



Isle of Man
Government
Reillys Ellan Vannin

DEPARTMENT OF HEALTH AND SOCIAL CARE

REGISTRATION AND INSPECTIONS TEAM

RETENTION OF RECORDS POLICY

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Introduction

This Policy provides information and advice about record retention, transfer and destruction. It applies to **ALL** records held by Registrations and Inspections Team regardless of the media on which they are held. It does not apply to central staff records or payroll that will be retained and managed by Human Resources and Finance Directorates respectively.

Records are a valuable resource because of the information they contain. High-quality information underpins the delivery of high-quality evidence-based health and social care, and many other key service deliverables. Information has most value when it is accurate, up to date and accessible when it is needed. An effective records management service ensures that information is properly managed and is available whenever and wherever there is a justified need for that information, and in whatever media it is required. Information may be needed: -

- a) to support service user care and continuity of care;
- b) to support day-to-day business which underpins the delivery of care;
- c) to support evidence-based clinical practice;
- d) to support sound administrative and managerial decision making;
- e) to meet legal requirements, including requests under subject access provisions of the Data Protection Act or the Freedom of Information Act;
- f) to support improvements in clinical effectiveness through research and also to support archival functions by taking account of the historical importance of material and the needs of future research;
- h) to support service user choice and control over treatment and services designed around service users.

Article 6 of The Data Protection (Application of GDPR) Order 2018 requires that personal data be processed with a lawful purpose and Article 5 of the Act states that data which permits identification of data subjects is kept for no longer than is necessary for the purposes for which the personal data are processed. The Data Protection Act however does not specify how long information should be retained for.

Links to the GDPR can be found here:

<https://www.gov.im/about-the-government/data-protection-gdpr-on-the-isle-of-man/legislation/>

The Data Protection Act however does not specify how long information should be retained for. The Code of Practice on Access to Government Information 1996 and



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the Freedom of Information Act 2015 allows for the disclosure of information around public services, how they are run, how much they cost, who is in charge and what complaints and redress procedures are available. Also what services are being provided, what targets are set, what standards of service are expected and the results achieved. We must ensure that records regarding our services are retained for a relevant time and are accessible.

Where the Registration and Inspection Unit has records created by others (that are not service user specific) for example minutes of meetings attended consideration must be given to early destruction with a note that would indicate where the master copy is held.

Definition

A retention, storage and disposal schedule is a timetable for the planned review of all records to determine their ultimate fate, which is either:

- Permanent retention for records having long term value for the Department or nationally, or
- Secure destruction of records which the Department is not obliged to keep for legislative or business reasons.

This schedule lists record types with brief descriptions and their minimum required retention period. Note that retention periods apply to both paper and electronic records. At the end of their retention period, a sample of records from a series should be reviewed before destruction to confirm that they are no longer required.

Record Storage

The schedules identify those records likely to have permanent research and historical value.

Some records may have a long-term research value outside the Department that created them. The Information Governance Team will advise on the current and potential research uses of the Public Record Office, including service user records.

The following factors must be considered when storing records:

- Compliance with health and safety regulations.
- Security
- Types of record to be stored
- Size and quantities
- Usage and frequency of retrieval



- Suitability, space efficiency and cost
- Retention periods

Paper Records

Department records such as service user records need to be stored in a way to allow quick retrieval i.e. straight numeric, terminal digit filing or by year/date of birth.

It is important that libraries are well managed to ensure space is efficiently utilised and the width of aisles and general layout of storage areas conform to fire, health and safety regulations. In addition all records must be stored off the floor to provide some protection from flood, dampness and dust.

It is important that where other records are stored, e.g. offices etc, these need to be stored effectively, conform to fire and health and safety precautions. In addition, all records must be stored off the floor to provide some protection from flood, dampness and dust.

Non-paper Records

Non-paper storage includes electronic and scanned images.

Electronic and scanned images are used to capture and store images of otherwise bulky or deteriorating archival material. However managers must be aware of issues around storing records where there may be a reduction in the clarity of records printed.

Photographs are regarded as Public Records and under the provisions of the Data Protection Act 2018 on registration and restriction of disclosure, relate to photographs of identifiable individuals as well as to other personal records.

