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Records Retention Schedule

Version 4.0

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1. Introduction

- 1.1 This document sets out the record retention schedules by which NHS 24 manages the retention periods for records whether internally or externally generated, and in any format or media type, from their creation to their eventual archival or disposal.
- 1.2 The Records Management HEALTH AND SOCIAL CARE CODE OF PRACTICE (SCOTLAND) 2019 has been published by the Scottish Government as the required standards of practice in the management of records for those who work within or under contract to NHS organisations in Scotland. That document is based on current legal requirements and professional good practice.
- 1.3 From the 2011 update of the Code of Practice onwards the Public Records (Scotland) Act 2011 is taken into account and the Code of Practice provides guidance that is well aligned with the aims of the legislation.
- 1.4 This document should be read in conjunction with:
 - The NHS 24 Records Retention and Destruction Policy
 - The NHS 24 Data Cleanse Policy
 - The NHS 24 Archive and Transfer Policy
- 1.5 This Schedule document is part of NHS24's overall Records Management document suite.

2. Records Retention Schedule Objectives

- 2.1 The NHS 24 Records Retention Schedule:
 - Set out the retention periods of NHS 24 health and administrative records, regardless of the media on which they are held.
 - Ensures good Records Management practice in relation to the retention of NHS 24 records, adhering to the appropriate National Information Governance and Information Security standards and Scottish Government Codes of Practice;
 - Ensures that records are retained and disposed of appropriately, using consistent and documented retention periods, which include – where required – the permanent preservation of records which have archival value;
 - Supports NHS 24 in demonstrating public accountability through the proper retention of records

3. Schedule Compliance

- 3.1 NHS 24 will regularly audit its record retention and destruction practices for compliance with this schedule. The Information Governance and Security Team will verify compliance to this schedule through various methods, including but not limited to, reports, internal and external audits, and feedback to the Information Asset Owners.
- 3.2 Any exception to the listed schedule must be approved by the relevant Information Asset owner or as required the Senior Information Risk Owner and/or the Caldicott Guardian. Advice and guidance should be sought from the Head of Information Governance & Security & DPO.

- 3.3 As the Records Retention Schedule is a living document and requires the flexibility to be subject to change out with the regular review lifecycle the NHS 24 Information Governance and Security Group have delegated authority to the NHS 24 Records Management Group to approve changes, updates, additions, deletions and other revisions and version increments to this schedule document.
- 3.4 Any records found to be missing from the Schedules must be reported to the appropriate Information Asset Owner who must work with the Information Governance and Security Team to ensure the record is added to the schedules.
- 3.5 The NHS 24 Records Management Group will review this schedule, highlighting where non-conformance is occurring and implement changes and new retention periods to meet NHS 24's needs and report these changes to the Information Governance and Security Group.

4. The Management, Retention and Disposal of Personal Health Records.

- 4.1 This section sets out the periods for which the various personal health records created within NHS 24 should be retained (in line with the principles of The Data Protection Legislation), either due to their ongoing administrative value or as a result of a statutory requirement.
- 4.2 The section provides information and advice about personal health records commonly found within NHS 24. The retention schedules apply to all the records concerned, irrespective of the format (e.g. paper, databases, emails, CD-ROMs) in which they are created or held.
- 4.3 This section does not provide specific guidelines on determining which documents are retained as part of a personal health record. When deciding what is retained in the record after weeding then clinical requirements for completeness of information, as well as the legal requirements of the Data Protection Legislation (that only personal information which is relevant and not excessive should be retained) must be considered.
- 4.4 The NHS 24 Schedules are organised into a table with three headings for Health Records (headings 1, 3 & 4) and four headings for Administrative Records (headings 1 – 4):
 1. Record Type: lists alphabetically records created as part of a particular function.
 2. Retention Trigger – event that prompts start of retention period: Provides helpful information as to when a retention period for a particular record should start.
 3. Recommended Retention Period: Specifies the period of time for which the particular type of record is required to be kept. If NHS 24 decides that it needs to keep records longer than the recommended period, it can vary the period accordingly and record the decision in this retention schedule. In this regard, however, NHS 24 must consider the principles of the Data Protection Legislation, i.e. that personal data should not be retained longer than is necessary.
 4. Notes: Provides any additional information related to the record.
- 4.5 The following retention periods apply to the NHS 24 record types listed below:

