



Healthwatch England

**Retention and Disposal Schedule
2018/19**



Introduction

Healthwatch England keeps records to meet current and future business needs and comply with statutory, legal and corporate governance practice requirements. By maintaining a retention and disposal schedule we can ensure that the management of records is documented, understood and implemented.

The retention and disposal schedule is a list of the business records held by Healthwatch England, including examples, and the period at which each type of record will be reviewed for destruction. It should be noted that the schedule focuses on managing content and not the format in which the record is held, for example, how long we keep an email will be dictated by its content rather than the fact it is an email. The schedule is reviewed annually as part of Healthwatch England's information asset review.

Under the General Data Protection Regulation (GDPR) we must keep records of our processing of personal data and special category personal data. The Schedule forms part of these records.

Using the retention and disposal schedule

The retention and disposal schedule contains ten pieces of information about each record type:

Records series- identifies the business function that the records relate to.

Number- is the unique identifier for the record or group of records held.

Title- summaries the name of the record or group of records.

Examples- provides an indicator of the types of records included, where applicable (although it is not exhaustive list)

Retention is the period of time at which the records will be reviewed and either be destroyed or the retention period extended. An extension to the normal retention period may be required when enforcement, an Inquiry or other relevant activity is in progress. Where an Inquiry (including public Inquiries) is taking place CQC may be required to suspend the destruction of some or all of the records held.

Confidential Personal Information - this identifies whether the records were “obtained by the Commission on terms or in circumstances requiring it to be held in confidence”.

and that: “relates to and identifies an individual”. As defined in the Health and Social Care Act 2008a i

The following information relates to the requirements of the General Data Protection Regulation (GDPR). Full details of the requirements under the Regulation can be found at:

[the Information Commissioner's Website.](#)

Personal data identifies whether the records include information that can identify a living individual. Examples of Personal Data: Names, addresses, personal emails, bank details, contact information, personnel files

Legal basis for processing personal data identifies the purposes for which CQC collects, holds, uses and stores personal information

Special category personal data - identifies whether the records include specific types of information, Examples include racial or ethnic origin, political opinions, religious beliefs, trade union membership, sexual and criminal offences.

Legal basis for processing special personal data identifies the purposes for which CQC collects, holds, uses and stores special personal information



Healthwatch England Retention and Disposal Schedule 2018/19

IAR Series	Asset Number	Asset Title	Asset Description	Retention	Confidential Personal Information (CPI)	Personal Data	Legal basis for processing Personal Data (PD)	Special Category Personal Data (SCPD)	Legal basis for processing Special Category Personal Data (SCPD)
018. Healthwatch England	18.1	Committee workshop information	Restricted folder: Briefings, agendas, slides and papers, minutes	Retain	None Identified	No	n/a	No	n/a
018. Healthwatch England	18.2	Committee public Meeting information	Briefings, agendas, slides and papers, minutes	Retain	None Identified	No	n/a	No	n/a
018. Healthwatch England	18.3	Audit and Risk Sub Committee information (ARCHIVE)	Briefings, agendas, slides and papers, minutes	Retain	None Identified	No	n/a	No	n/a
018. Healthwatch England	18.4	Finance and General Purpose Sub Committee information (ARCHIVE)	Briefings, agendas, slides and papers, minutes	Retain	None Identified	No	n/a	No	n/a
018. Healthwatch England	18.5	People and Values Sub Committee information (ARCHIVE)	Restricted folder: Briefings, agendas, slides and papers, minutes	Retain	CPI	No	Contract	No	n/a
018. Healthwatch England	18.6	Committee Recruitment information	Restricted folder: CVs and supporting statements, information on shortlisted applications	1 year	CPI	No	Official Authority	No	n/a

