

Adults Quick Guide

File Retention

The **File retention** section allows for a retention date to be logged in a person's record.

This date helps to manage the storage and destruction of paper and electronic files within retention schedules.

File retention is mandatory as part of the full case closure process.

- A closed case should always have file retention details recorded.
- A case that is closing that already has file retention details recorded must have the retention details reviewed and, where appropriate, updated.
- Cases that do not progress beyond Adult Contact (New Case) should have file retention details recorded and/or reviewed and updated as appropriate.

If file retention information has been recorded on person's record it will display on the **Person summary** screen in a **File retention** section.

To Record a File Retention

From the **Person summary** screen:

- Click **File management > File retention** within the extended sidebar menu.

The **File retention data** screen displays.

Complete the fields on the screen as appropriate:

The '**File retention criteria**' should be selected based on the longest retention period relevant to the person as all files for the person should be kept as per the longest retention period.

Remember to consider whether the person was known to Children's Services as they often have much longer retention periods attached to their cases.

The '**File retention rule**' and '**Instructions**' (where relevant) display based on the '**File retention criteria**' selected.

The '**Retention start date**' will sometimes default in for you and sometimes need to be manually recorded. It can be the case closure date, date of death, date of birth etc. What date is used varies depending on the file retention criteria and rule. If you are unsure which date you should be recording please refer to the Lincolnshire County Council Retention Schedules.

The '**Retain until date**' will be automatically calculated by the system using the retention criteria, rule and start date recorded for most retention types.

The '**Notes**' box can be used for any relevant useful information

- Click the **Save** button to save the retention information and return to the **Person summary** screen.

The '**Retain until date**' will display within the **File retention** section on the **Person summary** screen.

Editing File Retention Information

The file retention information will need updating if a case re-opens and then closes again.

This is the responsibility of the relevant team, usually Business Support, as part of the full case closure process.

From the **Person summary** screen:

- Click **File management > File retention** within the extended sidebar menu.

The **File retention data** screen displays.

- Update the '**File retention criteria**' and/or '**Retention start date**' fields as applicable
- Click the **Save** button to save the retention information and return to the **Person summary** screen.

The new '**Retain until date**' will display within the **File retention** section on the **Person summary** screen.