Health Records Retention Schedule

Type Of Health Record	Recommended Retention Period	Note
Unscheduled primary care records(patient identifiable component)	7 years	Including NHS 24 unscheduled care records, Public Protection and primary care out of hours services.
NHS 24 schedule care services	7 Years	
Video records/voice/screen (interaction) recordings (clinician to patient)	7 years (triage output transferred to patient record)	Where the primary purpose of the voice/screen recording is for patient triage and the output is recorded within the patients GP record (which is then retained according to the standard minimum retention period for the patient/specialty the interaction recording need only be retained for 7 years
NHS 24 Web Chat Interaction	Retain according to locally specified Service specific retention period.	Retention periods for the web chat interaction record will vary depending on the specific service. The individual retention period for each service will be specified in the Board specific Retention Schedule
Self-Referral Telephony Service for Forensic Medical Examinations (FME) records where the caller is referred to the National Self-Referral Hub	26 months	Including FME contact record and voice/screen recording

5. Administrative Records Retention Schedule

- 5.1 This section sets out the periods for which the various administrative records created within NHS 24 should be retained (in line with principles of The Data Protection Legislation), either due to their ongoing administrative value or as a result of statutory requirement.
- 5.2 The retention schedules apply to all the records concerned irrespective of the format (e.g. e.g. paper, databases, emails, CD-ROMs) in which they are created or held.
- 5.3 **Administrative Records – General**

Activity/Record Type	Retention Trigger – event that prompts start of retention period	Recommended Retention Period	Citation/Notes
Communications			
Communication Services			
Campaigns (including marketing) – final outputs	Conclusion of campaign	3 years	Consider transfer to archive
Corporate Identity and Branding – artwork	Superseded	Permanent	Consider transfer to archive
Diaries – non-clinical (paper and electronic)	End of diary year	2 years	
Language translation services	End of current year	3 years	
Photographs – corporate and publicity		10 years	Consider for transfer to archive
Publications – major publications (guides, books and other publications)	Date published	Permanent	Retain one set of records only – copies to be destroyed once business use concluded. Consider for transfer to archive
Conference			
Conferences – proceedings, routine paperwork, attendance and presentations	End of Conference	Destroy after conference if no longer required	Significant national conference papers should be considered transfer to archive The authority may wish to keep the correspondence longer for its own business purposes
Consultations			
Consultations – responses to external consultations	End of consultation	3 years	

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Activity/Record Type	Retention Trigger – event that prompts start of retention period	Recommended Retention Period	Citation/Notes
Communications			
Customer Engagement data (including statistics, trends and customer satisfaction data)	Completion of survey	5 years	
Media			
Media relations records – final outputs	Date of publication/release date	5 years	Consider for transfer to archive
Press cuttings	Date of Publication	5 years	Press cuttings which would be considered of significance would be considered for transfer to archive.
Press release and important internal communications	Release date	6 years	Press releases may form a significant part of the public record of an organisation which may need to be retained. Consider for transfer to archive
Web Services			
Board Website/s	Date of creation	6 years	Consider for web-archiving (for example the web-archiving service provided by NRS)

5.4 Administrative Records – Corporate Governance

Activity/Record Type	Retention Trigger – event that prompts start of retention period	Recommended Retention Period	Citation/Notes
Corporate Governance			
Adverse Events			
Incidents (serious – adverse events (category III)) (SAERS)	Closure of investigation	Permanent	Consider for transfer to archive
Incidents (not serious – adverse events (category I and II))	Closure of investigation	10 years	Review and if no longer needed destroy
Board and Formal Decision Making			
Board and Sub-Committees Meetings – minutes and papers	Date of creation	Permanent	Main committees and sub-committees of NHS Boards and special Health Boards and other meetings of significance for legal, administrative or historical reasons. Consider for transfer to archive
Board Meetings (closed sessions)	Date of creation	Permanent	Consider to transfer to archive
Chief Executive Records	Date of creation	May retain for 20 years	Emails and correspondence should be retained and transferred to an appropriate archival facility if they are considered of archival interest
Board Member register of interests	Register entry date	Permanent	Consider to transfer to archive
Committees / Groups / Sub-Committees / Department Meetings not listed in the scheme of delegation to the Board	Date of creation	6 years	Includes minor meetings/projects and departmental business meetings
History of Boards or their predecessor organisations	Date of creation	Permanent	Consider to transfer to archive
History of hospitals	Date of creation	Permanent	Consider to transfer to archive
Hospital service files	Date of creation	Permanent	Consider for transfer to archive
Register of Seals	Date of creation	Permanent	Consider for transfer to archive

