

LinkLiving Data Retention Schedule – Contents Table

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Data Retention Schedule

Subsidiary: **LinkLiving**

Department: **Employability Services**

Reference	Description of record	Ownership	Classification	Retention Period	Disposal	Reason for keeping	Citation	Notes
LL - ES	General Application form (name,address,dob,emergency contact, skills assessment, other services they are working with, criminal record)	DoLL	Confidential	1 Year	Destroy	Best Practice	To manage the delivery of the service(s) and to provide follow up support.	
LL - ES	Learning plan	DoLL	Standard	1 Year	Destroy	Best Practice	SQA Requirements to keep for one year	
LL - ES	Supervision notes	DoLL	Confidential	1 Year	Destroy	Best Practice	SQA Requirements to keep for one year	
LL - ES	SQA Registration details (Name, DOB, address, past address)	DoLL	Confidential	1 Year	Destroy	Best Practice	SQA Requirements to keep for one year	
LL - ES	SQA Assessment materials (Name, SCN Number)	DoLL	Confidential	1 Year	Archive	Best Practice	SQA Requirements to keep for one year	
LL - ES	Outcomes speedsheet (Name, DOB, house number, postcode, living circumstances, notes, qualification achieved, Improvements recorded, job outcomes, employers name, college name, other training organisations name, referring agencies, worker who referred client)	DoLL	Confidential	2 Years	Destroy	Best Practice	Information for reporting to funders.	
LL - ES	Petty cash information (name, signature)	DoLL	Confidential	3 Years	Destroy	Legislative requirements	Financial requirements	
LL - ES	Work Placement information (review and feedback)	DoLL	Confidential	1 Year	Destroy	Best Practice	To manage the delivery of the service(s) and to provide follow up support.	
LL - ES	Clients CV	DoLL	Confidential	1 Year	Destroy	Best Practice	To manage the delivery of the service(s) and to provide follow up support.	
LL - ES	PVG Name and Number, renewal date for volunteers	DoLL	Confidential	3 Years	Destroy	Regulatory requirements	Volunteers with the project longer than 3 years need to be renewed	
LL - ES	Internal Verification Records SQA (Name)	DoLL	Standard	1 Year	Destroy	Regulatory requirements	SQA Requirements to keep for one year	
LL - ES	Project/Funding reports	DoLL	Standard	3 years	Destroy	Best Practice	To manage the delivery of the service(s) and to provide follow up support.	
LL - ES	Incident Forms	DoLL	Confidential	1 years - from service end date	Archive	Best Practice	Provides standardisation of internal processes	Use of standardised 'Proforma' documents across all services

For each new record, copy and paste the row below to the table above

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Data Retention Schedule

Subsidiary: LinkLiving

Department: Fife Accommodation

Reference	Description of record	Ownership	Classification	Retention Period	Disposal	Reason for keeping	Citation	Notes
LL - FA	LinkLiving Information Management System (currently Carista) including service user referrals, support plans, risk assessment, personal outcomes, contact notes, E&D information, incidents, DOB, Address, Phone numbers, Email address, other agency contact details, other important contact details - family/close friends/emergency contacts - personal details	DoLL	Confidential	Duration of 'active' service provision	Archive	Regulatory requirements	To enable the provision of care and support services, monitor progress towards achieving personal, service and funder specific outcomes and to provide evidence of external standards compliance - i.e. Health & Social Care Standards.	The Care Inspectorate will look for evidence of compliance with external standards during their regular inspection of LinkLiving's regulated services.
LL - FA	Archived Carista Information (detail as above)	DoLL	Confidential	5 years - from service end date	Destroy	Regulatory requirements	As above	As above
LL - FA	LinkLiving Occupancy Agreements	DoLL	Confidential	5 years - from service end date	Destroy	Regulatory requirements	To comply with LA housing policy	
LL - FA	Residents 'Rights & Responsibilities' Form	DoLL	Confidential	5 years - from service end date	Destroy	Regulatory requirements	To comply with LA housing policy	Fife Acc form
LL - FA	Flat inventories (name and address)	DoLL	Standard	Duration of tenancy	Destroy	Best Practice	To provide standardisation of accommodation equipment.	Checked at termination of tenancy.
LL - FA	Sign off sheet for support plans, etc. paper copies.	DoLL	Confidential	5 years - from service end date	Destroy	Best Practice	To ensure a 'client centered' approach to support planning	Use of standardised 'Proforma' documents across all services
LL - FA	Support plan forms	DoLL	Confidential	5 years - from service end date	Destroy	Best Practice	Provides standardisation of internal processes	Use of standardised 'Proforma' documents across all services
LL - FA	Service Review Forms	DoLL	Confidential	5 years - from service end date	Destroy	Best Practice	Provides standardisation of internal processes	Use of standardised 'Proforma' documents across all services
LL - FA	Incident Forms	DoLL	Confidential	5 years - from service end date	Archive	Best Practice	Provides standardisation of internal processes	Use of standardised 'Proforma' documents across all services
LL - FA	Internal Security Incident Forms	DoLL	Confidential	1 year	Archive	Best Practice	Provides standardisation of internal processes	Use of standardised 'Proforma' documents across all services
LL - FA	Risk Assessment Forms	DoLL	Confidential	5 years - from service end date	Destroy	Best Practice	Provides standardisation of internal processes	Use of standardised 'Proforma' documents across all services
LL - FA	GDPR Privacy Statements	DoLL	Confidential	5 years - from service end date	Destroy	Legislative requirements	GDPR & Data Protection Act 2018	Use of standardised 'Proforma' documents across all services
LL - FA	Application form	DoLL	Confidential	Duration of Tenancy	Destroy	Best Practice	Provides standardisation of internal processes	
LL - FA	FORT referrals	DoLL	Confidential	Fife Council System	Destroy	Regulatory requirements	To comply with Fife Councils data management policy	Fife Online Referral & Tracking system
LL - FA	Adult Protection Report of Harm report (to SWD)	DoLL	Confidential	Indefinitely	Archive	Regulatory requirements	Safeguarding Processes	Social Work Dept keep these indefinitely for Safeguarding purposes
LL - FA	Info shared through collaborative working with external agencies/ with prior consent from individual	DoLL	Confidential	5 years	Destroy	Best Practice	Provides access to further support for SU's to supplement the support provided by staff	
LL - FA	SU involvement meeting minutes	DoLL	Public	5 years	Archive	Best Practice	Provides SU opportunity to influence support planning process.	
LL - FA	Supervision notes for staff (name, title, signature, personal issues including mental health, performance issues) (Carista & Sharepoint staff folders)	DoLL	Confidential	6+1 financial years from last day of work	Destroy	Best Practice	Internal HR policies	Retained centrally by HR
LL - FA	Staff timesheets (name and signature)	DoLL	Public	Duration of 'active' service provision	Destroy	Best Practice	Internal HR policies	Currently retained on various systems - Excel, etc.

