

## Records Retention Policy

| Name         | Reason for change | Date        |
|--------------|-------------------|-------------|
| Nazmul Ahmed | Original author   | 24 May 2018 |
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### Approval process for current version

| Presented to | Date        | Outcome  |
|--------------|-------------|----------|
| Andrea Baker | 24 May 2018 | Approved |
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## 1. Introduction

- 1.1. Accurate, up to date, and accessible records are necessary for the efficient and effective delivery of our business. They document our decision making and processes, and therefore provide important evidence of how and why we have managed our business in a particular way. In some instances (for instance under the

Health and Safety at Work Act 1974) there are particular legal requirements to hold records for at least a minimum period.

- 1.2. However, holding records for longer than is necessary is undesirable for a number of reasons, including:
  - 1.2.1. It may not be fair to individuals, or be compatible with obligations under data protection law to minimise the personal data that is held/to hold it for no longer than is necessary (see, for instance, Article 5(1)(e) GDPR);
  - 1.2.2. There is an increased cost of storage; and
  - 1.2.3. Holding too much information is inefficient, for instance because it makes it more time consuming to find the information which is actually being sought in amongst many other records

## 2. [Legal issues and policy of records retention](#)

- 2.1. There is a tension between holding records for a minimum period (for instance, to comply with statutory or contractual obligations, or to ensure the efficient, effective and accountable delivery of our business), and not holding records for longer than is necessary.
- 2.2. Documents may be kept longer than the stipulated guidance below where stipulated under a contractual obligation.
- 2.3. Our policy is to maintain records in accordance with the Schedule below. Once the minimum records retention period has passed, records will be reviewed to determine whether they should be destroyed, or retained for a further (specified) period and (where records are to be kept for a period longer than the minimum retention period) a record shall be kept of that decision.
- 2.4. It is vital that all business and corporate records (including emails relevant to case-files) are stored properly using our organizational case management and other systems and processes, rather than locally by individuals.
- 2.5. Where records relate to an ongoing legal process, for instance a subject access request made under data protection legislation, audit, or a live or anticipated legal claim, the records **must not** be destroyed without advice first having been obtained from the Data Protection Officer, or legal advisors.
- 2.6. In preparing this policy, we have had regard to the NHF guidance on records retention for the Housing Sector.

### 3. Securing destruction of unnecessary records, and record keeping of records destruction

- 3.1. Owing to the confidential and sensitive nature of many of the records held by Poplar HARCA, we will ensure that proper arrangements are in place for the secure destruction of records where retention is no longer necessary. This includes:
  - 3.1.1. The availability of confidential shredding facilities on site;
  - 3.1.2. Arrangements for the return and secure disposal of decommissioned IT equipment;
  - 3.1.3. Due diligence on, and documented arrangements with, contractors (who are data processors for the purposes of Article 28 GDPR) for secure and confidential removal and disposal of records to be destroyed.

### 4. Policy review

- 4.1. This policy will be reviewed every three years.

### 5. Appendix 1: Impact assessment

|  |   |
|--|---|
| How does the policy/procedure/strategy contribute to Poplar HARCA's aims?  | Compliance with the law, keep up to date information to make better business decisions.   |
| Which group(s) of people benefit from the policy/procedure/strategy? If any group could be disadvantaged, what is the mitigation or justification? | All groups of people on whom we collect personal information.   |
| How have residents been involved in developing the policy/procedure/strategy? If they have not been involved, why not?                             | This is a compliance policy and in line with the National Housing Federation Guidelines   |
| How will the policy/procedure/strategy be monitored and measured? (e.g. performance indicators?)   | The Business Support Team will carry out period checks on record retention within Poplar HARCA and monitor whether they are in line with the retention. A central spreadsheet is updated every year which capture retention period for all information processed. |
| If any, what are the Value for Money implications?   | Removing data no longer required releases storage space and frees up staff time by having less to look through for a record   |
| Will personal data be collected, stored, used or shared? If yes, a privacy impact assessment must be carried out.                                  | No, this is about deleting data no longer required  |

## SCHEDULE – MINIMUM RECORDS RETENTION PERIODS

### Key to statutory retention sources

CA - Companies Act 2006

CAWR - Control of Asbestos at Work Regulations 2012

Ch A - Children Act 1989

EA - Equality Act 2010

IPSA - Industrial And Provident Societies Act 1965

IT(E)R - Income Tax (Employment) Regulations 1993

LA /Limitations for legal proceedings – Limitation Act 1980

RIDDOR - Reporting of Injuries, Diseases & Dangerous Occurrences Regulations 2013