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Activity/Record Type	Retention Trigger – event that prompts start of retention period	Recommended Retention Period	Citation/Notes
Corporate Governance			
Complaints			
Complaint case file without litigation – adults	Closure of complaint	7 years	The complaint is not closed until all subsequent process have ceased. The file must not be kept on the patient file. A separate file must always be maintained.
Complaint case file without litigation – children and young adults	Closure of complaint	Until child is 19 or 7 years after closure of complaint	The complaint is not closed until all subsequent process have ceased. The file must not be kept on the patient file. A separate file must always be maintained.
Copyright / Intellectual Property			
Patent / trademarks / copyright / intellectual property	End of lifetime or patent or termination of licence/action	Lifetime of patent or 6 years from end of licence/action	
Corporate Policy			
Policies, strategies and operating procedures including business plans	Superseded	Permanent	Consider for transfer to archive
Admission, transfer and treatment of patients – policy files	Superseded	Permanent	Consider transfer to archive
Information Governance			
Freedom of Information (FOI) / Environmental Information Regulations (EIR) requests and responses case files	End of calendar financial year	3 years	Where redactions have been made it is important to keep a copy of the redacted disclosed documents or if that is not practical to keep a summary of the redactions
FOI / EIR requests where there has been a subsequent appeal	Closure of appeal	6 years	
FOI Publication Schemes	Superseded	5 years	

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Activity/Record Type	Retention Trigger – event that prompts start of retention period	Recommended Retention Period	Citation/Notes
Corporate Governance			
Data Breach Investigation Case Files	Closure of investigation	5 years	
Data Protection Privacy Notices	Superseded	5 years	
Data Protection Impact Assessments	End of lifetime of the system, process or procedure	5 years	
Data Sharing Agreements	Date sharing ceases	5 years	
Data Processing Agreement	End of contract	5 years	
Records Management – destruction register / records of disposal certificates	Date of destruction	Permanent	UK National Archives guidance on Information Management Records. Consider for transfer to archive
Records Management Plan – plan and supporting evidence	Superseded	5 years	
Retention schedules	Superseded	Permanent	UK National Archives guidance on Information Management Records. Consider for transfer to archive.
Subject Access Request (SAR) and disclosure correspondence	Closure of SAR	3 years	
Subject Access Request where there has been a subsequent appeal	Closure of appeal	6 years	
Legal Support			
Litigation file/record (adult)	Date case settled or dropped	7 years	
Litigation file/record (child)	Date case settled or dropped	Until child is 19 or 7 years after case settled or dropped,	The Prescription and Limitation (Scotland) Act 1973 s17(3) and Aged of Legal Capacity (Scotland) Act 1991 s1 provide that in the case of injury suffered by a child

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Activity/Record Type	Retention Trigger – event that prompts start of retention period	Recommended Retention Period	Citation/Notes
Corporate Governance			
		whichever is later	time does not begin to run until she/he attains legal capacity which is 16. 16 years + 3 years limitation
Board arrangements legally administered by NHS organisations – documents describing terms of foundation / establishment and winding-up	Date of creation	Permanent	Consider for transfer to archive
Board arrangements legally administered by NHS organisations – other documents	End of financial year	6 years	
Quality and Performance			
Non-Clinical quality assurance records, including 'quality improvement tools/records'	End of year to which the assurance relates	12 years	
Clinical/ Patient safety assurance records	End of year to which the assurance relates	Data sheets 3 years Reports 7 years	
Research and Development			
Research and development findings by Board Staff (scientific, technological and medical)	Date of creation	Consider findings and reports for permanent preservation	Supporting records should be retained in line with the appropriate clinical, pharmaceutical, laboratory or other research standards, as set out by funding and professional bodies. Consider for transfer to archive
Risk Management and Insurance			
Business continuity planning	Date superseded	5 years	