Data Retention Schedule

Subsidiary: LinkLiving

Department: Fife Visiting Support

Reference	Description of record	Ownership	Classification	Retention Period	Disposal	Reason for keeping	Citation	Notes
LL - Fife VSS	LinkLiving Information Management System (currently Carista) including service user referrals, support plans, risk assessment, personal outcomes, contact notes, E&D information, incidents, DOB, Address, Phone numbers, Email address, other agency contact details, other important contact details - family/close friends/emergency contacts - personal details	DoLL	Confidential	Duration of 'active' service provision	Archive	Regulatory requirements	To enable the provision of care and support services, monitor progress towards achieving personal, service and funder specific outcomes and to provide evidence of external standards compliance - i.e. Health & Social Care Standards.	The Care Inspectorate will look for evidence of compliance with external standards during their regular inspection of LinkLiving's regulated services.
LL - Fife VSS	Archived Carista Information (detail as above)	DoLL	Confidential	5 years - from service end date	Destroy	Regulatory requirements	As above	As above
LL - Fife VSS	SDS invoices (name, signature, etc.)	DoLL	Confidential	2 years - from service end date	Destroy	Regulatory requirements	To account for SU hours of support provided and invoiced.	Internal process
LL - Fife VSS	SDS SU contract information (name, address, support hours)	DoLL	Confidential	5 years - from service end date	Destroy	Regulatory requirements	To comply with DWP benefits and Link invoicing policies	
LL - Fife VSS	Sign off sheet for support plans, etc. paper copies.	DoLL	Confidential	5 years - from service end date	Destroy	Best Practice	To ensure a 'client centered' approach to support planning	Use of standardised 'Proforma' documents
LL - Fife VSS	Support plan forms	DoLL	Confidential	5 years - from service end date	Destroy	Best Practice	Provides standardisation of internal processes	Use of standardised 'Proforma' documents across all services
LL - Fife VSS	Service Review Forms	DoLL	Confidential	5 years - from service end date	Destroy	Best Practice	Provides standardisation of internal processes	Use of standardised 'Proforma' documents across all services
LL - Fife VSS	Incident Forms	DoLL	Confidential	5 years - from service end date	Archive	Best Practice	Provides standardisation of internal processes	Use of standardised 'Proforma' documents across all services
LL - Fife VSS	Risk Assessment Forms	DoLL	Confidential	5 years - from service end date	Destroy	Best Practice	Provides standardisation of internal processes	Use of standardised 'Proforma' documents across all services
LL - Fife VSS	GDPR Privacy Statements	DoLL	Confidential	5 years - from service end date	Destroy	Legislative requirements	GDPR & Data Protection Act 2018	Use of standardised 'Proforma' documents across all services
LL - Fife VSS	Child protection case notes / vulnerable adult case notes (archived paper copies)	DoLL	Confidential	Indefinitely	Archive	Regulatory requirements	Safeguarding processes	Social Work Dept keep these indefinitely for Safeguarding purposes
LL - Fife VSS	Adult Protection Report of Harm report (to SWD)	DoLL	Confidential	Indefinitely	Archive	Regulatory requirements	Safeguarding Processes	Social Work Dept keep these indefinitely for Safeguarding purposes
LL - Fife VSS	Supervision notes for staff (name, title, signature, personal issues including mental health, performance issues)	DoLL	Confidential	6+1 financial years from last day of work	Destroy	Best Practice	Internal HR policies	Retained centrally by HR
LL - Fife VSS	Staff timesheets (name and signature)	DoLL	Public	Duration of 'active' service provision	Destroy	Best Practice	Internal HR policies	Currently retained on various systems - Excel, etc.
LL - Fife VSS	Clients personal documentation e.g lawyers letters/wage slips / birth certificates etc	DoLL	Confidential	Returned at end of service or destroyed after 5 years	Destroy	Best Practice	To assist with service support and provision - i.e. benefit applications.	Uploaded to Carista then returned to SU
LL - Fife VSS	Care at Home Referral Form	DoLL	Confidential	5 years	Destroy	Regulatory requirements	For SDS or Self-Funded SU's	
LL - Fife VSS	Support Agreements & Initial Assessment Forms	DoLL	Confidential	5 years	Destroy	Best Practice	Provides standardisation of internal processes	
LL - Fife VSS	SU meeting minutes	DoLL	Confidential	5 years	Destroy	Best Practice	Provides standardisation of internal processes	CI Requirements
LL - Fife VSS	SWD Care Plan/Traffic Light forms	DoLL	Confidential	SWD Form	Destroy	Regulatory requirements	SWD internal processes	Files stored for 5 years
LL - Fife VSS	FORT referral form	DoLL	Confidential	Fife Council FORT System	Destroy	Regulatory requirements	FORT System	
LL - Fife VSS	Care at Home Hours Monitoring Form	DoLL	Confidential	5 years	Destroy	Regulatory requirements	To provide returns to service commissioners	
LL - Fife VSS	STHS Hours Monitoring Form Form	DoLL	Confidential	5 years	Destroy	Regulatory requirements	To provide returns to service commissioners	
LL - Fife VSS	SU contact details (non-Carista)	DoLL	Confidential	1 year after service ends	Destroy	Best Practice	Provides standardisation of internal processes	For SU involvement group work - choir, etc where participants were not supported
LL - Fife VSS	Staff contact details - 'phone No.s etc.	DoLL	Confidential	For duration of service	Destroy	Best Practice	Internal HR policies	Retained centrally on iTrent

