

Cafcass Retention Schedule

Purpose:

The Retention Schedule outlines all the business functions, the records they create or receive, and how long these records must be retained by Cafcass.

Using the Retention Schedule:

The Retention Schedule is organised based on business function, and these are organised alphabetically. The contents table below provides quick links to each function.

All business functions' records are listed in a table with the following headings:

Business Function:

Keyword 1	Keyword 2	Location	Retention trigger	Retention period	Disposal action	Justification
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Here is a definition of each column:

Column title	Definition
Keyword 1	This is a high-level description of the types of records that the business function creates.
Keyword 2	This provides more detail about the type of records, where required.
Location	This is where the records are stored.
Retention trigger	This is the event that begins the retention period. Retention triggers include publication date, staff leaving date, end of financial year, date of last action, and date of birth.
Retention period	This is the length of time that the record must be kept.
Disposal action	This is what happens when the end of the retention period is reached.
Justification	This is the reason for the retention period.

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Business Functions: Analytics¹

Keyword 1	Keyword 2	Location	Retention trigger	Retention period	Disposal action	Justification
Freedom of Information	Data collated to answer Fol requests	SharePoint team site	End of financial year	3 years	Destroy	Business need
	Aggregated data	SharePoint team site	Date created	Permanently	Retain	Business need
ChildFirst/ECSM/CMS	Identifiable children's case related data	SP site, Data Factory	Date case created	As per child's file retention in Operational business area	Destroy	Limitations Act 1980 / IICSA recommendations
	Stub of children's case date (no identifiable date)	SP site, Data Factory	Date case created	Permanently	Retain	Business need
	Aggregated data (Which can't be disaggregated)	SharePoint team site	Date created	Permanently	Retain	Business need
Ad hoc Reports		SharePoint team site	Date created	1 day/as soon as we finished using the data ¹	Destroy	Business need
	Operational data	Sent items folder in shared inbox	Date created	For HMCTS - unknown For Local Authorities, this is stated in the DPIA	Destroy	Business need
	Word documents/ Excel file or PowerPoint presentations containing tables	SharePoint team site	Date created	Permanently	Retain in SharePoint	Business need

¹ As data held by the Analytics team can be exported by staff, it is important to note that any such exports would not constitute records and can be deleted as soon as the staff member has finished using the data.

Keyword 1	Keyword 2	Location	Retention trigger	Retention period	Disposal action	Justification
	of data (without identifiable personal data)					
Staff data	Current staff and leavers	iTrent, Networkx, AssessNet, Cafcass Learning, Cafcass Apps e.g. PLR/QAI	End of employment	6 years	Retain	Business need
	Stub of Staff data (not identifiable)	Data Factory	Date staff created	Permanently	Retain	Business need

Business function: Business Services

Keyword 1	Keyword 2	Location	Retention trigger	Retention period	Disposal action	Justification
Audit		Business Services QA tool	Date of audit	7 years	Destroy	Business need
Business Services Management Team meetings	Agendas and minutes	SharePoint team site	Date of meeting	2 years	Destroy	Business need
Meetings with BSMTs	Agendas and minutes	SharePoint team site	Date of meeting	2 years	Destroy	Business need
Other internal meetings		SharePoint team site	Date of meeting	2 years	Destroy	Business need
Multi-agency meetings²		SharePoint team site	Date of meeting	2 years	Destroy	Business need
NBC Management and Team meetings³	Minutes	Personal inboxes	Date of meeting	2 years	Destroy	Business need
NBC Report		SharePoint team site	End of calendar year	2 years	Destroy	Business need
Public and Private Law Portals⁴		SharePoint team site	Creation date	Permanently	Retain in SharePoint	Business need
Standard Operating Procedures (SOPs)		SharePoint team site	Date created	Permanently	Retain in SharePoint	Business need
Chatbot transcripts	Where a customer has only communicated with the Chatbot	Genesys	End of conversation	Immediate deletion	Destroy	Business need

² This only refers to multi-agency meetings where Cafcass hosts the meeting and records the minutes. Where the multi-agency meeting is hosted by another agency, the minutes and other records are considered the property of that agency, and so are not considered Cafcass records.

³ These are meetings held between the Senior Business Services Manager and the Team Leaders, and those between the Teams Leaders and their teams where messages and information from BSMT is circulated.

⁴ Records relating to the Public and Private Law portals including reports, correspondence, and meeting minutes where Cafcass hosts the meeting and records the minutes. Meetings about the Public and Private Law Portals which are hosted by other agencies are not considered Cafcass meetings, and so their records are not considered Cafcass records.

Keyword 1	Keyword 2	Location	Retention trigger	Retention period	Disposal action	Justification
	Where a customer has been transferred to a call centre agent,	Genesys	End of conversation	30 days	Destroy	Business need

Business Function: Cafcass Associates Unit

Keyword 1	Keyword 2	Location	Retention trigger	Retention period	Disposal action	Justification
Audit records		Teams Channel	Date of audit	3 years	Destroy	Business need
Team meeting minutes		SharePoint team site	Date of meeting	Permanently	Retain	Business need
Training materials	For team members	SharePoint team site	Date created	Permanently	Retain	Business need
Cafcass Associates shared outlook inbox	Receiving Enquiries from Associates, SM relating to Children's cases,	CafcassAssociates@cafcass.gov.uk – shared outlook inbox	Date received	6 months ⁵	Destroy	Business need
Cafcass Associates Allocations shared outlook inbox	Receiving referrals	CafcassAssociatesAllocations@cafcass.gov.uk – shared outlook inbox	Date received	6 months ⁶	Destroy	Business need
Cafcass Associates Alerts - shared outlook inbox	Forwarding auto alerts to local Teams	CafcassAssociatesAlerts@cafcass.gov.uk - shared outlook inbox	Date received	6 months ⁷	Destroy	Business need
Contracts	Associates' contracts for cases	SharePoint team site	End of contract	7 years	Destroy	Limitations Act 1980
Contractor folders	Setup documents for Associates, contract managers review, feedback	SharePoint team site	End of employment	6 years	Destroy	CIPD guidance
Workload trackers	Tracker to show how many emails	SharePoint team site	Last update	1 year	Destroy	Business need

⁵ This mailbox has a retention policy attached to it, meaning that all emails are automatically deleted after 6 months.

⁶ This mailbox has a retention policy attached to it, meaning that all emails are automatically deleted after 6 months.

⁷ This mailbox has a retention policy attached to it, meaning that all emails are automatically deleted after 6 months.

Keyword 1	Keyword 2	Location	Retention trigger	Retention period	Disposal action	Justification
	team member processed – using for audit purpose					
Contract spreadsheet	Spreadsheet to show which cases got contracts – finance team also using those spreadsheets	Teams Channel	End of financial year	7 years	Destroy	Business need
Allocations spreadsheet	Spreadsheet to show which cases has been allocated to Associates	Teams Channel	Last update	2 years	Destroy	Business need

Business Function: Corporate Secretariat

Keyword 1	Keyword 2	Location	Retention trigger	Retention period	Disposal action	Justification
Cafcass Board and Subcommittees⁸	Management information including Risk registers, headcount information, Information Asset Registers	SharePoint sites	Superseded date	1 day ⁹	Destroy	Business need
	Business including Board meeting agendas, minutes, and papers, as well as records of events and activities	SharePoint sites	Date created	Permanently	Retain	Business need
	Board meeting agendas, minutes, and papers	Convene ¹⁰	Date of meeting	1 year	Destroy	Business need
	Governance records such as Standing Orders, Code of Conduct, and Board operating frameworks	SharePoint sites	Date created	Permanently	Retain	Business need

⁸ The subcommittees of the Cafcass Board include, but are not limited to, the Audit and Risk Committee, the Performance and Quality Committee, the People Committee, and the Remuneration Committee

⁹ These records can be deleted as soon as they are superseded.

¹⁰ Convene is the system used to distribute papers to Board members. They are removed from the system after 1 year, but the master copy is retained permanently on SharePoint.

Keyword 1	Keyword 2	Location	Retention trigger	Retention period	Disposal action	Justification
Corporate Management Team	Terms of Reference	SharePoint sites	Date created	Permanently	Retain	Business need
	CMT meeting agendas, papers, and minutes	SharePoint sites	Date of meeting	Permanently	Retain	Business need
Information Assurance Board	Terms of Reference	Teams Channel	Date created	Permanently	Retain	Business need
	IAB meeting agendas, papers, and minutes	Teams Channel	Date of meeting	Permanently	Retain	Business need
	Information Assurance Action Tracker	Teams Channel	Last update	Permanently ¹¹	Retain	Business need
Recovery Board	Agendas, papers, and minutes	SharePoint site	Date of meeting	Permanently	Retain	Business need
Strategy	Cafcass Strategy / Strategic Plans	SharePoint sites	Date created	Permanently	Retain	Business need
Business plans		SharePoint sites	End of financial year	7 years	Destroy	Business need
Operational Risk Register		SharePoint sites	Last update	Permanently ¹²	Retain	Business need
Business Continuity	Business Continuity Steering Group meeting agendas, notes, and actions	SharePoint sites	Date of meeting	Permanently	Retain	Business need
	Recovery matrix	SharePoint sites	End of financial year	7 years	Destroy	Business need

¹¹ The Information Assurance Action Tracker is updated on a regular basis. As a living document, this needs to be retained permanently as it remains of use to the organisation.