Activity/Record Type	Retention Trigger – event that prompts start of retention period	Recommended Retention Period	Citation/Notes
Corporate Governance			
Certificate of Insurance – employers liability insurance (CNORIS)	Date all obligations and entitlements concluded	Permanent	Prescription and Limitations (Scotland) Act 1973 and 1984. Consider for transfer to archive
Insurance policy documentation / certificates of insurance	Date all obligations and entitlements concluded	Permanent	Prescription and Limitations (Scotland) Act 1973 and 1984. Consider for transfer to archive
Risk Register – the assessment of risks	Date superseded	5 years	Consider for transfer to archive
Strategic Planning			
Corporate Plan / Strategic Service Plan	Superseded	Permanent	Consider for transfer to archive
Service Planning			
Activity monitoring reports	Date agreement ended	6 years	
Area health plans	Date superseded	Permanent	Consider for transfer to archive
Staff Rostering	End of financial year	2 years	Information held within the Work Force Management (WFM) application
Patient activity data	Date superseded	3 years	
Service development reports	End of financial year	6 years	
Winter business plans	Date superseded	6 years	May be retained indefinitely if data quality and potential for future reuse

5.5 Administrative Records – Estates and Facilities

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Activity/Record Type	Retention Trigger – event that prompts start of retention period	Recommended Retention Period	Citation/Notes
Estates and Facilities			
Asbestos			
Asbestos register, equipment monitoring/testing and records of maintenance	Completion of monitoring or test	40 years	Control of Asbestos at Work Regulations 2012
Equipment – Non-clinical and Clinical			
Cleaning schedules	End of lifetime of installation	Lifetime of installation	
Equipment monitoring/testing and maintenance work e.g. boiler, lifts etc.	End of lifetime of installation	Lifetime of installation	Should be retained permanently if there is any measurable risk of a liability. Consider for transfer to archive
Inventories (non-current) of items having an operational lifetime of less than 5 years	End of financial year	2 years	
Maintenance request books and logs (includes digital systems and databases)	End of financial year	2 years after financial year referred to	
Manuals – operating, policies and procedures		Lifetime of equipment/machinery the manual refers to	
Health and Safety			
Accidents and incident reporting – reporting accidents to adults	Date of entry / Accident book – date of last entry	10 years	Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 2013 Prescription and Limitation (Scotland) Act 1973
Accidents and incident reporting – reporting accidents to children	Date of birth of child	25 years	
Audit forms, Control of Substances Hazardous to Health Regulation (COSHH)	Date of last action	40 years	Control of Substances Hazardous to Health Regulations 2002

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documentation, safety risk data sheets, risk assessments and control measures etc			
Reporting of Injuries, Disease and Dangerous Occurrences Regulations 1995 (RIDDOR) including Accident Register	Date of last entry on register	10 years	
National Safety Alert	Date of creation	Permanent	
Property and Land Management			
Buildings – papers relating to occupation, plans and records of major building works	Date of creation	Lifetime of the building or disposal of asset plus six years	Building plans and records of work are potentially of historical interest. Consider for transfer to archive
Building Project Files (£250,000 and over)	Date of creation	Permanent	Including abandoned or deferred projects. Consider for transfer to archive
Building Project Files (under £250,000)	Completion / abandonment of project	6 years	
Capital charges data	Date of creation	3 years after completion of previous 5 years valuation term	
CCTV		30 days	The length of the retention must be determined by the purposes for which the CCTV has been deployed. The recorded images will only be retained long enough for any incident to come to light (e.g. for a theft to be noticed) and the incident to be investigated
Contaminated Land	Date of creation	Permanent	Consider for transfer to archive
Decommissioning of NHS Buildings – evidential documentation (e.g. clearance checklists and images)	Date of decommissioning of the building or campus	6 years	

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Environmental Information (e.g. Environmental reports)	Date of creation	Permanent	Consider for transfer to archive
Green Code	Date of creation	Permanent	Consider for transfer to archive
Property performance	Date of creation	Permanent	Consider for transfer to archive
Property strategy	Date of creation	Permanent	Consider for transfer to archive
Records of custody and transfer of keys	Date of transfer	2 years	
Site Maps	Date of creation	Permanent	Duplicate site maps are not covered by the requirement to be retained permanently e.g. copies held by the CLO Consider for transfer to archive
Sustainability records	End of financial year	6 years	
Property Transactions			
Contracts and agreements	After the end of the contract	6 years	Including non-sealed (property) on termination
Tenders (unsuccessful)	Date contract awarded to successful bidder	6 years	
Deeds of title	Date of creation	Permanent	Consider for transfer to archive
Land, building and engineering construction procurement: key records (including final accounts, surveys, site plans, bills of quantities, PFI/PPP records) Town and country planning matters and all formal contract documents (including executed agreements, conditions of contract, specification, "as built" record drawings and documents on the appointment and conditions of engagement of private buildings and engineering consultants)	Date of creation	Permanent	Inclusive of major projects abandoned or deferred. Consider for transfer to archive