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018. Healthwatch England	18.7	Committee Member Biographies	Biographical information on Committee Members	Retain	None Identified	No	n/a	No	n/a
018. Healthwatch England	18.8	Committee Expenses -	Restricted folder: Financial claims summary and guidance	Retain	CPI	No	Contract	No	n/a
018. Healthwatch England	18.9	Committee Appraisals -	Restricted folder: appraisal information	Retain for 1 year after Committee Member has left	CPI	No	Contract	No	n/a
018. Healthwatch England	18.10	Committee Members contact details	Restricted folder: Personal contact details of Committee Members	Retain	CPI	No	Contract	No	n/a
018. Healthwatch England	18.11	Brand	Licensing, correspondence, legal advice,	Retain for 3 years	None Identified	No	n/a	No	n/a
018. Healthwatch England	18.12	Strategy 2014, 2015	2014-Working papers, away day notes, meeting notes 2015- Consultation docs, workshop material	Retain 5 years	Official Authority	Yes	Consent	No	n/a
018. Healthwatch England	18.13	Publications	Suffering in Silence, Local Healthwatch Investigates Primary Care, Special Inquiry into unsafe discharge and other publications	Retain	None Identified	No	n/a	No	n/a

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018. Healthwatch England	18.14	Local Healthwatch Engagement	LHW contact lists (public), support log, monitoring form template, resource packs, guidance documents	Retain	None Identified	Yes	Official Authority	No	n/a
018. Healthwatch England	18.15	Draft reports	Draft papers, comments	Retain	None Identified	Yes	Consent	No	n/a
018. Healthwatch England	18.16	Annual report	Drafts, final report, requests for information	Retain	None Identified	No	n/a	No	n/a
018. Healthwatch England	18.17	Videos	HWE Videos transcripts	Retain while relevant	None Identified	Yes	Contract	No	n/a
018. Healthwatch England	18.18	External contact lists	Mail Chimp	Retain while mailing subscribers agree to continue getting mailings	CPI	No	Official Authority	Yes	Archives
018. Healthwatch England	18.19	HWE Website	Website content	Retain until superseded	None Identified	Yes	Consent	No	n/a
018. Healthwatch England	18.20	Presentations	PowerPoint presentations for conferences (pre 2012 and after 2012)	Retain until superseded	None Identified	No	n/a	No	n/a

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018. Healthwatch England	18.21	Contact lists	Internal team members, Peers, complaints advocacy, chair and chief executives , LHW commissioners	Retain until superseded	None Identified	Yes	Official Authority	No	n/a
018. Healthwatch England	18.22	Passwords	Spreadsheet of Comms passwords (password protected)	Retain until superseded	None Identified	No	n/a	No	n/a
018. Healthwatch England	18.23	Yammer/ Hub	Users master list, guidance docs, terms of use, Hub licences, emails	Retain until superseded	None Identified	Yes	Contract	No	n/a
018. Healthwatch England	18.24	Newsletters	Weekly Newsletter to LHW, forward plan, unsubscribe list (includes personal email addresses), mail chimp template	1 year	None Identified	Yes	Official Authority	No	n/a
018. Healthwatch England	18.25	Website stats	Data on website usage, Yammer usage, Key comas KPIs	Retain for 3 years	None Identified	No	n/a	No	n/a
018. Healthwatch England	18.26	Webinar	Notes, presentation papers, emails, lists of attendees	Retain for 3 years	None Identified	Yes	Consent	No	n/a
018. Healthwatch England	18.27	Events admin	Room booking, bursary applications, details of award nominees, invitations, photos, staff roles and responsibilities	Retain until superseded	CPI	No	Consent	Yes	Employment rights of the CQC or an employee

