advisers, advisers consider requirements or evidence submitted, advisers create or assess the condition and communicate to RIH	Head of Education and Standards and Head of Workforce Policy and Planning	Records relating to the allocation and creation or assessment of conditions	D365, SharePoint files	Date of birth of registrant	100 years or on confirmation of death - or 50 years after receipt of info if age of subject not known *all D365 notes and activities attached to	Destroy	Business requirement
	Assess Continuous Professional Learning records for social workers and NQSWs	Allocate CPL submissions to advisers, advisers consider evidence submitted, advisers assess record and communicate to Registration	Head of Education and Standards and Head of Workforce Policy and Planning	Records relating to the allocation and assessment of CPL records	D365, SharePoint files	Date of birth of registrant	the major record will be deleted after 6 years of creation 100 years or on confirmation of death or 50 years after receipt of info if age of subject not known *all D365 notes and activities attached to the major record will be deleted after 6	Destroy	Business requirement
	Resource development	Design and develop learning resources, to be hosted online, some in collaboration with partners, some procured from suppliers, review and revise existing resources	and Standards and Head of Workforce	Code, other files for digital resource planning, design and content, permission records from people included in the resource content, finance and procurement files, evaluation files, SSSC Learning Zone (inc. static website), My Learning Badges Platform - WordPress website, Learn Tech town town the first people of the property of the	SharePoint files, SSSC Azure Cloud - SharePoint, online resource content e.g. websites, MTC Media Ltd - secure Cloud, Apple App Store, Google Play Store.	Resource no longer required	5 years	Destroy	Business requirement
	Collaborate with partners to support policy implementation e.g. develop resources jointly, engage jointly with stakeholders, provide advice and sector intelligence		and Standards and Head of Workforce	Meeting records/agreed action, minutes, memorandi of understanding/terms of reference, contact details of partners and stakeholders where relevant; specific group/network lists and contact details, evidence of joint development activity	SharePoint files	Resource no longer required/project complete	5 years	Destroy	Business requirement

	Provide the MyLearning service to allow learners to keep a record of their Continuous Professional Learning and earn MyLearning Badges.	Users upload data in the form of MyLearning learning logs and MyLearning badge applications. Anonymised data are used by the SSSC to identify trends and usage. Data tied to the users are used to provide personalised learning recommendations.	Policy and Planning	Badge applications and decisions.	Learning records, learning plans, Open Badge applications and decisions.	years.	100 years or on confirmation of death - or 50 years after receipt of info if age of subject not known.		Business requirement
	Promote learning and development and workforce activity	Actively promote SSSC and other resources, engagement activity, and the sector as a career choice	and Standards and Head of Workforce	Communications records e.g. filers for events, social media; promotional material, photos, permission records from people involved in promotional products e.g. hard copy resources; online resources e.g. Careers website, NGSW website; SIESWE website; SSSC Learning Zone (inc. static website), My Learning Badges Platform -WordPress website, WES resources list	SharePoint files, SSSC Azure Cloud - SharePoint, online resource content e.g. websites, MTC Media Ltd - secure Cloud	End of financial year	5 years	Destroy	Business requirement
	Ambassador and Champion recruitment and support	Recruit Ambassadors and Champions, engage and provide learning support		Contact details for current Ambassadors and Champions, and associated records	SharePoint files	Role end or contact consent withdraw	1 year from role ending. Keep contact lists up to date. Immediate if consent withdrawn	Destroy	Business requirement
	Network and learning engagement	Promote networks, engage social services workers in network activity, promote learning and gather examples of learning in practice from stakeholders, Promote leadership development activity with people who have expressed an interest in being kept informed		Contact details network members and people who have expressed an interest in being kept informed of leadership development activity, associated records		Purpose no longer exists or contact consent withdraw	1 year from activity ending. Keep contact lists up to date. Immidiate if consent withdrawn	Destroy	Business requirement