¹² The Operational risk register is updated on a quarterly basis to ensure that only accurate data is retained. As a living document, this needs to be retained permanently as it remains of use to the organisation.

Business Function: Commissioned Services Support Unit

Keyword 1	Keyword 2	Location	Retention trigger	Retention period	Disposal action	Justification
Audit records		Teams Channel	Completion date	3 years	Destroy	Business need
Team meeting minutes		SharePoint team site	Meeting date	Permanently	Retain in SharePoint	Business need
Training materials	Training for team members	SharePoint team site	Date created	Permanently	Retain in SharePoint	Business need
Planning together shared outlook inbox	Receiving court orders ordering parties to attend planning together course. Enquiries relating to Planning Together for Families & service user enquiries.	planningtogether@cafcass.gov.uk – shared outlook inbox	Date received	6 months	Destroy	Business need
DNA requests shared outlook inbox	Receiving court orders ordering DNA testing for Cafcass	DNARequests@cafcass.gov.uk – shared outlook inbox	Date received	6 months ¹³	Destroy	Business need

¹³ This mailbox has a retention policy attached to it, meaning that all emails are automatically deleted after 6 months.

Keyword 1	Keyword 2	Location	Retention trigger	Retention period	Disposal action	Justification
DNA support - shared outlook inbox	Enquiries relating to DNA testing	DNASupport@caf.cass.gov.uk - shared outlook inbox	Date received	6 months ¹⁴	Destroy	Business need
Non-attendance – planning together	Receiving lists from providers on SU who have not attended the planning together course	Teams Channel	Date system replaced	1 day ¹⁵	Destroy	Business need
Workload trackers	Tracker to show the date when referral was made for parties for planning together referrals	Teams Channel	Date received	6 months	Destroy	Business need
DNA database	Headline data	nbc - DNA Database - All Items (sharepoint.com)	Date received	Permanently	Retain	Business need
	Case details, audit records and saved correspondence	nbc - DNA Database - All Items (sharepoint.com)	Date received	3 years	Destroy	Business need

¹⁴ This mailbox has a retention policy attached to it, meaning that all emails are automatically deleted after 6 months.

¹⁵ These records can be destroyed as soon as the new system is implemented.

Business Function: Communications

Keyword 1	Keyword 2	Location	Retention trigger	Retention period	Disposal action	Justification
External communications	Press releases (final version)	Cafcass website / SharePoint team site ¹⁶	Publication date	Permanently	Retain	Historical value
	Partner's e-bulletin	SharePoint team site and Comms mailbox	Publication date	10 years	Destroy	Business need
Image library	Images of Board members or senior Cafcass staff	SharePoint team site	End of service ¹⁷	1 day ¹⁸	Destroy	Business need
	Stock images	SharePoint team site	End of license	1 day ¹⁹	Destroy	Business need
Internal Communications	Channel C ²⁰	SharePoint team site	Publication date	5 years	Destroy	Historical value
	Connect news articles	SharePoint team site	Publication date	5 years	Destroy	Historical value
	Connect blog posts	SharePoint team site	Publication date	5 years	Destroy	Historical value
	Jacky's vlogs	SharePoint team site	Publication date	5 years	Destroy	Historical value
	Leadership Live recordings	SharePoint team site	Publication date	5 years	Destroy	Historical value
	Digital scanning	SharePoint team site	Publication date	1 year	Destroy	Business need

¹⁶ The master version of these records is those held in the SharePoint site. The Cafcass website holds press releases from September 2021 onwards, whereas the SharePoint site contains the full archive of press releases.

¹⁷ When the Board member finishes their term or when the staff member leaves Cafcass.

¹⁸ This record can be deleted as soon as the Board member's term ends or the staff member leaves.

¹⁹ These records must be destroyed as soon as our license for the images expires.

²⁰ Channel C was a monthly internal comms newsletter which was produced from 2013 – 2017.

Keyword 1	Keyword 2	Location	Retention trigger	Retention period	Disposal action	Justification
Mailchimp	Contact details and records of communications	Mailchimp	System superseded date	1 day ²¹	Destroy	Business need
Media inquiries	Monitoring spreadsheet	SharePoint team site	Inquiry date	10 years	Destroy	Business need
Planning	Comms tracker	SharePoint team site	Last update	Permanently	Retain in SharePoint	Business need
Publications	Publications / leaflets	Standalone	Publication date	Permanently	Retain	Historical value
Reports	Annual reports (final version)	SharePoint team site	Publication date	Permanently	Retain	Historical value
	Annual reports (drafts and related correspondence)	SharePoint team site	Publication date	3 years	Destroy	Business need
Standard Operating Procedures (SOPs)		SharePoint team site	Creation date	Permanently	Retain in SharePoint	Business need
Stakeholders	Contact spreadsheet	SharePoint team site	Last update ²²	Permanently	Retain in SharePoint	Business need
Team meetings	Agendas	SharePoint team site	Meeting date	5 years	Destroy	Business need

²¹ Information will remain on the Mailchimp platform until such time as the system stops being used. Individuals' contact details are removed from the system upon request.

²² The stakeholder contact spreadsheet is updated on a quarterly basis to ensure that only accurate and necessary personal data is retained. As a living document, this needs to be retained permanently as it remains of use to the organisation.

Business Function: Complaints and Correspondence

Keyword 1	Keyword 2	Location	Retention trigger	Retention period	Disposal action	Justification
Complaints	Complaints made by adults	Viewpoint app and SharePoint	Last action	7 years	Destroy	Limitations Act 1980
	Complaints made by children and young people	Viewpoint app and SharePoint	Date of birth	25 years	Destroy	Limitations Act 1980
Data Subject Rights Requests		Viewpoint app and SharePoint	Last action	5 years	Destroy	Business need ²³
Correspondence		Viewpoint app and SharePoint	Last action	7 years	Destroy	Business need
Compliments		Viewpoint app and SharePoint	Last action	3 years	Destroy	Business need
Third party requests for information		Third party disclosure inbox	Last action	2 years	Destroy	Business need
Correspondence with Ombudsman and MPs		Viewpoint app and SharePoint	Last action	7 years	Destroy	Business need
Standard Operating Procedures		SharePoint	Date created	Permanently ²⁴	Retain in SharePoint	Business need
Team meetings	Complaints and Correspondence team meeting notes	Teams channel	Date of meeting	5 years	Destroy	Business need

²³ The Customer Services team have indicated that a retention of 5 years is suitable on the basis that retaining the records helps the team to manage repeat subject access requests, as they can consider previous disclosures and reduce the duplication of work.

²⁴ The Customer Services team have indicated that their SOPs are living documents which are reviewed and updated regularly. As a living document, this needs to be retained permanently as it remains of use to the organisation.

Business Function: Diversity Networks

Keyword 1	Keyword 2	Location	Retention trigger	Retention period	Disposal action	Justification
Ability Matters	Meeting minutes	SharePoint site	Date of meeting	5 years	Destroy	Business need
	Annual plan	SharePoint site	Creation date	5 years	Destroy	Business need
Carers network	Minutes of formal meetings	SharePoint site	Date of meeting	5 years	Destroy	Business need
Faith Network	Annual plan	SharePoint site	Creation date	Permanently	Retain	Business need
	Resources including presentations and workshops	SharePoint site	Creation date	Permanently	Retain	Business need
Kaleidoscope	Meeting agendas and minutes	MS Teams channel	Date of meeting	Permanently	Retain in Teams	Business need
	Members list	MS Teams channel	Date of meeting	Permanently ²⁵	Retain in Teams	Business need
	Resources including articles, blogs, and presentations	MS Teams channel	Creation date	Permanently	Retain in Teams	Business need
	Annual plan	MS Teams channel	Creation date	Permanently	Retain in Teams	Business need
	Terms of Reference	MS Teams channel	Creation date	Permanently	Retain in Teams	Business need
Mental Health network	Working group minutes	MS Teams site	Date of meeting	5 years	Destroy	Business need
	Presentations	MS Teams site and Cafcass Learning	Superseded date	1 day ²⁶	Destroy	Business need

²⁵ The members list is updated on a regular basis to ensure that only accurate and necessary personal data is retained. As a living document, this needs to be retained permanently as it remains of use to the organisation.

²⁶ Presentations can be immediately deleted from the MS Teams site once they have been superseded. Deletions from Cafcass Learning will need to be done in conjunction with HR to ensure that learner's records are not affected.

Keyword 1	Keyword 2	Location	Retention trigger	Retention period	Disposal action	Justification
	Recordings	Microsoft Stream and Cafcass Learning	Superseded date	1 day ²⁷	Destroy	Business need
	Email distribution list	Outlook	Last update	Permanently ²⁸	Retain in Outlook	Business need
	Membership records	MS Teams site	Last update	Permanently ²⁹	Retain in Outlook	Business need
Neurodiversity Network	Presentations and resources for workshops and events such as Neurodiversity Celebration Week	SharePoint	Last updated	Permanently	Retain in SharePoint	Business need
Pride Network	Meeting minutes	MS Teams Channel	Date of meeting	5 years	Destroy	Business need
	Draft guidance or policies where the Pride Network has provided input	MS Teams Channel	Last update	Permanently	Retain in Teams	Business need
	Presentations and resources for workshops and events such as LGBT History month	MS Teams Channel	Last update	Permanently	Retain in Teams	Business need

²⁷ Recordings can be immediately deleted from Microsoft Stream once they have been superseded. Deletions from Cafcass Learning will need to be done in conjunction with HR to ensure that learner's records are not affected.

