



**North Tyneside Council**

Procedure for handling  
confidential waste  
at Quadrant

# Procedure for handling confidential waste at Quadrant

## Collection of confidential waste

Confidential waste is collected from the bins at Quadrant by one of the Customer Services team. The confidential waste is placed in blue confidential waste bags which are sealed, dated and identified as specific bins, thus providing an audit trail. These blue bags are not used for any other type of waste so confidential can be easily identified.

## Storage of confidential waste

The sealed bags are held in a locked, secure area at Quadrant East or Quadrant West until they are transported to Killingworth by one of the Courier Archive Assistants. The bags are then held in a secure area at the Killingworth Archive Store until they are shredded.

In case of query or the need to check contents for something placed in the waste in error, bags are held for at least five working days before they are shredded. Bags are kept in data order.

## Destruction of confidential waste

Waste is destroyed on site at Killingworth by one of the Courier Archive Assistants using an industrial cross cut shredder, shredding at the appropriate security level. During shredding, any items which are obviously not confidential waste (*ie newspapers, magazines, general rubbish, empty envelopes*) are sifted out. Paperwork is not read or looked at in any detail. An audit trail is kept of when each bag is shredded.

## Retrieving an item from confidential waste

If there is a need to retrieve or check something that has gone into the confidential waste the following procedure applies.

If the item is in the bag which is currently in the bin, a request should be made via the Fault Reporting System. The Customer Service team will then arrange for the bin to be opened. It will be the responsibility of the service area in question to find the item required. The service area will take responsibility for all of the information contained in the bin, ensuring arrangements are in hand to maintain the appropriate levels of security and confidentiality. The Customer Service team will then be contacted to lock the bin again.

If the bag has already been collected, the Courier Archive Team Leader should be contacted and arrangements will be made for the bag to be delivered to the relevant service area. It will be the responsibility of the service area in question to open the bag and find the item required. The service area will take responsibility for all of the information contained in the bag, ensuring arrangements are in hand to maintain the appropriate levels of security and confidentiality. The bag must then be re-sealed by the service area and the Courier Archive Team Leader contacted to arrange for the bag to be taken back to Killingworth for destruction.

***If any documentation is considered too sensitive or confidential to be included in the above process it should be shredded on site at Quadrant by the individual, using one of the small shredders which are available for this purpose.***