Data Retention Schedule

Subsidiary: LinkLiving

Department: Fife Syrian Support Service

Reference	Description of record	Ownership	Classification	Retention Period	Disposal	Reason for keeping	Citation	Notes
LL - Fife Syrian	LinkLiving Information Management System (currently Carista) including service user referrals, support plans, risk assessment, personal outcomes, contact notes, E&D information, incidents, DOB, Address, Phone numbers, Email address, other agency contact details, other important contact details - family/close friends/emergency contacts - personal details	DoLL	Confidential	Duration of 'active' service provision	Duration of 'active' service provision	Regulatory requirements	To enable the provision of care and support services, monitor progress towards achieving personal, service and funder specific outcomes and to provide evidence of external standards compliance - i.e. Health & Social Care Standards.	The Care Inspectorate will look for evidence of compliance with external standards during their regular inspection of LinkLiving's regulated services.
LL - Fife Syrian	Archived Carista Information (detail as above)	DoLL	Confidential	5 years - from service end date	Destroy	Regulatory requirements	As above	As above
LL - Fife Syrian	Sign off sheet for support plans, etc. paper copies.	DoLL	Confidential	5 years - from service end date	Destroy	Best Practice	To ensure a 'client centered' approach to support planning	Use of standardised 'Proforma' documents across all services
LL - Fife Syrian	Support plan forms	DoLL	Confidential	5 years - from service end date	Destroy	Best Practice	Provides standardisation of internal processes	Use of standardised 'Proforma' documents across all services
LL - Fife Syrian	Service Review Forms	DoLL	Confidential	5 years - from service end date	Destroy	Best Practice	Provides standardisation of internal processes	Use of standardised 'Proforma' documents across all services
LL - Fife Syrian	Incident Forms	DoLL	Confidential	5 years - from service end date	Archive	Best Practice	Provides standardisation of internal processes	Use of standardised 'Proforma' documents across all services
LL - Fife Syrian	Risk Assessment Forms	DoLL	Confidential	5 years - from service end date	Destroy	Best Practice	Provides standardisation of internal processes	Use of standardised 'Proforma' documents across all services
LL - Fife Syrian	GDPR Privacy Statements	DoLL	Confidential	5 years - from service end date	Destroy	Legislative requirements	GDPR & Data Protection Act 2018	Use of standardised 'Proforma' documents across all services
LL - Fife Syrian	Child protection case notes / vulnerable adult case notes (archived paper copies)	DoLL	Confidential	Indefinitely	Archive	Regulatory requirements	Safeguarding processes	Social Work Dept keep these indefinitely for Safeguarding purposes
LL - Fife Syrian	Adult Protection Report of Harm report (to SWD)	DoLL	Confidential	Indefinitely	Archive	Regulatory requirements	Safeguarding Processes	Social Work Dept keep these indefinitely for Safeguarding purposes
LL - Fife Syrian	Supervision notes for staff (name, title, signature, personal issues including mental health, performance issues)	DoLL	Confidential	6+1 financial years from last day of work	Destroy	Best Practice	Internal HR policies	Retained centrally by HR
LL - Fife Syrian	Staff timesheets (name and signature)	DoLL	Public	Duration of 'active' service provision	Destroy	Best Practice	Internal HR policies	Currently retained on various systems - Excel, etc.
LL - Fife Syrian	Clients personal documentation e.g lawyers letters/wage slips / birth certificates etc	DoLL	Confidential	Returned at end of service or destroyed after 5 years	Destroy	Best Practice	To assist with service support and provision - i.e. benefit applications.	Refers to all other services
LL - Fife Syrian	Syrian Support hours Form	DoLL	Confidential	5 years - from service end date	Destroy	Regulatory requirements	To provide returns to service commissioners	
LL - Fife Syrian	Syrian background Information Reports	DoLL	Confidential	5 years - from service end date	Destroy	Best Practice	To provide pre-support background information for staff	From Fife Council via Home Office

Data Retention Schedule

Subsidiary: **LinkLiving**

Department: **Better Than Well Service**

Reference	Description of record	Ownership	Classification	Retention Period	Disposal	Reason for keeping	Citation	Notes
LL - BTW	LinkLiving Information Management System (currently Carista) including service user referrals, contact notes, incidents, DOB, Address, Phone numbers, Email address, other agency contact details, other important contact details - family/close friends/emergency contacts - personal details	DoLL	Confidential	Duration of 'active' service provision	Archive	Regulatory requirements	GDPR & Data Protection Regulations	Active' records moved to 'inactive' (archived) section on system
LL - BTW	Archived Carista Information (detail as above)	DoLL	Confidential	6 years from date of last entry on system	Destroy	Regulatory requirements	GDPR & Data Protection Regulations	BTW - currently not regulated externally
LL - BTW	Self-help referral spreadsheet	DoLL	Confidential	6 years	Destroy	Regulatory requirements	GDPR & Data Protection Regulations	BTW - currently not regulated externally
LL - BTW	Referral and self-referral forms and letters	DoLL	Confidential	6 years from date of last entry on system	Destroy	Regulatory requirements	GDPR & Data Protection Regulations	BTW - currently not regulated externally
LL - BTW	Outcome measures and evaluation form	DoLL	Confidential	6 years from date of last entry on system	Destroy	Regulatory requirements	GDPR & Data Protection Regulations	BTW - currently not regulated externally
LL - BTW	Outcome measures spreadsheet	DoLL	Confidential	6 years from date of last entry on system	Destroy	Regulatory requirements	GDPR & Data Protection Regulations	BTW - currently not regulated externally
LL - BTW	Evaluation spreadsheet	DoLL	Confidential	6 years from date of last entry on system	Destroy	Regulatory requirements	GDPR & Data Protection Regulations	BTW - currently not regulated externally
LL - BTW	Letters written in the course of SU engagement	DoLL	Confidential	6 years from date of last entry on system	Destroy	Regulatory requirements	GDPR & Data Protection Regulations	BTW - currently not regulated externally
LL - BTW	Peer group spreadsheet	DoLL	Confidential	6 years from date of last entry on system	Destroy	Regulatory requirements	GDPR & Data Protection Regulations	SU details retained for group sessions
LL - BTW	External Funder reports	DoLL	Confidential	6 years from date of last entry on system	Destroy	Regulatory requirements	GDPR & Data Protection Regulations	To provide updates on service progress
LL - BTW	Supervision notes for staff (name, title, signature, personal issues including mental health, performance issues)	DoLL	Confidential	6+1 financial years from last day of work	Destroy	Best Practice	Internal HR policies	Retained centrally by HR
LL - BTW	Staff timesheets (name and signature)	DoLL	Public	Duration of 'active' service provision	Destroy	Best Practice	Internal HR policies	Currently retained in staff folders on 'Sharepoint'
LL - BTW	Reference Group Spreadsheet	DoLL	Confidential	6 years from date of last entry on system	Destroy	Regulatory requirements	GDPR & Data Protection Regulations	Details of former SU's who expressed interest in contributing towards the service in future.
LL - BTW	Staff team meeting minutes	DoLL	Confidential	1 year	Destroy	Best Practice	To provide ongoing record of discussions re service provision	
LL - BTW	GDPR Privacy Statements	DoLL	Confidential	6 years from date of last entry on system	Destroy	Legislative requirements	GDPR & Data Protection Act 2018	Use of standardised 'Proforma' documents across all services