²⁸ The email distribution list is updated on a regular basis to ensure that only accurate and necessary personal data is retained. As a living document, this needs to be retained permanently as it remains of use to the organisation.

²⁹ The membership records are updated on a regular basis to ensure that only accurate and necessary personal data is retained. As a living document, this needs to be retained permanently as it remains of use to the organisation.

Business Function: Estates Management

Keyword 1	Keyword 2	Location	Retention trigger	Retention period	Disposal action	Justification
Buildings	Floor plans	Premises SharePoint sites	Disposal of building	1 year	Destroy	Business need
	Background information	Premises SharePoint site	Issue date	20 years	Destroy	Business need
	Papers relating to utility or communications companies (excluding invoices etc)	Premises SharePoint site	Date of last paper	2 years	Destroy	Business need
	Papers relating to consultants and contractors	Premises SharePoint site	Date of last paper	7 years	Destroy	Limitations Act 1980
	Any other records not mentioned on the schedule	Premises SharePoint site	Issue date / last entry	3 years	Destroy	Business need
Certificates	EPC and DEC certificates	Premises SharePoint sites	Certificate issue date	7 years	Destroy	Business need
Contracts	Contracts for services such as maintenance of zip water taps	Premises SharePoint sites	Life of contract	1 day ³⁰	Destroy	Business need
Contractor meetings	Minutes, reports and papers	Premises SharePoint site	Meeting date	5 years	Destroy	Business need
	Agendas, room booking, other housekeeping	Premises SharePoint site	Meeting date	1 year	Destroy	Business need
Disposal	Records relating to the disposal	Premises SharePoint site	Disposal of property	12 years	Destroy	Limitations Act 1980

³⁰ The contracts held by Estates are local copies held for business need, Procurement will hold the master contract and will retain it for life of the contract + 7 years.

Keyword 1	Keyword 2	Location	Retention trigger	Retention period	Disposal action	Justification
	of property such as solicitors' instructions, sales plans and correspondence					
Disputes	Claim and arbitration	Premises SharePoint site	Disposal of property	6 years	Destroy	Limitations Act 1980
Drawings	Consultants' or contractor's drawings and associated records	Premises SharePoint site	Disposal of building	1 year	Retain	Business need
	As built or as installed drawings	Premises SharePoint site	Disposal of building	1 year	Retain	Business need
	Drawings given in presentations for contract tender (can include photographs or models ³¹)	Premises SharePoint site	Disposal of building	1 year	Retain	Business need
	Competition drawings	Premises SharePoint site	Disposal of building	1 year	Retain	Business need
Leases	Leases i.e., details of property leased, licenses, legal documents	Original paper copies at Iron Mountain / scanned copy in each premises file	Lease end date	12 years	Destroy	Limitations Act 1980
	Records relating to leasehold properties such	Premises SharePoint site	Lease end date	12 years	Destroy	Limitations Act 1980

³¹ Only the drawings from the winning tender need to be retained.

Keyword 1	Keyword 2	Location	Retention trigger	Retention period	Disposal action	Justification
	as landlord consents, licenses or schedule of known alterations					
Maintenance	Reports of maintenance carried out, for example of hearing loops	Premises SharePoint site	Report date	7 years	Destroy	Limitations Act 1980 ³²
	Schedule	Premises SharePoint site	Superseded date	3 years	Destroy	Business need
	Programme	Premises SharePoint site	Creation date	16 years	Destroy	Business need
Manuals	Maintenance or equipment manuals	Premises SharePoint site	Equipment disposal	1 day ³³	Destroy	Business need
Meetings	Tenants' meetings or FM Ops meetings	Premises SharePoint site	Meeting date	7 years	Destroy	Limitations Act 1980
Photographs	Site photographs	Premises SharePoint site	Date taken	10 years	Destroy	Business need
	Photographs of work or publicity photos	Premises SharePoint site	Project end date / event date	20 years	Destroy	Business need
Security	Keyholder log	Premises SharePoint sites	Disposal of building	1 day ³⁴	Destroy	Business need
	Security codes	Premises SharePoint site	Code change	1 day	Destroy	Business need

³² Based on a 6-year timescale in which an action can be brought in the case of a simple contract under Limitation Act 1980 s.5 or negligence under Limitation Act 1980 s.14A

³³ These records must be destroyed or transferred to the new owner during the disposal of the equipment.

³⁴ This record must be destroyed as soon as the office is fully vacated, as it contains personal data about staff members that is no longer required.

Keyword 1	Keyword 2	Location	Retention trigger	Retention period	Disposal action	Justification
	Alarm activation notices	Premises SharePoint site	Disposal of building	1 day ³⁵	Destroy	Business need
Servicing	Reports of servicing completed on equipment such as lifts, ZIP water taps etc	Premises SharePoint site	Report date	7 years	Destroy	Limitations Act 1980 ³⁶
Standard Operating Procedures (SOPs)		SharePoint team site	Date created	Permanently	Retain in SharePoint	Business need
Statutory Authorities	Records from statutory authorities such as the Valuation Office Agency	Premises SharePoint site	Last paper	20 years	Destroy	Business need
Surveys (buildings)	Building or site surveys	Premises SharePoint site	Survey date	20 years	Destroy	Business need
	Communications from the Surveyor regarding surveys and results, including feasibility studies.	Premises SharePoint site	Contract end date	6 years if the record was part of a project; 3 years if not.	Destroy	Limitations Act 1980
	Installation surveys	Premises SharePoint site	Survey date	16 years	Destroy	Business need
Surveys (plant, equipment and assets)	Plant and equipment	Premises SharePoint site	Survey date	7 years	Destroy	Limitations Act 1980 ³⁷

³⁵ This record must be destroyed as soon as the office is fully vacated, as it contains personal data about staff members that is no longer required.

³⁶ Based on a 6-year timescale in which an action can be brought in the case of a simple contract under Limitation Act 1980 s.5 or negligence under Limitation Act 1980 s.14A

³⁷ Based on a 6-year timescale in which an action can be brought in the case of a simple contract under Limitation Act 1980 s.5 or negligence under Limitation Act 1980 s.14A

Keyword 1	Keyword 2	Location	Retention trigger	Retention period	Disposal action	Justification
	condition surveys					
	Asset condition surveys	Premises SharePoint site	Survey date	7 years	Destroy	Limitations Act 1980 ³⁸
Updates	Quarterly updates to CEO	Team SharePoint site	End of calendar year	2 years	Destroy	Business need
	Updates to OMT and CMT	Team SharePoint site	End of calendar year	2 years	Destroy	Business need
	Weekly updates to Director of Resources and National Director of Operations	Team SharePoint site	End of calendar year	2 years	Destroy	Business need
Waste	Hazardous waste return summaries	Premises SharePoint site	Issue date	3 years	Destroy	The Hazardous Waste (England and Wales) Regulations 2005
	Certificates of destruction for confidential waste	Premises SharePoint site	Issue date	7 years	Destroy	Business need; Audit purposes
	Waste transfer notes	Premises SharePoint site	Notice date	2 years	Destroy	UK Government guidance ³⁹
	Environmental reports on waste	Premises SharePoint site	Report date	2 years	Destroy	UK Government guidance ⁴⁰
Works	Planning consents or listed building consents	Premises SharePoint site	Issue date	20 years	Destroy	Business need

³⁸ Based on a 6-year timescale in which an action can be brought in the case of a simple contract under Limitation Act 1980 s.5 or negligence under Limitation Act 1980 s.14A

³⁹ [Dispose of business or commercial waste: Waste transfer notes - GOV.UK \(www.gov.uk\)](https://www.gov.uk/government/guidance/dispose-of-business-or-commercial-waste-waste-transfer-notes)

⁴⁰ [Dispose of business or commercial waste: Waste transfer notes - GOV.UK \(www.gov.uk\)](https://www.gov.uk/government/guidance/dispose-of-business-or-commercial-waste-waste-transfer-notes)

Keyword 1	Keyword 2	Location	Retention trigger	Retention period	Disposal action	Justification
Workplace inspection	Reports	Premises SharePoint sites	Report date	12 years	Destroy	Limitations Act 1980
	Logs	Premise SharePoint site	Last entry	5 years	Destroy	Business need

Business Function: Finance and Resources

Keyword 1	Keyword 2	Location	Retention trigger	Retention period	Disposal action	Justification
Accounting	Main ledgers	Finance system (e5) and SharePoint team site; paper copies in Cafcass national archive	End of financial year	7 years	Destroy	Companies Act 2006 ⁴¹
	Supporting documents	Finance system (e5) and SharePoint team site; paper copies in Cafcass national archive	End of financial year	7 years	Destroy	Companies Act 2006 ⁴²
Financial reports	Reports and supporting documents	SharePoint team site; paper copies in Cafcass national archive	End of financial year	7 years	Destroy	Companies Act 2006 ⁴³
Forecasting		E5	End of financial year	7 years	Destroy	Companies Act 2006 ⁴⁴
Budgets	Including budget delegation letters	E5	End of financial year	7 years	Destroy	Companies Act 2006 ⁴⁵

⁴¹ Section 388 of the Companies Act 2006 states that public companies must keep their accounting records (those that show the companies' transactions and can provide an accurate disclosure of the companies' financial position) for 6 years from the date on which they are made. [Companies Act 2006 \(legislation.gov.uk\)](#)

