

Date Created

29-May-18

Review Date

May-19

Welfare Reform Services										
Welfare Reform Services - Records Retention Schedule										
Function Description	Record Code	Main File/Class Title	Manual/ Electronic	Arrangement	Destroy/ Review	Retention Period (Years)			Notes	Vital Record
						In Office	Archived	Total		
E case files - documents e.g. Scanned Application Form and letters, Decision Making Record, letters to customers, e-mails in and out, case record	N/A	E case files in BIAS folder structure	Electronic	N	Destroy	N/A	7 years	7 years	Files on SCC System	✓
Discretionary Housing Payments	N/A	Customer Details Civica OPENRevs and W2	Electronic	N	Destroy	N/A	7 years	7 years	Information held on Benefits Service Systems which are required to be kept for 7 years	✓
Local Welfare Provision - Case files - Customer Record, Decision Making Record, Successful Letter Application Forms	N/A	E case files in BIAS folder structure	Electronic	N	Destroy	N/A	7 years	7 years	Files on SCC System * Old forms secured in office	✓
Legislative Guidance	N/A	DWP DHP Guidance Manuals	Electronic	N	Review	N/A	7 years	7 years	Files on SCC System	✓
Key Processes and Policies	N/A	DHP Policy, LWP Policy Service,	Electronic	N	Review	N/A	7 years	7 years	Reviewed annually or earlier if required	✓
External Consultancy, Specialist Projects - Civica	N/A	Records of documents, the use of specialist software, records of fees, project plans, letters	Electronic	N	Review	N/A	7 years	7 years	Files on SCC System	✓
DWP-Statistical Returns and other Statistical Information	N/A	WReS Statistical Information	Electronic	N	Review	N/A	7 years	7 years	DWP Returns are completed by the Benefit Service, copies of returns held in BIAS folder structure	✓
Procurement Information	N/A	Contract Information saved in BIAS folder	Electronic		Review	N/A	7 years	7 years	Files on SCC system - 7yrs after contract completion	✓
HR/ Staff Information	N/A	Personal staff folders saved for each member of staff in BIAS folder structure	Electronic	N	Review	N/A	7 years from leaving	7 years	Files on SCC system	✓