Record Disposal

When records identified for disposal are destroyed, a register of these records needs to be kept. When records have reached the end of their retention period the Information Governance Team should be contacted to assist with the secure disposal of the records or transfer to the Public Record office.

In the case of electronic records please note that a record is not deleted if it is merely sent to the 'recycle bin'. It must also be deleted from this folder to be considered fully deleted. This is important in terms of the Freedom of Information Act 2015.

There are some records that do not have to be kept at all and staff may routinely destroy such “unimportant” information in the course of their duties. For example:

- Compliment Slips
- Catalogues and magazines
- Telephone slips where the information has been transferred to a file note.
- Trivial e-mail or notes not related to the core business of Registration and Inspection
- Out of date distribution lists
- Working papers that lead to a final report
- Some duplicated or superseded material

Records which do not contain personal or sensitive material may be disposed of in the normal manner i.e. shredding or confidential wheelie bin or other recycling facilities where possible. Contractors employed to shred confidential information/records will be asked to produce written certificates as proof of destruction.

Record Destruction

The Information Governance Manager will be responsible for advising on local policy for the retention, archiving or disposal. The destruction of records is an irreversible act and must be clearly documented.

A decision for destruction of records must be made by the Head of Registrations and Inspections who has knowledge of the relevant business area to which the records relate, in conjunction with the Information Governance Manager. Destruction of records must not take place without recorded agreement from the Information Governance Manager and completion of a Certificate of Records Destruction.

Records not selected for archival preservation and which have reached the end of their administrative life will be destroyed.

If a record due for destruction is known to be the subject of a request for information or potential legal action the records must not be destroyed. The minimum retention periods should be calculated from the end of the calendar year following the last entry in the record.

Guidance must be sought from the responsible manager or the Information Governance Manager if there are any queries around destruction or transfer of a record.



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Retaining records or information beyond the retention period

In the majority of cases records will be disposed of when they reach their retention period. However, when assessing whether records or information is required to be retained for a longer period than that identified within the Retention Schedule, consideration should be given to the holding of information for longer than necessary which incurs extra storage costs and leaves the Department vulnerable to risks of theft, misuse, disclosure, legal discovery and non-compliance fines.

Examples of when information may be required to be held for longer periods are where:

- The information is subject to a request for information under access to information legislation, such as a Subject Access Request under the Data Protection Act.
- Department of Health and Social Care/Registrations and Inspections Team is subject to on-going legal action.
- The information is subject to an investigation e.g. Winterbourne View.
- There is greater public interest in an issue requiring permanent preservation e.g. records pertaining to the establishment of the Registration and Inspection Unit.
- Changes are made to the regulatory or legislative framework.

Transfer of Records to the Public Record Office

Records which have been identified in the Retention Schedule as permanent records are to be transferred to the Public Record Office. The Information Governance Manager will choose a sample/selection of records for permanent preservation. The remainder should be destroyed. The selection process should be consistent and carried out by the Information Governance Manager who will record how the selection was made in order that the same process can be continued.



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Implementation, Monitoring and Review

The Head of Registration and Inspection is responsible for the implementation and enforcement with the policy.

Reviewed on – June 2019

Review date - June 2022

Ratified by:

Signed: *CBaden*
Head of Registration and Inspection Team

Date: *27/6/19*

Legislation and statutory codes in recommending retention periods

- Data Protection Act 2018
- GDPR 2018
- Freedom of Information Act 2015
- The Code of Practice on Access to Government Information 1996
- Public Records Act 1999
- Access to Health Records and Reports Act 1993
- Limitation Act 1984
- DHSC Information Governance Framework Policy
- DHSC Information Governance Strategy
- DHSC Information Security Policy
- DHSC Confidentiality Policy
- DHSC Data Protection Policy
- DHSC Information & Records Management Policy
- IOM Government Electronic Communications and Social Media: Policy, Standards and Guidelines September 2015
- International Standard on Records Management, BS ISO 15489;
- UK NHS Code of Practice – Records Management March 2006;