⁴² Section 388 of the Companies Act 2006 states that public companies must keep their accounting records (those that show the companies' transactions and can provide an accurate disclosure of the companies' financial position) for 6 years from the date on which they are made. [Companies Act 2006 \(legislation.gov.uk\)](#)

⁴³ Section 388 of the Companies Act 2006 states that public companies must keep their accounting records (those that show the companies' transactions and can provide an accurate disclosure of the companies' financial position) for 6 years from the date on which they are made. [Companies Act 2006 \(legislation.gov.uk\)](#)

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⁴⁵ Section 388 of the Companies Act 2006 states that public companies must keep their accounting records (those that show the companies' transactions and can provide an accurate disclosure of the companies' financial position) for 6 years from the date on which they are made. [Companies Act 2006 \(legislation.gov.uk\)](#)

Keyword 1	Keyword 2	Location	Retention trigger	Retention period	Disposal action	Justification
Dealings	Records of dealing with the Public Accounts Committee and the Select Committee on Expenditure	SharePoint team site; paper copies in Cafcass national archive	End of financial year	7 years	Destroy	Companies Act 2006 ⁴⁶
Financial authorities or delegations		SharePoint team site; paper copies in Cafcass national archive	Superseded date	7 years	Destroy	Companies Act 2006 ⁴⁷
Register of hospitality and gifts	Includes quarterly updates from Business Services, as well as an annual report produced by the Finance team.	SharePoint team site	Date created	3 years	Destroy	Business need

⁴⁶ Section 388 of the Companies Act 2006 states that public companies must keep their accounting records (those that show the companies' transactions and can provide an accurate disclosure of the companies' financial position) for 6 years from the date on which they are made. [Companies Act 2006 \(legislation.gov.uk\)](#)

⁴⁷ Section 388 of the Companies Act 2006 states that public companies must keep their accounting records (those that show the companies' transactions and can provide an accurate disclosure of the companies' financial position) for 6 years from the date on which they are made. [Companies Act 2006 \(legislation.gov.uk\)](#)

Business Function: Health and Safety

Keyword 1	Keyword 2	Location	Retention trigger	Retention period	Disposal action	Justification
Air Quality	Test reports	Premises SharePoint files	Report date	7 years	Destroy	The Limitations Act 1980
Building Compliance	Asbestos - log	Original paper copies at Iron Mountain / scanned copy in each premises file	Creation date	40 years	Destroy	The Control of Asbestos Regulations 2006
	Asbestos - Inspection reports	Premises SharePoint sites	Inspection date	40 years	Destroy	The Control of Asbestos Regulations 2006
	Electrical - PAT tests	Premises SharePoint sites	Test expiry	1 year	Destroy	Limitations Act 1980, section 11 ⁴⁸
	Electrical - Works certificates	Premises SharePoint sites	Certificate expiry date	7 years	Destroy	Limitations Act 1980
	Electrical - Installation condition reports	Premises SharePoint sites	Report date	7 years	Destroy	Limitations Act 1980
	Fire - Alarm service	Premises SharePoint site	Issue date	5 years	Destroy	Business need
	Fire - Extinguisher service	Premises SharePoint site	Issue date	5 years	Destroy	Business need
	Fire Marshall certificates	Premises SharePoint site	Superseded date	1 year	Destroy	Business need
	Fire safety action sheets	Premises SharePoint site	Superseded date or building disposal date	1 day ⁴⁹	Destroy	Business need

⁴⁸ Section 11 states that any action for damages negligence, nuisance, or breach of duty has a 3-year limit. [Limitation Act 1980 \(legislation.gov.uk\)](https://www.legislation.gov.uk/ukpga/1980/32/section/11)

⁴⁹ The Fire Safety action sheets can be destroyed as soon as they are updated or immediately upon disposal of the building to which they relate.

Keyword 1	Keyword 2	Location	Retention trigger	Retention period	Disposal action	Justification
	Office compliance checks	Premises SharePoint sites	Check date	1 year	Destroy	Business need
	Water - Test reports (non-legionella)	Premises SharePoint site	Superseded date	1 year	Destroy	Business need
	Water - Legionella test reports	Premises SharePoint site	Report date	5 years	Destroy	HSE guidance
Business Continuity	Plans	Premises SharePoint site	Superseded date	1 year	Destroy	Business need
Closed Circuit Television (CCTV)⁵⁰	Coventry and Newcastle offices	CCTV system	Date recorded	30 days	Destroy	Business need
	London office	CCTV system	Date recorded	>30 days ⁵¹	Destroy	Business need
	Peterborough, Chelmsford and Portsmouth offices	CCTV system	Date recorded	N/A ⁵²	Destroy	Business need
Correspondence	Correspondence with landlords about routine matters such as regular maintenance.	Premises SharePoint site	Date of email / letter	3 years	Destroy	Business need
	Correspondence concerning ongoing landlord	Premises SharePoint site	Building disposal	1 year	Destroy	Business need

⁵⁰ These retention periods only apply to offices where Cafcass manages the CCTV recordings. In leased offices where the landlord manages the CCTV, they will set their own retention periods.

⁵¹ CCTV in this office is retained for a minimum of 30 days and is only deleted once max capacity has been reached. This can vary depending on the available data capacity and the number of automatically detected events

⁵² CCTV in this office is live feed only, therefore the footage is not saved.

Keyword 1	Keyword 2	Location	Retention trigger	Retention period	Disposal action	Justification
	responsibility such as that they hold the gas safety certificates					
	Correspondence from staff reporting any H&S issues	Premises SharePoint site	Date of email / letter	1 year	Destroy	Business need
Covid-19	Returning to the office videos	Premises SharePoint site	Date created	5 years	Destroy	Business need
DSE	Assessment log	Premises SharePoint site	Last entry	3 years	Destroy	Business need
	Staff DSE assessment forms (during employment)	AssessNet	Completion date	3 years	Destroy	Limitations Act 1980
	Staff DSE forms (final one completed before end of employment)	AssessNet	Staff leaving date	3 years	Destroy	Limitations Act 1980
First Aid	First Aider Certificates	Premises SharePoint sites	Certificate end date	1 year	Destroy	Business need
	Equipment log	Premises SharePoint site	Superseded date	1 year	Destroy	Business need
Incidents and accidents	Standard incident report	iTrent and Premises SharePoint site	Date of accident	5 years	Destroy	Social Security (Claims and Payments) Regulations 1979, Reg.

Keyword 1	Keyword 2	Location	Retention trigger	Retention period	Disposal action	Justification
						25(3) ⁵³ ; Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 1995, Reg. 7. ⁵⁴
	Incident report where a child was injured	Premises SharePoint site	Child's date of birth	25 years	Destroy	Limitations Act 1980 ⁵⁵
	Asbestos exposure report	iTrent and Premises SharePoint site	Date of accident	40 years	Destroy	Control of Asbestos Regulations 2006 ⁵⁶ ; Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 1995
	Exposure to hazardous	iTrent and Premises SharePoint site	Date of accident	40 years	Destroy	The Control of Substances Hazardous to

⁵³ The Social Security (Claims and Payments) Regulations 1979, as amended by The Social Security (Claims and Payments) Amendment (No. 3) Regulations 1993, states that records of 'every employed earner who suffers personal injury by accident in respect of which benefit may be payable' must be kept for 'for the period of at least 3 years from the date of its entry'. [The Social Security \(Claims and Payments\) Regulations 1979 \(legislation.gov.uk\)](#) and [The Social Security \(Claims and Payments\) Amendment \(No. 3\) Regulations 1993 \(legislation.gov.uk\)](#)

⁵⁴ These regulations states that records of any injury, disease or dangerous occurrence that falls under the regulation must 'be kept for at least three years from the date on which it was made.' [The Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 1995 \(legislation.gov.uk\)](#)

⁵⁵ Based on the 6-year timescale that an action can be brought under the Limitations Act. This timescale begins when the child turns 18 years old.

⁵⁶ Paragraph 22 of the Control of Asbestos Regulations 2006 states that health records relating to employee exposure to asbestos must be retained for at least 40 years from the date of last entry. [The Control of Asbestos Regulations 2006 \(legislation.gov.uk\)](#)

Keyword 1	Keyword 2	Location	Retention trigger	Retention period	Disposal action	Justification
	substances report					Health Regulations 2002 (COSHH) ⁵⁷ ; Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 1995
Logs	Such as overall H&S log, PEEP review log, Fire Marshall logs etc	Premises SharePoint site	Last update	3 years	Destroy	Business need
	Office sign in sheets	Hard copy and Premises SharePoint site	End of financial year	1 year	Destroy	Business need
Personal safety	Panic alarm test reports	Premises SharePoint site	Report date	7 years	Destroy	Limitations Act 1980 ⁵⁸
	Personal Emergency Evacuation plans	Premises SharePoint site	Superseded date	3 years	Destroy	Business need
Procedures	Includes security protocols and panic alarm procedures	Premises SharePoint site	Superseded date	1 year	Destroy	Business need

⁵⁷ Paragraph 10 of the COSHH Regulations 2002 states that records that are ‘representative of the personal exposures of identifiable employees’ must be retained for at least 40 years from the date of the incident. [The Control of Substances Hazardous to Health Regulations 2002 \(legislation.gov.uk\)](https://www.legislation.gov.uk/uksi/2002/2676/contents/partII/chapterI/regulation10)

⁵⁸ Based on a 6 year timescale in which an action can be brought in the case of a simple contract under Limitation Act 1980 s.5 or negligence under Limitation Act 1980 s.14A