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Land leases, purchase and sale – deeds, maps, surveys, registers etc.	Date of creation	Permanent	Consider for transfer to archive
Land purchased and sale – negotiations not completed	Date negotiations concluded or abandoned	6 years	
Property acquisition dossiers	Date of creation	Permanent	Consider for transfer to archive
Property contracts	Date contract ended	6 years	
Property disposal dossiers	Date of creation	Permanent	Consider for transfer to archive
Property management system	Date of creation	Permanent	Consider for transfer to archive
Property purchases and leases	Date of creation	Permanent	Consider for transfer to archive
Property title deeds	Date of creation	Permanent	Consider for transfer to archive
Property – terriers (NHS premises site information)	Date of creation	Permanent	Consider for transfer to archive
Specifications for work tendered	After completion of works	6 years	
Waste Management			
SEPA Registrations, Licences and Consents	Date of receipt	Permanent	Consider for transfer to archive
Waste Consignment Notes – Controlled wastes such as clinical / healthcare and household / domestic	End of financial year	2 years	
Waste Consignment Notes – Special / Hazardous / Radioactive Wastes	End of financial year	3 years	
Duty of Care Inspection Reports	Date of creation	Permanent, or for life of external contract	Consider for transfer to archive

5.6 Administrative Records – Financial Management

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Activity/Record Type	Retention Trigger – event that prompts start of retention period	Recommended Retention Period	Citation/Notes
Financial Management			
Financial Provisions Management			
Accounts – final annual master copies	End of financial year	Permanent	Consider for transfer to archive
Accounts – includes cost, working papers and minor records, advice notes	After completion of statutory audit	3 years	
Audit – (including original documents, management letters, value for money (VFM) reports and system/final accounts memorandum)	After completion of statutory audit	3 years	A longer period may be required for investigate purposes
Budgeting – including budget monitoring reports	End of financial year	3 years	
Financial plans, estimates recovery plans	End of financial year	6 years	
Funding data	End of current financial year	6 years	
Indemnity Forms	End of financial year after the indemnity has lapsed	6 years	
Ledger Balances	End of financial year	6 years	
Mortgage documents – acquisition, transfer and disposal	Date of creation	Permanent	Consider for transfer to archive
Register of gifts and hospitality received by individual members of staff	Register entry date	6 years	
Benefactions – endowments, legacies gifts etc., received by the health board	End of financial year	8 years	Consider for transfer to archive
Financial Transactions Management			
Bank Statements	After completion of statutory audit	3 years	

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Activity/Record Type	Retention Trigger – event that prompts start of retention period	Recommended Retention Period	Citation/Notes
Financial Management			
Cash books and sheets	End of financial year	6 years	
Creditor payments	End of financial year	6 years	
Debtor's records (cleared and un-cleared)	Date debt discharged	6 years	Prescription and Limitation (Scotland) Act 1973
Demand Notes	Close of financial year	6 years	
Expenses Claims	End of current financial year	6 years	Taxes Management Act 1970 Keeping VAT Records HMRC Reference Notice 700/21 (October 2013)
Income and expenditure sheets and journals	End of financial year	6 years	
Invoices	End of financial year	6 years	e.g. Invoices payables (creditors), invoices receivable (debtors) and capital paid invoices
Non-exchequer funds records	End of financial year	6 years	
Receipts	End of financial year	6 years	Includes cheques bearing printed receipts
Records of purchasing authorisation limits	Superseded	1 year	
Tax forms	End of financial year	6 years	
VAT records	End of financial year	6 years	In some instances, a shorter period may be allowed, but agreement must be obtained from HM Revenue and Customs
Fraud Prevention			
Inquiries involving fraud / other irregularities	Completion of court proceedings / disciplinary process	6 years	Where action is in prospect or has been commenced, consult with legal representatives and NHS Counter Fraud Services and keep in accordance with advice provided. Taxes Management Act 1970

