

NHS Resolution Records Retention Schedule: Complete Records Retention Schedule

Category	Records Type	Records Description	Minimum retention	Trigger Event	Disposal	Notes
Claims Management	Logs	Audit, Surveillance Case Log, Technical Claims Unit referrals	6 years	Case closure	Destroy	
Claims Management	Test cases		10 years	Case closure	Destroy	Where NHS Resolution has a national overview (equal pay, discrimination)
Claims Management	Claims files	Records on the system; including records stored on external media, such as x-ray	75 years	Case closure	Destroy	
Claims Management	Technical Training material	Including programme; designed and delivered by NHSR	20 years	Date of training	Destroy	
Claims Management	Guidance notes		6 years	End of lifecycle	Destroy	
Claims Management	Procedures and protocols		6 years	End of lifecycle	Destroy	
Communications	Material created for or on the intranet site	SharePoint communications site	3 years	Date of creation	Review with a view to extend or destroy	The reason for extension would be due to it being historically valuable and for future transfer to The National Archives.

Communications	Press Releases and important internal Communications		3 years	Date of release	Review with a view to extend or destroy	Press releases may form part of a significant part of the public record of an organisation which may need to be retained.
Communications	Blogs and social media		3 years	Date of creation	Destroy	
Communications	Website		1 year	End of lifecycle	Sensitivity review and transfer	Previous versions have been saved by The National Archives in the UK Government Web Archive; liaising with TNA going forward
Communications	Image Library		5 years	Date of creation	Review with a view to extend or destroy	Only to be extended if classified as historic material
DDaT and Estates	Equipment monitoring, and testing and maintenance work where ASBESTOS is a factor		40 years	Completion of monitoring or testing	Review with a view to extend or destroy	This includes records of air monitoring and health records relating to asbestos exposure. At the 20 year point, the records team must apply for a retention instrument with the Advisory Council.
DDaT and Estates	Equipment monitoring	General testing and maintenance work	10 years	Completion of monitoring/testing or end of equipment lifecycle, whichever is the greatest	Destroy	
DDaT and Estates	Delivery notes		3 years	Date of delivery	Destroy	If not delivery date on the note use date of creation
DDaT and Estates	Manuals	Operating	1 year	End of lifecycle	Destroy	

DDaT and Estates	Email Accounts		3 years	Termination of employment	Destroy	
DDaT and Estates	Extranet	Material created for or on the extranet site	6 years	Date of creation	Destroy	
DDaT and Estates	Microsoft Teams chats		1 month	Date of creation	Destroy	
DDaT and Estates	Microsoft Teams channels		1 month	End of lifecycle	Destroy	
DDaT and Estates	Microsoft Teams meeting recordings		1 month	Date of creation	Destroy	
DDaT and Estates	Software licences		3 years	End of lifecycle	Destroy	
DDaT and Estates	Health and Safety Documentation		3 years	End of lifecycle	Destroy	
DDaT and Estates	Receipts for registered and recorded mail		3 years	Date of creation or receipt	Destroy	
DDaT and Estates	Records of custody and transfer of keys		2 years	End of custody lifecycle	Destroy	Trigger point refers to the point at which the key is transferred to a new owner and a new record of transfer and custody is created.
DDaT and Estates	Specifications (e.g. equipment, services)		6 years	End of lifecycle	Destroy	
DDaT and Estates	Backup and Recovery data		2 years	Date of creation	Destroy	

Finance	Accounts	Annual	20 years	Date of creation	Destroy	One set of records only. Duplicates are to be destroyed at the earliest opportunity.
Finance	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)	2 years	Completion of audit	Destroy	
Finance	Accounts	Working papers	3 years	Completion of audit	Destroy	
Finance	Accounts	Cost accounts	3 years plus current financial year	End of account or financial year	Destroy	
Finance	Accounts	Superannuation	10 years	Date of creation	Destroy	
Finance	Debtors' Records	Cleared	2 years	Completion of audit	Destroy	
Finance	Debtors' records	Not Cleared	6 years	Completion of audit	Destroy	
Finance	Expenses	Travel and subsistence	6 years plus current financial year	Date of creation	Destroy	