Keyword 1	Keyword 2	Location	Retention trigger	Retention period	Disposal action	Justification
Risk assessments	Standard such as lone working, visitor control, manual handling	Premises SharePoint site	Annual review	7 years	Destroy	Limitations Act 1980
	COSHH	Premises SharePoint site	Superseded date	7 years	Destroy	The Control of Substances Hazardous to Health 2002 (COSHH) law
	Fire	Premises SharePoint site	Annual review	7 years	Destroy	Regulatory Reform (Fire Safety) Order 2005
Health and Safety Training	Induction video	Premises SharePoint site	Superseded date	1 day	Destroy	Business need

Business Function: Human Resources

Keyword 1	Keyword 2	Location	Retention trigger	Retention period	Disposal action	Justification
Contracts	Contract, contract variations, resignation letter or notice of dismissal, notice of formal sanctions, documents relating to pension.	Archive, NBC, SharePoint	End of employment	15 years	Destroy	Guidance from West Yorkshire Pension Fund ⁵⁹
Other employment particulars	Offer letters, job descriptions, onboarding correspondence	Archive, NBC, SharePoint	End of employment	6 years	Destroy	CIPD guidance
Correspondence	Relating to employment but not varying terms and conditions	Archive, NBC, SharePoint	End of employment	6 years	Destroy	CIPD guidance ⁶⁰
Employment details	Including Start date, end date, positions held, reporting/organisational unit,	Archive, NBC, SharePoint, iTrent	End of employment	15 years	Destroy	Business need

⁵⁹ West Yorkshire Pension Fund has issued guidance that it is the responsibility of the employing organisation to retain records that relate to pensions for 15 years following the end of employment. This retention period is based on the maximum statutory limitations for complaints about the calculation of pension benefits. Once the 15 year retention period has elapsed, it is the responsibility of West Yorkshire Pension Fund to maintain appropriate records to allow members to access their pensions.

⁶⁰ CIPD advises that records that do not have a statutory retention period are retained for 6 years as this covers the standard time limit for any civil legal action. [Retention of HR Records | Factsheets | CIPD](#)

	reason for leaving					
Health	Includes Occupational Health and other medical advice and records	Archive, NBC, SharePoint, iTrent	End of employment	6 years	Destroy	CIPD guidance ⁶¹
Leave	Annual leave including special leave, parental leave, and career breaks	iTrent	End of employment	6 years	Destroy	CIPD guidance ⁶²
	Sickness leave	iTrent	End of employment	6 years	Destroy	CIPD guidance informed by personal injury claims limitations. ⁶³
Pay, tax and National Insurance records⁶⁴	Pay/PAYE and Expenses	NBC, iTrent	End of financial year	6 years	Destroy	CIPD guidance, informed by the Taxes Management Act 1970 ⁶⁵
	Process data to make changes to Payroll	SharePoint or HR inbox ⁶⁶	End of financial year	6 years	Destroy	CIPD guidance, informed by the Taxes

⁶¹ CIPD advises that records that do not have a statutory retention period are retained for 6 years as this covers the standard time limit for any civil legal action. [Retention of HR Records | Factsheets | CIPD](#)

⁶² CIPD advises that records that do not have a statutory retention period are retained for 6 years as this covers the standard time limit for any civil legal action. [Retention of HR Records | Factsheets | CIPD](#)

⁶³ [Retention of HR Records | Factsheets | CIPD](#)

⁶⁴ This includes pay history, tax documentation, P60, P45, and P11D

⁶⁵ [Retention of HR Records | Factsheets | CIPD](#)

⁶⁶ This item refers to forms completed by employees such as the BHSF changes form or the Season Ticket Loan form which are then processed by the HR team and result in changes to their pay.

						Management Act 1970 ⁶⁷
Performance record⁶⁸	Staff who do not pass probation	Archive, NBC, SharePoint, iTrent	End of employment	6 years	Destroy	Business need
	Staff with ongoing employment	Archive, NBC, SharePoint, iTrent	End of employment	6 years	Destroy	CIPD guidance ⁶⁹
Personal details	Basic details i.e., Title, names, date of birth, NI number.	Archive, NBC, SharePoint, iTrent	End of employment	15 years	Destroy	Business need
	Other details i.e., Address, Contact details, Next of Kin, marital status, nationality, gender, sexual orientation, disability	Archive, NBC, SharePoint, iTrent	End of employment	3 years	Destroy	Business need
Pre-employment and compliance checks⁷⁰	Unsuccessful applicants	Archive, NBC, SharePoint, iTrent, Networx	Date of recruitment	2 years	Destroy	Business need
	Successful applicants	Archive, NBC, SharePoint, iTrent	Staff leave date	6 years	Destroy	CIPD guidance ⁷¹
Recognition and reward	Vouchers	iTrent/Rewards Portal; SharePoint	Date of issue	6 years	Destroy	Business need
	Recognition platform for e-	Recognition platform	End of financial year	3 years	Destroy	Business need

⁶⁷ [Retention of HR Records | Factsheets | CIPD](#)

⁶⁸ This includes productivity data, supervision records/PLR, training records performance information, details of performance, conduct or grievance procedures.

⁶⁹ CIPD recommends that training records (including disciplinary records) are retained for 6 years after the end of employment. [Retention of HR Records | Factsheets | CIPD](#)

⁷⁰ This includes proof of identity and eligibility to work, evidence of qualifications and professional registration, and employment references.

⁷¹ [Retention of HR Records | Factsheets | CIPD](#) states that any immigration checks undertaken must be retained for 3 years after the termination of employment. It also states that Home Office guidance for the retention of right to work in the UK checks are kept for 3 years after the end of employment.

	cards and monthly and annual award nominations					
	Finance tracking spreadsheet	SharePoint	End of financial year	6 years	Destroy	Business need
Recruitment records⁷²	Unsuccessful applicants	Archive, NBC, SharePoint, iTrent	Date of recruitment	2 years	Destroy	CIPD guidance, informed by the Equality Act 2010 ⁷³
	Successful applicants	Archive, NBC, SharePoint, iTrent	End of employment	6 years	Destroy	CIPD guidance informed by Home Office recommended practice ⁷⁴
Season ticket loans		iTrent	Date of repayment	6 years	Destroy	Business need
Security clearance / DBS form	Certificate number and date of issue for ongoing employment	Archive, NBC, SharePoint, iTrent	Certificate date of issue	6 years	Destroy	Business need
	Certificate number and date of issue for last certificate submitted before employee left Cafcass	Archive, NBC, SharePoint, iTrent	End of employment	15 years	Destroy	Business need

⁷² This includes application forms, CVs, selection assessments, and interview notes.

⁷³ [Retention of HR Records](#) | [Factsheets](#) | [CIPD](#)

⁷⁴ [Retention of HR Records](#) | [Factsheets](#) | [CIPD](#)

Business Function: Information Technology

Keyword 1	Keyword 2	Location	Retention trigger	Retention period	Disposal action	Justification
Application support		SharePoint Team site	End of application life	3 years	Destroy	Business need
Architecture	Information architecture records	SharePoint Team site	Last entry	Permanent	Retain in SharePoint	Business need
	Software updates	SharePoint Team site	End of software life	3 years	Destroy	Business need
Incident management	Correspondence; Investigation working papers; Lessons learned document; Report.	SharePoint Team site	Action completed	5 years	Destroy	Business need
	Cyber security alerts and incidents	Microsoft Sentinel	Date created	12 months ⁷⁵	Destroy	Business need
Logins	Details and passwords	SharePoint Team site	Staff member's leave date	1 day ⁷⁶	Destroy	Business need
Monitoring	Service improvement checks	SharePoint Team site	End of financial year	3 years	Destroy	Business need
Staff accounts	Microsoft 365 accounts	M365	Account closure ⁷⁷	30 days	Destroy ⁷⁸	Business need

⁷⁵ Microsoft Sentinel has a 12 month retention period built into the system so this deletion is automated.

⁷⁶ These records can be deleted as soon as the staff members leaves.

⁷⁷ Accounts are usually closed 30 days after a staff member leaves Cafcass however, managers can request to extend this period to 120 days after the staff member leaves as part of the leavers process.

⁷⁸ Microsoft 365 information will be retained for any deleted accounts for a period of 12 months as part of a separate back-up. The deletion of the Microsoft 365 Account is the process which requires action from Cafcass and, thus, is detailed on the retention schedule. It is important to note that the complete deletion from Cafcass systems does not take place for a further 12 months due to the offline immutable backup process."

Keyword 1	Keyword 2	Location	Retention trigger	Retention period	Disposal action	Justification
Zoom	Recordings	Zoom	Date of meeting	90 days ⁷⁹	Destroy	Business need

⁷⁹ Zoom is currently set up so that any recordings are automatically deleted after 90 days.

Business function: Legal

Keyword 1	Keyword 2	Location	Retention trigger	Retention period	Disposal action	Justification
Children's records Including TD files ⁸⁰ , Advocate to the court records ⁸¹ , Separate Legal Representation records ⁸² , and Independent Reviewing Officer (IRO) referrals ⁸³	Cases that were closed prior to 1 April 2021	SharePoint team site; ECMS; paper copies in Cafcass national archive	Youngest child's date of birth	25 years	Destroy	Limitation Act 1980 ⁸⁴
	Cases that were closed after 1 April 2021 where there is no reference to child sexual abuse	SharePoint team site; ECMS	Youngest child's date of birth	25 years	Destroy	Limitation Act 1980
	Cases that were closed after 1 April 2021 where there is reference to child sexual abuse	SharePoint team site; ECMS	Youngest child's date of birth	75 years	Destroy	IICSA recommendations
Litigation	Files	SharePoint team site; paper copies	Last action	7 years	Destroy	Limitation Act 1980

⁸⁰ TD files exist in both paper and digital format. In their digital format, they will be stored on ChildFirst.