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Activity/Record Type	Retention Trigger – event that prompts start of retention period	Recommended Retention Period	Citation/Notes
Financial Management			
			Prescription and Limitation (Scotland) Act 1973
Internal Fraud Reports	End of financial year	6 years	
Annual Report to Counter Fraud Services	End of financial year	6 years	
Payroll and Pensions			
Pay as You Earn (PAYE) records	End of financial year	6 years	
Salary/Wages Records	End of current tax year	10 years	For superannuation purposes authorities, may wish to retain such records until the subject reaches pensionable age
Statutory Maternity Pay Scheme records	End of current tax year	3 years	The Statutory Maternity Pay (General) Regulations S.I 1986/1960 as amended by SI 2005 No.989
Statutory Sick Pay Scheme records	End of current tax year	3 years	Statutory Sick Pay (General) Regulations S.I 1982/894
Superannuation Records	End of financial year	10 years	Includes accounts – registers and forms
Substitute for Return (SFR) returns	End of financial year	6 years	
Procurement			
Approved suppliers lists	Superseded	11 years	
Contracts sealed or unsealed	End of contract	7 years	
Contracts – financial approval files	End of contract	15 years	
Contract management files - including: contract award letters and agreements, post-tender negotiations, service level agreements, compliance reports, performance reports, variations to contracts (revisions, extensions)	End of contract	5 years	Prescription and Limitation (Scotland) Act 1973 c.52 and 1984 c.45

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Activity/Record Type	Retention Trigger – event that prompts start of retention period	Recommended Retention Period	Citation/Notes
Financial Management			
Contracts – GP Practices and others to deliver core NHS services	Date of contract	Permanent	Consider for transfer to archive
Indents	End of financial year	2 years	
Medical equipment specifications – major items purchased		Permanent	Consider for transfer to archive
Products – liability	Lifetime of Product	11 years	
Purchase ordering records (purchase orders, goods received notes)	End of current financial year	6 years	Keeping VAT records HMRC Reference: Notice 700/21 (October 2013)
Register of contracts	Expiration/conclusion of contract		Procurement Reform (Scotland) Act 2014. Section 35. The statutory requirement is that register entries for contracts cannot be deleted until contract expires or is terminated. The authority may choose to keep the entries for a longer period for historical purposes
Stock control reports	Date of creation	2 years	
Stores – major (ledgers etc.)	Date of creation	6 years	
Stores – minor (requisitions, issue notes, transfer vouchers, goods received books etc.)	Date of creation	2 years	
Supplies records – minor (invitations to tender and inadmissible tenders, routine papers relating to catering and demands for furniture, equipment, stationery and other supplies)	Date of creation	2 years	
Tender evaluation, negotiation and notification records (successful)	End of contract	5 years	Prescription and Limitation (Scotland) Act 1973 c.52 and 1984 c.45
Tender evaluation, negotiation and notification records (unsuccessful)	Award of tender	5 years	

Activity/Record Type	Retention Trigger – event that prompts start of retention period	Recommended Retention Period	Citation/Notes
Financial Management			
Taxation			
Pay as you earn (PAYE) records	End of financial years	6 years	
Substitute for Return (SFR) Returns	End of financial year	6 years	
Tax Forms	End of financial year	6 years	
VAT records	End of financial year	6 years	In some instances, a shorter period may be allowed, but agreement must be obtained from HM Revenue and Customs

5.7 Administrative Records – Human Resources

Activity/Record Type	Retention Trigger – event that prompts start of retention period	Recommended Retention Period	Citation/Notes
Human Resources			
Administering Employees			
Disciplinary – First and Final written warning	Date of termination	6 years	Although this sanction is spent after 12 months, the information relation to the written warning requires to be kept. It form part of the employee's records which is held for the duration of employment and 6 years after.
Disciplinary – Letter of Dismissal	Date of dismissal	10 years	Where action is in prospect or has been commenced, consult with legal representatives and keep in accordance with advice provided
Disciplinary – Records of action taken, including: Details of rules breached; Employee's defence or mitigation; Action	Date of termination	6 years	The Employment Act 2002 deals with dispute resolution but does not give time limits for record retention.

