

Passenger Transport Unit Retention Schedule

| Task | Record | Trigger Point | Years | Months | Permanent? | Disposition Action |
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| Client records | Client medical records | Client contract end | 7 | | | Destroy |
| Client records | Client names and addresses, d.o.b, contact details | Client contract end | 7 | | | Destroy |
| Community Transport | Records documenting the Council's involvement in community transport schemes | Life of scheme | 5 | | | Destroy |
| Concessionary passes | Concessionary Bus Pass or taxi voucher application and renewal forms | Decision or entry onto database | 0 | 2 | | Destroy |
| Concessionary passes | Concessionary Bus Pass or taxi voucher customer & concession details | Expiry/withdrawal of pass | 1 | | | Destroy |
| Concessionary passes | Concessionary fares - Supporting Evidence, H&V confirmation, returned documents logs and correspondence files | Expiry/withdrawal of pass | 1 | | | Destroy |
| Concessionary passes | Learning Disability Referrals | Expiry/withdrawal of pass | 1 | | | Destroy |
| Data collection, Reports & Performance Indicators | Bus departure time monitoring data | End of financial year | 5 | | | Destroy |
| Data collection, Reports & Performance Indicators | Bus Passenger number data | End of financial year | 5 | | | Destroy |
| Data collection, Reports & Performance Indicators | Information to be passed onto central government as part of statutory requirements | End of financial year | 7 | | | Destroy |
| Data collection, Reports & Performance Indicators | On-Bus Survey forms | Life of contract | 3 | | | Destroy |
| Data collection, Reports & Performance Indicators | Reports & PI's based on Routewise data | End of financial year | 5 | | | Destroy |

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| Enquiries and Complaints | Records relating to enquiries, submissions and complaints and related correspondence which do not result in significant changes to policy or procedures | Last modified date | 6 | | | Destroy |
| Enquiries and Complaints | Records relating to enquiries, submissions and complaints which result in significant changes to policy or procedures | Last modified date | | | Y | Offer to archivist |
| Establishment | Establishment address and contact details | Life of establishment | | | Y | |
| Establishment | Establishment correspondence | Life of establishment | | | Y | |
| Finance | Documents relating to managing and administering recharges | End of financial year | 7 | | | Destroy |
| Finance | Documents relating to managing budgets, income, and expenditure | End of financial year | 7 | | | Destroy |
| Finance | Documents relating to the payment for goods and services by the authority. Includes expenses claims and honorariums e.g. Credit Notes Creditor Invoices Delivery Notes Periodic payment records Expense Claims Invoices | End of financial year | 7 | | | Destroy |
| Incidents | Record of incidents recorded by PTU | Date of incident or last correspondence | 6 | | | Destroy |
| Information requests | FOI requests | Last modified date | 3 | | | Destroy |
| Information requests | Records relating to requests for information that changes policy/procedures or results in a complaint | Last modified date | 5 | | | Destroy |
| Information requests | Records relating to routine access to information requests | Last modified date | 3 | | | Destroy |

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| Passenger assistants | Letters of allocation | Last modified date | 5 | | | Destroy |
| Passenger assistants | Passenger Assistants - One off/respite/C&F ongoing and unallocated jobs paperwork | Last modified date | 3 | | | Destroy |
| Passenger assistants | Reports sent in by Passenger Assistants relating to concerns on transport | End of Council Employment | 5 | | | Destroy |
| Personnel Administration | CRB/DBS disclosure details (date of check, type of certificate) | End of Council Employment | 6 | | | Destroy |
| Personnel Administration | Disciplinary action | End of Council employment | 6 | | | Destroy |
| Personnel Administration | Disciplinary action involving children | End of Council employment | 25 | | | Destroy |
| Personnel Administration | Disciplinary allegations / investigation records resulting in no further action | End of Council employment | 6 | | | Destroy |
| Personnel Administration | Employee performance and appraisal related reports and documents | End of Council Employment | 6 | | | Destroy |
| Personnel Administration | Employee timesheets | After relevant period | 3 | | | Destroy |
| Personnel Administration | Employment Tribunal Cases | End of proceedings | 10 or 6 after end of employment | | | Destroy |
| Personnel Administration | Information to staff regarding their working patterns | After relevant period | 3 | | | Destroy |
| Personnel Administration | Passenger Assistants - correspondence | Last modified date | 6 | | | Destroy |
| Personnel Administration | Passenger Assistants Names and Address records | End of Council Employment | 6 | | | Destroy |
| Personnel Administration | Passenger Assistants operational file | End of Council Employment | 6 | | | Destroy |