Data Retention Schedule

Subsidiary: **LinkLiving** Department: **Carers Self-Help Service**

Reference	Description of record	Ownership	Classification	Retention Period	Disposal	Reason for keeping	Citation	Notes
LL - Carers Self Help	LinkLiving Information Management System (currently Carista) including service user referrals, contact notes, incidents, DOB, Address, Phone numbers, Email address, other agency contact details, other important contact details - family/close friends/emergency contacts - personal details	DoLL	Confidential	Duration of 'active' service provision	Archive	Regulatory requirements	GDPR & Data Protection Regulations	Active' records moved to 'inactive' (archived) section on system
LL - Carers Self Help	Archived Carista Information (detail as above)	DoLL	Confidential	6 years from date of last entry on system	Destroy	Regulatory requirements	GDPR & Data Protection Regulations	Carers SH - currently not regulated externally
LL - Carers Self Help	Self-help referral spreadsheet	DoLL	Confidential	6 years	Destroy	Regulatory requirements	GDPR & Data Protection Regulations	Carers SH - currently not regulated externally
LL - Carers Self Help	Referral and self-referral forms and letters	DoLL	Confidential	6 years from date of last entry on system	Destroy	Regulatory requirements	GDPR & Data Protection Regulations	Carers SH - currently not regulated externally
LL - Carers Self Help	Outcome measures and evaluation form	DoLL	Confidential	6 years from date of last entry on system	Destroy	Regulatory requirements	GDPR & Data Protection Regulations	Carers SH - currently not regulated externally
LL - Carers Self Help	Outcome measures spreadsheet	DoLL	Confidential	6 years from date of last entry on system	Destroy	Regulatory requirements	GDPR & Data Protection Regulations	Carers SH - currently not regulated externally
LL - Carers Self Help	Evaluation spreadsheet	DoLL	Confidential	6 years from date of last entry on system	Destroy	Regulatory requirements	GDPR & Data Protection Regulations	Carers SH - currently not regulated externally
LL - Carers Self Help	Letters written in the course of SU engagement	DoLL	Confidential	6 years from date of last entry on system	Destroy	Regulatory requirements	GDPR & Data Protection Regulations	Carers SH - currently not regulated externally
LL - Carers Self Help	External Funder reports	DoLL	Confidential	6 years from date of last entry on system	Destroy	Regulatory requirements	GDPR & Data Protection Regulations	To provide updates on service progress
LL - Carers Self Help	Supervision notes for staff (name, title, signature, personal issues including mental)	DoLL	Confidential	6+1 financial years from last day of work	Destroy	Best Practice	Internal HR policies	Retained centrally by HR
LL - Carers Self Help	Staff timesheets (name and signature)	DoLL	Public	Duration of 'active' service provision	Destroy	Best Practice	Internal HR policies	Currently retained in staff folders on 'Sharepoint'
LL - Carers Self Help	GDPR Privacy Statements	DoLL	Confidential	6 years from date of last entry on system	Destroy	Legislative requirements	GDPR & Data Protection Act 2018	Use of standardised 'Proforma' documents across all services

Data Retention Schedule

Subsidiary: **LinkLiving**

Department: **Fife Older Persons Service**

Reference	Description of record	Ownership	Classification	Retention Period	Disposal	Reason for keeping	Citation	Notes
LL - OPS	General Application form (name, address, dob, emergency contact, skills assessment, other services they are working with, criminal record)	DoLL	Confidential	1 year following end of support period	Destroy	Best Practice	To enable the provision of care and support services, monitor progress towards achieving personal, service and funder specific outcomes and to provide evidence of external standards compliance - i.e. Health & Social Care Standards.	
LL - OPS	Support Plan	DoLL	Confidential	1 year following end of support period	Destroy	Best Practice	To enable the provision of care and support services, monitor progress towards achieving personal, service and funder specific outcomes and to provide evidence of external standards compliance - i.e. Health & Social Care Standards.	Use of standardised 'Proforma' documents across all services
LL - OPS	Contact notes	DoLL	Confidential	1 year following end of support period	Destroy	Best Practice	To enable the provision of care and support services, monitor progress towards achieving personal, service and funder specific outcomes and to provide evidence of external standards compliance - i.e. Health & Social Care Standards.	
LL - OPS	Risk Assessment	DoLL	Confidential	1 year following end of support period	Destroy	Best Practice	To enable the provision of care and support services, monitor progress towards achieving personal, service and funder specific outcomes and to provide evidence of external standards compliance - i.e. Health & Social Care Standards.	Use of standardised 'Proforma' documents across all services
LL - OPS	GDPR Privacy Statements	DoLL	Confidential	5 years - from service end date	Destroy	Legislative requirements	GDPR & Data Protection Act 2018	Use of standardised 'Proforma' documents across all services
LL - OPS	Outcomes speedsheet (Name, DOB, house number, postcode, living circumstances, notes, , Improvements recorded, medical data, next of kin, (referring agencies, worker who referred client)	DoLL	Confidential	3 years - following end of support period	Archive	Best Practice	To enable the provision of care and support services, monitor progress towards achieving personal, service and funder specific outcomes and to provide evidence of external standards compliance - i.e. Health & Social Care Standards.	
LL - OPS	Petty cash information (name, signature)	DoLL	Confidential	3 Years	Destroy	Legislative requirements	Financial requirements	
LL - OPS	Initial Assessment	DoLL	Confidential	1 year following end of support period	Destroy	Best Practice	To enable the provision of care and support services, monitor progress towards achieving personal, service and funder specific outcomes and to provide evidence of external standards compliance - i.e. Health & Social Care Standards.	
LL - OPS	Review forms	DoLL	Confidential	1 year following end of support period	Destroy	Best Practice	To enable the provision of care and support services, monitor progress towards achieving personal, service and funder specific outcomes and to provide evidence of external standards compliance - i.e. Health & Social Care Standards.	Use of standardised 'Proforma' documents across all services
LL - OPS	Project/Funding reports	DoLL	Standard	3 years	Destroy	Best Practice	To manage the delivery of the service(s) and to provide follow up support.	
LL - OPS	Incident Forms	DoLL	Confidential	1 year - from service end date	Archive	Best Practice	Provides standardisation of internal processes	Use of standardised 'Proforma' documents across all services

