

Retention Records of Healthwatch Central West London

Record of comment and other evidence, e.g. observations, interviews and enter and view notes.

Comments recorded on Healthwatch Central West London CRM database	2 years
Any paper based comments recorded on the CRM database.	1 year (this is in case there is a query regarding an entry on the database)
Comments and or other evidence collected through online surveys	2 years
Comments and or other evidence collected through paper surveys, then recorded online	1 year (this is in case there is a query regarding the entry on the online survey platform)
Comments and or other evidence that have not been recorded on the CRM database, for example, those stored on the Healthwatch Central West London Sharedrive	2 years
Comments and or other evidence collected through the Healthwatch website	1 month, deleted and moved to the Healthwatch Central West London at the end of each month.
Signed consent forms	5 years

Membership Data

Membership data, including names and contact details etc.	2 years (whole database refreshed every 2 years)
Membership mailing list	2 years (whole database refreshed every 2 years)
Membership postal mailing list	2 years (whole database refreshed every 2 years)
PPG project data stored on CRM database or Sharedrive	2 years (whole database refreshed every 2 years)

Outreach and Events Data

Event registration data on CRM database (for those who have consented to signing up online, and have details stored on our database)	2 years
Event registration data on spreadsheet (registration forms of those who signed up, but did not want to be added to our CRM database)	6 months
Engagement and outreach notes	Up to 2 years
Enter & view visit and project notes	Reviewed after 2 years, to be kept for up to an additional 3 years if needed.

Employment and volunteers

Generally, staff records (including those of volunteers) should be retained for 6 years after the end of employment, but need only contain sufficient information to provide a reference (e.g. training and disciplinary records).

Application form	Duration of employment, destroy when employment ends
References received	Duration of employment, destroy when employment ends
Sickness and maternity records	6 years from end of employment
Annual leave records	6 years from end of employment
Unpaid leave / special leave records	6 years from end of employment
Records relating to an injury or accident at work	12 years
References given / information to enable a reference to be provided	6 years from end of employment
Recruitment and selection material (unsuccessful candidates)	2 years after recruitment is finalised
Disciplinary records	6 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 date of redundancy

DBS Checks

We record the disclosure reference number and date of check, and then return to the volunteer or staff member.

Record of Concern Forms (ROCA)

All ROCAs and related information are kept for 10 years. If the record relates to children and young people the record will be kept till they are 21 years old before destroying.

Financial Records

Financial records	6 years (public funded companies)
Income tax and NI returns, income tax records and correspondence with HMRC	Not less than 3 years after the end of the financial year to which they relate
Payroll records (also overtime, bonuses, expenses)	10 years
Pension contribution records	6 years
Pensions Scheme Investment Policies	12 years from any benefit payable under the policy

Corporate

Employers Libability 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 kept permanently

Variations to the Governing Documents	Original to be kept permanently
Statutory Registers	Permanently
Membership Records	20 years from commencement of membership register
Rental or Hire Purchase Agreements	6 years after expiry

Other

Deeds of Title	Permanently
Leases	12 years after lease has expired
Accident books	3 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 suspended
Assessment of Risks under Health and Safety Legislation	Retain until suspended