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RECORDS RETENTION SCHEDULE

Schedule General

Details	Minimum Retention Period	Rationale	PRA selection	Final action
Divisional Plans	20 years	Records Management ISO 15489 9.2 Information Security ISO 2700-1 4.3.2 (f); 4.3.3. England & Wales best practice	Permanent	Transfer to the Public Record Office after 25 years for permanent retention
Divisional Reports	20 years	Division best practice	Permanent	Transfer to the Public Record Office after 25 years for permanent retention
Divisional Strategies	20 years	Division best practice	Permanent	Transfer to the Public Record Office after 25 years for permanent retention
Minutes of Departmental Meetings	2 years as master copy will be held by CEO Office	Division best practice	Permanent	Transfer to the Public Record Office after 25 years for permanent retention
Meetings and minutes papers of major committees and sub-committees (master copies)	30 years	Division best practice	Permanent	Transfer to the Public Record Office after 25 years for permanent retention
Meetings and minutes papers (other, including reference copies of major committees)	2 years unless relating to an individual then use retention period for records of	Division best practice	No	Destroy

<p>Papers of minor or short lived importance not covered elsewhere - e.g. advertising matter</p> <ul style="list-style-type: none"> - covering & appointment letters - reminders; drafts - registers compiled for temporary purposes; routine reports; appointments anonymous or unintelligible letters; drafts; duplicates of documents known to be – preserved elsewhere (unless they have important minutes on them); indices and registers compiled for – temporary purposes; routine reports. 	<p>individuals</p> <p>2 years</p>	<p>Division best practice</p>	<p>No</p>	<p>Destroy</p>
<p>Diaries (office)</p>	<p>2 year after the end of the calendar year to which they refer</p>	<p>Division best practice</p>	<p>No</p>	<p>Destroy</p>
<p>Diaries Health Professionals</p>	<p>2 years after end of year to which diary</p>	<p>Division best practice</p>	<p>No</p>	<p>Destroy</p>

	relates. Patient specific information should be transferred to the patient record. Any notes made in the diary as an 'aide memoire' must also be transferred to the patient record as soon as possible.				
Information Leaflets	2 years	National Audit Office best practice	One copy of each	Transfer one copy to the Public Record Office after 25 years for permanent retention; destroy duplicates after 2 years	
Divisional Policies/Procedures/Protocols	10 years	Division best practice	Review	Select for permanent preservation only those that relate to core activities and transfer to the Public Record Office after 25 years	
Project Files	10 years after completion of project	National Audit Office best practice	Review	Review with the Public Record Office to select which should be permanently preserved. Transfer selected records to the Public Record Office after 25 years for permanent retention	
Project team files (summary)	3 years	Division best practice	Review	Review with the Public Record	

retained)					Office to select which should be permanently preserved. Transfer selected records to the Public Record Office after 25 years for permanent retention
Major Reports	30 years	Division best practice	Permanent	Permanent	Transfer to the Public Record Office after 25 years for permanent retention
Tynwald questions (held by the Department)	10 years	Division best practice	No	No	Destroy
Investigations commissioned by Division (not OHR Investigations)	30 years	Division best practice	Review	Review	Review with the Public Record Office to select which should be permanently preserved. Transfer selected records to the Public Record Office after 25 years for permanent retention.
Contracts	15 years after termination of contract	Division best practice	Review	Review	Review with the Public Record Office to select which should be permanently preserved. Transfer selected records to the Public Record Office after 25 years for permanent retention
Insurance (Department held)	6 years after policy expiry	Division best practice	No	No	Destroy
Unsuccessful tender documents	Life of successful contract	Division best practice	No	No	Destroy
Budgets and Estimates	6 years after end of financial year to	Division best practice	No	No	Destroy