⁸¹ Advocate to the Court records exist in both paper and digital format. In their digital format, they will be stored on ChildFirst.

⁸² Separate Legal Representation records exist in both paper and digital format. In their digital format, they will be stored on ChildFirst.

⁸³ Independent Reviewing Officer referrals only exist in digital format. They are stored in the SharePoint team site, unless they result in a case, in this instance they would be stored on ChildFirst.

⁸⁴ Cafcass retains children's case files until the youngest child is 25 as the Limitations Act 1980 allows them to raise a claim against Cafcass for 7 years after they turn 18.

Keyword 1	Keyword 2	Location	Retention trigger	Retention period	Disposal action	Justification
		in Cafcass national archive				
Legal Duty Enquiry Form		Legal Duty Enquiry Form app	Form submission date	5 years	Destroy	Business need
Legal advice	General advice to the organisation	SharePoint team site	Last action	Permanently	Retain	Business need
	Legal topics on Connect	SharePoint team site	Until superseded	1 day ⁸⁵	Destroy	Business need
	Advice on casework	ECMS	Youngest child's date of birth	25 years	Destroy	Limitation Act 1980
Legal alerts	Including the monthly round up of alerts	SharePoint team site	Until superseded	1 day ⁸⁶	Destroy	Business need
Legal training	Including content produced for the Roadshows	SharePoint team site	Creation date	Permanently	Retain	Business need
Freedom of Information	Requests, responses, and logs	ViewPoint app, SharePoint team site	End of financial year	3 years	Destroy	Business need
Individual rights requests under data protection legislation		SharePoint team site	End of financial year	3 years	Destroy	Business need
Data breaches and incidents		SharePoint team site; Data Breach app	End of financial year	3 years	Destroy	Business need
Training	Including news articles and blogs	SharePoint team site	End of financial year	3 years	Destroy	Business need

⁸⁵ These records can be updated or deleted whenever the Legal team identifies that some or all of the content has been superseded.

⁸⁶ Legal alerts that have been superseded can be deleted by the Legal team as soon as they are identified as out of date.

Keyword 1	Keyword 2	Location	Retention trigger	Retention period	Disposal action	Justification
Information Asset Register		SharePoint team site	Last update	Permanently ⁸⁷	Retain in SharePoint	Business need
Data Protection Impact Assessment Register		SharePoint team site	Last update	Permanently ⁸⁸	Retain in SharePoint	Business need
Privacy Notice		Cafcass website and SharePoint team site	Superseded date	Permanently ⁸⁹	Retain in SharePoint	Business need

⁸⁷ The Information Asset Register is updated on a regular basis, and so as a living document, this needs to be retained permanently as it remains of use to the organisation.

⁸⁸ The Data Protection Impact Assessment Register is updated on a regular basis, and so as a living document, this needs to be retained permanently as it remains of use to the organisation.

⁸⁹ The most recent version of the Privacy Notice will be accessible via the Cafcass website. Superseded versions of the notice will be retained on SharePoint.

Business function: Library

Keyword 1	Keyword 2	Location	Retention trigger	Retention period	Disposal action	Justification
Users	User records	Library Management System (Soutron)	Staff leaving date / LMS superseded date	2 months	Destroy	Business need
Items	Library item records	Library Management System (Soutron)	LMS superseded date	1 day ⁹⁰	Destroy	Business need
Guidance	Internal documents on how to use the Library Management System	SharePoint team site	Superseded date	Permanently ⁹¹	Retain in SharePoint	Business need
Projects and priorities	Tracking spreadsheet	SharePoint team site	Last update	Permanently ⁹²	Retain in SharePoint	Business need

⁹⁰ These records are deleted from the Library Management System as soon as the item is deleted or destroyed. However, they remain on the system as archived records and can be used to inform purchasing decisions and as needed. The records would be completely deleted at the point that the LMS is replaced.

⁹¹ Any previous versions of the guidance will be archived within SharePoint, while the current guidance will be stored in SharePoint and easily accessible to staff.

⁹² The projects and priorities spreadsheet is updated on a regular basis, and so as a living document, this needs to be retained permanently as it remains of use to the organisation.

Business Function: National Commissioning Team

Keyword 1	Keyword 2	Location	Retention trigger	Retention period	Disposal action	Justification
Contract ⁹³		SharePoint team site	End of contract	7 years	Destroy	The Limitations Act 1980
Contract management	Supplier performance records such as reports, agendas and minutes of meetings, disputes	SharePoint team site	End of contract	7 years	Destroy	The Limitations Act 1980
Tendering ⁹⁴	Successful	SharePoint team site	End of contract	7 years	Destroy	The Limitations Act 1980
	Unsuccessful	SharePoint team site	Last paper	1 year	Destroy	The Limitations Act 1980
Accounts ⁹⁵	Supporting documents	Finance system (e5) and SharePoint team site	End of financial year	7 years	Destroy	Companies Act 2006; Value Added Tax Act 1994; and Finance Act 1998
	Invoices and monitoring for services delivered	Finance system (e5) and SharePoint team site	End of financial year	3 years	Destroy	Companies Act 2006; Value Added Tax Act 1994; and Finance Act 1998
Decision making	Data including action logs	SharePoint team site	Last entry	3 years	Destroy	Business need

⁹³ The contracts held on the NCT SharePoint site are the local copies, whereas those held on the Procurement system are the master versions. As such, these local copies may be deleted before the end of the retention period but must not be retained for longer than the master version.

⁹⁴ The tender documents held on the NCT SharePoint site are the local copies, whereas those held on the Procurement system are the master versions. As such, these local copies may be deleted before the end of the retention period but must not be retained for longer than the master version.

⁹⁵ The accounts documents held on the NCT SharePoint site are the local copies, whereas those held on the Finance system are the master versions. As such, these local copies may be deleted before the end of the retention period but must not be retained for longer than the master version.

Keyword 1	Keyword 2	Location	Retention trigger	Retention period	Disposal action	Justification
Pilots in development		SharePoint team site	Creation date	Permanently	Transfer to a place of deposit	Historical value
Freedom of Information requests⁹⁶	Background information and copies of replies	SharePoint team site	Creation date	3 years	Destroy	Business need
Complaints and Feedback⁹⁷	Provider reports (3a and b), NCT replies	SharePoint team site	Creation date	7 years	Destroy	The Limitations Act 1980
Ministry of Justice meeting notes		SharePoint team site	Creation date	3 years	Destroy	Business need
Improving Child and Family Arrangements		PowerApp	System superseded date	1 day ⁹⁸	Destroy	Business need
	Emails to NCT	ICFA Report mailbox	Date received	6 months	Destroy	Business need
Planning Together for Children	Learners' records	Planning Together for Children system	Last log in	1 year	Destroy	Business need

⁹⁶ The FOIs documents held on the NCT SharePoint site are the local copies, whereas those held on the Governance system are the master versions. As such, these local copies and any accompanying/notes may be deleted before the end of the retention period but must not be retained for longer than the master version.

⁹⁷ If the complaint has come in via the Complaints and Correspondence team, the documents held on the NCT SharePoint site are the local copies, whereas those held on the Complaints and Correspondence team system are the master versions. As such, these local copies and any accompanying/notes may be deleted before the end of the retention period but must not be retained for longer than the master version.

⁹⁸ As the records placed in this PowerApp are uploaded to ChildFirst, the copies in the PowerApp can be deleted once the system is superseded.

Business Function: National Improvement Service

Keyword 1	Keyword 2	Location	Retention trigger	Retention period	Disposal action	Justification
Safeguarding	Significant incident reviews including emails and reports	SharePoint team site; Team email inbox; SIR app	Date of birth of youngest child	25 years	Destroy	Limitations Act 1980
Significant Incident reviews (non-child)⁹⁹	Relating to Estates and Health and Safety matters	SharePoint team site; Team email inbox; SIR app	Date completed	7 years	Destroy	Business need
	Relating to FoI requests that are likely to be significant or contentious	SharePoint team site; Team email inbox; SIR app	Date completed	?	Destroy	Business need
	Relating to IT or Cyber incidents	SharePoint team site; Team email inbox; SIR app	Date completed	3 years	Destroy	Business need
	Relating to PNC unauthorised transactions reportable to Home Office and risk of loss to PNC service	SharePoint team site; Team email inbox; SIR app	Date completed	7 years	Destroy	Business need
Training	E-learning modules	Cafcass Learning / Adapt	Superseded date	Permanently ¹⁰⁰	Retain	Business need

⁹⁹ These retention periods have been agreed with the IAOs for the relevant areas, but as the records are held by NIS, they are included on this section of the schedule.

¹⁰⁰ As e-learning modules are linked to staff learning records, the modules must be retained in an archived form, even if they are superseded to ensure that we retain accurate learning records for all staff.

