

# HOME-START BRACKNELL FOREST

Bracknell Open Learning Centre  
Rectory Lane  
Bracknell  
Berks RG12 7GR

Telephone: 01344 860025

E-mail: [admin@homestartbf.plus.com](mailto:admin@homestartbf.plus.com)

Website: [www.homestartbracknellforest.org.uk](http://www.homestartbracknellforest.org.uk)



## Home-Start Bracknell Forest Record Keeping & Retention Policy

### Policy statement

Accurate, proportionate records are kept in order to maintain a high quality and consistent service to families supported by Home-Start Bracknell Forest, to ensure a good framework of support and supervision for volunteers and members of staff, and to comply with all employment, charity and company legal requirements as well as Home-Start's own quality assurance system.

Families, volunteers and staff are aware that the scheme maintains a record of Home-Start's contact or work with them, and that they may request access to records held about them.

All records are made and held in accordance with the principles of the Data Protection Act 1998. Home-Start Bracknell Forest ensures that the Information Commissioner's Office is notified of the scheme's data processing activities.

Records are retained for the period specified in the procedure below, and with the exception of items that must be stored permanently, are then safely destroyed.

### Procedure

1. All records are held securely; those relating to individuals or individual families are confidential and are kept in a locked filing cabinet.

2. **Electronic files** are kept securely, are password protected and regularly backed up
3. **Family files** are kept in accordance with Home–Start guidance, and are kept up to date by the organiser/co–ordinator and/or administrator. Access for this normal maintenance of the file and for supervision purposes is not recorded. A note of all other access for specific purposes is recorded on the log at the front of the file, including access by the family or Home–Start UK for quality assurance purposes.
4. At the initial visit the organiser/co–ordinator will explain to the family that a record is maintained about them, the family’s consent is sought and they are informed about their right to request access to the record held about them. This is recorded on the initial visit form
5. During the period of Home–Start’s support to a family, the organiser/co–ordinator will continue to talk to them about the records that are being made, including any record of concern or referral except where to do so would place a child at increased risk of significant harm or put an adult at increased risk of serious harm.
6. The scheme keeps proportionate, accurate records of all contact with the family, in accordance with Home–Start guidance. Contact with the referrer or other professional or agency in relation to the family is also recorded in the family file
7. The home–visiting volunteer completes the volunteer diary (family contact sheet) after each visit to the family, and returns them at least monthly to the scheme; these are kept in the relevant section of the family file
8. After family support has ceased, the family file is kept for 1 year after which it is destroyed **unless** there have been or there are ongoing child safety or welfare proceedings in which case the file will be retained for a total of 6 years after support ends before it is destroyed. At the point when family support ceases, the family file will be clearly marked with the expiry date, and will be shredded when that date is reached

9. The **volunteer files** are confidential, are maintained in accordance with Home-Start guidance and are kept securely in a locked filing cabinet
10. It is explained to volunteers that a record is maintained about them, and that they have the right to request access to it, and that the file may be sampled by HSUK for the purposes of Quality Assurance
11. Criminal record disclosure certificates are not kept by the scheme, but are destroyed within 6 months. The scheme will keep a note of the disclosure reference number and the date the check was completed on the volunteer file.
12. A written record of each supervision meeting with the volunteer is made and signed by the organiser/co-ordinator and the volunteer. The volunteer retains a copy, the other is stored in the appropriate section of the volunteer file
13. When the volunteer leaves Home-Start Bracknell Forest, the volunteer file is retained for 12 months and then destroyed **except** where an allegation was made that the individual has harmed, or may have harmed, a child; possibly committed a criminal offence against, or related to, a child; or behaved towards a child in a way that indicates s/he is unsuitable to work with children. Whatever the outcome of the investigation: the volunteer file, containing details of the investigation and outcome will be retained until the volunteer reaches normal retirement age or for 10 years if that is longer
14. **Staff (personnel) records** and **trustee records** are confidential, kept in accordance with Home-Start guidance and stored in a locked filing cabinet
15. Staff and trustees are made aware at induction that a record is held about them and that they have the right to request access to it, and that the file may be sampled by HSUK for the purposes of Quality Assurance
16. Selection and appointment information, absence, sickness and accident records will be retained in line with the retention summary below.