TMA - Taxes Management Act 1970

VATA - Value Added Tax Act 1994

National Council for Voluntary Organisations (NCVO) guidance online:

[vol.org.uk/askncvo/index.asp?id=108&terms=document%20retention](http://vol.org.uk/askncvo/index.asp?id=108&terms=document%20retention)

The ICSA Guide to document retention, 2<sup>nd</sup> edition, Andrew C Hamer, ICSA publishing.

| Document  | Statutory Retention Period | Statutory Retention Source | Recommended Retention Period | Comments               |
|---|----------------------------|----------------------------|------------------------------|------------------------|
| <b>1. Governance Documents</b>                    |                            |                            |                              |                        |
| Certificate of Incorporation                      | N/A                        | N/A                        | Permanently                  | Implied by CA, Sec.15. |
| Certificate of change of company name             | N/A                        | N/A                        | Permanently                  | Implied by CA, Sec.80. |
| Memorandum and articles of association (original) | N/A                        | N/A                        | Permanently                  | Best practice.         |
| Articles of association (current)                 | Permanently                | CA                         | Permanently                  | Best practice.         |

|  |             |      |  |  |
|--|-------------|------|--|--|
| Governance Documentation                                     | N/A         | N/A  | Permanently  | Required for charitable status.                                  |
| Constitution, Aims and Objectives                            | N/A         | N/A  | Permanently  | Required for charitable status.                                  |
| Confirmation letter of charitable registration               | N/A         | N/A  | Permanently  | Best practice.   |
| HMRC confirmation of charitable status                       | N/A         | N/A  | Permanently  | Best practice  |
| Registration documentation (I & P Societies)                 | Permanently | IPSA | Permanently  | Best practice.   |
| Certificate of registration with the housing regulator       | N/A         | N/A  | Permanently  | Best practice.   |
| Board member documents – apt letters, SLAs, bank details etc | N/A         | N/A  | 6 years after board membership ceases though some details should be destroyed when membership ceases eg bank details etc | CA 2006 recommendation for docs post termination of directorship |
| <b>2. Meetings (incl AGMs)</b>                               |             |      |  |  |
| Notices of meetings  | N/A         | N/A  | 6 years  | In case of challenge to validity of meeting or resolutions.      |
| Board and committee minutes (companies)                      | Permanently | CA   | Permanently  | Signed originals must be kept.                                   |
| Board resolutions (companies)                                | Permanently | CA   | Permanently  | Signed originals must be kept.                                   |
| Minutes and resolutions of trustees (charities)              | N/A         | N/A  | Permanently  | Charity Commission requirement CC48                              |

| <b>3. Registrations and Statutory Returns</b>   |             |     |                                     |  |
|---|-------------|-----|-------------------------------------|--|
| Annual returns to the regulator   | N/A         | N/A | 5years                              | Best practice.   |
| Audited company returns and financial statements (including I & P Societies' Annual Returns to Registrar of Friendly Societies) | N/A         | N/A | Permanently                         | Best practice.   |
| Declarations of interest  | N/A         | N/A | 6 years                             | Limitation for legal proceedings.                                      |
| Register of directors and secretaries   | Permanently | CA  | Permanently                         |  |
| Register of Shareholding members  | Permanently | CA  | Permanently                         | Records may be removed from register 20 years after membership ceases. |
| Register of seals   | N/A         | N/A | Permanently                         | Best practice.   |
| Register of share certificates  | N/A         | N/A | Permanently                         | Best practice.   |
| List of members (I & P Societies)   | N/A         | N/A | Permanently                         | Required by Registrar of Friendly Societies.                           |
| Nursing home and residential care homes registration certificates   | N/A         | N/A | Permanently                         | Best practice.   |
| Nursing home and residential care homes inspection reports  | N/A         | N/A | 6 years following end of management | Limitation for legal proceedings. Reports are public documents.        |
| <b>4. Strategic Management</b>  |             |     |                                     |  |
| Business plans & supporting documentation (e.g. organisation structures, aims, objectives, funding                              | N/A         | N/A | 5 years after plan completion       | Best practice.   |