Keyword 1	Keyword 2	Location	Retention trigger	Retention period	Disposal action	Justification
	Materials such as PowerPoint slides	Cafcass Learning / Adapt	Superseded date	Permanently ¹⁰¹	Retain	Business need
	Recordings of training sessions	Cafcass Learning / Adapt	Superseded date	6 months	Destroy	Business need
	Training attendance records	iTrent and Cafcass Learning	Staff termination date	6 years	Destroy	Business need
	E-learning completions	Cafcass Learning / Adapt	Staff termination date	6 years	Destroy	Business need
Commissions	Requests such as for coaching or support with action plans	SharePoint team site; NIS Commissioning helpdesk app	Date created	7 years	Destroy	Limitations Act 1980
Audit	National Audits and Performance Board	SharePoint team site	Date of audit	7 years	Destroy	Business need
	Quality Assurance audits	QAI tool	Date of audit	7 years	Destroy	Business need
	PNC – queried transactions	Outlook archive folder	Date created	1 year	Destroy	Business need
	PNC – audit spreadsheet	SharePoint team site	Date created	7 years	Destroy	Business need
Bulletins	Learning and Development bulletins	SharePoint team site	Publication date	1 year	Destroy	Business need
	Significant Incidents bulletins	SharePoint team site	Publication date	7 years	Destroy	Business need

¹⁰¹ Learning materials are archived once they have been superseded but must be retained to assist with enquiries from bodies such as Social Work England who can contact Cafcass to enquire about the training received by a particular staff member at a certain point in time.

Business function: Operational

Keyword 1	Keyword 2	Location	Retention trigger	Retention period	Disposal action	Justification
Child's file	Case record closed before April 2021	Paper records are held in the archive, electronic records are held in SharePoint and on ChildFirst	Youngest child's date of birth	25 years	Destroy	Limitations Act 1980 ¹⁰²
	Case record closed after April 2021, where CSA is not recorded as a Child Need	ChildFirst	Youngest child's date of birth	25 years	Destroy	Limitations Act 1980
	Case record closed after April 2021 where CSA is recorded as a Child Need or the FCA has ticked the box on ChildFirst to retain the file due to CSA on the case	ChildFirst	Youngest child's date of birth	75 years	Destroy	IICSA recommendations
	Court bundles	Paper records are held in the archive, electronic records are held in SharePoint and on ChildFirst	Final hearing date	4 weeks	Destroy	Business need

¹⁰² Cafcass retains children's case files until the youngest child is 25 as the Limitations Act 1980 allows them to raise a claim against Cafcass for 7 years after they turn 18.

Keyword 1	Keyword 2	Location	Retention trigger	Retention period	Disposal action	Justification
	Police information for cases closed before 18 th August 2025	Paper records are held in the archive, electronic records are held in SharePoint and on ChildFirst	Receipt date / case closure	18 months from date of receipt or 3 months after case closure, whichever is shorter	Destroy	Business need
	Police information for cases closed after 18 th August 2025	ChildFirst	Youngest child's date of birth	25 or 75 years. See Child's file retention for more details.	Destroy	Business need
Children's photographs (Pathfinder only)	Photographs submitted by families for inclusion on the front page of a report	ChildFirst	Youngest child's date of birth	25 or 75 years. See Child's file retention for more details.	Destroy	Business need
ChildFirst – person data	Person ID	ChildFirst	Case deletion ¹⁰³	1 day ¹⁰⁴	Destroy	Business need
	Stub of person data (not identifiable)	Data Factory	Date person created	Permanently	Retain	Business need
Operations Management Team	Meeting agenda, minutes, and papers	SharePoint team site	Date of meeting	Permanently	Retain	Business need
	Action log	SharePoint team site	Last update	Permanently ¹⁰⁵	Retain	Business need

¹⁰³ This refers to when all cases linked to an individual have been deleted. This will vary depending on the nature of an individual's interactions with Cafcass. For example, if Person A became involved with us as a 12-year-old child for one case and therefore, their Person ID would be deleted once their case was deleted when they turned 25. Whereas if Person B was involved with us as a 16-year-old and then as a parent for Child C, their Person ID would not be deleted until the last case they were involved in was deleted which would be when Child C turned 25.

¹⁰⁴ ChildFirst runs a daily job to delete all Person IDs which are not linked to a case, therefore once all cases associated with an individual are deleted, the Person ID would be destroyed as part of the next day's job.

¹⁰⁵ The OMT action log is updated on a regular basis, and so as a living document, this needs to be retained permanently as it remains of use to the organisation.

Keyword 1	Keyword 2	Location	Retention trigger	Retention period	Disposal action	Justification
Other Operational meetings¹⁰⁶	Meeting agenda, minutes, and papers	SharePoint team site	Date of meeting	1 year	Destroy	Business need
	Action log	SharePoint team site	Last update	Permanently ¹⁰⁷	Retain in SharePoint	Business need

¹⁰⁶ This includes, but is not limited to, Heads of Practice meetings, Assistant Director meetings, Service Area Management meetings, Assistant Service Manager meetings, and operational team meetings.

¹⁰⁷ The action logs are updated on a regular basis, and so as a living document, this needs to be retained permanently as it remains of use to the organisation.

Business Function: Police National Computer

Keyword 1	Keyword 2	Location	Retention trigger	Retention period	Disposal action	Justification
Team Meetings	Minutes	SharePoint team site	Date created	Permanently	Retain	Business need
Training documents		SharePoint team site	Date created	Permanently	Retain	Business need
PNC App (Level 1 and Level 2 requests, including audit information)	Headline data ¹⁰⁸	PNC App	Date received	Permanently	Retain	Business need
	Case and disclosure details	PNC App	Date received	18 months	Destroy	Business need
	Level 2 Reporting (outstanding requests)	SharePoint team site	Date created	6 months	Destroy	Business need
Productivity	Productivity spreadsheets	SharePoint team site	Date created	Permanently	Retain	Business need
Audits, Queries and external requests	Cafcass Cymru requests, disclosures, and queries	Cafcass Cymru mailbox / PNC Team member inboxes	Processing complete	15 working days	Destroy	Data-sharing agreement
	General including internal queries	PNCQueries mailbox/ PNC Team member inboxes	Date received	6 months ¹⁰⁹	Destroy	Business need
	National Youth Advocacy Service requests and disclosures	PNCQueries mailbox	Date received	15 working days	Destroy	Business need

¹⁰⁸ This refers to the anonymised case details which are retain for reporting purposes.

¹⁰⁹ Following discussion with the Transactional Services Supervisor, it was agreed that these general queries could be deleted prior to the 6-month retention period if they had served their business function, but that the maximum time they were to be retained is 6 months.

Keyword 1	Keyword 2	Location	Retention trigger	Retention period	Disposal action	Justification
	ACRO requests (including back record conversions), disclosures and queries	ACRO mailbox	Date received	3 months	Destroy	Business need
	External Level 1 request log spreadsheet headline data	SharePoint team site	Date received	Permanently	Retain	Business need
	External Level 2 request log spreadsheet headline data	SharePoint team site	Date received	Permanently	Retain	Business need
Police Information Compliance	Meeting records. Draft versions of police data agreement and associated documents and correspondence. External guidance and information documents	Police Information Compliance MS Team	Date created	Permanently	Retain in folder	Business need
Channel posts	Conversations/updates	Police Information Compliance MS Team Channel Posts	Date created	1 year	Destroy	Business need

Business Function: Policy

Keyword 1	Keyword 2	Location	Retention trigger	Retention period	Disposal action	Justification
Correspondence	Ministerial	ECMS	Date received	Permanently	Destroy	Business need
Ombudsman	Reports, correspondence, internal sign-off of payments	ECMS	Last action	Permanently	Destroy	Business need
Policy	Draft policies with significant changes	SharePoint team site	Creation date	3 years	Destroy	Final policy retained permanently
	Final versions	SharePoint team site and intranet	Creation date	Permanently	Retain	Historical value
	Consultation responses	SharePoint team site and intranet	Creation date	Permanently	Retain	Historical value
Guidance	Internal documents on tasks undertaken by the team	SharePoint team site	Superseded date	Permanently ¹¹⁰	Retain in SharePoint	Business need
Projects and priorities	Policy Team Task Mapping spreadsheet	SharePoint team site	Last update	Permanently ¹¹¹	Retain in SharePoint	Business need

¹¹⁰ Any previous versions of the guidance will be archived within SharePoint, while the current guidance will be stored in SharePoint and easily accessible to staff.

¹¹¹ The Policy Team Task Mapping spreadsheet is updated on a regular basis, and so as a living document, this needs to be retained permanently as it remains of use to the organisation.

Business Function: Post Exceptions Team

Keyword 1	Keyword 2	Location	Retention trigger	Retention period	Disposal action	Justification
Audits	Reports	SharePoint team site and Teams channel	Completion date	3 years	Destroy	Business need
	Audit tracker log	SharePoint team site and Teams channel	Last update	3 years	Destroy	Business need
	Quality criteria	SharePoint team site and Teams channel	Superseded date	Permanently ¹¹²	Retain in SharePoint	Business need
Emails	Emails relating to business processes that are saved in SharePoint	SharePoint team site	Email date	Permanently	Retain in SharePoint	Business need
Email Exceptions	Processed reports	Folder within EmailExceptions Outlook mailbox	Completion date	1 year	Destroy	Business need
	Exceptions log	SharePoint team site	Date created	Permanently	Retain in SharePoint	Business need
Team meetings		SharePoint team site	Meeting date	Permanently	Retain in SharePoint	Business need
Training materials	Training for team members	SharePoint team site	Date created	Permanently	Retain in SharePoint	Business need

¹¹² The previous version will be archived but retained in SharePoint while the current version will be accessible in the Teams channel.

