Off-site document storage for the University:

- The University uses an approved off-site document storage provider (Restore Ltd.) for document storage in cases where there is no suitable storage space available on campus.
- Documents stored in off-site storage will be stored at a purpose-built storage facility in Coventry which meets all appropriate security and environmental standards.
- Documents sent to off-site storage are available for retrieval next day if a request is made before 1pm.
- To use off-site document storage an account will need to be created for your department/service and costs of storage and retrieval will be need to be paid by the department/service.

How much does it cost?

<table>
<thead>
<tr>
<th>Product/Service</th>
<th>Price</th>
<th>Further information</th>
</tr>
</thead>
<tbody>
<tr>
<td>Storage of a storage/archive box measuring approximately W325mm x D300mm x H400mm</td>
<td>£0.22 per month</td>
<td></td>
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<tr>
<td>Retrieval (including pick-up and transport) per box (or per file)</td>
<td>£18.89 per 10 boxes</td>
<td>£1.39 per box. Transport £17.50 for up to 10 boxes</td>
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<tr>
<td>Destruction per box</td>
<td>£1.80</td>
<td>£1.80 per box excluding retrieval</td>
</tr>
<tr>
<td>Supply of a storage/archive box (with lid if applicable) measuring approximately W325mm x D300mm x H400mm</td>
<td>£1.50</td>
<td>£1.50 excluding delivery. Please note it is most cost-effective to buy these in bulk and transport would be done at £17.50 for up to 75 flat pack boxes.</td>
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<tr>
<td>Exit charge per box</td>
<td>£1.56</td>
<td></td>
</tr>
<tr>
<td>One-off indexing charges</td>
<td>£1.40</td>
<td>This may vary depending on indexing requirements</td>
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</tbody>
</table>

When to use off-site storage?

- ✔️ If you’re involved in an office move and are relocating to a smaller space with less storage, but still need to retain some hard-copy documents, then off-site storage might be an appropriate solution.
- ✔️ If you have documents that you need to retain for a length of time, but do not need regular access to them then off-site storage should offer a good way of freeing up valuable office space.
- ✔️ If you’re concerned about the security of your hard-copy documents because of their contents then using off-site storage might provide a more secure way of storing documents.

When not to use off-site storage?

- ❌ If you are going to be regularly referring back to documents on a regular basis (i.e. on a weekly or monthly basis) then off-site storage might not be the best solution. Off-site storage is based on the principle of storing inactive documents in cheap storage, however if regular retrievals are made then transport costs may make the service less economical.
- ❌ If your documents are due for disposal in the short term (i.e. within 6 to 12 months) then off-site storage, because of the one-off indexing, transport and destruction cost might not be economical.
How to use off-site document storage?

1. Order flat pack boxes from our off-site storage provider
2. Box records up (preferably according to destruction date)
3. Prepare box for transfer including describing its contents on the exterior of the box and a destruction date, and fixing a barcode
4. Log what is being sent to storage
5. A date will be arranged for collection

Frequently Asked Questions

- Can I send my own archive boxes to off-site storage or do I need to use the suppliers own box? You can send your own boxes provided they aren’t overloaded or too heavy, however it is recommended that you use the suppliers boxes as they are typically more durable and cost effective because of their size.
- How easy is it to retrieve a box? Very easy, all you need to do is email our provider before 1pm and the box should be with you the next day.
- Who pays for off-site storage? Departments and sections will need to pay for their own storage and the invoices are sent on a monthly basis.
- Can anyone access boxes stored in off-site storage? No, each account has a list of authorised users who are able to deposit and request boxes.
- How secure are documents stored in off-site storage? Our storage provider has a purpose built facility that meets exacting security standards including CCTV, and 24/7 security.

What to do if you’re interested in using off-site storage:

- To discuss whether off-site storage is the right option for your department/service please contact the Records Management Service on records.management@le.ac.uk or calling (229) 7080.
- If you decide to proceed with off-site storage an account will need to be set up under the main University of Leicester contract (account creation will take approximately 10 days).

Further information:

If you need further information or have questions about recordkeeping issues please email the Records Management Service or see our records management pages which are available at: https://www2.le.ac.uk/offices/ias/records