Data Retention Schedule

Subsidiary: **LinkLiving**

Department: **Edinburgh Young Persons Service - VHS**

Reference	Description of record	Ownership	Classification	Retention Period	Disposal	Reason for keeping	Citation	Notes
LL EYPS - VHS	LinkLiving Information Management System (currently Carista) including service user referrals, support plans, risk assessment, personal outcomes, contact notes, E&D information, incidents, DOB, Address, Phone numbers, Email address, other agency contact details, other important contact details - family/close friends/emergency contacts - personal details	DoLL	Confidential	Duration of 'active' service provision	Archive	Regulatory requirements	To enable the provision of care and support services, monitor progress towards achieving personal, service and funder specific outcomes and to provide evidence of external standards compliance - i.e. Health & Social Care Standards.	The Care Inspectorate will look for evidence of compliance with external standards during their regular inspection of LinkLiving's regulated services.
LL EYPS - VHS	Archived Carista Information (detail as above)	DoLL	Confidential	5 years - from service end date	Destroy	Regulatory requirements	As above	As above
LL EYPS - VHS	Tenancy Agreements	DoLL	Confidential	5 years - from service end date	Destroy	Regulatory requirements	To comply with LA housing policy	Tenancy agreements retained on Sharepoint
LL EYPS - VHS	Flat inventories (name and address)	DoLL	Standard	Duration of tenancy	Destroy	Best Practice	To provide standardisation of accommodation equipment issued at the commencement of new tenancy.	Checked at termination of tenancy.
LL EYPS - VHS	SDS invoices (name, signature, etc.)	DoLL	Confidential	2 years	Destroy	Regulatory requirements	To comply with DWP benefits and Link invoicing policies	
LL EYPS - VHS	SDS SU contract information (name, address, support hours)	DoLL	Confidential	5 years - from service end date	Destroy	Regulatory requirements	To comply with DWP benefits and Link invoicing policies	
LL EYPS - VHS	CEC 4 weekly returns (name, DOB, NI number, E&D info)	DoLL	Confidential	Retained on CEC Ecco-Apricot system	Destroy	Regulatory requirements	City of Edinburgh commissioners - outcomes performance returns	Pro-forma completed and submitted to CEC.
LL EYPS - VHS	Sign off sheet for support plans, etc. paper copies.	DoLL	Confidential	5 years - from service end date	Destroy	Best Practice	To ensure a 'client centered' approach to support planning	Use of standardised 'Proforma' documents across all services
LL EYPS - VHS	Support plan forms	DoLL	Confidential	5 years - from service end date	Destroy	Best Practice	Provides standardisation of internal processes	Use of standardised 'Proforma' documents across all services
LL EYPS - VHS	Service Review Forms	DoLL	Confidential	5 years - from service end date	Destroy	Best Practice	Provides standardisation of internal processes	Use of standardised 'Proforma' documents across all services
LL EYPS - VHS	Incident Forms	DoLL	Confidential	5 years - from service end date	Archive	Best Practice	Provides standardisation of internal processes	Use of standardised 'Proforma' documents across all services
LL EYPS - VHS	Risk Assessment Forms	DoLL	Confidential	5 years - from service end date	Destroy	Best Practice	Provides standardisation of internal processes	Use of standardised 'Proforma' documents across all services
LL EYPS - VHS	GDPR Privacy Statements	DoLL	Confidential	5 years - from service end date	Destroy	Legislative requirements	GDPR & Data Protection Act 2018	Use of standardised 'Proforma' documents across all services
LL EYPS - VHS	Child protection case notes / vulnerable adult case notes (archived paper copies)	DoLL	Confidential	Indefinitely	Archive	Regulatory requirements	Safeguarding processes	Social Work Dept keep these indefinitely for Safeguarding purposes
LL EYPS - VHS	Adult Protection Report of Harm report	DoLL	Confidential	Indefinitely	Archive	Regulatory requirements	Safeguarding Processes	Social Work Dept keep these indefinitely for Safeguarding purposes
LL EYPS - VHS	Supervision notes for staff (name, title, signature, personal issues including mental health, performance issues)	DoLL	Confidential	6+1 financial years from last day of work	Destroy	Best Practice	Internal HR policies	Retained centrally by HR
LL EYPS - VHS	Staff timesheets (name and signature)	DoLL	Public	Duration of 'active' service provision	Destroy	Best Practice	Internal HR policies	Currently retained on various systems - Excel, etc.
LL EYPS - VHS	Clients personal documentation e.g lawyers letters/wage slips / birth certificates etc	DoLL	Confidential	returned at end of service or destroyed after 5 years	Destroy	Best Practice	To assist with service support and provision - i.e. benefit applications.	