Finance	Receipts		6 years plus current financial year	Date of creation	Destroy	
Finance	Annual reports presented to		20 years	Date of creation	Destroy	
Finance	Invoices		6 years plus current financial year	Date of creation	Destroy	
Finance	Staff Salary Information/Files	Files	10 years	Termination of employment	Destroy	
Finance	Superannuation Records	Registries	10 years	Date of creation	Destroy	
Finance	Estimates	including supporting calculations and statistics	3 years plus current financial year	Date created	Destroy	
Finance	Non-exchequer funds	Funding received by the organisation that does not directly relate to patient care eg charitable funds.	20 years	Date created	Destroy	
Finance	Fraud	National Proactive exercises	3 years	Date completed of exercise	Destroy	
Finance	Fraud	Case files and investigations	6 years	Closure of case	Destroy	
Finance	Contractual arrangements	With hospitals or other bodies outside the NHS, including papers relating to financial settlements made under the contracts	6 years plus current financial year	Date created	Destroy	

Finance	All other financial records	Funding data, invoices, ledgers, nominal rolls, PAYE records, payments, VAT records, Tax forms	6 years plus current financial year	Date created	Destroy	
Finance	Personal payroll history		6 years	Termination of employment	Destroy	
Finance	Advice notes	Payment	18 months	Date payment confirmed	Destroy	
Finance	Audit records	Internal and external audit - original documents	2 years	Completion of audit	Destroy	
Finance	Audit reports	Internal and external (including management letters, value for money reports and system/final accounts memoranda)	2 years	Formal completion by statutory auditor	Destroy	
Finance	Bank statements		2 years	Completion of audit	Destroy	
Finance	Banks Automated Clearing System (BACS)		6 years	End of lifecycle	Destroy	
Finance	Bills, receipts and cleared cheques		6 years	Date payment confirmed	Destroy	
Finance	Budgets	Including working papers, reports, virements and journals	2 years	Completion of audit	Destroy	

Finance	Capital charges data		2 years	Completion of audit	Destroy	
Finance	Capital paid invoices		6 years plus current financial year	Date of creation	Destroy	
Finance	Cash books		6 years plus current financial year	End of lifecycle	Destroy	
Finance	Cash sheets		6 years plus current financial year	End of lifecycle	Destroy	
Finance	Creditor Payments		3 years plus current financial year	Date of payment confirmed	Destroy	
Finance	Demand Notes		6 years plus current financial year	End of lifecycle	Destroy	
Finance	Excess Fares		2 years plus current financial year	Date of receipt	Destroy	
Finance	Funding Data		6 years plus current financial year	Date of creation	Destroy	
Finance	Ledgers	Including cash books, ledgers, income and expenditure journals, nominal rolls, non-exchequer funds records (patient monies)	6 years plus current financial year	End of lifecycle	Destroy	
Finance	PAYE Records		6 years plus current financial year	Termination of employment	Destroy	
Finance	Payments		6 years plus current financial year	Date payment confirmed	Destroy	
Finance	Positive Predictive Value		3 years	Date of creation	Destroy	

Finance	Tax forms		7 years	End of lifecycle	Destroy	
Finance	Transport (staff pool car documentation)		3 years	End of lifecycle	Destroy	Unless litigation ensues
Finance	Trust documents without permanent relevance/not otherwise mentioned		6 years	Date of creation	Destroy	
Finance	VAT records		6 years plus current financial year	End of lifecycle	Destroy	
Corporate and Information Governance	Board Papers	All papers from meetings (Includes formerly known as NHS LA, FHSAA (SHA), and NCAS)	20 years	Date of meeting	Sensitivity review and transfer	Although these may still contain confidential or sensitive material, they are still a public record and must be transferred to the establish place of deposit at 20 years, and any FOI exemptions noted, or indications that the duty of confidentiality applies.
Corporate and Information Governance	Chief Executive Records	All records received and created	20 years	Date of creation	Sensitivity review and transfer	This may include emails and correspondence where they are not already included in board papers.
Corporate and Information Governance	Committees	Listed in Scheme of Delegation or report directly into the Board (including Major Projects)	20 years	Date of meeting	Destroy	Except for the Audit and Risk Committee papers which are sent to The National Archives