## 5. Insurances

|  |     |     |                                     |   |
|--|-----|-----|-------------------------------------|---|
| Current and former policies                | N/A | N/A | Permanently                         | Limitation can commence from knowledge of potential claim and not necessarily the cause of the claim.<br>N.B. Housing Association Boards must annually reaffirm formally their continuation of the Voluntary Board Members Liability Policy (automatically provided via NHF membership). NCVO recommends 3 years after lapse. |
| Annual Insurance schedule                  | N/A | N/A | 6 years                             | Best practice.  |
| Claims and related correspondence          | N/A | N/A | 2 years after settlement            | Zurich Municipal recommendation. NCVO recommends 3 years after settlement   |
| Indemnities and guarantees                 | N/A | N/A | 6 years after expiry                | Limitation for legal proceedings. 12 years if related to land.  |
| Group health policies                      | N/A | N/A | 12 years after cessation of benefit | Best practice   |
| Employer's liability insurance certificate | N/A | N/A | 40 Years                            | 2008 regs removed requirement to retain for 40 years but need to be mindful of 'long tail' industrial disease claims etc.   |

| <b>6. Finance, Accounting &amp; Tax Records</b> |                            |            |               |  |
|---|----------------------------|------------|---------------|--|
| Accounting records for Limited Company          | 3 years from the date made | CA Sec 388 | 6 years       | TMA Sec.20. may require any documents relating to tax over 6 (plus) years. |
| Accounting records for I&P Society or Charity   | N/A                        | N/A        | 6years        | Required by Registrar of Friendly Societies and Charity Commissioner.      |
| Balance sheets and supporting                   | N/A                        | N/A        | 6 to 10 years | Best practice. To relate to accounting records.                            |
| Loan account control reports                    | N/A                        | N/A        | 6years        | Best practice.   |
| Social Housing Grant                            | N/A                        | N/A        | Permanently   | Best practice.   |
| Signed copy of report and accounts              | N/A                        | N/A        | Permanently   | Best practice.   |
| Budgets and internal financial                  | N/A                        | N/A        | 2 years       | Best practice.   |
| Tax returns and records                         | N/A                        | N/A        | 10 years      | TMA Sec.20. may require any documents relating to tax over 6 (plus) years. |
| VAT records                                     | 6 years                    | VATA       | 6 years       | Customs & Excise requirement for VAT registered bodies.                    |
| Orders and delivery notes                       | 6 years                    | VATA       | 6 years       | Customs & Excise requirement for VAT registered bodies.                    |
| Copy invoices                                   | 6 years                    | VATA       | 6 years       | Customs & Excise requirement for VAT registered bodies.                    |
| Credit and debit notes                          | 6 years                    | VATA       | 6 years       | Customs & Excise requirement for VAT registered bodies.                    |



|  |   |      |  |   |
|--|---|------|--|---|
| Cash records & till rolls  | 6 years   | VATA | 6 years  | Customs & Excise requirement for VAT registered bodies.         |
| Journal transfer documents   | 6 years   | VATA | 6 years  | Customs & Excise requirement for VAT registered bodies.         |
| Creditors, debtors & cash income control accounts                              | 6 years   | VATA | 6 years  | Customs & Excise requirement for VAT registered bodies.         |
| VAT related correspondence   | 6 years   | VATA | 6 years  | Customs & Excise requirement for VAT registered bodies.         |
| <b>7. Other Banking Records (including Giro)</b>                               |   |      |  |   |
| Cheques  | N/A   | N/A  | 6 years  | Limitation for legal proceedings.                               |
| Paying in counterfoils   | N/A   | N/A  | 6 years  | Limitation for legal proceedings.                               |
| Bank statements and reconciliations  | 3 years from the end of the financial year the transactions were made | CA   | 6 years  | Limitation for legal proceedings.                               |
| Instructions to bank   | N/A   | N/A  | 6 years  | Limitation for legal proceedings.                               |
| <b>8. Contracts and Agreements:</b>  |   |      |  |   |
| Contracts under seal and/or executed as deeds                                  | N/A   | N/A  | 12 years after completion (including any defects liability period) | Limitation for legal proceedings.                               |
| Contracts for the supply of goods or services, including professional services | N/A   | N/A  | 6 years after completion (including any defects liability period)  | Limitation for legal proceedings (12 years if related to land). |