Data Retention Schedule

Subsidiary: **LinkLiving**

Department: **Edinburgh Young Persons Service - SOYA**

Reference	Description of record	Ownership	Classification	Retention Period	Disposal	Reason for keeping	Citation	Notes
LL EYPS - SOYA	LinkLiving Information Management System (currently Carista) including service user referrals, support plans, risk assessment, personal outcomes, contact notes, E&D information, incidents, DOB, Address, Phone numbers, Email address, other agency contact details, other important contact details - family/close friends/emergency contacts - personal details	DoLL	Confidential	Duration of 'active' service provision	Archive	Regulatory requirements	To enable the provision of care and support services, monitor progress towards achieving personal, service and funder specific outcomes and to provide evidence of external standards compliance - i.e. Health & Social Care Standards.	The Care Inspectorate will look for evidence of compliance with external standards during their regular inspection of LinkLiving's regulated services.
LL EYPS - SOYA	Archived Carista Information (detail as above)	DoLL	Confidential	5 years - from service end date	Destroy	Regulatory requirements	As above	As above
LL EYPS - SOYA	Occupancy Agreements (name, address, DOB, etc.)	DoLL	Confidential	5 years - from service end date	Destroy	Regulatory requirements	To comply with LA housing policy	
LL EYPS - SOYA	Flat inventories (name and address)	DoLL	Standard	Duration of tenancy	Destroy	Best Practice	To provide standardisation of accommodation equipment.	Checked at termination of tenancy.
LL EYPS - SOYA	SDS invoices (name, signature, etc.)	DoLL	Confidential	2 years	Destroy	Regulatory requirements	To comply with DWP benefits and Link invoicing policies	
LL EYPS - SOYA	SDS SU contract information (name, address, support hours)	DoLL	Confidential	5 years - from service end date	Destroy	Regulatory requirements	To comply with DWP benefits and Link invoicing policies	
LL EYPS - SOYA	CEC 4 weekly returns (name, DOB, NI number, E&D info)	DoLL	Confidential	1 year - from service end date	Destroy	Regulatory requirements	City of Edinburgh funding - outcomes performance returns	
LL EYPS - SOYA	Sign off sheet for support plans, etc. paper copies.	DoLL	Confidential	5 years - from service end date	Destroy	Best Practice	To ensure a 'client centered' approach to support planning	Use of standardised 'Proforma' documents across all services
LL EYPS - SOYA	Support plan forms	DoLL	Confidential	5 years - from service end date	Destroy	Best Practice	Provides standardisation of internal processes	Use of standardised 'Proforma' documents across all services
LL EYPS - SOYA	Service Review Forms	DoLL	Confidential	5 years - from service end date	Destroy	Best Practice	Provides standardisation of internal processes	Use of standardised 'Proforma' documents across all services
LL EYPS - SOYA	Incident Forms	DoLL	Confidential	5 years - from service end date	Archive	Best Practice	Provides standardisation of internal processes	Use of standardised 'Proforma' documents across all services
LL EYPS - SOYA	Risk Assessment Forms	DoLL	Confidential	5 years - from service end date	Destroy	Best Practice	Provides standardisation of internal processes	Use of standardised 'Proforma' documents across all services
LL EYPS - SOYA	GDPR Privacy Statements	DoLL	Confidential	5 years - from service end date	Destroy	Legislative requirements	GDPR & Data Protection Act 2018	Use of standardised 'Proforma' documents across all services
LL EYPS - SOYA	Child protection case notes / vulnerable adult case notes (archived paper copies)	DoLL	Confidential	Indefinitely	Archive	Regulatory requirements	Safeguarding processes	Social Work Dept keep these indefinitely for Safeguarding purposes
LL EYPS - SOYA	Adult Protection Report of Harm report	DoLL	Confidential	Indefinitely	Archive	Regulatory requirements	Safeguarding Processes	Social Work Dept keep these indefinitely for Safeguarding purposes
LL EYPS - SOYA	Supervision notes for staff (name, title, signature, personal issues including mental health, performance issues)	DoLL	Confidential	6+1 financial years from last day of work	Destroy	Best Practice	Internal HR policies	Retained centrally by HR
LL EYPS - SOYA	Staff timesheets (name and signature)	DoLL	Public	Duration of 'active' service provision	Destroy	Best Practice	Internal HR policies	Currently retained on various systems - Excel.
LL EYPS - SOYA	Throughcare panel referrals SOYA only (name, dob, address, personal background)	DoLL	Confidential	5 years - from service end date	Destroy	Regulatory requirements	City of Edinburgh Council system requirements	This is a CEC system used to process referrals for service
LL EYPS - SOYA	Clients personal documentation e.g lawyers letters/wage slips / birth certificates etc	DoLL	Confidential	returned at end of service or destroyed after 5 years	Destroy	Best Practice	To assist with service support and provision - i.e. benefit applications.	

Data Retention Schedule

Subsidiary: LinkLiving

Department: Steps to Success (Grangemouth)

Reference	Description of record	Ownership	Classification	Retention Period	Disposal	Reason for keeping	Citation	Notes
LL - STS	LinkLiving Information Management System (currently Carista) including service user referrals, support plans, risk assessment, personal outcomes, contact notes, E&D information, incidents, DOB, Address, Phone numbers, Email address, other agency contact details, other important contact details - family/close friends/emergency contacts - personal details	DoLL	Confidential	Duration of 'active' service provision	Archive	Regulatory requirements	To enable the provision of care and support services, monitor progress towards achieving personal, service and funder specific outcomes and to provide evidence of external standards compliance - i.e. Health & Social Care Standards.	The Care Inspectorate will look for evidence of compliance with external standards during their regular inspection of LinkLiving's regulated services.
LL - STS	Archived Carista Information (detail as above)	DoLL	Confidential	5 years - from service end date	Destroy	Regulatory requirements	As above	As above
LL - STS	Tenancy Agreements	DoLL	Confidential	5 years - from service end date	Destroy	Regulatory requirements	Enter the guidance reference here	Housing (S) Act?
LL - STS	Flat inventories (name and address)	DoLL	Standard	Duration of tenancy	Destroy	Best Practice	To provide standardisation of accommodation equipment.	Checked at termination of tenancy.
LL - STS	Sign off sheet for support plans, etc. paper copies.	DoLL	Confidential	5 years - from service end date	Destroy	Best Practice	To ensure a 'client centered' approach to support planning	Use of standardised 'Proforma' documents across all services
LL - STS	Support plan forms	DoLL	Confidential	5 years - from service end date	Destroy	Best Practice	Provides standardisation of internal processes	Use of standardised 'Proforma' documents across all services
LL - STS	Service Review Forms	DoLL	Confidential	5 years - from service end date	Destroy	Best Practice	Provides standardisation of internal processes	Use of standardised 'Proforma' documents across all services
LL - STS	Incident Forms	DoLL	Confidential	5 years - from service end date	Archive	Best Practice	Provides standardisation of internal processes	Use of standardised 'Proforma' documents across all services
LL - STS	Risk Assessment Forms	DoLL	Confidential	5 years - from service end date	Destroy	Best Practice	Provides standardisation of internal processes	Use of standardised 'Proforma' documents across all services
LL - STS	GDPR Privacy Statements	DoLL	Confidential	5 years - from service end date	Destroy	Legislative requirements	GDPR & Data Protection Act 2018	Use of standardised 'Proforma' documents across all services
LL - STS	Child protection case notes / vulnerable adult case notes (archived paper copies)	DoLL	Confidential	Indefinitely	Archive	Regulatory requirements	Safeguarding processes	Social Work Dept keep these indefinitely for Safeguarding purposes
LL - STS	Adult Protection Report of Harm report	DoLL	Confidential	Indefinitely	Archive	Regulatory requirements	Safeguarding Processes	Social Work Dept keep these indefinitely for Safeguarding purposes
LL - STS	Supervision notes for staff (name, title, signature, personal issues including mental health, performance issues)	DoLL	Confidential	6+1 financial years from last day of work	Destroy	Best Practice	Internal HR policies	Retained centrally by HR
LL - STS	Staff timesheets (name and signature)	DoLL	Public	Duration of 'active' service provision	Destroy	Best Practice	Internal HR policies	Currently retained on various systems - Excel, etc.
LL - STS	Clients personal documentation e.g lawyers letters/wage slips / birth certificates etc	DoLL	Confidential	returned at end of service or destroyed after 5 years	Destroy	Best Practice	To assist with service support and provision - i.e. benefit applications.	Refers to all other services