Corporate and Information Governance	Sub-committees	Not listed in the Scheme of Delegation	6 years	Date of meeting	Destroy	Includes minor meetings/projects, and departmental business meetings. These may have local historical value required transfer consideration.
Corporate and Information Governance	Incidents – Serious		10 years	Date of the incident	Destroy	
Corporate and Information Governance	Incident Forms		10 years	Date of the incident	Destroy	
Corporate and Information Governance	Manuals	Policies and operating procedures	6 years	End of lifecycle	Destroy	
Corporate and Information Governance	Business plans	Organisational	20 years	End of lifecycle	Destroy	
Corporate and Information Governance	Business plans	Local	7 years	End of lifecycle	Destroy	
Corporate and Information Governance	Risk Registers		6 years	Once register is obsolete	Destroy	
Corporate and Information Governance	Parliamentary Questions, MP enquiries		3 years	Date of reponse	Review with a view to extend or destroy	

Corporate and Information Governance	Audit	(e.g. Organisational Audits, Records Audits, Systems Audits) – Internal & External in any format (paper, electronic etc)	8 years	Date completed	Destroy	
Corporate and Information Governance	Communication with DHSC	Advance letters, returns, etc.	6 years	Date of communication	Destroy	
Corporate and Information Governance	Commissioning decisions	Appeals documentation and decision documentation	6 years	Date of decision	Destroy	
Corporate and Information Governance	Project documentation	(over £100,000) on termination, including abandoned or deferred projects	8 years	Completion of project	Review with a view to extend or destroy	
Corporate and Information Governance	Project documentation	(less than £100,000) on termination	2 years	Completion of project	Review with a view to extend or destroy	
Corporate and Information Governance	Project team files	Summaries of projects	3 years	Completion of project	Review with a view to extend or destroy	
Corporate and Information Governance	Machinery of Government change	All records relating to machinery of Government change	20 years	Closing date of record	Sensitivity review and transfer	
Corporate and Information Governance	Freedom of Information requests	All associated correspondence except for final response	3 years	Closure of the FOI request	Destroy	

Corporate and Information Governance	Freedom of Information requests	Where there has been an appeal or final responses to an FOI request or where clarification has been made	6 years	From final date of document	Destroy	
Corporate and Information Governance	Log of all FOI requests		20 years	Closure of request	Destroy	A log of requests and responses must be kept.
Corporate and Information Governance	Subject Access Requests	All associated correspondence except for final response	3 years	Closure of the SAR	Destroy	
Corporate and Information Governance	Subject Access Requests	Where there has been an appeal or final responses to a SAR request or where clarification has been made	6 years	Closure of the appeal process	Destroy	
Corporate and Information Governance	Data Protection Impact Assessments (DPIAs)		6 years	End of lifecycle	Destroy	
Corporate and Information Governance	Complaints	Case files	10 years	Closure of the complaint	Destroy	The complaint is not closed until all processes (including potential and actual litigation) have ended.
Corporate and Information Governance	Fraud	Case files	6 years	Closure of the complaint	Destroy	Includes cases that are both proven and unproven.

Corporate and Information Governance	Destruction Certificates	Record of destroyed physical media	20 years	Date of creation	Destroy	Where a record is listed for potential transfer to PoD have been destroyed without adequate appraisal, consideration should be given to a selection of these as an indicator of what has not been preserved.
Corporate and Information Governance	Records Registers	Registry of records, paper and electronic	7 years	End of lifecycle	Destroy	
Corporate and Information Governance	Agendas		2 years	Date of meeting	Destroy	
Corporate and Information Governance	Copyright declaration forms (Library Service)		6 years	Date of declaration	Destroy	
Corporate and Information Governance	Performers List Regulations enquiries		6 years	Closure of the enquiry	Destroy	
Corporate and Information Governance	Requisition Requests		18 months	Completion of request	Destroy	
Corporate and Information Governance	Research Ethics Committee records		3 years	Date of decision	Destroy	
GPI	Scoping queries	Email	6 years	Case closure	Destroy	
GPI	Referral	Cases that fall outside scope of CNSGP	6 years	Case closure	Destroy	

