



Ministry  
of Justice



HM Courts &  
Tribunals Service

# Civil National Business Centre, HM Courts and Tribunals Service

## Records Retention and Disposition Schedule

### Introduction

1. This schedule applies to the records that are created and managed by staff working in Civil National Business Centre (CNBC) in HM Courts and Tribunals Service (HMCTS). It has been agreed following consultation between HMCTS and the Departmental Records Officer's (DRO) team in the Ministry of Justice.
2. As a public body, the MoJ takes its responsibilities for managing information seriously. These responsibilities include compliance with the Public Records Act 1958, UK General Data Protection Regulation (UK GDPR), the Data Protection Act 2018 (DPA), Freedom of Information Act 2000 (FoIA) and amending legislation. The MoJ uses Records Retention and Disposition Schedules (RRDS) to manage its compliance with statutory obligations to identify what information and records we hold, how long we keep it and what should happen to these records at the end of that time.
3. Where NBC's work is not subject to specific legislation (including GDPR or FoIA), it is governed by the Crown's common law powers, as limited by the restraints of public law and constitutional principle.

### More about this schedule

4. None of the records listed below are selected for permanent preservation and transfer to The National Archives (TNA).
5. This schedule is split into three tables:
  - a. Records unique to CNBCs
  - b. Records that are unique to HMCTS
  - c. Records subject to MoJ's corporate retention policies
6. If a Freedom of Information Act 2000 request or a subject access request under the UK GDPR and DPA is received, a hold must be put on the relevant records for at least **three months** after the request is resolved.

7. While the Infected Blood Inquiry continues its investigations, CNBCs will comply with the moratorium on the destruction of records relevant to this Inquiry. Further information about the Inquiry's requirements can be found on its website: <https://www.infectedbloodinquiry.org.uk/evidence/>.
8. While the UK Covid-19 Inquiry continues its investigations, any records of potential interest to the Inquiry, as set out in published Terms of Reference, will be retained. Further information can be found at: <https://covid19.public-inquiry.uk/uk-covid-19-inquiry-terms-of-reference-2/>.
9. As part of its commitment to transparency, this schedule will be published on the MoJ's webpage: <https://www.gov.uk/government/publications/record-retention-and-disposition-schedules>.

## The schedule

**Table A: Unique records held by CNBCs**

No.	Record type	Retention and disposition
1.	<p><b>Financial records relating to County Court cases:</b></p> <ul style="list-style-type: none"> <li>a) Claim Production Centre Refund Schedule</li> <li>b) Refund log and paperwork</li> <li>c) Claim Production Centre daily reports</li> <li>d) Cash loss schedules</li> <li>e) Books (including eBooks) case numbers and fee values: 'B', 'E', 'G', 'K', suspense books, cash book, revokes,</li> <li>f) Logs: E29, Refer to Drawer cheque, cash log, write off log, Citibank download, fee remission log, fees refund log</li> <li>g) Obligation report</li> </ul>	Keep for <b>six years</b> and then destroy.
2.	Civil Restraint Orders	Keep <b>until order expires plus two years</b> . (When an order is extended, the two years starts from the new expiry date)

No.	Record type	Retention and disposition
3.	a) Business post books b) Schedule of warrants, judgments and paid c) Issue notification d) Advice notes e) Traffic Enforcement Centre (TEC) monthly batch log	Keep for <b>one year</b> and then destroy.
4.	a) Logged and loaded reports b) Despatch notes	Keep for <b>four months</b> and then destroy.
5.	a) Imprest notifications b) Team Applications: fees retained or returned	Keep for <b>one month</b> and then destroy.

**Table B: Records that are unique to HMCTS**

No.	Record type	Retention and disposition
6.	Records created as part of governance and assurance processes including: <ul style="list-style-type: none"> <li>• Key Control Check Sheets (KCCS)</li> <li>• Standard Operating Controls (SOC)</li> <li>• Previous equivalents</li> </ul>	Destroy in line with the HMCTS Governance and Assurance RRDS <sup>1</sup> .
7.	Records held on the Help with Fees database	Destroy in line with the Help with Fees RRDS.
8.	Case management system records needed for statistical purposes	Transfer copies of records to HMCTS Analysts at regular intervals under the terms of the Data Privacy Impact Assessment.

<sup>1</sup> HMCTS Governance and Assurance RRDS is available at: <https://www.gov.uk/government/publications/record-retention-and-disposition-schedules>

**Table C: Records subject to MoJ’s corporate retention policies**

No.	Record type	Retention and disposition
9.	Customer bank details	Destroy <b>no longer than 14 days from receipt.</b>
10.	Paper copies of records that have been digitised	Destroy no later than <b>30 days</b> from date scanned and then destroy <sup>2</sup> .
11.	HR information (held by line managers)	Destroy in line with the <i>What to keep</i> <sup>3</sup> guidance.
12.	Data loss incident records (held by business)	Destroy <b>three years</b> from incident closure.
13.	Business continuity plans (held by business)	Updated annually. Destroy <b>three years</b> from date agreed/closed/approved.
14.	Finance and risk management information (covering CCBC’s work not the court cases covered above)	Destroy <b>seven years</b> from end of financial year.
15.	All other types of record not specified above, including copies of records which are owned by other business areas <sup>4</sup>	Destroy no later than <b>three years</b> from last action.

Robert Evans  
 Departmental Records Officer  
 Ministry of Justice  
 102 Petty France  
 London SW1H 9AJ

**Signed: 21 August 2023**

Replaces: County Court Bulk Centre and Claim Production Centre (July 2015)

<sup>2</sup> This allows for time to check that digital copies are usable before destruction

<sup>3</sup> *What to keep* is available at: <https://www.gov.uk/government/publications/record-retention-and-disposition-schedules>

<sup>4</sup> If the business identifies record types which need a new retention period, they should contact the DRO’s team.