Accounts – annual	which they relate 6 years after end of financial year to which they relate	Division best practice	No	Destroy
Accounts – annual (final – one set only)	30 years	NHS Guidance	Review	Review with the Public Record Office to select which should be permanently preserved. Transfer selected records to the Public Record Office after 25 years for permanent retention
Accounts – minor records (pass books, paying-in slips, cheque counterfoils, cancelled/discharged cheques (for cheques bearing printed receipts, see Receipts), accounts of petty cash expenditure, travel and subsistence accounts, minor vouchers, duplicate receipt books, income records, laundry lists and receipts)	6 years after end of financial year to which they relate	Division best practice	No	Destroy
Expense claims, including travel and subsistence claims, and claims and authorisations	5 years after end of financial year to which they relate	Division best practice	No	Destroy
Invoices	6 years after end of financial year to which they relate	Division best practice	No	Destroy

Financial Audit records	2 years from completion of audit	Division best practice	No	Destroy
Requests for information – Data Protection Act/Access to Health Records & Reports Act/Code of Practice for Access to Government Information	3 years after last action	Division best practice	No	Destroy
Freedom of Information requests	3 years after full disclosure; 10 years if information is redacted or the information requested is not disclosed	Division best practice	No	Destroy
Subject Access Requests	3 years after last action	Division best practice	No	Destroy
Business Continuity Plans	20 years	Division best practice	No	Destroy
Technical Documentation	20 years	Division best practice	Review	Review with the Public Record Office to select which should be permanently preserved. Transfer selected records to the Public Record Office after 25 years for permanent retention.
Complaints, correspondence, investigations and outcomes	10 years from completion of action	Division best practice	No	Destroy

(stage 1 and 2)						
Complaints that result in change of practice (stage 3)	20 years	Division best practice	Permanent	Transfer to the Public Record Office after 25 years for permanent retention		
Litigation dossiers (complaints including accident/incident reports)Records/documents relating to any form of litigation	10 years - Where a legal action has commenced, keep as advised by legal representatives	Division best practice	Review	Review with the Public Record Office to select which should be permanently preserved. Transfer selected records to the Public Record Office after 25 years for permanent retention		
Flexi working hours (personal record of hours actually worked)	12 months	Division best practice	No	Destroy		
Time sheets (relating to a Group or Department e.g. Ward where the timesheets are kept as a tool to manage resources, staffing levels)	12 months	Division best practice	No	Destroy		
Health and safety documentation	3 years	Division best practice	No	Destroy		
Receipts for registered and recorded mail	2 years following the end of the financial year to which they relate	Division best practice	No	Destroy		
Incident Response & Investigation – Data Breaches; Response to &	Retain records 6 years after Date Created	Limitation Act 1984 Computer Security Act 1992	No	Destroy		

investigation of security breach Incidents (correspondence, investigation report, subsequent action; resolution of incident)				
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Registration & Inspection – Children

Details	Minimum Retention Period	Rationale	PRA Selection	Final Action
Childminders - after approval, termination or withdrawal from register or upon death if sooner	10 years	Division best practice based on Regulation of Care Act 2013 Childminding Minimum Standards	All	Destroy
Childminders before registration (withdrawn voluntarily)	3 months from withdrawal date	Division best practice based on Regulation of Care Act 2013 Childminding Minimum Standards	All	Destroy
Childminder applications not approved	3 years from date of refusal	Division best practice based on Regulation of Care Act 2013 Childminding Minimum Standards	Pending	May have historical value which must be considered before destruction
Child Day Care - after approval, termination, closure or withdrawal from register	10 years	Division best practice based on Regulation of Care Act 2013 Full Day Care Minimum	All	Transfer to the Public Record Office after 25 years for permanent retention

Note: Child Day Care includes Out of School; Sessional Day Care and Crèches		Standards		
Child Day Care Manager/Deputy Manager	6 years after leaving	Division best practice based on Regulation of Care Act 2013 Full Day Care Minimum Standards	All	Destroy
Child Day Care Manager/Deputy Manager before registration (withdrawn voluntarily)	3 months from withdrawal date	Division best practice based on Regulation of Care Act 2013 Full Day Care Minimum Standards	All	Destroy
Child Day Care Manager/Deputy Manager – refused registration	10 years	Division best practice based on Regulation of Care Act 2013 Full Day Care Minimum Standards	All	Destroy
Child Day Care Manager/Deputy Manager who have been proven unsatisfactory or guilty of malpractice	Retain until the individual's 70th birthday	Division best practice based on Regulation of Care Act 2013 Full Day Care Minimum Standards	All	Destroy
Children's Homes - after approval, termination, closure or withdrawal from register	10 years	Division best practice based on Regulation of Care Act 2013 Children's Homes Minimum Standards	All	Transfer to the Public Record Office after 25 years for permanent retention
Children's Homes Manager/Deputy Manager	6 years after leaving	Division best practice based on Regulation of Care Act 2013 Children's Homes Minimum Standards	All	Destroy