GPI	Call statistics from helpline	Details of statistics from suppliers or internally.	6 years	Date of creation	Destroy	
GPI	Process map		6 years	End of lifecycle	Destroy	
GPI	Standard Operating Procedures, Protocols, Guidance		6 years	End of lifecycle	Destroy	
GPI	Template letters		6 years	End of lifecycle	Destroy	
Informatics	Data requests and responses	FOI, Member, Internal, National Audit Office, Parliamentary Questions and Panel Firms.	6 years	Date of reponse	Destroy	
Informatics	Internal Audit Reports		8 years	Date completed	Destroy	
Informatics	Annual Report Data		6 years	0	Destroy	
Informatics	Annual statistics		6 years	New financial year	Destroy	
Informatics	Claims Data Databases		75 years	case closure	Destroy	
Informatics	Practitioner Performance Advice Service Referral Data Database		30 years	case closure	Destroy	

Informatics	Statistics (including Korner returns, contract minimum data set, statistical returns to DHSC, patient activity)		3 years	Date of submission	Destroy	
Informatics	Data request desk database		6 years	Date completed	Destroy	
Informatics	EN Data Set		75 years	case closure	Destroy	Held outside CMS though related to individual claims
Informatics	ADR data collection		75 years	case closure	Destroy	Held outside CMS though related to individual claims
Legal	Industrial relations	Including tribunal case records	10 years	Close of financial year to which it relates	Destroy	
Legal	Litigation Records	Cases where the organisation is the subject	10 years	Case closure	Destroy	This does not include Claims
Legal	Inquiry Records	All records submitted for inquiry or review	3 years	Closure of inquiry	Destroy	Retention of those records is managed in line with the specific inquiry requirements on case by case basis.
Legal	Legal advice		10 years	Date of receipt	Review with a view to extend or destroy	
HR	Leavers' dossiers	Summary of the individual	70 years	Date of birth	Destroy	

HR	Personnel/human resources records	Major (e.g. personal files, letters of appointment, contracts, references and related correspondence, training records, equal opportunity monitoring forms)	70 years		Destroy	
HR	Personnel/human resources records	Minor (e.g. attendance books, annual leave records, change of hours letters)	2 years	Approval date	Destroy	
HR	Study leave form		5 years	Date of training	Destroy	
HR	Timesheets		3 years	Date of creation	Destroy	
HR	Job applications	Successful	6 years	Termination of employment	Destroy	
HR	Job applications	Unsuccessful	2 years	Date of application	Destroy	
HR	Job advertisements		6 years	Date of publication	Destroy	
HR	Job descriptions		6 years	When obsolete	Destroy	
HR	Recruitment - Non-executive Director	Successful	6 years	Termination of employment	Destroy	
HR	Recruitment - Non-executive Director	Unsuccessful	2 years	Date of decision	Destroy	
HR	Staff training	Statutory and mandatory training	2 years	Date completed	Destroy	

HR	Letters of appointment		70 years	Date of birth	Destroy	Except where the termination of employment occurs after the employee's 64th birthday, in which case it will need to be kept for 6 years regardless.
HR	Pension forms		7 years	Date of approval	Destroy	
HR	Nominal Rolls		6 years	Date of publication	Destroy	
Practitioner Performance Advice	Case records	Data on EKS2; Assessor workbooks, Occupational Health reports, Behavioural Reports	30 years	Case closure	Destroy	Paper records destroyed as soon as added to the system.
Practitioner Performance Advice	Healthcare Professional Alert Notice (HPAN)		30 years	Case closure	Destroy	
Practitioner Performance Advice	Service feedback, analysis and evaluation	All information relating to the administration and issuing of feedback requests	10 years	Date of creation	Destroy	
Practitioner Performance Advice	Activity reports and supporting data		30 years	Date created	Destroy	
Practitioner Performance Advice	Legal requests - non case related	Requests and advice received by PPA	30 years	Date received	Review and extend or destroy	
Practitioner Performance Advice	Quality assurance reports	Carried out by external contractors	10 years	Date completed	Destroy	