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| Personnel Administration | Passenger Assistants Risk assessments/ wellbeing assessments | Until superseded but reiew if significant changes | 3 | | | Review & replace - destroy last one 3 years after employment end |
| Personnel Administration | Passenger Assistants training returns | End of Council Employment | 6 | | | Destroy |
| Personnel Administration | Passenger Assistants training returns concerning children | End of Council Employment | 25 | | | Destroy |
| Personnel Administration | Records relating to staff working with children | End of Council employment | 25 | | | Destroy |
| Personnel Administration | Staff Leave records | End of Council employment | 6 | | | Destroy |
| Personnel Administration | Staff recruitment records | End of Council employment | 6 | | | Destroy |
| Personnel Administration | Staff sickness records, notes and reports | End of Council employment | 6 | | | Destroy |
| Personnel Administration | Staff training records | End of Council employment | 6 | | | Destroy |
| Personnel Recruitment | Employment contract, personnel and changes to T&C's | End of Council employment | 6 | | | Destroy |
| Personnel Recruitment | Records relating to sucessful candidate employment | End of Council employment | 6 | | | Destroy |
| Personnel Recruitment | Records relating to unsuccessful candidate employment | Finalisation of recruitment | | 6 | | Destroy |
| Planning | Documents relating to public transport plans inc scheduled services, demand responsive services and SEN services | When superseded | 3 | | | Destroy |
| Planning | Emergency plans | End of plan issue | 6 | | | Destroy |
| Policies & procedures | PTU policies & procedures | When superceded | 6 | | | Destroy |
| Policies & procedures | Records relating to consultation of the public and staff in the development of minor policies | Last modified date | 1 | | | Destroy |

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| Policies & procedures | Records relating to consultation of the public and staff in the development of significant policies e.g. surveys | Last modified date | 6 | | | Destroy |
| Policies & procedures | Records relating to development of policies, procedures, strategies and structures e.g. Organisational charts and development plans | Last modified date | 5 | | | Destroy |
| Policies & procedures | Records relating to monitoring and reviewing strategic plans, policies, or procedures to assess their compliance with guidelines e.g. reports of working groups | Last modified date | 6 | | | Destroy |
| Policies & procedures | Records relating to significant organisational projects | End of project | 6 | | | Destroy |
| Policies & procedures | Records relating to the undertaking of investigations into the redesign of services | Last modified date | 6 | | | Destroy |
| Preparing business | Records relating to business for cross-departmental consideration and making a record of discussion, debate, and resolution e.g. Management Minutes, Action plans | Last modified date | 3 | | | Destroy |
| Preparing business | Records relating to preparing business for strategic consideration and making a record of discussion, debate and resolution e.g. Strategic Team Management Minutes, Action plans | Last modified date | | | Y | Offer to Archivist |
| Preparing business | Records relating to preparing business for unit/team consideration and making a record of discussion, debate and resolution e.g. Team meeting minutes | Last modified date | 3 | | | Destroy |
| Procurement - Contracts | Contract award letters / signed contract (Contracts under Seal) | Expiration of contract | 12 | | | Destroy |
| Procurement - Contracts | Contract award letters / signed contract (Ordinary Contracts) | Expiration of contract | 6 | | | Destroy |

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| Procurement - Contracts | Contract Management e.g. Service Level Agreements, Compliance Records, Performance Reports | Expiration of contract | 2 | | | Destroy |
| Procurement - Contracts | Contract Notice letters | Expiration of contract | 6 or 12 | | | Destroy |
| Procurement - Contracts | Contract officer notes/messages | Expiration of contract | 6 or 12 | | | Destroy |
| Procurement - Contracts | Management and amendment of contract (Contracts under Seal) e.g. Correspondence, Minutes and papers of meetings, Changes to requirements, Variation Forms, Extensions of Contract, Payment Disputes | Expiration of contract | 12 | | | Destroy |
| Procurement - Contracts | Management and amendment of contract (Ordinary Contracts) e.g. Correspondence, Minutes and papers of meetings, Changes to requirements, Variation Forms, Extensions of Contract, Payment Disputes | Expiration of contract | 6 | | | Destroy |
| Procurement - Contracts | Operator address and contact details | End of use of operator | Current year + 1 | | | Destroy |
| Procurement - Contracts | Operator warning letters | Expiration of contract | 6 or 12 | | | Destroy |
| Procurement - Contracts | Operators files and license details | End of use of operator | 1 | | | Destroy |
| Procurement - Contracts | Petrol & Oil Agreement Letters | Expiration of contract | 6 or 12 | | | Destroy |
| Procurement - Contracts | Petrol & Oil Application Forms | Expiration of contract | 0 if personal data held | | | Destroy |
| Procurement - Contracts | Post Tender Negotiations e.g. Clarification of Contract, Post tender negotiation minutes | Expiration of contract | 1 | | | Destroy |
| Procurement - Contracts | Pro contract service specifications for quote | Expiration of contract | 6 or 12 | | | Destroy |