Business Function: Procurement

Keyword 1	Keyword 2	Location	Retention trigger	Retention period	Disposal action	Justification
Contracts	Contracts including supporting documents such as forms of variation, extensions, and schedules of work	SharePoint team site; Proactis	End of contract	7 years	Destroy	Limitations Act 1980
Tenders	Successful	SharePoint team site; Proactis	End of contract	7 years	Destroy	Limitations Act 1980
	Unsuccessful	SharePoint team site; Proactis	Contract award date	1 year	Destroy	Limitations Act 1980
Contract management	Supplier performance records such as insurance certificates, accreditation documents, reports, agendas and minutes of meetings, disputes	SharePoint team site; Proactis	End of contract	7 years	Destroy	Limitations Act 1980
Accounting	Records about the spend on the corporate card, as well as supplier spends	SharePoint team site	Date created	7 years	Destroy	Companies Act 2006 ¹¹³

¹¹³ Section 388 of the Companies Act 2006 states that public companies must keep their accounting records (those that show the companies' transactions and can provide an accurate disclosure of the companies' financial position) for 6 years from the date on which they are made. [Companies Act 2006 \(legislation.gov.uk\)](https://www.legislation.gov.uk/ukpga/2006/46/section/388)

Business function: Project Management

Keyword 1	Keyword 2	Location	Retention trigger	Retention period	Disposal action	Justification
High profile / innovative ¹¹⁴	Project management record such as <ul style="list-style-type: none"> • Project brief • Data Protection Impact Assessments • Risk, Action, Issue, Decision logs • Plans • Reports (quality/evaluation reviews; highlight reports, closure reports) • Meeting notes¹¹⁵ 	SharePoint team site	Project end date	Permanently	Retain	Historical value
Routine ¹¹⁶	Project management records such as those listed above	SharePoint team site	Project end date	7 years	Destroy	Limitations Act 1980
Guidance	Guidance produced by the IT trainers	Connect	Superseded / decommissioned date	1 day ¹¹⁷	Destroy	Business need

¹¹⁴ This includes projects that concern changes to Cafcass policy or business. It could also refer to projects that incur expenditure outside of normal business budget allocation.

¹¹⁵ For financial documents, see the Finances section of this schedule.

¹¹⁶ This refers to projects that are delivered locally and which do not result in changes to Cafcass policy or business.

¹¹⁷ The guidance must be retained until it is superseded or the system/process that the guidance relates to are decommissioned. Once this occurs, the guidance must be destroyed as it is no longer relevant.

Business function: Records Management

Keyword 1	Keyword 2	Location	Retention trigger	Retention period	Disposal action	Justification
Archiving Project Working Group	Agendas, minutes, and presentations	SharePoint team site	Date of meeting	3 years	Destroy	Business need
Contract management	Management information reports	SharePoint team site	End of contract	7 years	Destroy	Limitations Act 1980
	Monthly meeting minutes	SharePoint team site	End of contract	7 years	Destroy	Limitations Act 1980
Destructions	Certificates of destruction from archiving provider	SharePoint team site	Date of destruction	Permanently	Retain in SharePoint	Business need
	Destruction log	SharePoint team site	Last update	Permanently	Retain in SharePoint	Business need
	Emails from IAOs authorising destruction	SharePoint team site	Date of destruction	3 years	Retain in SharePoint	Business need
	Other documents relating to destruction such as spreadsheets and destruction forms	SharePoint team site	Date of destruction	3 years	Retain in SharePoint	Business need
IAOs	Spreadsheet of designated IAOs and deputies	SharePoint team site	Last update	Permanently ¹¹⁸	Retain in SharePoint	Business need
Meetings	With external partners such as Cafcass Cymru, HMCTS and the MoJ	SharePoint team site	Meeting date	3 years	Destroy	Business need

¹¹⁸ This spreadsheet is updated regularly to ensure that only accurate and necessary personal data is retained. As a living document, this needs to be retained permanently as it remains of use to the organisation.

Keyword 1	Keyword 2	Location	Retention trigger	Retention period	Disposal action	Justification
Paper archive	Information about boxes or files destroyed during the life of the contract	Iron Mountain Connect	Date of destruction	6 months	Destroy	Business need / contract requirements
	Information about boxes or files retained for life of contract	Iron Mountain Connect	Life of contract	1 day ¹¹⁹	Destroy	Business need / contract requirements
	Cafcass accounts and order histories	Iron Mountain Connect	Life of contract	1 day	Destroy	Business need / contract requirements
Retention Schedule		SharePoint team site	Date approved	Permanently ¹²⁰	Retain in SharePoint	Business need
	Notes of meetings with IAOs and Deputies	SharePoint team site	Date approved	Permanently	Destroy	Business need
	Emails with IAOs and Deputies	SharePoint team site	Date approved	Permanently	Destroy	Business need
Surveys	Anonymised results of surveys sent to Cafcass staff about records management issues	SharePoint team site	Survey closure date	1 year	Destroy	Business need

¹¹⁹ This information must be transferred to the new archive supplier or to Cafcass at the end of the contract.

¹²⁰ The current iteration of the retention schedule will form an annex to the Records Management Policy and will be made available to staff through Connect. Superseded versions will be retained in the Records Management SharePoint site for future reference.

Keyword 1	Keyword 2	Location	Retention trigger	Retention period	Disposal action	Justification
Workplan	Ongoing work	SharePoint team site	Last update	Permanently ¹²¹	Retain in SharePoint	Business need
	Completed workstreams	SharePoint team site	Date completed	3 years	Destroy	Business need

¹²¹ The Ongoing Work planning spreadsheet is updated on a regular basis, and so as a living document, this needs to be retained permanently as it remains of use to the organisation.

Business function: Research

Keyword 1	Keyword 2	Location	Retention trigger	Retention period	Disposal action	Justification
Applications	Historically approved and completed applications since 2014	SharePoint team site	Application approval date	Permanently	Retain	Historical value
	Historically unapproved applications	SharePoint team site	Application decision date	2 years	Destroy	Business need
	Research applications from 2022	SharePoint team site	Application date	Permanently	Retain	Historical value
Internal Research	Final reports and statistical data	SharePoint team site	Project end date	Permanently	Retain	Historical value
Research Advisory Committee	Committee member details	SharePoint site	Committee end date / end of Committee members term	1 day ¹²²	Destroy	Business need
Research request tracker	Tracker of research applications	SharePoint team site	Project end date	Permanently	Retain in SharePoint	Business need

¹²² These records can be deleted as soon as the Research Advisory Committee ends or when a committee member resigns from the Committee.

Business function: Strategy

Keyword 1	Keyword 2	Location	Retention trigger	Retention period	Disposal action	Justification
Strategy Co-ordination	Work plan	Teams Channel	Last update	Permanently ¹²³	Retain in Teams	Business need
	Team meeting agendas and minutes	Teams Channel	Date of meeting	2 years	Destroy	Business need
Strategy Management	Event documents such as slides and agendas	Teams Channel	Date of event	5 years	Destroy	Business need
	Strategy Directorate Management Team meeting agendas	Teams Channel	Date of meeting	2 years	Destroy	Business need

¹²³ The workplan is updated regularly and so as a living document, this needs to be retained permanently as it remains of use to the organisation.

Business Function: Transactional Services

Keyword 1	Keyword 2	Location	Retention trigger	Retention period	Disposal action	Justification
Business continuity	Emergency contact details	Document library in Teams channel	Date created	Permanently ¹²⁴	Retain in folder	Business need
	Business Continuity Plans	Document library in Teams channel	Date created	Permanently ¹²⁵	Retain in folder	Business need
Information and templates	Management documents	Document library in Teams channel	Date created	Permanently	Retain in folder	Business need
Meetings	Team meeting minutes	Document library in Teams channel	Date created	Permanently	Retain in folder	Business need
Monitoring	Line management structure	Document library in Teams channel	Date created	Permanently ¹²⁶	Retain in folder	Business need
	HR updates	Document library in Teams channel	Date created	Permanently; HR entries will be deleted on completion	Retain in folder	Business need
	Document review tracker	Document library in Teams channel	Date created	Permanently ¹²⁷	Retain in folder	Business need

¹²⁴ The contact details are updated regularly to ensure that only accurate and necessary personal data is retained. As a living document, this needs to be retained permanently as it remains of use to the organisation.

¹²⁵ The business continuity plans are updated regularly to ensure that only accurate and necessary personal data is retained. As a living document, this needs to be retained permanently as it remains of use to the organisation.

¹²⁶ The line management structure is updated regularly to ensure that only accurate and necessary personal data is retained. As a living document, this needs to be retained permanently as it remains of use to the organisation.

¹²⁷ The document review tracker is updated and amended as needed. As a living document, this needs to be retained permanently as it remains of use to the organisation.

Keyword 1	Keyword 2	Location	Retention trigger	Retention period	Disposal action	Justification
Quality and performance management	Quality and performance data and records	Document library in Teams channel	Date created	3 years	Destroy	Business need
Training	Training processes and guidance	Document library in Teams channel	Date created	Permanently	Retain in folder	Business need
	Staff training trackers	Document library in Teams channel	Date created	Permanently ¹²⁸	Retain in folder	Business need
Channel posts	Conversations/updates	MS Teams Channel Posts	Date created	1 year	Destroy	Business need

¹²⁸ Individual staff training trackers will be amended and deleted as required. As a living document, this needs to be retained permanently as it remains of use to the organisation.