	Background information to support data comparison/analysis	Refer to past data reports from the SSSC, Scotland, other countries, different parts of the workforce, etc, to compare with current data and to support data analysis and reporting, refer to reference documents to support data analysis and reporting e.g. Statistical Codes of Practice, guidance on the production of national and official statistics	Head of Workforce Policy and Planning	Copies of reports, research, and sets of data/tables (SSSC and non-SSSC)	S-drive and some hard copy files	N/A	Permanently	N/A	Business requirement
Workforce Policy and Planning	Data analysis and reporting (SSSC reports, official statistics, national statistics)	Collate data, clean data, analyse data, present data in tables, draft reports to contain data, finalise, publish and promote reports	Head of Workforce Policy and Planning	Copies of current data sets/tables and reports, pre-release access lists, records relating to guidance/data standards compliance, letters of delegation from SG, quality assurance records, workings, draft versions, code, data from stakeholders for inclusion (e.g. from local authorities, from the Care Inspectorate, from training providers, about training provision), national data for inclusion (e.g. population estimates), details of major revisions to reports	Code, S-drive	End of financial year	Permanently for clean data; 10 years for raw data	Destroy (raw data)	Business requirement
	Maintain and enhance content of SSSC data website		Head of Workforce Policy and Planning	Content files, code, data reports	Code, Online resource content, Cloud server files	Resource no longer required	Permanent, unless resource no longer required	N/A	Business requirement
	Collating data for the Return to Social Work Scheme	Collect data from survey, analyse it to match with employers, pass to matched employers	Head of Workforce Policy & Planning	Microsoft forms survey responses	SharePoint files	From data of survey	When the matching process has been finalised or consent to process data is withdrawn	Destroy	Consent
	Responding to internal and external workforce data requests	Engage with stakeholders to clarify request, consult with legal team to ascertain legal basis for sharing data, prepare data if legal basis for providing it and if agreed as required, provide requester with data		Related correspondence, data tables and reports, workings, code, record of all data requests received	Code, S-drive	N/A	Permanently	N/A	Business requirement
	Qualifications assessment and decisions	Assess qualifications and make decisions about suitability for registration - UK and non-UK	Head of Education and Standards	Qualification decision, verification letters, verification letter data/spreadsheet, applicant personal details and qualification paperwork, qualification decision register	D365 and SharePoint files	End of financial year	100 years or on confirmation of death - or 50 years after receipt of info if age of subject not known	Destroy	Business requirement

	Qualifications assessment and decisions	Council and committee management	Head of Education and Standards	QP and DM panel minutes and agenda	Council/Committee/W orking Group papers, including forward planner and action record Council Reports & Agendas	meeting	Permanent	Retain for business and historic value	Business requirement
	Modern Apprenticeship registration and certification	Register new Modern Apprenticeships, monthly analysis for MA Online, complete certificates for completed Modern Apprenticeships	Head of Education and Standards	Candidate details, qualification information, financial data	Sharepoint files and MA Online	End of financial year	10 years	Destroy	Business requirement
	Qualification development	Development of new qualifications	Head of Education and Standards	Qualification development decisions, stakeholder engagement records (e.g. consultation), research records, meeting records	SharePoint files	From date of publication	Permanent	Retain for business and historic value	Business requirement
	Standard development and review	Development of new standards to support learning activity (e.g. NOS, specialist awards)	Head of Education and Standards	Standard development decisions, stakeholder engagement records (e.g. consultation), research records, meeting records	SharePoint files	From date of publication	Permanent	Retain for business and historic value	Business requirement
Education and Standards	Funding disbursement	Process applications for funding, make decisions about funding allocation, allocate and disburse funding, monitor funding spend, collate management data, report on final spend to sponsors	Head of Education and Standards	Funding applications, funding allocation decisions, monitoring records, management/financial data, management reports, bursary spreadsheets, bursary database, PL fee folders	SharePoint files, PowerBI, D365, Iron Mountain	End of financial year	6 years	Destroy	Business requirement
	Approval and renewal of programmes/courses	Approve courses/programmes for higher and further education providers to deliver	Head of Education and Standards	Approval paperwork e.g. application for approval, approval panel records, approval confirmation letter, material change forms, renewal records and confirmation of renewal, list of panel members and their contact details, details of all SSSC-approved courses/ programmes, SW degree review material, SW, CP, specialist HEI meetings/engagement records, MHO providers engagement records, QA database	SharePoint files	Programme closure	5 years after programme closure	Destroy	Business requirement
