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| Record keeping & retentionJune 2022 |
| Healthwatch-logo_RGB.png |



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About

This resource provides an example of an information retention schedule that you could adapt for your work locally.

The Data Protection Act states that you shouldn't keep personal data longer than necessary. This means that you must have a lawful basis for keeping information, and once you no longer need it, you should securely erase and destroy it.

Whether held on computer systems or paper, any data should be subject to a strict retention schedule. We have produced a template retention and record-keeping schedule that you can use as a guide when creating your own.

Please note: You should follow the guidance from your provider when completing lengths of retention. You should also specify retention periods clearly in your privacy notice for each type of data.

Template

Below is an example policy statement and retention schedule that you can adapt for your work locally. You will need to follow guidance from your provider/commissioner when completing the form below.

Information retention policy statement

We keep accurate, proportionate records to:

* Provide a high-quality service to patients and the public.
* Provide feedback to health and social care services
* Ensure good support and supervision to volunteers
* Comply with all employment, charity and company legal requirements
* Publicise our activities
* Comply with quality assurance systems.

All records are made and held in accordance with the principles of the UK GDPR and Data Protection Act 2018. [insert name of your local Healthwatch/host organisation] responsibility is to ensure that our activities, whether solely or as part of another organisation, are covered by our registration with the Information Commissioner’s Office.

We keep records for the period specified in the procedure below.

This policy was adopted on [insert date dd/mm/yy] and will be reviewed on [insert date dd/mm/yy]

Name of Chair:

Signature of Chair:

Retention schedule

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| Retention of records in Healthwatch [insert name of local Healthwatch] Employment Staff and volunteer records should be retained for six years after the end of employment but need only to contain sufficient information to provide a reference (e.g. training and disciplinary records). Copies of any reference should be retained for six years after the reference request. Director's files should be kept for six years. |
| **Application form**  | Duration of employment, destroy when employment ends  |
| **References received**  | Duration of employment, destroy when employment ends  |
| **Sickness and maternity records**  | Six years from the end of employment  |
| **Annual leave records**  | Six years from the end of employment  |
| **Unpaid leave/special leave records**  | Six years from the end of employment  |
| **Records relating to an injury or accident at work**  | 12 years  |
| **References given/information to enable a reference to be provided**  | Six years from the end of employment  |
| **Recruitment and selection material (unsuccessful candidates)**  | Six months after recruitment is finalised  |
| **Disciplinary records**  | Six years after employment has ended  |
| **Statutory maternity pay records, calculations and certificates**  | Retain while employed and for seven years after employment has ended  |
| **Redundancy details, calculation of payments and refunds**  | Seven years from the date of redundancy  |
| Note: if an allegation has been made about the member of staff, volunteer or trustee, the staff record should be retained until they reach the normal retirement age or for ten years, if that is longer. E.g. around Safeguarding. |
| Public experience, e.g. observations, interviews, enter and view notes, surveys, research/engagement project data. |
| **Comments recorded on internal databases** | Retain in line with local policy |
| **Any paper-based comments recorded on the database.** | One year (This is in case there is a query regarding an entry on the database) |
| **Comments and or other evidence that have not been recorded on the database.** | Retain in line with local policy |
| **Signed consent forms** | Destroy in line with above |
| DBS checks |
| Record disclosure reference numbers. and date of the check and return to the volunteer or staff member. |
| Safeguarding concern recording forms  |
| All safeguarding concern forms and related information should be kept for ten years. If the record relates to children and young people, it must be kept until they are 21 years old before destruction.  |
| Financial records |
| **Income tax and NI returns, income tax records and correspondence with HMRC** | Six years (public-funded companies) |
| **Payroll records (also overtime, bonuses, expenses)** | Not less than six years after the end of the financial year to which they relate |
| Corporate |
| **Employers liability certificate** | 40 years |
| **Insurance policies** | Permanently |
| **Certificate of incorporation** | Permanently |
| **Minutes of Board of Trustees** | Permanently |
| **Memorandum of association** | Original to be kept permanently |
| **Articles of association** | Original to be held permanently |
| **Variations to the governing documents** | Original to be stored permanently |
| **Statutory registers** | Permanently |
| **Membership records** | 20 years from the commencement of membership register |
| **Rental or hire purchase agreements** | Six years after expiry |
| Others |
| **Deeds of title** | Permanently |
| **Leases** | 12 years after the lease has expired |
| **Accident Books** | Three years from the date of the last entry (or, if the accident involves a child/ young adult, then until that person reaches the age of 21). |
| **Health and safety policy documents** | Retain until superseded |
| Assessment of risks under health and safety legislation | Retain until superseded |

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