|  |                            |     |                               |   |
|--|----------------------------|-----|-------------------------------|---|
| Documentation relating to small one-off purchases of goods and services, where there is no continuing maintenance or similar requirement | N/A                        | N/A | 3 years                       | Best practice.<br>Suggested limit: goods or services costing up to £10,000. |
| Loan agreements  | N/A                        | N/A | 12 years after last payment   | Best practice.  |
| Licensing agreements   | N/A                        | N/A | 6 years after expiry          | Limitation for legal proceedings.   |
| Rental and hire purchase agreements  | N/A                        | N/A | 6 years after expiry          | Limitation for legal proceedings.   |
| Indemnities and guarantees   | N/A                        | N/A | 6 years after expiry          | Limitation for legal proceedings.   |
| Documents relating to successful tender  | N/A                        | N/A | 6 years after end of contract | Best practice.  |
| Documents relating to unsuccessful tenders   | N/A                        | N/A | 2 years after notification    | Best practice.  |
| Forms of tender  | N/A                        | N/A | 6 years                       | Best practice.  |
| <b>9. Charitable Donations</b>   |                            |     |                               |   |
| Deeds of covenant  | 6 years after last payment | TMA | 12 years after last payment   | Limitation for legal proceedings if related to land.                        |
| Index of donations granted   | N/A                        | N/A | 6 years                       | Best practice.  |
| Account documentation  | 3 years                    | CA  | 6 years                       | Best practice.  |
| <b>10. Application and Tenancy Records:</b>  |                            |     |                               |   |
| Applications for accommodation   | N/A                        | N/A | 6 years after offer accepted  | Best practice.  |
| Continuous Recording of lettings and sales (CORE) data record form   | N/A                        | N/A | None                          | Best practice.  |

|  |          |      |  |   |
|--|----------|------|--|---|
| Housing Benefit notifications  | N/A      | N/A  | 2 years  | Recommendation of Institute of Rent Officers (now merged with CloH).  |
| Rent statements  | N/A      | N/A  | 2 years  | Best practice.  |
| Tenants' tenancy Files, including rent payment records, and details of any complaints and harassment cases | N/A      | N/A  | In general, for the length of the tenancy up to 6 years post tenancy.<br><br>There may be occasion to weed very old, but still current, files. Judgement should be used in what to keep and destroy. Any live issues must be kept. | Limitations Act 1980. For rent payment details, best practice suggests live system holds 2 years records plus current year. |
| Former tenants' Tenancy Agreements, and details of their leaving   | N/A      | N/A  | 6 years  | Best practice   |
| Care plans for children and related documents  | 75 years | Ch A | Permanently  | Some documents may be transferred to subsequent caring agency.  |
| Care plans for adults and related documents  | N/A      | N/A  | 8 years  | Copy documents may be transferred to subsequent caring agency. See also the NHS Records Management Code of Practice 2018    |

|   |     |     |                         |  |
|---|-----|-----|-------------------------|--|
| Documentation, correspondence and information provided by other agencies relating to special needs of current tenants | N/A | N/A | While tenancy continues | Information held on 'need to know' basis. Medical and Social Services records liable to be confidential. To be returned or passed to subsequent agency at end of tenancy, or destroyed.                                    |
| Records relating to offenders, ex-offenders and persons subject to cautions   | N/A | N/A | While tenancy continues | Information held on 'need to know' basis. Police sourced records may be confidential. To   |
|   |     |     |                         | be dealt with as required by police.   |
| <b>11. Property Records</b>   |     |     |                         |  |
| Rent registrations (superseded)   | N/A | N/A | 6 years                 | 6 years if it has been superseded by a subsequent registration.  |
| Rent Registration (not superseded)  | N/A | N/A | Permanently             | When no new fair rent has been registered (for example because there is no longer a Rent Act tenant in the property) the maximum recoverable rent will be applicable if a Rent Act tenant is ever moved into the property. |
| Fair rent documentation   | N/A | N/A | 6years                  | Rent Officer recommendation.   |