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018. Healthwatch England	18.28	Chairs network	briefing papers, minutes	2 years	None Identified	No	n/a	No	n/a
018. Healthwatch England	18.29	Chief Executives network	briefing papers, minutes	2 years	None Identified	No	n/a	No	n/a
018. Healthwatch England	18.30	Comms centre	Membership contact list, website terms and conditions, guidelines	Retain until superseded	None Identified	Yes	Contract	No	n/a
018. Healthwatch England	18.31	Communications group	Membership contact list, Agenda, Meeting notes, room booking invoices	2 years	None Identified	Yes	Consent	No	n/a
018. Healthwatch England	18.32	Surveys	results of comms surveys	3 years	None Identified	No	n/a	No	n/a
018. Healthwatch England	18.33	Suppliers	Project plans, correspondence, invoices	Retain for 3 years	None Identified	No	n/a	No	n/a
018. Healthwatch England	18.34	Comms centre	Template and Guidance for LHW on brand	Retain until superseded	None Identified	No	n/a	No	n/a
018. Healthwatch England	18.35	Guidance and information for LHW	The Hub	Retain until superseded	None Identified	Yes	Contract	No	n/a
018. Healthwatch England	18.36	Information and advice between HWE and LHW and between LHW and other LHW	Yammer	Retain until superseded	CPI	No	Consent	No	n/a
018. Healthwatch England	18.37	CRM Info Sharing Agreement	Info Sharing Agreement between HWE and LHW	Retain	None Identified	No	n/a	No	n/a

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018. Healthwatch England	18.38	LHW activity details	Details of contacts received by LHW (contains enquiry data)	Retain until superseded	None Identified	No	n/a	No	n/a
018. Healthwatch England	18.39	Provider contact lists from CQC	Data on provider contact details	Retain	None Identified	No	n/a	No	n/a
018. Healthwatch England	18.40	CRM pilot Review retention period	feedback emails, specific infobank info,	2 years after completion of project	None Identified	Yes	n/a	No	n/a
018. Healthwatch England	18.41	Information governance	Data protection guidance, IG concerns and objectives	Retain	None Identified	No	n/a	No	n/a
018. Healthwatch England	18.42	Infobank information	Old database of queries received by Local Healthwatch, transferred to CRM	Retain	CPI	No	Consent	No	n/a
018. Healthwatch England	18.43	CRM Project management documents	Project plan, security plan, risk register, structured problem solving guidance	Retain	None Identified	No	n/a	No	n/a
018. Healthwatch England	18.44	Stocktaking documents	Project history 2014, correspondence with supplier, work for SMT	2 years after completion of project	None Identified	No	n/a	No	n/a
018. Healthwatch England	18.45	Training	CRM guidance documents	Retain until superseded	None Identified	No	n/a	No	n/a
018. Healthwatch England	18.46	Project Planning/Admin	Project work for 2015	2 years after completion of project	None Identified	No	n/a	No	n/a

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018. Healthwatch England	18.47	Budgets and procurement decisions	Budget worksheets for CRM project and decisions relating to future procurement of CRM	7 years	None Identified	No	n/a	No	n/a
018. Healthwatch England	18.48	Reports	Project Reports for Committee/team/SMT	Retain	None Identified	No	n/a	No	n/a
018. Healthwatch England	18.49	Healthwatch England CRM Development Documents	Details of specification, plans and decisions about delivery of development work for CRM	Retain for the Life of the CRM	None Identified	No	n/a	No	n/a
018. Healthwatch England	18.50	CRM Supplier Development Documents	Details of specification, plans and decisions about delivery of development work for CRM	Retain for the Life of the CRM	CPI	No	Contract	No	n/a
018. Healthwatch England	18.51	Development officer notes from 1:1s	Meeting notes, confidential scoring of LHW saved by Development officer for each region, some notes will be on P drive prior to transfer	2 years	CPI	No	Consent	No	n/a
018. Healthwatch England	18.52	Guidance documents for Local Healthwatch	Log of focus groups, engagement events, interviews etc. undertaken with each Local Healthwatch	2 years	None Identified	No	n/a	No	n/a