Children's Homes Manager/Deputy Manager before registration (withdrawn voluntarily)	3 months from withdrawal date	Standards Division best practice based on Regulation of Care Act 2013 Children's Homes Minimum Standards	All	Destroy
Children's Homes Manager/Deputy Manager -- refused registration	10 years	Division best practice based on Regulation of Care Act 2013 Children's Homes Minimum Standards	All	Destroy
Children's Homes Manager/Deputy Manager who have been proven unsatisfactory or guilty of malpractice	Retain until the individual's 70th birthday	Division best practice based on Regulation of Care Act 2013 Children's Homes Minimum Standards	All	Destroy
Boarding Schools - after approval, termination, closure or withdrawal from register	10 years	Division best practice based on Regulation of Care Act 2013 Boarding Schools Minimum Standards	All	Transfer to the Public Record Office after 25 years for permanent retention
Boarding Schools Manager/Deputy Manager	6 years after leaving	Division best practice based on Regulation of Care Act 2013 Boarding Schools Minimum Standards	All	Destroy
Boarding Schools Manager/Deputy Manager before registration (withdrawn voluntarily)	3 months from withdrawal date	Division best practice based on Regulation of Care Act 2013 Boarding Schools Minimum Standards	All	Destroy
Boarding Schools Manager/Deputy Manager --	10 years	Division best practice based on Regulation of Care Act 2013	All	Destroy

refused registration			Boarding Schools Minimum Standards		
Boarding Schools Manager/Deputy Manager who have been proven unsatisfactory or guilty of malpractice	Retain until the individual's 70th birthday		Division best practice based on Regulation of Care Act 2013 Boarding Schools Minimum Standards	All	Destroy
Child Secure Accommodation after approval, termination, closure or withdrawal from register	10 years		Division best practice based on Regulation of Care Act 2013 Child Secure Accommodation Minimum Standards	All	Transfer to the Public Record Office after 25 years for permanent retention
Child Secure Accommodation Manager/Deputy Manager	6 years after leaving		Division best practice based on Regulation of Care Act 2013 Child Secure Accommodation Minimum Standards	All	Destroy
Child Secure Accommodation Manager/Deputy Manager before registration (withdrawn voluntarily)	3 months from withdrawal date		Division best practice based on Regulation of Care Act 2013 Child Secure Accommodation Minimum Standards	All	Destroy
Child Secure Accommodation Manager/Deputy Manager refused registration	10 years		Division best practice based on Regulation of Care Act 2013 Child Secure Accommodation Minimum Standards	All	Destroy
Child Secure Accommodation Manager/Deputy Manager who have been proven unsatisfactory or guilty of	Retain until the individual's 70th birthday		Division best practice based on Regulation of Care Act 2013 Child Secure Accommodation Minimum Standards	All	Destroy

malpractice						
Fostering Service after approval, termination, closure or withdrawal from register	10 years	Division best practice based on Regulation of Care Act 2013 Child Secure Accommodation Minimum Standards	All	Transfer to the Public Record Office after 25 years for permanent retention		
Fostering Service Manager/Deputy Manager	6 years after leaving	Division best practice based on Regulation of Care Act 2013 Child Secure Accommodation Minimum Standards	All	Destroy		
Fostering Service Manager/Deputy Manager before registration (withdrawn voluntarily)	3 months from withdrawal date	Division best practice based on Regulation of Care Act 2013 Child Secure Accommodation Minimum Standards	All	Destroy		
Fostering Service Manager/Deputy Manager refused registration	10 years	Division best practice based on Regulation of Care Act 2013 Child Secure Accommodation Minimum Standards	All	Destroy		
Fostering Service Manager/Deputy Manager who has been proven unsatisfactory or guilty of malpractice	Retain until the individual's 70th birthday	Division best practice based on Regulation of Care Act 2013 Child Secure Accommodation Minimum Standards	All	Destroy		
Adoption Service after approval, termination, closure or withdrawal from register	10 years	Division best practice based on Regulation of Care Act 2013 Child Secure Accommodation Minimum Standards	All	Transfer to the Public Record Office after 25 years for permanent retention		
Adoption Service	6 years after leaving	Division best practice based on	All	Destroy		