17. A written record of each supervision and appraisal meeting with the member of staff is made and signed by the line manager and the member of staff. The member of staff retains one copy, the other is stored in the appropriate section of the personnel file
  
18. When the member of staff or trustee leaves the scheme, the personnel file will be retained for 6 years after which time it will be destroyed **except** any records relating to illness or accident at work (12 years) or where an allegation was made that the individual has harmed, or may have harmed, a child; possibly committed a criminal offence against, or related to, a child; or behaved towards a child in a way that indicates s/he is unsuitable to work with children. Whatever the outcome of the investigation: the staff personnel file should be retained until the person concerned reaches normal retirement age or for 10 years if that is longer
  
19. Home-Start Bracknell Forest complies with the requirements of company law and records are maintained and retained in accordance with the retention summary below.
  
20. Home-Start Bracknell Forest complies with the Statement of Recommended Practice (SORP) in relation to its financial record keeping and reporting; and all financial records are retained in accordance with the retention summary below.
  
21. Home-Start Bracknell Forest stores insurance policies and employer's liability insurance certificates securely and in line with the retention summary below.
  
22. Home-Start Bracknell Forest stores documents relating to the ownership or leasehold of premises securely and in line with the retention summary below

Date policy adopted: \_\_\_\_\_

Signature of Chair: \_\_\_\_\_

Date policy to be reviewed \_\_\_\_\_

## SUMMARY: Record Retention Periods in Home-Start

Retention of Records in Home-Start schemes	
<b>Employment</b>	
In general the personnel file should be retained for <b>6 years</b> , but need only contain sufficient information in order to provide a reference. Copies of any reference given should be retained for 6 years after the reference request. Trustee files should be retained for 6 years.	
Application form	Duration of employment, shred when employment ends
References received	May destroy 1 year after received, otherwise shred at end of employment
Sickness records	3 years (ie at the end of employment, the previous 3 year's records will be in the file, assuming they have been employed for at least that period of time)
Annual leave records	2 years
Unpaid leave/special leave records	3 years
Records relating to an injury or accident at work	12 years
References given/information to enable a reference to be provided (including sickness records)	6 years from end of employment
Recruitment and selection material	6 months after decision
Disciplinary records	6 years after employment ends
<b>Note:</b> if an allegation has been made about the member of staff or trustee (see para 17 above) the personnel record should be retained until they reach the normal retirement age or for 10 years, if that is longer.	
Family and volunteer records for Home-Start Purposes	
Family records, where no safeguarding concern	The family file is retained for 12 months from the date of ending Home-Start support. The file is stored securely and is marked with the date (month/year) it should be destroyed The file will be securely destroyed at the appropriate date

Family records, where a safeguarding concern was referred by Home-Start, or the family were subject to a child protection plan	The family file is retained for 6 years from the date of ending Home-Start support. The file is stored securely and is marked with the date (month/year) it should be destroyed and stored securely. The file will be securely destroyed at the appropriate date
Volunteer files	The volunteer file is retained for 12 months after the volunteer has ceased to be a Home-Start volunteer. Sufficient info in order to provide a reference may be retained.
<b>Note:</b> if an allegation has been made about the volunteer, the volunteer file should be retained until the volunteer reaches normal retirement age or for 10 years if that is longer (see para 12 above)	
<b>Criminal Records checks</b>	
Record as received and satisfactory (or otherwise) then destroy securely in compliance with CRB guidance.	
<b>Financial Records</b>	
Financial records	6 years
Payroll and tax information	6 years
<b>Corporate</b>	
Employers Liability Certificate	40 years
Insurance policies	Permanently
Certificate of Incorporation	Permanently
Minutes of Board of Trustees	Permanently
Memorandum of Association	Original to be kept permanently
Articles of Association	Original to be kept permanently
Variations to the Governing Documents	Original to be kept permanently
Statutory Registers	Permanently
Membership records	20 years from commencement of membership

	register
Rental or Hire Purchase Agreements	6 years after expiry
<b>Others</b>	
Deeds of Title	Permanently
Leases	12 years after lease has expired
Accident books	12 years from the date of the last recorded accident, see also records of injuries/accidents at work, above