	Quality assurance of SSSC- approved courses	Annual monitoring and review of approved courses, support from named link adviser, supporting formal review and renewal of approval every six years in line with course provider's own verification process	Head of Education and Standards	Annual monitoring paperwork, submission from course provider, response from SSSC, letters, quality assurance/review panel records, QA database of all programmes approved and QA'd by SSSC.	Sharepoint files	Programme closure	5 years after programme closure	Destroy	Business requirement
	Enhancement of SSSC- approved courses	Work with course providers and stakeholders to develop aspects of SSSC- approved courses as need dictates	Head of Education and Standards	SW/CP/specialist HEI meeting/engagement records, stakeholders consultation and engagement records, course content change records, letters to training providers	Sharepoint files	Programme closure	5 years after programme closure	Destroy	Business requirement
	Development of professional learning pathways	Work with stakeholders and course providers to enhance aspects of learning provision for specific groups of workers e.g. NQSWs	Head of Education and Standards	Meeting records, minutes, reports, notes and issues logs, consultation records, event details (including attendee details), NQSW website, Governance group details	SharePoint files, online resource content e.g. websites, MTC Media Ltd - secure Cloud	Professional learning pathway no longer exists	10 years	Destroy	Business requirement
Regulation				gard to the Historical Child Abuse Insider them". The scope of the inquir					
	Maintaining the Register of the workforce	Worker information	HoR	Personal details, Contact info, Employment info, Application, Registration, Renewal and conditions info, Qualification and CPL info, Health info, Convictions and disciplinary info, PVG info, Equalities data, Endorsement info, Data relating to FtP cases, Fees and payment info, CPD info, FtP info	Email, PFR, FtP outcomes on website and hard copy papers	Date of birth of registrant	100 years or on confirmation of death - or 50 years after receipt of info if age of subject not known * all D365 notes and activities attached to the major record will be deleted after 6 years of creation	Destroy	Business requirement
		Employer information	HoR	Personal details Contact information Employment info Equalities data Data relating to FtP cases Countersignatory details	D365, Mattersphere, Email, and hard copy papers	Date of birth of registrant	100 years or on confirmation of death - or 50 years after receipt of info if age of subject not known * all D365 notes and activities attached to the major record will be deleted after 6 years of creation	Destroy	Business requirement
Registration		University information	HoR	Approved course details Personal details Contact information Employment info Equalities data Data relating to FtP cases Countersignatory details	D365, Mattersphere, Email, and hard copy papers	Date of birth of registrant	100 years or on confirmation of death - or 50 years after receipt of info if age of subject not known *all D365 notes and activities attached to the major record will be deleted after 6 years of creation	Destroy	Business requirement
	Enquires phone service	Stakeholder information	HoR	Personal details Contact Information Summary of call	Five9 data/call recordings	Completion of request	3 months	Destroy	Business requirement

	Managing the SQA Approved Centre	Approved centre information	HoR	Centre policies Centre guidance Centre templates Candidate information Candidate portfolios	SharePoint files Microsoft team chat Email	Superseded	Centre policies - 5 years Centre guidance - 5 Years Centre templates - 5 years Candidate information - 1 year Candidate portfolios - 3 weeks	Destroy	Business requirement
	Supporting FtP Processes	Providing support to FtP	HofFtP	Papers for individual Registrant/Applicant cases being investigated by FtP. Personal information such as; contact info, qualification and CPL info, health info, convictions and disciplinary info, criminal activity, PVG listing, union membership, witness info, service user info	Mattersphere Hard copy files Emails Five9 call recordings	Date of birth of registrant	100 years or on confirmation of death - or 50 years after receipt of info if age of subject not known *all D365 notes and activities attached to the major record will be deleted after 6 years of creation	Destroy	Business requirement