Manager/Deputy Manager		Regulation of Care Act 2013 Child Secure Accommodation Minimum Standards		
Adoption Service Manager/Deputy Manager before registration (withdrawn voluntarily)	3 months from withdrawal date	Division best practice based on Regulation of Care Act 2013 Child Secure Accommodation Minimum Standards	All	Destroy
Adoption Service Manager/Deputy Manager refused registration	10 years	Division best practice based on Regulation of Care Act 2013 Child Secure Accommodation Minimum Standards	All	Destroy
General correspondence	6 years	Division best practice	All	Destroy
Inspector's Diaries	6 years after year to which they relate	Division best practice	All	Destroy
Accidents and deaths	6 years	Division best practice	All	Destroy
Complaints, correspondence, investigations & outcomes	10 years from completion of action.	Division best practice	All	Destroy
Staff lists	6 years	Division best practice	All	Transfer to the Public Record Office after 25 years for permanent retention

Registration and Inspection Adults

Details	Minimum Retention Period	Rationale	PRA Selection	Final Action
Adult Care Homes after approval, termination, closure or withdrawal from register	25 years after closure	Division best practice based on Regulation of Care Act 2013 Adult Care Homes Minimum Standards	Transfer to the Public Record Office after 25 years for permanent retention	Transfer to the Public Record Office after 25 years for permanent retention
Adult Care Homes Manager/Deputy Manager	6 years after leaving	Division best practice based on Regulation of Care Act 2013 Adult Care Homes Minimum Standards	All	Destroy
Adult Care Homes Manager/Deputy Manager before registration (withdrawn voluntarily)	3 months from withdrawal date	Division best practice based on Regulation of Care Act 2013 Adult Care Homes Minimum Standards	All	Destroy
Adult Care Home Manager/Deputy Manager refused registration	10 years	Division best practice based on Regulation of Care Act 2013 Adult Care Homes Minimum Standards	All	Destroy
Adult Care Homes Manager/Deputy Manager of individuals who have been proven unsatisfactory or guilty of malpractice	Retain until the individual's 70th birthday	Division best practice based on Regulation of Care Act 2013 Adult Care Homes Minimum Standards	All	Destroy
Nursing Agencies after approval, termination, closure	25 years after closure	Division best practice based on Regulation of Care Act 2013	Transfer to the Public Record Office	Transfer to the Public Record Office after 25 years for

or withdrawal from register		Nursing Agencies Minimum Standards	after 25 years for permanent retention	permanent retention
Nursing Agencies Manager/Deputy Manager	6 years after leaving	Division best practice based on Regulation of Care Act 2013 Nursing Agencies Minimum Standards	All	Destroy
Nursing Agencies Manager/Deputy Manager before registration (withdrawn voluntarily)	3 months from withdrawal date	Division best practice based on Regulation of Care Act 2013 Nursing Agencies Minimum Standards	All	Destroy
Nursing Agencies Manager/Deputy Manager refused registration	10 years	Division best practice based on Regulation of Care Act 2013 Nursing Agencies Minimum Standards	All	Destroy
Nursing Agencies Manager/Deputy Manager of individuals who have been proven unsatisfactory or guilty of malpractice	Retain until the individual's 70th birthday	Division best practice based on Regulation of Care Act 2013 Nursing Agencies Minimum Standards	All	Destroy
Domiciliary Care Agencies and Child Care Agencies after approval, termination, closure or withdrawal from register	25 years after closure	Division best practice based on Regulation of Care Act 2013 Domiciliary Care Agencies and Child Care Agencies Minimum Standards	Transfer to the Public Record Office after 25 years for permanent retention	Transfer to the Public Record Office after 25 years for permanent retention
Domiciliary Care Agencies and Child Care Agencies Manager/Deputy Manager	6 years after leaving	Division best practice based on Regulation of Care Act 2013 Domiciliary Care Agencies and Child Care Agencies Minimum Standards	All	Destroy