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Activity/Record Type	Retention Trigger – event that prompts start of retention period	Recommended Retention Period	Citation/Notes
Human Resources			
taken and reasons for it; Details of appeal and any subsequent developments			Where action is in prospect or has been commenced, consult with legal representatives and keep in accordance with advice provided
Duty Roster / timesheets	Close of financial year	6 years	
Staff Records – including: personnel files, letters of application and appointment, confirmation of qualifications, contracts, joining forms, references and related correspondence, termination forms, leave cards/information	Date of termination	6 years	
Staff Training Records	Date of termination	6 years	
Staff Training Records – Nurses	Completion of training	30 years after completion of training	Applies only to Nurse Training carried out in hospital based nurse training schools
Grievances	Date of termination	6 years	
Referral to Professional Bodies (GMC/NMC/AHPF)	Date of termination	6 years	
Volunteers Records including: personnel files, letters of application and appointment, confirmation of qualifications, contracts, joining forms, references and related correspondence, termination forms	Date of termination	6 years	
Work force placement records	Date of termination	6 years	
Employee Engagement			
Industrial relations (not routine – including tribunal case records)	Closure of investigation	Permanent	Consider for transfer to archive

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Activity/Record Type	Retention Trigger – event that prompts start of retention period	Recommended Retention Period	Citation/Notes
Human Resources			
Occupational Health			
Health promotion – core papers and visual materials relating to major initiatives	End of promotion	10 years	Consider for transfer to archive
Occupational Health Reports	Date staff member leaves organisation	6 years	
Recruitment			
Applications for employment – unsuccessful applicants	Date of recruitment	1 year	
CVs for non-executive directors – successful	End of term of office	5 years	
CVs for non-executive directors – unsuccessful		2 years	
Disclosure Scotland information	Date on which recruitment or other decisions have been taken.	90 days	90 days after the date on which recruitment or other relevant decisions have been taken. Certification number and disclosure level can be retained as a summary record.
Job advertisements	Date of advert	1 year	For jobs where unusual patterns of progression are advertised, it is recommended the job advert paperwork is kept for the length of the progression period plus 6 years if a complain exists
Equality and Diversity			
Investigations – Case files	Investigation concludes, and actions is spent / Retain current information	5 years / Employment term	

Activity/Record Type	Retention Trigger – event that prompts start of retention period	Recommended Retention Period	Citation/Notes
Human Resources			
	throughout employment		
Equalities Papers for publication	Superseded	4 years	Equality Act 2010
Equality Impact Assessment	Superseded	5 years	

5.8 Administrative Records – Information and Communication Technology

Activity/Record Type	Retention Trigger – event that prompts start of retention period	Recommended Retention Period	Citation/Notes
Information & Communication Technology			
System Development			
Development and post-implementation changes to an ICT system	Decommissioning of system	5 years	Consider for transfer to archive
Security Management			
Security protocols for an ICT system	Decommissioning of system	5 years	Prescription and Limitation (Scotland) Act, 1973 and 1984
Opening, maintenance and closure of a user account for an ICT system	Closure of user account	1 year	
Routine monitoring of access to, and use of, an ICT system	End of current year	2 year	
Detection and investigation of security breaches of an ICT system, and action taken	Last action on incident	3 years	
Systems Operations Management			
Routine monitoring and testing of an ICT system, and action taken to rectify problems and optimise performance	End of current year	1 year	

Records Retention Schedule OFFICIAL

Activity/Record Type	Retention Trigger – event that prompts start of retention period	Recommended Retention Period	Citation/Notes
Information & Communication Technology			
Investigation of faults reported by users of an ICT system, and action taken to rectify problems	Close of investigation	3 years	
Management of data in an ICT system, including the operation of routine data backup, archiving and deletion routines	End of current year	1 year	
Maintenance of the software licence(s) for an ICT system	Expiry/Termination of licence	5 years	Prescription and Limitation (Scotland) Act, 1973 and 1984
Management of an ICT system – system file (including handover documents, user guides, system support, technical and knowledge base documentation)	Decommissioning of system	5 years	
Register of removal/return of mobile ICT systems hardware and software from/to Board premises	Return of equipment	5 years	
Disposal log of arrangements for the sanitisation and disposal of institutional ICT equipment	Disposal of equipment	5 years	
Systems User Training & Support			
Development of technical and application training and guidance for IT system users	Superseded	1 year	
Logging, investigation and resolution of user requests for technical and application support	Close of call	1 year	
Projects			
Project Files (£250,000 and over)	Completion / abandonment of project	Permanent	This does not include building projects, for projects relating to programmes of work i.e. software, location move etc.. Including abandoned or deferred projects.

Records Retention Schedule OFFICIAL

Activity/Record Type	Retention Trigger – event that prompts start of retention period	Recommended Retention Period	Citation/Notes
Information & Communication Technology			
			Consider for transfer to archive
Project Files (under £250,000)	Completion / abandonment of project	6 years	