Fitness to Practice	Individual case work files	Folders containing papers for individual Registrant/Applicant cases being investigated by FtP may contain personal information such as; contact info, qualification and CPL info, health info, convictions and disciplinary info, criminal activity, PVG listing, union membership, witness info, service user info; all and any advice including case specific legal and sector advice, conditions drafting etc.	HofFtP	Contact info, qualification and CPL info, health info, convictions and disciplinary info, criminal activity, PVG listing, union membership, witness info, service user info	MatterSphere; D365	Date of birth of registrant	100 years or on confirmation of death - or 50 years after receipt of info if age of subject not known *all D365 notes and activities attached to the major record will be deleted after 6 years of creation	Destroy	Business requirement
	Non Reg - Retention/Sharing/DP	Records of FtP concerns about non registered workers	HofFtP	Information provided in respect of non registered workers. May include personal info such as, contact info, qualifications and CPL info, health info, convictions and disciplinary info, criminal activity, PVG listing, union membership, witness info, service user info.	Mattersphere	Date of last action	7 years The Non Registration Information Policy sets out procedures for assessment and retention of information that does not meet thresholds under Non Registration Information Policy.	Destroy	Business requirement
	Fitness to Practise/Registration Rules/Statutory Instruments	Copies of legal framework underpinning FtP work	HofFtP		SharePoint and website	N/A	Permanent	Retain for business and historical value	Business requirement
	Management of hearings	Case files relating to hearings (PPSCs, CSCs, RSCs, CMMs, Impairment, Application and Restoration hearings).	HRIH	Folders containing documents and recordings of hearings for individual Registrant/Applicant cases being investigated by FtP, including Notices of decisions - may contain personal information such as contact info, qualification and CPL info, health info, convictions and disciplinary info, criminal activity, PVG listing, union membership, witness info, service user info.	Mattersphere	Date of birth of registrant	100 years or on confirmation of death - or 50 years after receipt of info if age of subject not known *all D365 notes and activities attached to the major record will be deleted after 6 years of creation	Destroy	Business requirement
Regulatory Improvement and Hearings	Management of hearings	Digital recordings relating to hearings (PPSCs, CSCs, RSCs, CMMs, Impairment, Application and Restoration hearings).	HRIH	Digital recordings of all hearing types. Contact details for witnesses to cases.	SharePoint	Conclusion of CSC or date of hearing	See Annex One	Destroy	Business requirement
	Management of hearings	Documents relating to the scheduling of and management of hearings.	HRIH	Document containing scheduling information for all hearings; staff rota for hearings.	Mattersphere	End of next calendar year	1 year	Destroy	Business requirement
	Management of panel members		HRIH	Recruitment information, contracts. training logs, performance reviews, peer to peer feedback, mentoring documentation, correspondence with panel members. Records of meetings. Newsletters. Quality assurance documents and communications.	SharePoint	End of membership	5 years	Destroy	Business requirement
Finance and Resources									
Legal & Corporate Governance									
	Register of Gifts and Hospitality	Corporate Governance	HLCG	Staff and Council member register of gifts and hospitality		Register entry date	10 years	Destroy	Statutory
	Audit	General papers, correspondence and planning	HLCG	Internal audit	General papers, correspondence relating to audit process and planner and action tracker	5 years	5 years	Destroy	Business requirement
	Expenditure tracker	Expenditure within LCG budget	HLCG	Budget	details of travel, accommodation, catering, correspondence, booking receipts and other expenditure with LCG	End of financial year	1 year	Destroy	Business requirement

Corporate Governance	Governance membership	Members register of interest, appointment and members records	HLCG	Register and membership	Register of Interests, recruitment, selection records, council members contact details, training and development, correspondence and advice	End of membership	5 years	Destroy	Statutory, Business Requirement
	Council/Committee/Working Group papers	Council and committee management	HLCG	Minutes, agendas and reports	Council/Committee/W orking Group papers, including forward planner and action record Council Reports & Agendas	meeting	Permanent	Retain for business and historic value	Business requirement
	Council/Committee/Working Group admin, meeting notices, calendar of meetings and correspondence	Council and committee management	HLCG	Meeting administration records	Admin and correspondence	Date of confirmation of minutes	2 years	Destroy	Business requirement
	Record of minute taking	Corporate Governance	HLCG	Record of minute taking	Notes, audio recordings, draft minutes	Date of confirmation of the minutes	Nil	Destroy	Business requirement
	Knowledge base	Legal resources	HLCG	Library of resources	Briefing notes and legal guidance	Superseded/ obsolete	Nil	Destroy	Business requirement
