



**Information Governance Team**

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27 March 2023

Dear Sir/Madam

**Freedom of Information Act 2000 (FOIA)**

**Request ID: FOI497931058**

Thank you for your request for information relating to retention of Whatsapp/Texts and emails.

You have requested the following information:

**1. In respect of your children's social services department, please provide your policy on the retention of whatsapp/text messages between allocated social worker and child**

Information from WhatsApp/Text Messages is recorded as part of Children's Social Care Records. The Retention and Disposal Schedule contains details of the specific retention policy for Children's Social Care Information and can be found on the following link:

[https://www.coventry.gov.uk/downloads/download/4860/retention\\_and\\_disposal\\_schedule](https://www.coventry.gov.uk/downloads/download/4860/retention_and_disposal_schedule)

to further clarify, Social Workers would be expected to record the information on the child/ren's record/s before the messages would be deleted from the mobile device.

**2. Please provide your policy on how long you retain emails received and policy issued to employees around not deleting email**

We confirm that we do not hold this information and are advising you as per Section 1(1) of the Act. We do not have a single policy on retention of emails. The retention would be in line with the Retention and Disposal Schedule.

**Clarification:**

## **Children Services specifically please.**

The supply of information in response to a FOI/EIR request does not confer an automatic right to re-use the information. You can use any information supplied for the purposes of private study and non-commercial research without requiring further permission. Similarly, information supplied can also be re-used for the purposes of news reporting. An exception to this is photographs. Please contact us if you wish to use the information for any other purpose.

For information, we publish a variety of information such as: [FOI/EIR Disclosure Log](#), [Publication Scheme](#), [Facts about Coventry](#) and [Open Data](#) that you may find of useful if you are looking for information in the future.

If you are unhappy with the handling of your request, you can ask us to review our response. Requests for reviews should be submitted within 40 days of the date of receipt of our response to your original request – email: [infogov@coventry.gov.uk](mailto:infogov@coventry.gov.uk)

If you are unhappy with the outcome of our review, you can write to the Information Commissioner, who can be contacted at: Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF or email [icocasework@ico.org.uk](mailto:icocasework@ico.org.uk).

Please remember to quote the reference number above in your response.

Yours faithfully

**Information Governance**