|   |   |   |  |   |
|---|---|---|--|---|
| Leases and deeds of ownership             | N/A   | N/A   | While owned Deeds of title –permanently or until property disposed of. Leases – Fifteen years after expiry [from NCVO] | Best practice.  |
| Copy of former leases                     | N/A   | N/A   | 12 years after settlement of all issues  | Limitation for legal action relating to land or contracts under seal. |
| Wayleaves, licences and easements         | N/A   | N/A   | 12 years after rights given or received cease  | Limitation for legal action relating to land or contracts under seal. |
| Abstracts of title                        | N/A   | N/A   | 12 years after interest ceases   | Limitation for legal action relating to land or contracts under seal. |
| Planning and building control permissions | N/A   | N/A   | 12 years after interest ceases   | Limitation for legal action relating to land or contracts under seal. |
| Searches                                  | N/A   | N/A   | 12 years after interest ceases   | Limitation for legal action relating to land or contracts under seal. |
| Property maintenance records              | N/A   | N/A   | 6 years  | Limitation for legal action.  |
| Reports and professional opinions         | N/A   | N/A   | 6 years  | Limitation for legal action.  |
| Development documentation                 | N/A   | N/A   | 12 years after settlement of all issues  | Limitation for legal action relating to land or contracts under seal. |
| Invoices                                  | 6 years                                       | VATA  | 12 years   | Limitation for legal action relating to land or contracts under seal. |
| VAT documentation                         | See Finance, Accounting & Tax Records section | See Finance, Accounting & Tax Records section | See Finance, Accounting & Tax Records section  | See Finance, Accounting & Tax Records section                         |

|   |                           |                        |   |   |
|---|---------------------------|------------------------|---|---|
| Insurance   | See Insurances section    | See Insurances section | See Insurances section  | See section on insurance.                                     |
| <b>12. Vehicles</b>                                     |                           |                        |   |   |
| Mileage records   | N/A                       | N/A                    | 2 years after disposal  | Best practice.  |
| Maintenance records, MOT                                | N/A                       | N/A                    | 2 years after disposal  | Best practice.  |
| Copy registrations                                      | N/A                       | N/A                    | 2 years after disposal  | Best practice.  |
| <b>13. Capital Assets</b>                               | N/A                       | N/A                    | Date of purchase to at least 6 years after date sold, transferred or disposed of. | Best practice   |
| Fixed Asset Register                                    | CA Charities Act          | N/A                    | Permanently   |   |
| <b>14. Employees: Tax and Social Security</b>           |                           |                        |   |   |
| Record of taxable payments                              | 6 years                   | TMA                    | 6 years   | Inland Revenue require retention of each payment for 3 years. |
| Record of tax deducted or refunded                      | 6 years                   | TMA                    | 6 years   | Inland Revenue require retention of each payment for 3 years. |
| Record of earnings on which standard National Insurance | 6 years                   | TMA                    | 6 years   | Inland Revenue require retention of each payment for 3 years. |
| Record of employer's and employee's National Insurance  | 6 years                   | TMA                    | 6 years   | Inland Revenue require retention of each payment for 3 years. |
| NIC contracted-out arrangements                         | 6 years                   | TMA                    | 6 years   |   |
| Copies of notices to employee (e.g. P45, P60)           | 6 years plus current year | TMA                    | 6 years plus current year   |   |
| Inland Revenue notice of code                           | 6 years                   | TMA                    | 6 years   |   |
| Expense claims  | N/A                       | N/A                    | 6 years after audit   | Best practice.  |

|   |   |   |  |   |
|---|---|---|--|---|
| Record of sickness payments                         | 3 years following year to which they relate | Good practice (no legal requirement following revocation of Statutory Sick Pay (General) Regulations 1982 | 6 years  | Inland Revenue require retention of each payment for 3 years. |
| Record of maternity payments                        | 3 years following year to which they relate | SMPR  | 6 years  | Inland Revenue require retention of each payment for 3 years. |
| Income tax PAYE and NI returns                      | 3 years following year to which they relate | Income Tax (Pay As You Earn) Regulations 2003   | 6 years  | Best practice.  |
| Redundancy details and record of payments & refunds | N/A   | N/A   | 12 years   | Institute of Personnel and Development (IPD) recommendation.  |
| Inland Revenue approvals                            | N/A   | N/A   | Permanently  | IPD recommendation  |
| Annual earnings summary                             | N/A   | N/A   | 12 years   | Best practice.  |
| <b>15. Employees: Pension Schemes</b>               |   |   |  |   |
| Actuarial valuation reports                         | N/A   | N/A   | Permanently  | IPD recommendation.   |
| Detailed returns of pension fund                    | N/A   | N/A   | Permanently  | Best practice.  |
| Annual reconciliations of fund                      | N/A   | N/A   | Permanently  | Best practice.  |
| Money purchase details                              | N/A   | N/A   | 6 years after transfer or value taken              | IPD recommendation.   |
| Qualifying service details                          | N/A   | N/A   | 6 years after transfer or value taken              | IPD recommendation.   |
| Investment policies                                 | N/A   | N/A   | 12 years from end of benefits payable under policy | IPD recommendation.   |
| Pensioner records                                   | N/A   | N/A   | 12 years after benefits cease                      | IPD recommendation.   |
| Records relating to retirement                      | 6 years after year of retirement            | RBS(IP)R  | 6 years after year of retirement                   | Statutory requirement.  |

