

DWP managing customer records guide: Appendix 2.2 - Retention by line of business

If any case has the following interests, they must be retained until the end of that interest. At the end of the interest the retention periods detailed below then apply.

Interests

- **Fraud**
- **Overpayments** including: civil proceedings & Recovery from Estates
- **Debt Management** including: Compensation Recovery
- **Appeals** including: Mandatory Reconsiderations
- **Customer feedback or complaints** being dealt with by Independent Case Examiner (ICE) cases & Parliamentary Health and Service Ombudsman (PHSO) Cases only.
- **Criminal Cases Review Commission** cases
- **Child Maintenance Group**
- Cases subject to a **Performance Measurement** check

For documents stored on ECMS/DRS, the retention periods below apply.

| Line of Business | Benefit Line Retention | Specific documents (if applicable) | Non-Standard Retention period | Business justification for retention period |
|---|------------------------|---|-------------------------------|---|
| Access to Work Cases without payments in DISC | 36 or 84 months | Cases without payments in DISC: Customers that have had an AtW element(s) awarded but no payment – case creation Cases with a referral to AtW contracted provision case creation. | 36 or 84 months | Access to Work awards are made in three-year periods. Finance payment audit requirements |
| Access to Work Customers that applied to Access to Work but did not have an element awarded | 36 months | Customers that applied to Access to Work but did not have an element awarded are removed 36 months after the case was created. | 36 months | Access to Work awards are made in three-year periods. |
| Appeals | 24 months | All Supporting documents / data | Not Applicable | To ensure documentation is available for audit requirements. |

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|--|---------------------------------|---|--------------------------------------|---|
| Armed Forces Independence Payment (AFIP) | 7 Years after the Date of Death | Clerical records | 7 years | Retention advised by Ministry of Defence (MOD) in line with the retention of MOD records of an administrative nature. |
| Attendance Allowance | 24 months | All Supporting documents / data | Not Applicable | To ensure documentation is available for audit requirements. |
| Benefit Cap | 24 months | All Supporting documents / data | Not Applicable | To ensure documentation is available for audit requirements. |
| Bereavement Benefits Including • Widows Benefit/Pension • Widowed Parents Allowance • Widowed Mothers Allowance | 24 months | All Supporting documents / data | Not Applicable | To ensure documentation is available for audit requirements. |

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|--|-------------------------------|---|--------------------------------------|---|
| Carer's Allowance | 24 months | All Supporting documents / data | Not Applicable | To ensure documentation is available for audit requirements. |
| Child Maintenance Group | 24 Months | All Supporting documents / data | Not Applicable | To ensure documentation is available for audit requirements. |
| Claimant Commitments | 4 weeks | Claimant commitment document | 4 weeks | These are 'supporting' when the claim is live but are 'ephemeral' once the claim or DWP interest has ended. |
| Complaints | 24 Months | e-Case Documents | Not Applicable | To ensure documentation is available for audit requirements. |
| Customer Information System (CIS) | Multiple | Not Applicable | Not Applicable | For further information please contact – CIS Data Guardian team |

| Line of Business | Benefit Line Retention | Specific documents (if applicable) | Non-Standard Retention period | Business justification for retention period |
|---|--------------------------------|---|--|---|
| Debt Management (including CRU, arrears and enforcements) | 24 Months debt interest closes | Benefit lines must keep overpayment decision and a copy of the letter informing the claimant of the overpayment decision Debt Management (citizen debt) any relevant debt documents needed for audit purposes. | Debt Management – DMS and CRU systems and any finance or payment documents 7 years after debt interest closes for payment related data (ledger) | To ensure documentation is available for audit requirements, 7years for Financial Audit Requirements. |
| Disability Living Allowance (DLA Child, DLA Working Age Adult & DLA 65+) | 24 months | All Supporting documents / data | Not Applicable | To ensure documentation is available for audit requirements. |
| Employment and Support Allowance | 24 months | All Supporting documents / data | (JSAPs stores information for 4 years HMRC (requirement) To comply with Regulation 97 of the The Income Tax (Pay As You Earn) Regulations 2003(link is external)) | To ensure documentation is available for audit requirements. |

| Line of Business | Benefit Line Retention | Specific documents (if applicable) | Non-Standard Retention period | Business justification for retention period |
|--|---|---|--|--|
| European Social Fund (England) 2007-2013 | Until 1 June 2026 | ESFD paper records held in remote storage pertaining to the ESF 2007-2013 Programme have now been destroyed. All electronic records are being retained until 1 June 2026 in order to evidence any State Aid in accordance with Article 60 (f) of Commission Regulation 1083/2006. | Until 1 June 2026 | This is covered in Action Note 107/07-13: ESF 2007 to 2013 England Programme Closure - Retention of key Documents - GOV.UK (www.gov.uk) . |
| European Social Fund (England) 2014-2020 Note: for ESF research and evaluation see guidance for research reports. | Minimum 10 years after final payment has been made. | All data | Minimum 10 years after final payment has been made | All data must be retained for a minimum of 10 years following the last project activity, expectation June 2024. Each project's data retention period is established after their final ESF claim is paid by the ESF Managing Authority. |

