

Issued May 2011, updated September 2021

This guidance sets out the actions teams should make when undergoing any office move and/or replacement of filing cabinets and office furniture, to ensure security of information. All staff must comply with this guidance.

Prior to move:

Review information held by team - Dispose of all paper and electronic information (files, documents, index cards, spreadsheets) that are no longer required in accordance with the Case Information and Records Management Policies. All personal and other confidential information must be destroyed as confidential waste.

Know which case files you have - Request the Data Management Team (DMT) to produce list of all open and closed cases held by your team – two weeks before the move. This will assist in checking which case files are held before and after the move/refurbishment.

Commissioning a removals contractor - The contractor appointed to remove for disposal and/or move SCRA filing cabinets and other furniture (e.g. pedestal units, desks), and move SCRA files, must be reputable (i.e. they must be a licensed waste contractor who can provide an audit trail of disposal of filing cabinets and furniture and/or an audit trail for the move).

SCRA filing cabinets and other furniture should usually be disposed of, and not sold/donated/re-used in any way. If the furniture is of good quality you can recycle it either within SCRA or donate it to voluntary organisations. There must be a written agreement between SCRA and the organisation that the furniture will only be used by that organisation and if anything is found in it that it is returned to SCRA.

Ask the contractor if they will check the packing and unpacking of case files using the file list produced by DMT and the checklist at Annex 2.

Responsibilities - One person in the office to be assigned responsibility for overseeing all aspects of the disposal and/or move - usually the LSM or LRM. This person will counter-sign checklists for emptying of filing cabinets and other furniture (Annex 1), and the packing and unpacking of files and other records (Annexes 2 and 3). Each member of staff is responsible for emptying their filing cabinet and other furniture.

Moving - Preparing for the move:

Each member of staff to empty their filing cabinet and other furniture and complete and sign checklists (Annexes 1 and 3).

Filing cabinets and pedestal units – take out and check all drawers, and behind and underneath drawers to make sure no documents are left.

Other furniture – make sure any cabinets, desks, bookcases are emptied. Look behind all furniture to make sure that no documents are left.

Every member of staff to complete checklist at Annex 1 for each filing cabinet or item of furniture they are responsible for. Copies of completed checklist(s) to be retained by member of staff and LRM.

Reporter to prepare checklist at Annex 2 for the case files they are responsible for, ready for contractor to complete during packing and unpacking of case files. Copies of completed checklist to be retained by Reporter and LRM.

Non-case records – appropriate manager to prepare checklist of files and other information held (e.g. staff records, complaints) using checklist (Annex 3).

Checking: **1)** Removal of each case file to packing crate to be checked by contractor against list provided by DMT (Annex 2). **2)** LSM or LRM to check that all filing cabinets and other furniture are emptied and that case files have been placed in packing crates. Similar exercise for non-case records. Checklists to be countersigned. **3)** Once confirmed that filing cabinets and other furniture are emptied – ensure that they are sealed with masking tape. **4)** Packing crates should be sealed with tape once filled and checked.

Unpacking: **1)** Obtain audit trail for move or disposal from contractor. **2)** When unpacking crates, ask contractor to check against list to ensure that all files are accounted for (Annex 2); for non-case records appropriate member of staff to carry out checks (Annex 3). LSM or LRM or appropriate manager to countersign that files are accounted for, and inform Senior Operational Manager. **3)** If any files (or other confidential documents/information) are missing – inform LSM or LRM or appropriate manager immediately. If case file/information not recovered that day, matter must be escalated by completing and submitting a Case Information Breach Incident Report.

Questions? Please contact Gillian Henderson, I&R Manager at Gillian.henderson@scra.gov.uk

Annex 1

Office moves – Filing cabinets and furniture checklist

Team:

Staff member:

LSM or LRM or manager:

Date of move:

Description of cabinet/furniture:

Confirmed checked and empty (staff member):

Date:

Double checked (LRM or LSM or manager):

Date:

Office moves – case files checklist

Team:

Reporter:

Date of move:

Date packed:

Date unpacked:

Child (information provided by DMT)				Checked packed
Surname (alphabetical order)	1 st name	Date of birth	CSAS ID	

Counter signed– packing and unpacking completed

LRM/LSM:

Office moves – other files checklist

Team:

Staff member:

Date of move:

Date packed:

Date unpacked:

File name/description	Checked packed	Checked unpacked

Counter signed– packing and unpacking completed

LRM/LSM/manager: