



# Help with Fees Service (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 employed in HM Courts and Tribunals Service (HMCTS) who administer the Help with Fees (HwF) service. It has been agreed following consultation with 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, General Data Protection Regulation (GDPR), the Data Protection Act 2018, 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. The HwF service is governed by The Courts and Tribunals Fee Remissions Order 2013<sup>1</sup> and amending legislation.
4. The service supports the work of the County Court, the Family Court, the Immigration and Asylum Chambers, the Property Chamber, the Gender Recognition Panel, the General Regulatory Chamber, the Upper Tier Lands Tribunal and civil work within Magistrates' courts. Other jurisdictions may be added to this service in due course.

## More about this schedule

5. None of the records listed below are selected for permanent preservation and transfer to The National Archives (TNA).
6. This schedule lists the types of records held in the HwF service only.
7. 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>.

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<sup>1</sup> The Courts and Tribunals Fee Remissions Order 2013 can be read at:  
<https://www.legislation.gov.uk/uksi/2013/2302/schedule/made>

## The schedule

No.	Record type	Retention and disposition
<b>Records held by the Help with Fees service</b>		
1.	<p>Citizen applications including:</p> <ul style="list-style-type: none"> <li>• Digital citizen applications not received by court/tribunal,</li> <li>• Digital or Paper citizen applications received by court/tribunal</li> <li>• Evidence (including both written, digital and email)</li> <li>• Correspondence both paper and digital (including e-mail cover sheets), including appeals and exceptional fee remissions requests</li> </ul> <p>‘Applications’ refers to the following:</p> <ol style="list-style-type: none"> <li>1. Fully approved applications</li> <li>2. Applications awaiting part-payment</li> <li>3. Applications awaiting evidence</li> <li>4. Partially-completed applications</li> <li>5. Deleted applications</li> </ol>	<p><b>Fully approved applications and evidence / correspondence:</b> Keep any paper documents or evidence / correspondence held outside the Help with Fees database to the end of the financial year <b>plus two years</b> from date of last action and then destroy.</p> <p>(Refused paper applications and related correspondence should be returned to the parties. A copy of the refusal letter should be kept for the same period as above)</p> <p><b>All data held on Help with Fees database:</b> Keep for <b>seven years</b> from date of last action and then destroy.</p>
2.	Paper copies of HwF records that have been scanned and added to digital systems	Keep for no longer than <b>30 days</b> from date scanned and then destroy <sup>2</sup> .
3.	Data retained for Management Information and/or reporting purposes (includes purged data with personal details removed.)	<p>Keep for <b>10 years</b> from application date and then review:</p> <ul style="list-style-type: none"> <li>• If still required, keep for a further <b>seven years</b>, and review again. Repeat until no longer required.</li> <li>• If no longer required, destroy immediately.</li> </ul>

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

No.	Record type	Retention and disposition
4.	All retained logs and registers including those held locally within courts including case history logs, refund logs, exceptional fee remission logs, local tracking logs and any other retained HwF information.	Keep for maximum of <b>seven years</b> from date of last entry and then destroy.
5.	Digital records provided by HMRC or any other external department subject to individual Data Sharing Agreements.	As per Data Sharing Agreements and RRDS instructions contained within.

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

**Signed: 22 May 2023**