Data Retention Schedule

Subsidiary: **LinkLiving**

Department: **Help on Managing Everything**

Reference	Description of record	Ownership	Classification	Retention Period	Disposal	Reason for keeping	Citation	Notes
LL - HoME	Referral Forms (Internal)	DoLL	Confidential	3 years following conclusion of service	Destroy	Best Practice	To enable the provision of care and support services, monitor progress towards achieving personal, service and funder specific outcomes and to provide evidence of external standards compliance - i.e. Health & Social Care Standards.	Records retained on 'Sharepoint'
LL - HoME	SU Personal Record Sheet	DoLL	Confidential	3 years following conclusion of service		Best Practice	To enable the provision of care and support services, monitor progress towards achieving personal, service and funder specific outcomes and to provide evidence of external standards compliance - i.e. Health & Social Care Standards.	Records retained on 'Sharepoint'
LL - HoME	Record of Improvement (HA)	DoLL	Confidential	3 years following conclusion of service		Best Practice	To enable the provision of care and support services, monitor progress towards achieving personal, service and funder specific outcomes and to provide evidence of external standards compliance - i.e. Health & Social Care Standards.	Records retained on 'Sharepoint'
LL - HoME	GDPR Privacy Notice	DoLL	Confidential	3 years following conclusion of service	Destroy	Legislative requirements	GDPR & Data Protection Act 2018	Use of standardised 'Proforma' documents across all services
LL - HoME	SU Action Plan	DoLL	Confidential	3 years following conclusion of service		Best Practice	To enable the provision of care and support services, monitor progress towards achieving personal, service and funder specific outcomes and to provide evidence of external standards compliance - i.e. Health & Social Care Standards.	Records retained on 'Sharepoint'
LL - HoME	Tenant Record of Improvement	DoLL	Confidential	3 years following conclusion of service		Best Practice	To enable the provision of care and support services, monitor progress towards achieving personal, service and funder specific outcomes and to provide evidence of external standards compliance - i.e. Health & Social Care Standards.	Records retained on 'Sharepoint'
LL - HoME	Risk Assessment Form	DoLL	Confidential	3 years following conclusion of service		Best Practice	To enable the provision of care and support services, monitor	Records retained on 'Sharepoint'
LL - HoME	SU Contact notes	DoLL	Confidential	3 years following conclusion of service		Best Practice	To enable the provision of care and support services, monitor progress towards achieving	Records retained on 'Sharepoint'
LL - HoME	HA Form (service review)	DoLL	Confidential	3 years following conclusion of service		Best Practice	To enable the provision of care and support services, monitor	Records retained on 'Sharepoint'
LL - HoME	Tenant Review Form (service review)	DoLL	Confidential	3 years following conclusion of service		Best Practice	To enable the provision of care and support services, monitor	Records retained on 'Sharepoint'
LL - HoME	Case Studies report	DoLL	Confidential	3 years following conclusion of service		Best Practice	To enable the provision of care and support services, monitor	Records retained on 'Sharepoint'
LL - HoME	SU Personal Outcomes progress SS	DoLL	Confidential	3 years following conclusion of service		Best Practice	To enable the provision of care and support services, monitor progress towards achieving personal, service and funder specific outcomes and to provide evidence of external standards compliance - i.e. Health & Social Care Standards.	Records retained on 'Sharepoint'
LL - HoME	Internal Progress Reports	DoLL	Confidential	3 years following conclusion of service		Best Practice	To enable the provision of care and support services, monitor progress towards achieving personal, service and funder specific outcomes and to provide evidence of external standards compliance - i.e. Health & Social Care Standards.	Records retained on 'Sharepoint'
LL - HoME	External Progress Reports	DoLL	Confidential	3 years following conclusion of service		Best Practice	To enable the provision of care and support services, monitor progress towards achieving personal, service and funder specific outcomes and to provide evidence of external standards compliance - i.e. Health & Social Care Standards.	Records retained on 'Sharepoint'
LL - HoME	SU Café Registration Forms	DoLL	Confidential	3 years following conclusion of service		Best Practice	To enable the provision of care and support services, monitor progress towards achieving personal, service and funder specific outcomes and to provide evidence of external standards compliance - i.e. Health & Social Care Standards.	Records retained on 'Sharepoint'

LL - HoME	Archived SU Records	DoLL	Confidential	3 years following conclusion of service		Best Practice	To enable the provision of care and support services, monitor progress towards achieving personal, service and funder specific outcomes and to provide evidence of external standards compliance - i.e. Health & Social Care Standards.	Records retained on 'Sharepoint'
LL - HoME	Petty cash information (name, signature)	DoLL	Confidential	3 Years	Destroy	Legislative requirements	Financial requirements	
LL - HoME	Incident Forms	DoLL	Confidential	3 years - from service end date	Archive	Best Practice	Provides standardisation of internal processes	Use of standardised 'Proforma' documents across all services