	Caveats lodged in court	Caveats	HLCG	Advice file	Correspondence and caveat	Superseded	Nil	Destroy	Business requirement
Legal Services	Internal and external legal advice	Legal advice provision	HLCG	Advice file	Correspondence and legal advice	Date file closed	25 years (Advice where expert opinion of counsel received is to be retained permanently). Other advice: Review for historical value for potential retention in archives if a major precedent - otherwise destroy	Review for business and historic value	Statutory
	Reporting	LINETS user reports	HLCG	Monthly stats	Reports and correspondence	End of financial year	1 year	Destroy	Business requirement
	Individual Rights Requests	Access to information	HLCG	DP information rights requests	Initial request, response, related correspondence, other supporting documentation and LCG dashboard entry, MatterSphere, Power BI.	Completion of request	3 years	Destroy	Statutory
	FOI and EIR Requests	Access to information	HLCG	FOISA Request for information	Initial request, response, related correspondence, other supporting documentation and LCG dashboard entry. MatterSphere, Power	Completion of request	3 years	Destroy	Statutory
Information Governance	Third party requests	Information sharing	HLCG	Third party requests for information	Records documenting data sharing with other regulators, Police Scotland, other third parties and LCG dashboard entry. MatterSphere, Power BI.	Completion of request	3 years	Destroy	Statutory
	Data Breaches	Breach Management	HLCG	Risk assessment and investigation of security incidents and record of actions taken		End of calendar year	3 Years	Destroy	Business requirement
	Records Management - master central database	Physical records management	HLCG	Master central database	Contains details of paper files, including disposal records and retention period	Current	Keep up to date	Retain for business and historic value	Business requirement
	Information asset management	National Archives of Scotland archive	HLCG	Archive	List of archived files at NAS		Keep up to date	Retain for business and historic value	Business requirement
Organisational Development	Employee training records	Training	HOD	Central database	Files downloaded from training platforms and individual records.		6 years	Destroy	Business requirement
	Workforce planning records	Workforce Planning	HOD	Master central files		Last day of action	5 years	Destroy	Business requirement
	Accounts management	Annual accounts	Head of Finance	Preparation of SSSC's consolidated annual accounts and financial statements required for external audit		End of financial year (on completion of audit)	6 years	Destroy	Statutory
	Accounts management	Annual accounts	Head of Finance	Annual Signed Accounts		N/A	Permanent	Retain for business and historic value	Statutory

Accounts management Periodic reporting lead of Finance Periodic financial reports Consolidated monthly Date superseded Destroy & quarterly reports, financial statements and associated working papers monthly accrual statements, cash statements, reditor/debtor istings and reports. Head of Finance Asset Control Acquisition and disposal Statutory Records documenting the acquisition Disposal of Asset 6 years Destroy and disposal of the SSSC capital Asset Control Valuation Head of Finance Records documenting the valuation of End of financial Statutory 6 years Destroy the SSSC's capital assets including fixed asset register End of financial year Banking and cash management Head of Finance Petty cash records Destroy Statutory 6 years Banking and cash lead of Finance Records documenting the opening and Statutory estroy nanagement closure and routine administration of bank accounts. Records documenting regular payment instructions for bank accounts. Banking and cash lead of Finance Termination of Destroy Statutory nstruction nanagement Banking and cash Head of Finance Records documenting the End of financial Statutory 6 vears Destrov deposits/withdrawals/transfer of funds. Budget management Monitoring lead of Finance Records documenting budget End of financial Destroy Statutory monitoring and actions to deal with year variances Preparation and allocation of the SSSC's annual revenue (and capital if required) budgets Budget management Preparation Head of Finance End of financial Destroy Statutory Records documenting transactions and authority levels etc. End of financial Expenditure Government procurement card administration Head of Finance 6 years Destroy Statutory Expenditure Purchase invoice Head of Finance Purchase invoice records End of financial 6 vears Destrov Statutory Finance processing End of financial Income management Debt management Head of Finance Debt management records Agreements and vears Destroy Statutory schedules between debtor and SSSC ear when debt is discharged. ncome management Fees collection Head of Finance Registrants fees records Completed fees End of financial 6 years Destroy Statutory submission forms and vear on receipt of payment records including payment ull payment methods Head of Finance End of