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018. Healthwatch England	18.53	LHW Tailored support	Adhoc support provided to Local Healthwatch	5 years	CPI	No	Official Authority	No	n/a
018. Healthwatch England	18.54	Internal updates on LHW status	Internal bulletin on issues going on in network	Retain	CPI	No	Official Authority	No	n/a
018. Healthwatch England	18.55	LHW online discussions and presentations	Webinars run with Local Healthwatch	Retain	None Identified	No	n/a	No	n/a
018. Healthwatch England	18.56	Guidance documents for Local Healthwatch	Guidance for Local Healthwatch	Retain until superseded	None Identified	No	n/a	No	n/a
018. Healthwatch England	18.57	LHW Event information	Conference planning, engagement events	2 years	None Identified	No	n/a	No	n/a
018. Healthwatch England	18.58	Quality Surveillance Group	Notes of QSG	Retain	None Identified	No	n/a	No	n/a
018. Healthwatch England	18.59	Enter and View	Guidance, reports (in public domain)	Retain until superseded	None Identified	No	n/a	No	n/a
018. Healthwatch England	18.60	Service Change	Local Healthwatch responses to call for evidence, draft reports	Retain	None Identified	No	n/a	No	n/a

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018. Healthwatch England	18.61	Event Brite	LHW Conference planning, training and engagement events	Retain for 18 months	None Identified	No	n/a	No	n/a
018. Healthwatch England	18.62	Relevant Legislation		Refer to the governments website	None Identified	No	n/a	No	n/a
018. Healthwatch England	18.63	Governance Documents		2 years	None Identified	No	n/a	No	n/a
018. Healthwatch England	18.64	Trello	HWE events	1 year	None Identified	No	n/a	No	n/a
018. Healthwatch England	18.65	Room Bookings- non committee	etc. venues	Retain 7 years	None Identified	No	n/a	No	n/a
018. Healthwatch England	18.66	Travel bookings	Details hotel and rail bookings	Retain 7 years	None Identified	Yes	Contract	No	n/a
018. Healthwatch England	18.67	Programme Management Framework	Programme containing all the projects and BAU for Healthwatch England	Retain	None Identified	No	n/a	No	n/a
018. Healthwatch England	18.68	Staff attendance	Flexitime sheets, leave applications, annual leave, toil, probation, sickness absence , WFH, staff home contact numbers	2 years after action completed	CPI	No	Contract	Yes	Employment rights of the CQC or an employee

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018. Healthwatch England	18.69	Staff information (including Bios)	Biography of staff	Retain	None Identified	Yes	Consent	No	n/a
018. Healthwatch England	18.70	Primary Care analysis	Analysis of public data and LHW work on PC	2 years from close of consultation	None Identified	No	n/a	No	n/a
018. Healthwatch England	18.71	Monitoring and Evaluation	Local Healthwatch support needs mapped against Healthwatch England capacity and capability.	Retain until superseded	None Identified	Yes	Official Authority	No	n/a
018. Healthwatch England	18.72	Deliberative research - (Manchester Devolution)	Summary documents, photos of flip charts, project plan, correspondence	Retain	None Identified	Yes	Consent	No	n/a
018. Healthwatch England	18.73	Focus groups	LHW admin emails, Anonymised transcripts, draft blogs, draft reports, guidance, Consent forms (cupboard)	Retain	CPI	No	Consent	No	n/a
018. Healthwatch England	18.74	CRM analysis	Analysis of data submitted by LHW on CRM. Password protected	Retain	CPI	No	Official Authority	No	n/a

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018. Healthwatch England	18.75	Consumer index	Analysis of public surveys, draft reports, advisory group correspondence, meeting notes, framework, project plan, presentation plans	Retain	None Identified	No	n/a	No	n/a
018. Healthwatch England	18.76	Care.data	Correspondence, workplans, consultation responses, meeting notes, internal policy position	2 years from close of consultation	None Identified	No	n/a	No	n/a
018. Healthwatch England	18.77	Provider ratings project	correspondence	2 years from close of consultation	None Identified	No	n/a	No	n/a
018. Healthwatch England	18.78	National intelligence programme	Consultation responses to patient online, meeting notes, correspondence. Consumer experience report	2 years from close of consultation	None Identified	No	n/a	No	n/a
018. Healthwatch England	18.79	Local intelligence programme	CRM data analysis (not yet password protected), Committee papers, analysis of public data, Thematic spreadsheet, Local Healthwatch funding	Retain	CPI	No	Official Authority	No	n/a
018. Healthwatch England	18.80	LHW Quality Assurance Survey	Quality Statements	Retain until superseded	None Identified	No	n/a	No	n/a

