



GUIDING SEND FAMILIES

Special educational needs & disabilities

Supporting children, young people and families through advocacy, mentoring, SEND guidance and preparation for adulthood.

DATA RETENTION SCHEDULE

Organisation: Guiding SEND Families

Policy Owner: Nicola Palfreyman (Sole Trader)

Version: 2.0

Effective Date: 16 July 2026

Review Date: 16 July 2027

Review Frequency: Annually

1. Purpose

This Data Retention Schedule sets out how long Guiding SEND Families retains personal information, business records and other documentation.

It supports compliance with the UK General Data Protection Regulation (UK GDPR), the Data Protection Act 2018, HM Revenue & Customs (HMRC) requirements and other relevant legal and professional responsibilities.

Records will only be retained for as long as necessary to fulfil the purpose for which they were collected, meet legal obligations, protect the interests of children, young people, adults and families, and support the safe and effective delivery of services.

2. Retention Schedule

Record Type	Retention Period
Initial Enquiry Forms (where no service is provided)	12 months
Client Registration & Consent Forms	3 years after services end
Client Case Notes	3 years after services end
EHCPs, professional reports and supporting documentation	3 years after services end
Emails and correspondence relating to support	3 years after services end
Appointment records	3 years after services end
Risk Assessments	3 years after completion
Accident / Incident Reports	3 years after the incident
Complaints Records	3 years after the complaint is closed





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Record Type

Financial Records
(Invoices, receipts and accounting records)

Safeguarding Records

Retention Period

Minimum 6 years in accordance with HMRC requirements

Retained separately and reviewed on a case-by-case basis. Records will be kept for as long as necessary to protect the individual, comply with safeguarding responsibilities, or meet legal obligations.

3. Safeguarding Records

Safeguarding records are recognised as particularly sensitive and will be managed separately from routine client records.

Where a safeguarding concern has been identified, records may need to be retained beyond the standard retention periods where this is necessary to:

- Protect a child, young person or adult at risk.
- Support ongoing safeguarding arrangements.
- Comply with legal or statutory obligations.
- Assist safeguarding agencies or future investigations.
- Respond to complaints or legal proceedings.

Safeguarding records will be reviewed periodically and securely retained only for as long as there is a legitimate safeguarding, legal or professional reason to do so.

4. Secure Storage

Records will be stored securely using appropriate physical and electronic security measures.

Access to records will be restricted to Nicola Palfreyman, Sole Trader of Guiding SEND Families, unless disclosure is required by law, safeguarding responsibilities, or where it is necessary to provide agreed services with the individual's consent.

Appropriate measures will be taken to prevent unauthorised access, loss, damage or disclosure.

5. Secure Disposal

When records reach the end of their retention period, they will be securely destroyed or permanently deleted.

Secure disposal may include:

- Cross-cut shredding of paper records.





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- Permanent deletion of electronic records.
- Secure destruction of digital storage where appropriate.

Every effort will be made to ensure confidential information cannot be reconstructed or accessed following disposal.

6. Exceptions

Records may be retained for longer than the periods stated within this schedule where:

- Required by law.
- Required by HMRC.
- Required by insurers.
- Necessary for ongoing safeguarding purposes.
- Required for legal proceedings.
- Required during an active complaint or investigation.

Any extension to a retention period will be limited to the minimum period necessary.

7. Responsibility

Nicola Palfreyman, Sole Trader of Guiding SEND Families, is responsible for ensuring records are retained, reviewed and securely disposed of in accordance with this schedule.

8. Review

This Data Retention Schedule will be reviewed annually, or sooner if there are changes to legislation, guidance or working practices that may affect its content.