financial ncome management Public funding Public funding records Records relating to Statutory 6 years Destroy management of government funding, ncluding Scottish Government (SG) circulars notifying the SSSC of funding allocations; preparation and submission of financia reports to SG End of financial year ncome management Refunds, rebates and credit Head of Finance Records of refunds, rebates and credit Destroy Statutory Income management Head of Finance Files used by Transactions team to End of financial 6 vears estrov Statutory ormat large volumes of data Insurance Management Claims processing lead of Finance Claims processing Date all years* see note Destroy Business obligations and equirement entitlements concluded or for minors, 16th birthday lead of Finance Insurance Management Policy documents and Retain for Policy management Policy management - core documents Business Permanent certificates of business and eauirement nsurance historic value Insurance Management Policy management Head of Finance Policy management - renewal Policy and tender Policy renewal 5 vears Destrov Business enewal documents date equirement N/A N/A Head of Finance Business unit / team copies of financia End of financial year estrov Business ecords NOT REQUIRED to be equirement retained as part of record of function specific business activity Reconciliation Head of Finance Records documenting the halancing End of financial 6 vears Destroy Rusiness and reconciliation of financial accounts equirement System developments Head of Finance Records documenting the balancing End of financial 3 vears Destroy Business and reconciliation of financial accounts years Records documenting the preparation and submission of SSSC tax returns. Taxation Head of Finance End of tax year Destroy Statutory Fraud prevention Fraud investigation Head of Shared raud investigation case files Completion of vears Destrov Statutory court proceedings/ disciplinary process Maintain current Statutory Contracting Contracting Head of Shared Contract register Date superseded Current only Services

Statutory

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	Contracting	Tendering	Head of Shared Services	iniciai proposai	Business case/requisition; contract advertisement, statements of interest (successful);European Single Procurement Document (ESPD) and evaluation, draft and agreed specification, evaluation criteria, invitation to tender		5 years	Destroy	Statutory
Procurement	Contracting	Tendering	Head of Shared Services	Tender evaluation, negotiation and notification records Unsuccessful tenders		Award of contract	3 years	Destroy	Statutory
	Contracting	Tendering	Head of Shared Services	Tender evaluation, negotiation and notification records Successful tenders		End of contract	5 years	Destroy	Statutory
	Supplier development and management	Creditor set up, removal and review of spend information	Head of Shared Services	Contracted supplier lists or databases and records	Creditors in Financial System	Removal from suppliers list	3 years	Destroy	Business requirement
	Finance System Users	Set up and remove users	Head of Shared Services	Delegated authority to staff on Finance system	,	New staff/leaver or review of delegated authority	6 years	Destroy	Business requirement
	Organisational	To record for reference purposes files that apply across the organisation or required to effectively represent the organisation externally.	Head of Human Resources	Files that apply within the organisation. Awards, Benefits, Contacts, External Consultations, External Groups, Freedom of Information, GDPR, Job Descriptions, Scottish Governent Guidance, Learning and Skills, Organisation Charts, Pay, Policy, Suppliers, Shared Services, Union matters.	Finalised minutes, Recommendations, briefing and discussion papers, decision and actions log, documentation	Until superceded	Retain for current year plus 6 years	Destroy	Business requirement
	Departmental	To record for reference purposes files that apply within the department.	Head of Human Resources	Files that apply within the department. Financial, procurement, learning. Job descriptions (HR staff).	Finalised minutes, Recommendations, briefing and discussion papers, decision and actions	Until superceded	Retain for current year plus 6 years	Destroy	Business requirement
	Projects	To record for reference purposes files related to projects that are not managed within another system.	Head of Human Resources	Files that apply to projects that are not managed within another system. Eg Care Experience, CEO Recruitment, Pay	Finalised minutes, Recommendations, briefing and discussion papers, decision and actions	Until superceded	Retain for current year plus 6 years	Destroy	Business requirement
	Templates	To record for reference purposes template files for generating letters, investigations, training materials and other	Head of Human Resources	Files that are used for templates (current versions only).	Templates	Until superceded	Until superceded	Destroy	Business requirement