| <b>16. Employees (Personnel Procedures):</b>   |   |     |  |  |
|--|---|-----|--|--|
| Terms and conditions of service, both general terms and conditions applicable to all staff, and specific terms and | N/A   | N/A | 6 years after last date of currency                                      | Limitation for legal proceedings.  |
| Service contracts for directors  | 3 years   | CA  | 6 years after directorship ceases  | Best practice.   |
| Remuneration package   | N/A   | N/A | 6 years after last date of currency                                      | Limitation for legal proceedings.  |
| Former employees'  | N/A   | N/A | 6 years  | IPD recommendation.  |
| References to be provided for former employees   | N/A   | N/A | 20 years or until former employee reaches age 65 (whichever comes first) | Best practice.   |
| Training programmes  | N/A   | N/A | 6 years after completion   | Best practice.   |
| Individual training records  | N/A   | N/A | 6 years after employment ceases  | IPD recommendation.  |
| Short lists, interview notes and   | N/A   | N/A | 1 year   | IPD recommendation.  |
| Application forms of non-shortlisted candidates  | Three months after notification                   | EA  | 6 months   | Recommendation of Commission for Racial Equality and Equal Opportunities Commission.<br>LA – 1 year limitation for defamations |
| CRB (Now DBS) clearance documentation  | Date of clearance + up to a maximum of six months |     | Date of clearance + up to a maximum of six months                        | DBS check code of practice (Home office)   |
| Time cards   | N/A   | N/A | 2 years after audit  | IPD recommendation.  |
| Trade union agreements   | N/A   | N/A | 10 years after ceasing to be effective                                   | IPD recommendation.  |



|  |  |                           |                                  |  |
|--|--|---------------------------|----------------------------------|--|
| Trust deeds, rules and minutes (for joint employee/employer) | N/A  | N/A                       | Permanently                      | IPD recommendation.  |
| Employer/employee committee minutes                          | N/A  | N/A                       | Permanently                      | IPD recommendation.  |
| Insurance claims   | See Insurances section   | See Insurances            | See Insurances section           | See Insurances section.  |
| <b>17. Employees: Health and Safety</b>                      |  |                           |                                  |  |
| Medical records relating to control of asbestos              | 40 years   | CAWR                      | 40 years                         |  |
| Health and Safety  | N/A  | N/A                       | Permanently                      | IPD recommendation.  |
| Health and Safety policy                                     | N/A  | N/A                       | Permanently                      | Good practice.   |
| Records of consultations with safety                         | N/A  | N/A                       | Permanently                      | IPD recommendation.  |
| Accident records, reports                                    | 3 years after date of accident   | RIDDOR                    | 6 years after date of occurrence | Limitation for legal Proceedings and obligations under Health and Safety at Work legislation.  |
| Accident books   | N/A  | N/A                       | 6 years after date of last entry | Limitation for legal proceedings.  |
| Sickness records   | Three years after the end of each tax year for Statutory Sick Pay purposes | SSP (general) regulations | 6 years from end of sickness     | Limitation for legal proceedings. NCVO recommends 3 years. However for industrial injuries not detectable within that period e.g. asbestos, the time period may be extended. Also for employees exposed to |

|  |     |     |                          |  |
|--|-----|-----|--------------------------|--|
| Health and safety statutory notices  | N/A | N/A | 6 years after compliance | Limitation for legal   |
| <b>18. Technical and research</b>  |     |     |                          | NCVO recommends 12-15 years after requirements have ended for both Records & reports and drawings & other data |
| <b>19. ASB case files and associated documents</b>                                 |     |     |                          | 5 years from case closure.   |
| <b>20. Supporting people – subsidy claims / support plans / single assessments</b> |     |     |                          | Duration of tenancy  |
| <b>21. Resident meeting</b>  | N/A | N/A | One year                 | Good practice  |
| <b>22. CCTV</b>  | N/A | N/A | 28 days                  | Good practice  |

