

Welfare Rights Service

Welfare Rights Service - Records Retention Schedule

Function Description	Record Code	Main File/Class Title	Manual/ Electronic	Arrangement	Destroy/ Review	Retention Period (Years)			Notes
						In Office	Archived	Total	
Documents e.g. financial information, letters, e-mails, contact history log, tribunal papers	N/A		Manual		Destroy	NA	NA	7	All paper case files are destroyed following the conclusion of a case. All documents and correspondence are stored electronically on Dynamics except legal bundles which the client is invited to collect. If not they are disposed of immediately via confidential waste
	N/A		Electronic		Review	N/A	N/A		Profiled Password Software Retained on Software indefinitely. File closed – record dormant
	N/A		Electronic		Review	N/A	N/A		Profiled Password Software Retained on Software indefinitely. File closed – record dormant
	N/A		N/A						
Records/documents e.g. financial information, letters, e-mails, contact history log	N/A		Electronic		Destroy	6	NA	7	All relevant information is stored on Dynamics including a record of all action and communications. Letter - e-mail.
	N/A		Electronic		Review	N/A	N/A		Profiled Password Software Retained on Software indefinitely. File closed – record dormant
	N/A		Electronic		Destroy	NA	N/A	7	See Limitation Act 1980. An identifiable record of service user: NI no or dob retained for a further 12 years.
Records documenting litigation between the clients (who have been represented by the service) and third parties where a precedent is set.	N/A		Electronic		Destroy	6	NA	Permanen t	See Limitation Act 1980. An identifiable record of service user: NI no or dob retained for a further 12 years.

Vital Record
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