	Reports	To record for reference purposes files related to papers issued to Council, EMT, OMT, People Board and similar groups	Head of Human Resources	Files that are issued to Council, EMT, OMT, People Board and similar groups.	Reports	Until superceded	Until superceded	Destroy	Business requirement
	Workforce	To record for reference purpose files relating to individuals.	Head of Human Resources	Files that related to Agency Workers, Council and Panel Members, Employees, Student Placement, Work Experience, and other atypical workers.	Contract, Employee Relations (discipline, grievance, absence, dignity at work, health), Leave arangements (inc maternity, paternity, special, adoption), pay and benefits, recruitment (inc VISA, application, eligibility to work, criminal record), references (issued and recieved), protected characteristics, racial or ethnic origin, political opinions, religious or similar beliefs, trade union membership, physical or mental health conditions, sexual ife, sexual orientation, contact details, emergency contacts, risk assessments,	Employment/relationship ending	Current year plus 6 years	Destroy	Business requirement

Human Resources	Care Inspectorate Import (paper files in the office)	Temporary location of working documents relating to the work of HR and current and former employees	Resources	Employee and HR files imported from Care Inspectorate HR. These are unstructured. They are a work in progress.	Contract, Employee Relations (discipline, grievance, absence, dignity at work, health), Leave arangements (inc maternity, paternity, special, adoption), pay and benefits, recruitment (inc VISA, application, eligibility to work, criminal record), references (issued and recieved), protected characteristics, racial or ethnic origin, political opinions, religious or similar beliefs, trade union membership, physical or mental health conditions, sexual life, sexual orientation, contact details, emergency contacts, risk assessments,	onship ending	Current year plus 6 years	Destroy	Business requirement
	Contentious matters	Seeking and receiving legal advice	Head of Human Resources	Files related to legal claims.	Contract, Employee Relations (discipline, grievance, absence, dignity at work, health), Leave arangements (inc maternity, special, adoption), pay and benefits, recruitment (inc VISA, application, eligibility to work, criminal record), references (issued and recieved), protected characteristics, racial or ethnic origin, political opinions, religious or similar beliefs, trade union membership, physical or mental health conditions, sexual orientation, contact details, emergency contacts, risk assessments,	Conclusion of legal action	Current year plus 6 years	Destroy	Business requirement
	HR	To provide a means of communication, logging and tracking of routine tasks and activities.		Records plans, plans and tasks associated with the work of HR including 1-2-1 and development discussion.	Contract, Employee Relations (discipline, grievance, absence, dignity at work, health), Leave arangements (inc maternity, special, adoption), pay and benefits, special, adoption), pay and benefits, recruitment (inc VISA, application, eligibility to work, criminal record), references (issued and recieved), protected characteristics, racial or ethnic origin, political opinions, religious or similar beliefs, trade union membership, physical or mental health conditions, sexual life, sexual orientation, contact details, emergency contacts, risk assessments,	Employment/relationship ending	Current year plus 6 years	Destroy	Business requirement
	Job Reviews		Head of Human Resources	Files that relate to conducting job evaluations.	Job evaluation scores	Until superceded	Until superceded	Destroy	Business requirement
	Partnership Forum	scores.		Meeting Record	Finalised minutes, Recommendations, briefing and discussion papers,audio recording of meeting	N/A	Permanent * Destroy audio recording when minute prepared	Retain	Business requirement
Chief Executive	People Strategy	Meeting Record	CEO Directors	Meeting Record	Finalised minutes, Recommendations, briefing and discussion papers, decision and actions log, audio recording of meeting	N/A	Permanent * Destroy audio recording when minute prepared	Retain	Business requirement
	Joint SSSC/CI Executive Management Team	Meeting Record	CEO Directors	Meeting Record	Finalised minutes, Recommendations, briefing and discussion papers, audio recording of meeting		Permanent	Retain for business and historic archive	Business requirement
	Shared Services Review Board	Meeting Record	CEO Directors	Meeting Record	Finalised minutes, Recommendations, briefing and discussion papers	N/A	Permanent * Destroy audio recording when minute prepared	Retain	Business requirement
	Building and Facilities Management		Estates, Health & Safety Manager	CCTV footage		Footage date	28 days	Destroy	Statutory

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	Building and Facilities Management	Access and security management	Estates, Health & Safety Manager	Records documenting property access controls to secure areas (e.g. access registers, key registers, security data logs).		Date Superseded	2 years	Destroy	Business requirement
