

Sunderland City Council Retention Schedule

Ref Number	Business Function and Record Type	Retention Period	Action	Prompt	Notes and Statutory Requirements
<b>Customer Service Network</b>					
<b>Cash Payments</b>					
	Cash reconciliation records	3 years	Destroy	Monthly check	
<b>MS Dynamics – Electronic Service request records</b>					
	Records of Service requests and applications	6 years	Automatic archiving of records	System generated	
<b>Internal Performance management records</b>					
	Electronic records of staff discussions and meetings	6 months after termination of individuals employment	Archive	System generated	
<b>Voice recordings</b>					
	Digital recordings of customer telephone calls	Up to 12 months	Deleted	Automatic deletion	
<b>Blue Car Badge and Concessionary travel pass supporting documentation</b>					
	Electronic copy of qualifying evidence	Up to 3 years (until badge expiry date)	Deleted	Manual regular check	
	Electronic copy of photograph	One month	Deleted	Manual check	