Data Retention Schedule

Subsidiary: **LinkLiving**

Department: **Comely Green**

Reference	Description of record	Ownership	Classification	Retention Period	Disposal	Reason for keeping	Citation	Notes
LL - CG	LinkLiving Information Management System (currently Carista) including service user referrals, support plans, risk assessment, personal outcomes, contact notes, E&D information, incidents, DOB, Address, Phone numbers, Email address, other agency contact details, other important contact details - family/close friends/emergency contacts - personal details	DoLL	Confidential	Duration of 'active' service provision	Archive	Regulatory requirements	To enable the provision of care and support services, monitor progress towards achieving personal, service and funder specific outcomes and to provide evidence of external standards compliance - i.e. Health & Social Care Standards.	The Care Inspectorate will look for evidence of compliance with external standards during their regular inspection of LinkLiving's regulated services.
LL - CG	Archived Carista Information (detail as above)	DoLL	Confidential	5 years - from service end date	Destroy	Regulatory requirements	As above	As above
LL - CG	SDS invoices (name, signature, etc.)	DoLL	Confidential	2 years - from service end date	Destroy	Best Practice	To account for SU hours of support provided and invoiced.	Internal process
LL - CG	SDS SU contract information (name, address, support hours)	DoLL	Confidential	5 years - from service end date	Destroy	Best Practice	To comply with DWP benefits and Link invoicing policies	
LL - CG	Sign off sheet for support plans, etc. paper copies.	DoLL	Confidential	5 years - from service end date	Destroy	Best Practice	To ensure a 'client centered' approach to support planning	Use of standardised 'Proforma' documents across all services
LL - CG	Support plan forms	DoLL	Confidential	5 years - from service end date	Destroy	Best Practice	Provides standardisation of internal processes	Use of standardised 'Proforma' documents across all services
LL - CG	Service Review Forms	DoLL	Confidential	5 years - from service end date	Destroy	Best Practice	Provides standardisation of internal processes	Use of standardised 'Proforma' documents across all services
LL - CG	Incident Forms	DoLL	Confidential	5 years - from service end date	Archive	Best Practice	Provides standardisation of internal processes	Use of standardised 'Proforma' documents across all services
LL - CG	Risk Assessment Forms	DoLL	Confidential	5 years - from service end date	Destroy	Best Practice	Provides standardisation of internal processes	Use of standardised 'Proforma' documents across all services
LL - CG	GDPR Privacy Statements	DoLL	Confidential	5 years - from service end date	Destroy	Legislative requirements	GDPR & Data Protection Act 2018	Use of standardised 'Proforma' documents across all services
LL - CG	Adult Protection Report of Harm report	DoLL	Confidential	5 years	Archive	Regulatory requirements	Safeguarding Processes	
LL - CG	Supervision notes for staff (name, title, signature, personal issues including mental health, performance issues)	DoLL	Confidential	6+1 financial years from last day of work	Destroy	Best Practice	Internal HR policies	Retained centrally by HR
LL - EMHS	Staff timesheets (name and signature)	DoLL	Public	Duration of 'active' service provision	Destroy	Best Practice	Internal HR policies	Currently retained on various systems - Excel, etc.
LL - EMHS	Clients personal documentation e.g lawyers letters/wage slips / birth certificates etc (not used at CG/EMHS)	DoLL	Confidential	returned at end of service or destroyed after 5 years	Destroy	Best Practice	To assist with service support and provision - i.e. benefit applications.	Refers to all other services

Data Retention Schedule

Subsidiary: **LinkLiving**

Department: **Management Services**

Reference	Description of record	Ownership	Classification	Retention Period	Disposal	Reason for keeping	Citation	Notes
LL - MS	Board Reports	DoLL	Confidential	6 years	Archive	Best Practice	Internal Business performance reporting process	Papers retained centrally by Corporate Services
LL - MS	Internal Management Reports	DoLL	Confidential	2 years	Archive	Best Practice	Internal Business performance reporting process	Papers retained centrally by Corporate Services
LL - MS	Minutes from LL Managers meeting	DoLL	Confidential	2 years	Archive	Best Practice	Internal Business performance reporting process	Papers retained centrally by Corporate Services
LL - MS	Quality Assurance Reports	DoLL	Standard	6 years	Destroy	Best Practice	Internal quality assurance performance and external compliance purposes	Provides evidence of performance against our internal QA framework and compliance with external sector standards - i.e. H&SC Standards.
LL - MS	Internal Services Audit Reports	DoLL	Standard	6 years	Destroy	Best Practice	Internal quality assurance performance and external compliance purposes	Provides evidence of performance against our internal QA framework and compliance with external sector standards - i.e. H&SC Standards.
LL - MS	Quarterly QA Performance Returns	DoLL	Standard	6 years	Destroy	Best Practice	Internal quality assurance performance and external compliance purposes	Provides evidence of performance against our internal QA framework and compliance with external sector standards - i.e. H&SC Standards.
LL - MS	Composite QA Performance Reports	DoLL	Standard	6 years	Destroy	Best Practice	Internal quality assurance performance and external compliance purposes	Provides evidence of performance against our internal QA framework and compliance with external sector standards - i.e. H&SC Standards.
LL - MS	Carista Audit Lists	DoLL	Confidential	2 years	Destroy	Best Practice	Internal quality assurance and business performance purposes	Ensures Carista system is maintained in accordance with internal business processes. Also provides process to monitor data retention periods.
LL - MS	Employability Working Group Minutes	DoLL	Confidential	2 years	Archive	Best Practice	Internal Business performance reporting process	Papers retained centrally by Corporate Services
LL - MS	Photographic Permission Forms	DoLL	Standard	3 years	Destroy	Regulatory requirements	GDPR & Data Protection Act 2018	Refers to all services
LL - MS	Link Living Data Retention Schedules List	DoLL	Standard	3 years	Archive	Regulatory requirements	GDPR & Data Protection Act 2018	Reviewed and updated as part of Link Group IMPB