	Building and Facilities Management	Access and security management	Estates, Health & Safety Manager	Register of security passes issued to staff		Expiry	1 year	Destroy	Statutory
	Building and Facilities Management	Access and security management	Estates, Health & Safety Manager	Register of security passes issued to visitors		Expiry	1 month	Destroy	Statutory
	Building and Facilities Management	Acquisition and Disposal	Estates, Health & Safety Manager	Records documenting negotiation and acquisition/disposal of a property through purchase, transfer, donation or lease		Disposal of property	Assets under £50,000: 5 years Assets over £50,000: 20 years	Destroy	Business requirement
	Building and Facilities Management	Car parking	Head of Customer Service	Records documenting the processing of staff applications for SSSC car park permits		Expiry	1 month	Destroy	Statutory
	Building and Facilities Management	Energy and waste management	Estates, Health & Safety Manager	Routine monitoring records		End of financial year	5 years	Destroy	Statutory
Estates, Health and Safety	Building and Facilities Management	Health & Safety	Estates, Health & Safety Manager	Accidents and incident reporting - relating to adults	Investigation file including final report	Date of entry/ Accident book - date of last entry.	3 years	Destroy	Statutory
	Building and Facilities Management	Health & Safety	Estates, Health & Safety Manager	Accidents and incident reporting - relating to children	Investigation file including final report	Date of birth of child	23 years	Destroy	Statutory
	Building and Facilities Management	Health & Safety	Estates, Health & Safety Manager	Routine facilities and equipment safety monitoring inspections - internal	Yearly inspection Daily / weekly/ monthly checks (eg fire alarms, noise in the workplace, monitoring of display screens)	Date of inspection/supers eded Date of inspection	2 years 1 year	Destroy	Business requirement
	Building and Facilities Management	Health and Safety	Estates, Health & Safety Manager	Routine facilities and equipment safety monitoring inspections - external	Safety inspections, audit reports, certification (eg gas, legionella, electrical and fire safety)	Date superseded./ Date of inspection	5 years	Destroy	Business requirement
	Building and Facilities Management	Maintenance and repair	Estates, Health & Safety Manager	Records required for on-going management of the property	Site plans, as-built and detailed plans and drawings, plans and records for engineering works, building surveys, health and safety file, planning and building certification	Termination of lease	Nil	Transfer to new lease	Business requirement
	Building and Facilities Management	Maintenance and repair	Estates, Health & Safety Manager	Major maintenance works and repairs records		End of lease	Nil	Transfer to new lease	Business requirement
	Building and Facilities Management	Maintenance and repair	Estates, Health & Safety Manager	Routine maintenance and minor repairs records		End of financial year	5 years	Destroy	Business requirement
	Building and Facilities Management	Maintenance and repair	Estates, Health & Safety Manager	Records documenting the carrying out of routine maintenance of office facilities (including cleaning) and repairs to fixtures, fittings and interior decoration		End of financial year	2 years	Destroy	Business requirement
	Lease car administration	Administration	Estates, Health & Safety Manager	Record of individual employee car leasing		Termination of lease	3 years	Destroy	Business requirement
	Stores and equipment	Decommissioning and disposal	Estates, Health & Safety Manager	Records documenting authorisation for the disposal of equipment/consumables, and the evaluation of alternative methods of		Disposal of item	1 year	Destroy	Business requirement
	Stores and equipment	Inspection and Testing	Estates, Health & Safety Manager	Records documenting the inspection and testing of equipment: items which are safety critical or are associated with hazardous operations.	e.g. PAT testing	Disposal of item	5 years	Destroy	Statutory
5	Stores and equipment	Maintenance & repair	Estates, Health & Safety Manager	Equipment Maintenance & repair records where equipment is not safety critical		Decommissioning/ disposal of item	5 years	Destroy	Business requirement
	Stores and equipment	Maintenance & repair	Estates, Health & Safety Manager	Equipment Maintenance & repair records where equipment is safety critical		Decommissioning / Disposal of item	40 years	Destroy	Business requirement
	Stores and equipment	Specification and installation	Estates, Health & Safety Manager	Records documenting the development of specifications for equipment: major items.		Disposal of item	5 years	Destroy	Business requirement
	Stores and equipment	Specification and installation	Estates, Health & Safety Manager	Records documenting the development of specifications, commissioning and installation for equipment:		Decommissioning/ Disposal of item	5 years	Destroy	Business requirement