		Standards				
Domiciliary Care Agencies and Child Care Agencies Manager/Deputy Manager before registration (withdrawn voluntarily)	3 months from withdrawal date	Division best practice based on Regulation of Care Act 2013 Domiciliary Care Agencies and Child Care Agencies Minimum Standards	All		Destroy	
Domiciliary Care Agencies and Child Care Agencies Manager/Deputy Manager – refused registration	10 years	Division best practice based on Regulation of Care Act 2013 Domiciliary Care Agencies and Child Care Agencies Minimum Standards	All		Destroy	
Domiciliary Care Agencies and Child Care Agencies Managers/Deputy Manager of individuals who have been proven unsatisfactory or guilty of malpractice	Retain until the individual's 70th birthday	Division best practice based on Regulation of Care Act 2013 Domiciliary Care Agencies and Child Care Agencies Minimum Standards	All		Destroy	
Adult Day Care after approval, termination, closure or withdrawal from register	25 years after closure	Division best practice based on Regulation of Care Act 2013 Adult Day Care Minimum Standards	Transfer to the Public Record Office after 25 years for permanent retention		Transfer to the Public Record Office after 25 years for permanent retention	
Adult Day Care Manages/Deputy Manager	6 years after leaving	Division best practice based on Regulation of Care Act 2013 Adult Day Care Minimum Standards	All		Destroy	
Adult Day Care Manager/Deputy Manager before registration	3 months from withdrawal date	Division best practice based on Regulation of Care Act 2013 Adult Day Care Minimum Standards	All		Destroy	

(withdrawn voluntarily) Adult Day Care Manager/Deputy Manager – refused registration	10 years	Standards Division best practice based on Regulation of Care Act 2013 Adult Day Care Minimum Standards	All	Destroy
Adult Day Care Manager/Deputy Manager of individuals who have been proven unsatisfactory or guilty of malpractice	Retain until the individual's 70th birthday	Division best practice based on Regulation of Care Act 2013 Adult Day Care Minimum Standards	All	Destroy
Independent Clinic after approval, termination, closure or withdrawal from register	25 years after closure	Division best practice based on Regulation of Care Act 2013 Independent Clinic Minimum Standards	Transfer to the Public Record Office after 25 years for permanent retention	Transfer to the Public Record Office after 25 years for permanent retention
Independent Clinic Managers/Deputy Manager	6 years after leaving	Division best practice based on Regulation of Care Act 2013 Independent Clinic Minimum Standards	Destroy	Pending
Independent Clinic Managers/Deputy Manager before registration (withdrawn voluntarily)	3 months from withdrawal date	Division best practice based on Regulation of Care Act 2013 Independent Clinic Minimum Standards	All	Destroy
Independent Clinic Manager/Deputy Manager refused registration	10 years	Division best practice based on Regulation of Care Act 2013 Independent Clinic Minimum Standards	All	Destroy
Independent Clinic Managers/Deputy Manager of	Retain until the individual's 70th	Division best practice based on Regulation of Care Act 2013	All	Destroy