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018. Healthwatch England	18.81	Special Inquiry into Unsafe Discharge	Advisory group agenda and minutes, Evidence index, External evidence submissions, LHW evidence submissions, report Metrix, hosted conversation report, hosted conversation photos, master raw data file(password protected), mailing lists (business) ALL evidence transcripts in evidence folders anonymised,	Retain	CPI	No	Official Authority	No	n/a
018. Healthwatch England	18.82	Polling data	Polling results, correspondence, draft surveys, FOI request template	Retain until superseded	None Identified	No	n/a	No	n/a
018. Healthwatch England	18.83	Analysis of data Return	Data analysis of Responses to survey- includes name and email address and some financial information	Retain	CPI	No	Official Authority	No	n/a
018. Healthwatch England	18.84	LHW funding analysis	Funding info in public domain, includes funding per head analysis derived from public data	Retain	None Identified	No	n/a	No	n/a
018. Healthwatch England	18.85	Pen portrait data	Analysis of LHW performance, not share with LHW	Retain	None Identified	No	n/a	No	n/a

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018. Healthwatch England	18.86	Intelligence weekly meetings information	Briefings, agendas, slides and papers, minutes	2 years	None Identified	No	n/a	No	n/a
018. Healthwatch England	18.87	Intelligence model and engagement	Briefings, papers, minutes	Retain	None Identified	No	n/a	No	n/a
018. Healthwatch England	18.88	Analysis of People's experiences of health and Social care issues	Analysis of data submitted by LHW on CRM and through LHW reports	Retain	None Identified	No	n/a	No	n/a
018. Healthwatch England	18.89	Case study information	Case studies received from public to support publications. Contacts and discussions stored on Outlook	Retain until publication	None Identified	Yes	Consent	No	n/a
018. Healthwatch England	18.90	Scanned letters	Engagement with HWE by post, scanned in e.g. letters to the chair	Retain for 3 years	CPI	No	Substantial public interest	Yes	Explicit consent
018. Healthwatch England	18.91	Strategic partner stakeholder correspondence	Briefing papers, email correspondence	Retain for 3 years	None Identified	Yes	Consent	No	n/a
018. Healthwatch England	18.92	Policy briefing archive	Previous policy briefings	3 years	None Identified	No	n/a	No	n/a
018. Healthwatch England	18.93	Consultations-	Briefings, emails, responses	3 years	None Identified	No	n/a	No	n/a
018. Healthwatch England	18.94	Escalation case files	Policy documents, emails (from LHW and policy makers) and working papers, workshop outlines, Meeting notes, agendas	3 years	CPI	No	n/a	No	n/a

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018. Healthwatch England	18.95	Stakeholder engagement archive	Agendas, minutes, papers, plan	2 years	None Identified	Yes	Consent	No	n/a
018. Healthwatch England	18.96	LHW policy network meetings	Agendas, minutes, papers, plan	2 years	None Identified	Yes	Consent	No	n/a
018. Healthwatch England	18.97	Parliamentary Stakeholder management	Briefing papers, email	Retain until superseded	None Identified	No	n/a	No	n/a
018. Healthwatch England	18.98	Policy briefings on issues	Internal documents on HWE positions on specific policies	Retain	None Identified	No	n/a	No	n/a

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CQC supports our finance, HR and IT infrastructure. The CQC retention and disposal schedule therefore identifies where any additional information may be found <http://www.cqc.org.uk/about-us/transparency/transparency>