

Records Management Strategy

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**NHS fraud.
Spot it. Report it.
Together we stop it.**

Version control

Version	Name	Date	Comment
V.0.1	Finance & Corporate Governance	June 2019	Draft
V.1.0	Finance & Corporate Governance	August 2019	Annual Review August 2020

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1. Introduction

- 1.1 This document sets out an overarching framework for improving the quality, availability and effective use of records in the NHS Counter Fraud Authority (NHSCFA), in addition to providing a strategic framework for all records management activities. This will enable the coordination of all records management activities and ensure alignment with NHSCFA's business strategies.
- 1.2 The document should be read in conjunction with the [NHSCFA's Records Management Policy](#).

2. Scope

- 2.1 This strategy relates to all operational records held in any format by the NHSCFA which includes but is not limited to:
- paper records, reports, registers etc.
 - computerised records (including cloud based systems)
 - scanned images
 - emails
 - social media
 - microform (i.e. microfiche and microfilm)
 - websites and intranet sites
 - audio and video media (tapes, CD, DVD, flash drive etc.)

3. Aims

- 3.1 The aims of the NHSCFA's records management strategy are to ensure:
- a systematic and planned approach to records management covering records from creation to disposal
 - efficiency and best value through improvements in the quality and flow of information and greater coordination of records and storage systems

- compliance with legislative requirements
- awareness of the importance of records management and the need for responsibility and accountability at all levels
- appropriate archiving of important records.

4. Key elements

4.1 The records management strategy comprises the following key elements:

Responsibility and accountability

4.2 It is important that all individuals within the organisation appreciate the need for responsibility and accountability in the creation, amendment, management, storage and access to all NHSCFA records. One of its major aims is have a clear chain of managerial responsibility and accountability for all records created by the NHSCFA, a prerequisite for an effectively coordinated records management strategy.

Record quality

4.3 To create and keep records which are adequate, consistent, and necessary for business, legal and statutory requirements. NHSCFA records should be accurate and complete, in order to facilitate audit, fulfil the NHSCFA's responsibilities and protect its legal and other rights. Records should show proof of their validity and authenticity so that any evidence derived from them is clearly credible and authoritative.

Management

4.4 To provide systematic and consistent creation, retention, appraisal and disposal procedures for records throughout their life-cycle. Record-keeping systems should be easy to understand, be clear and efficient in terms of minimising staff time and optimising where there are constraints, the use of space for storage.

Security

4.5 To provide systems which maintain appropriate security, integrity and confidentiality of the records used and stored. Records must be kept securely to protect the confidentiality and authenticity of their contents and to provide further evidence of their validity in the event of legal challenge.

Access

- 4.6 To provide clear and efficient access for those with a legitimate right of access to NHSCFA records and to ensure compliance with data protection and freedom of information legislation. Access is a key part of any records management strategy, with fast and efficient access to records providing prompt access to information.

Audit

- 4.7 To audit and measure the implementation of the records management strategy against agreed standards.

Training

- 4.8 To provide training and guidance on operational best practice and the legal and ethical responsibilities for all staff involved in records management. Training and guidance enables staff to understand and implement policies and facilitate the efficient implementation of good record keeping practices.

5. Review

- 5.1 This strategy will be reviewed annually or sooner where new legislation, codes of practice or national standards are introduced.

6. Related documentation

- NHS Digital's IGA Records Management: NHS Code of Practice for health and social care 2106¹
- NHSCFA Records Management Policy

¹ <https://digital.nhs.uk/data-and-information/looking-after-information/data-security-and-information-governance/codes-of-practice-for-handling-information-in-health-and-care/records-management-code-of-practice-for-health-and-social-care-2016>