individuals who have been proven unsatisfactory or guilty of malpractice	birthday	Independent Clinic Minimum Standards		
Independent Hospital after approval, termination, closure or withdrawal from register	25 years after closure	Division best practice based on Regulation of Care Act 2013 Independent Hospital Minimum Standards	Transfer to the Public Record Office after 25 years for permanent retention	Transfer to the Public Record Office after 25 years for permanent retention
Independent Hospital Managers/Deputy Manager	6 years after leaving	Division best practice based on Regulation of Care Act 2013 Independent Hospital Minimum Standards	All	Destroy
Independent Hospital Managers/Deputy Manager before registration (withdrawn voluntarily)	3 months from withdrawal date	Division best practice based on Regulation of Care Act 2013 Independent Hospital Minimum Standards	All	Destroy
Independent Hospital Manager/Deputy Manager – refused registration	10 years	Division best practice based on Regulation of Care Act 2013 Independent Hospital Minimum Standards	All	Destroy
Independent Hospital Managers/Deputy Manager of individuals who have been proven unsatisfactory or guilty of malpractice	Retain until the individual's 70th birthday	Division best practice based on Regulation of Care Act 2013 Independent Hospital Minimum Standards	All	Destroy
Offender Accommodation after approval, termination, closure or withdrawal from register	25 years after closure	Division best practice based on Regulation of Care Act 2013 Offender Accommodation Minimum Standards	Transfer to the Public Record Office after 25 years for permanent retention	Transfer to the Public Record Office after 25 years for permanent retention

Offender Accommodation Managers/Deputy Manager	6 years after leaving	Division best practice based on Regulation of Care Act 2013 Offender Accommodation Minimum Standards	All	Destroy
Offender Accommodation Managers/Deputy Manager before registration (withdrawn voluntarily)	3 months from withdrawal date	Division best practice based on Regulation of Care Act 2013 Offender Accommodation Minimum Standards	All	Destroy
Offender Accommodation Manager/Deputy Manager – refused registration	10 years	Division best practice based on Regulation of Care Act 2013 Offender Accommodation Minimum Standards	All	Destroy
Offender Accommodation Managers/Deputy Manager of individuals who have been proven unsatisfactory or guilty of malpractice	Retain until the individual's 70th birthday	Division best practice based on Regulation of Care Act 2013 Offender Accommodation Minimum Standards	All	Destroy
Independent Medical Agencies after approval, termination, closure or withdrawal from register	25 years after closure	Division best practice based on Regulation of Care Act 2013 Independent Hospital Minimum Standards	Transfer to the Public Record Office after 25 years for permanent retention	Transfer to the Public Record Office after 25 years for permanent retention
Independent Medical Agencies Managers/Deputy Manager	6 years after leaving	Division best practice based on Regulation of Care Act 2013 Independent Hospital Minimum Standards	All	Destroy
Independent Medical Agencies	3 months from withdrawal date	Division best practice based on Regulation of Care Act 2013	All	Destroy

Managers/Deputy Manager before registration (withdrawn voluntarily)		Independent Hospital Minimum Standards		
Independent Medical Agencies Manager/Deputy Manager – refused registration	10 years	Division best practice based on Regulation of Care Act 2013 Independent Hospital Minimum Standards	All	Destroy
Adult Placement Schemes Manager/Deputy Manager of individuals who have been proven unsatisfactory or guilty of malpractice	Retain until the individual's 70th birthday	Division best practice based on Regulation of Care Act 2013 Adult Day Care Minimum Standards	All	Destroy
Adult Placement Schemes after approval, termination, closure or withdrawal from register	25 years after closure	Division best practice based on Regulation of Care Act 2013 Independent Clinic Minimum Standards	Transfer to the Public Record Office after 25 years for permanent retention	Transfer to the Public Record Office after 25 years for permanent retention
Adult Placement Schemes Managers/Deputy Manager	6 years after leaving	Division best practice based on Regulation of Care Act 2013 Independent Clinic Minimum Standards	Destroy	Pending
Adult Placement Schemes Managers/Deputy Manager before registration (withdrawn voluntarily)	3 months from withdrawal date	Division best practice based on Regulation of Care Act 2013 Independent Clinic Minimum Standards	All	Destroy
General correspondence	6 years	Division best practice based on Nursing and Residential Homes Act 1988 Nursing and Residential Homes	All	Destroy

		Regulations 1989 National Minimum Standards Care Home Regulations, Regulation 17 Schedule 3		
Inspector's Diaries	6 years after year to which they relate	Division best practice	All	Destroy
Accidents and deaths	6 years	Division best practice	All	Destroy
Complaints, correspondence, investigations & outcomes	10 years from completion of action.	Division best practice	All	Destroy
Record of staff training	6 years	Division best practice based on National Minimum Standards Care Home Regulations, Regulation 17 Schedule 3	All	Destroy