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| Procurement - Contracts | Quotations outside of RFQ (short term) & SEN panel requests | | 0 | | | Destroy |
| Procurement - Contracts | Records of Operators Drivers DBS and CRB checks and safeguarding training | End of use of driver | 6 | | | Destroy |
| Procurement - Contracts | Termination letters | Expiration of contract | 6 or 12 | | | Destroy |
| Procurement - Tendering | Pre-contract advice e.g. expressions of interest | Expiration of contract | 2 | | | Destroy |
| Procurement - Tendering | Successful Tender Documents (Contracts under Seal) | Expiration of contract | 12 | | | Destroy |
| Procurement - Tendering | Successful Tender Documents (Ordinary Contracts) e.g. tender / quotation returns | Expiration of contract | 6 | | | Destroy |
| Procurement - Tendering | Tender Evaluation (Contracts under Seal) | Expiration of contract | 12 | | | Destroy |
| Procurement - Tendering | Tender Evaluation (Ordinary contracts) | Expiration of contract | 6 | | | Destroy |
| Procurement - Tendering | Tender specification and contract development (Contracts under Seal) | Expiration of contract | 12 | | | Destroy |
| Procurement - Tendering | Tender specification and contract development (Ordinary contracts) | Expiration of contract | 6 | | | Destroy |
| Procurement - Tendering | Unsuccessful Tender Documents e.g. tender / quotation returns | Expiration of contract | 1 | | | Destroy |
| Public and Media Relations | Documents relating to interaction with the media | Last modified date | 3 | | | Destroy |
| Public and Media Relations | Documents relating to liaison with the community | Last modified date | 6 | | | Destroy |
| Public and Media Relations | Press releases, editorials and advertising | Last modified date | 6 | | | Destroy |
| Public and Media Relations | Published work of the service | Last modified date | 1 | | | Destroy |
| Public Transport | Bus Service Registrations | Superseded | 1 | | | Destroy |
| Public Transport | Bus timetables | Superseded | 0 | | | Destroy |
| Public Transport | Buses Team Log (bus events & breakdowns) | Date of incident or last correspondence | 7 | | | Destroy |

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| Public Transport | Faretables | Superseded | 0 | | | Destroy |
| Public Transport | Real time roadside display information and maintenance data | Superseded | 0 | | | Destroy |
| Public Transport | Record of customer and leaflet preferences for timetable distribution | Superseded | 0 | | | Destroy |
| Public Transport | Records of CCTV units installed on vehicles | Unit no longer exists | 0 | | | Destroy |
| Public Transport | Records relating to bus stops | Bus stop no longer exists | 0 | | | Destroy |
| Public Transport | Timetable books / maps / glossy leaflets | Keep while live | 0 | | | Destroy |
| Public Transport | Timetable Leaflets | Keep while live | 0 | | | Destroy |
| Quality and Performance Management | Records relating to the assessing, analysing, monitoring or reviewing the quality, efficiency, or performance of services e.g. customer satisfaction surveys | Last modified date | 3 | | | Destroy |
| Risk Assessment | Employee Risk Assessments | Until superseded but reiew if significant changes | 3 | | | Review & replace - destroy last one 3 years after employment end |
| Risk Assessment | PTU Risk Assessment register | Until superseded but reiew if significant changes | 1 | | | Should be reviewed regularly |
| Risk Assessment | Risk assessments for SEN for home to school transport | Until superseded but reiew if significant changes | 3 | | | Review & replace - destroy last one 3 years after employment end |
| School Transport | Mainstream school transport application Forms (approved forms, refusals, appeals, correspondence) | Child contract end | 7 | | | Destroy |

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| School Transport | Parent correspondence | Child contract end | 7 | | | Destroy |
| School Transport | SEN correspondence and decision records | Date of birth | 25 | | | Destroy |
| School Transport | SEN Passenger safety equipment | Last modified date | 25 | | | Destroy |
| School Transport | SEN School transport application forms (approved forms, refusals, appeals, correspondence, medical reports) | Date of birth | 25 | | | Destroy |
| School Transport | Spare seat application forms | Child contract end | 7 | | | Destroy |
| Social Care Transport | Client medical proof of entitlement | Expiry/withdrawal of service | 1 | | | Destroy |
| Social Care Transport | One off bookings | End of client on system | 7 | | | Destroy |
| Risk Assessment | Client Risk assessments inc travel plans, wheelchair assessments, Seat and harness, individual, vehicle risk assessments | Until superseded but reiew regularly | 3 | | | Review & replace - destroy last one 3 years after employment end |
| Social Care Transport | Social Care Transport application forms (approved forms, refusals, appeals, correspondence) | Date provision of transport ended | 7 | | | Destroy |
| Taxi transport | Taxi drivers files and license details | From when superseded | 1 | | | Destroy |
| Risk Assessment | Risk Assessments for children where there is ongoing legal action (e.g. accident or incident involving travel) | Child's date of birth | 21 | | | Destroy |