

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 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. Healthwatch Worcestershire's 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.

Retention schedule

Retention of records in Healthwatch Worcestershire

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	Delete within 6 months
Any paper-based comments recorded on the database. Project documentation	Six months from publication of final report
Comments and or other evidence that have not been recorded on the database.	Delete within 6 months
Signed consent forms	Destroy in line with above
'Registered for Information'	2 years from the date of registration.
Reference & Engagement Group (non Member)	Deleted when membership of Reg ceases.

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 Directors	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

Disposal

In line with the General Data Protection Regulation 2016, all information of a confidential or sensitive nature must be securely destroyed when it is no longer required. This further complies with the duty of confidentiality owed to our employees, partners, clients and other stakeholders.

When records or data are identified for disposal, a register of such records or data must be kept indicating the date of disposal.

- Records should be disposed of appropriately with due regard to their sensitivity.
- Confidential paper records will be disposed of by shredding and then burning.
- Paper can be disposed of in the confidential waste boxes provided at the Civic Centre.
- Electronic data should be disposed of in line with the Healthwatch Worcestershire Data Protection policy.
- Back up copies of such data also need to be securely disposed of.

Further information

If you have questions or require further guidance, please contact Healthwatch Worcestershire’s Data Protection Officer or Managing Director.

Email: Dpo@healthwatchworcestershire.co.uk,

Phone: 01386- 550264

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Document Details & Version Control

Version	Comments /Reason for Amendments	Lead Director	Author / Editor	Date	Review by
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