Lancashire County Council – Leavers Records Management Guidance

Introduction

This guidance sets out essential components of a smooth handover of records, data and information when Staff leave the organisation or transfer to another service. This will ensure records management is a seamless as possible, context is maintained and that no information is lost.

Staff means:

- All LCC Members and employees (including voluntary, temporary, contract and seconded employees)

 all individuals engaged in council business all workers who are not staff e.g. those supplied via an agency or other company or

partner or subsidiary organisation, contractors and those seconded to the council or

otherwise engaged in council business

• all volunteers and any individuals on work experience, including apprenticeships, at

the council

• all elected Members

Leavers means:

• those staff moving to a different role within the organisation

• those staff leaving the organisation completely including through resignation, dismissal,

redundancy or retirement

Following the guidance will result in the following benefits:

• key information the council requires is secure and retained where appropriate

• colleagues, managers, and where appropriate elected Members, and partner/third party

organisations, can find information when it is needed

• the leavers process for staff and managers is more consistent across LCC and more straightforward

• easier location of records and information should it be required for Inquiries, Audits and any legal or regulatory reason (For example Subject Access Requests)
Do we need to add anything about being compliant with legislation?

Procedure

Managers and in the case of elected members the responsible Executive Director, are responsible for finalising the handover of any Emails.

Electronic files

• Ensure that any business documents in Teams, where the staff member leaving (including moving to another role in LCC) is the owner, have had their ownership transferred, and then removed, to: a)

an appropriate member of the team or (b) the staff member's line manager, or (c) a shared Teams Site

NB it is considered good practice to have more than one owner for a Teams site.

• Ensure that all electronic information the staff member is working on and has worked on

in the past has all been captured.

This includes all work relevant e-mails which are records of decisions or transactions.

This applies to staff moving to another role in LCC as well as leaving LCC.

• Ensure that all business files on the staff member's One Drive have been either deleted or saved to the team shared area, appropriate system or to their line manager as appropriate taking into account appropriate permissions of access to the data.

• Ensure all draft and/or duplicate documents have been deleted or disposed of before the staff member leaves.

Paper
• Ensure that if the staff member has recalled any records from the records management team that these are returned to Records Management Service

- Return any files to local office storage where still required for business use. Transfer any files that are still under retention to RMS and destroy any records that are passed retention checking with RMS as required

• Ensure all draft and/or duplicate documents have been deleted or disposed of before the staff member leaves.

Devices
• Ensure that the staff member has returned all portable electronic devices laptops, mobile phones etc. before they leave and that all information contained on such devices has been transferred to the network file share or appropriate business system.

Access
• Managers are to ensure that where the staff member is leaving LCC that all access to all corporate systems has been removed. NB. Where the staff member is just moving within LCC, access will only need to be removed to the systems and areas of the former team's and reassigned according to their new role. They should still retain their individual e-mail account but access to previous team inboxes should be revoked.

Email/calendar
• Ensure the Staff Member's Manager has access to all the Leaver's email accounts as appropriate.

• Ensure that where the staff member is leaving LCC that they put on their Out of Office stating that they've now left the Organisation and who to contact in their place.

Where can I get more information?
If you require further assistance, please contact Records Management at:

ACS.RecordsManagement@lancashire.gov.uk

Please see the Intranet for the Leavers checklist on the HR site. We also suggest the following checks on the next page:

Information management checklist for leavers

Task	Comments/actions	Completed
Have all paper files on loan from the Records Management Service (RMS) to that employee been returned?		
Have all paper records being worked on by the staff member been reviewed and passed on to colleagues/managers or, where appropriate transferred for archiving to the Records Management Service (RMS)?		
Have draft documents been deleted as appropriate?		
Have duplicate records (paper and electronic) been disposed of/deleted?		
Have records and information been deleted from the leaver's personal drive?		
If the individual has any specific records management related responsibilities, such as an Information Governance Champion, has a replacement been identified and trained?		