Practitioner Performance Advice	Contractor products	Multisource feedback (MSF): electronic data and reports; Assessor workbooks; Occupational Health (OH) reports; Behavioral Assessment (BA) reports	7 years	End of contract	Destroy	
Practitioner Performance Advice	Assessor Information	Feedback including outcomes of 360 degree feedback; Information held (outside of EKS2) on appointed assessors including details of areas of work; speciality and availability; Information relating to unsuccessful assessor	6 years	Date created	Destroy	
Primary Care Appeals	Judicial Review Files		10 years	Date of Judgement/Consent Order	Destroy	
Primary Care Appeals	Case registry		6 years	Date of decision	Destroy	
Primary Care Appeals	File management system		6 years	Date of decision	Destroy	
Primary Care Appeals	Fitness to Practice	Checks	6 years	Date completed	Destroy	

Primary Care Appeals	Panel Members	Records	6 years	Termination of employment	Destroy	
Primary Care Appeals	Panel Members	Unsuccessful applicants	6 months	Date of decision	Destroy	
Primary Care Appeals	Fitness to Practice	Record	80 years	Date of birth	Destroy	
Primary Care Appeals	Case decision	Signed copy	6 years	Date of decision	Destroy	
Primary Care Appeals	FHSAA case decisions		6 years	Date of decision	Destroy	
Primary Care Appeals	Templates, standardised letters and case procedure notes		1 year	When obsolete	Destroy	
Procurement	Contracts - sealed		6 years	End of contract	Destroy	
Procurement	Contracts - unsealed	Property	6 years	End of contract	Destroy	
Procurement	Contracts - unsealed	Other	6 years	End of contract	Destroy	
Procurement	Contracts	Financial approval files	15 years	End of contract	Destroy	
Procurement	Contracts	Financial approved suppliers documentation	11 years	End of contract	Destroy	
Procurement	Tenders	Successful	6 years	End of tender period	Destroy	
Procurement	Tenders	Unsuccessful	6 years	Date of decision	Destroy	

Procurement	Supplier records - minor	Invitations to tender and inadmissible tenders, routine papers relating to demands for furniture, equipment, stationery and other supplies	18 months	End of contract	Destroy	
Procurement	Approval files	Contract	6 years	End of contract	Destroy	
Procurement	Approved supplier list		11 years	Date of creation	Destroy	
Safety and Learning	Press publications	Paper cuttings and online monitoring of related topics	1 year	Date of publication plus one year	Review with a view to extend or destroy	
Safety and Learning	Newsletters	Created by NHSR	5 years	Date of publication	Review with a view to extend or destroy	
Safety and Learning	Stakeholder workshops, conferences, events	Hard copy registration forms, hard copy evaluation forms, Hard copy QA feedback	1 month	Date of event	Destroy	Paper copies should be destroyed within a month of the event

Safety and Learning	Electronic event folder	Venue contracts, delegate contact details, feedback, registration, attendance, certification and event organisation correspondence (email)	3 years	Date of event	Destroy	
Safety and Learning	Image library		10 years	Date of creation	Review with a view to extend or destroy	
Safety and Learning	Case studies - Anonymised		20 years	Date of publication	Sensitivity review and transfer	
Safety and Learning	Case studies - non anonymised		20 years	Date of publication	Destroy	
Safety and Learning	Root cause analysis		20 years	Date of publication	Sensitivity review and transfer	
Safety and Learning	Thematic reviews		20 years	Date of publication	Sensitivity review and transfer	
Safety and Learning	Training material	Including programme; designed and delivered by NHSR	20 years	Date of training	Sensitivity review and transfer	
Safety and Learning	Leaflets	Hardcopies	7 years	End of lifecycle	Destroy	
Safety and Learning	Leaflets	Online	5 years	End of lifecycle	Destroy	

Safety and Learning	Press Releases		3 years	Date of release	Review with a view to extend or destroy	Press releases may form part of a significant part of the public record of an organisation which may need to be retained.
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