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|---|---------------------------------|------------------------------------|---------------------------------|--|
| European Social Fund (Wales) 2007-2013 | 10 years from the date of award | All data | 10 years from the date of award | <p>2007-13 Programmes – Please follow this link for the confirmed document retention dates for these Programmes - EU Structural Funds 2007 to 2013: document retention periods Gov.Wales (Link is external) You will note that the document retention dates for both European Social Fund programmes, in Wales, have now passed.</p> |

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|---|---|--|---|---|
| <p>European Social Fund (Wales) 2014-2020</p> <p>EU Structural Funds 2014 to 2020: compliance and eligibility guidance GOV.WALES</p> | <p>2014-20 Programmes - retention dates are set at the level of the operation and are dependent on when the final project expenditure is included in the annual accounts that WEFO submits to the EC. WEFO will write out individually to beneficiaries to confirm these dates once they are available.</p> | <p>All data</p> | <p>2014-20 Programmes - retention dates are set at the level of the operation and are dependent on when the final project expenditure is included in the annual accounts that WEFO submits to the EC. WEFO will write out individually to beneficiaries to confirm these dates once they are available.</p> | <p>You can find more detail on this at section 5.1.4.1 of the WEFO Eligibility Rules and at question 1 of Programme Closure FAQ document (EU Structural Funds 2014 to 2020: project closure FAQs [HTML] GOV.WALES) (Link is external)</p> |
| <p>Finance</p> | <p>See Managing Finance and Procurement Records</p> | <p>Financial checks, payments, journals, Flexible Support Fund, New Enterprise Allowance, FF100 and Special Payments</p> | <p>Not Applicable</p> | <p>See Managing Finance and Procurement Records</p> |
| <p>Fraud</p> | <p>See Fraud Retention Guidance</p> | <p>Fraud documentation</p> | <p>Not Applicable</p> | <p>See Fraud Retention Guidance</p> |
| <p>General Matching Service (GMS)</p> | <p>18 months after GMS action ends</p> | <p>Cross-department system which matches customer data for over/under payments</p> | <p>18 months after GMS action ends</p> | <p>18 months to feed into end of year reporting</p> |

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|---------------------------|------------------------|---|--|---|
| Incapacity Benefit | 24 months | All supporting documents other than IB55 referral files | IB55 referral files for live claims 120 months from date of decision | To ensure documentation is available for audit requirements and to ensure that the last two Personal Capability Assessments on form IB85 are retained |
| Income Support | 24 months | All Supporting documents / data | Data on ISCS is held for 18 months after the claim closure date, last activity, or date of last adjudication on the live system before being moved and placed into the archive system. Once archived data is held for 5 years. | System retention is 18 months (5 years archived). Clerical and ECMS supporting paper to be held for 24 months following end of DWP Interest/Case closure. |

| Line of Business | Benefit Line Retention | Specific documents (if applicable) | Non-Standard Retention period | Business justification for retention period |
|--|------------------------|------------------------------------|-----------------------------------|--|
| Independent Case Examiner (ICE) Cases | 24 months | For data recorded on Respond. | 24 months after ICE case closure. | Retaining electronic data for 24 months allows sufficient time for a complainant to consider the outcome of ICE examination of their complaint and exercise their right to approach the relevant Parliamentary Ombudsman. <i>For complaints with a live PHSO interest, the retention period is the latter of 24 months or one month after end of interest.</i> |

| Line of Business | Benefit Line Retention | Specific documents (if applicable) | Non-Standard Retention period | Business justification for retention period |
|---|--|--|-------------------------------|--|
| Industrial Injuries Schemes (IIS) (Not including National Schemes) | 24 months | Not Applicable | Not Applicable | To ensure all relevant decisions (including Commissioners decisions) have been applied and supporting documentation is available in the event of subsequent claims, change of circumstances and/or disputes. |
| Information provided to Support Safeguarding Adult Reviews and Domestic Homicide Reviews | 6 years as involves a customer death | Initial request and any supplementary requests. All information provided including Legal Clearance. | 6 years | Reflects potential time period of these external reviews. |
| Internal Process Review Documents | 6 years from completion of IPR investigation | All documents / data | 6 years | To enable responses to requests from FOI's, DWP Select committee and DWP Security of State |

| Line of Business | Benefit Line Retention | Specific documents (if applicable) | Non-Standard Retention period | Business justification for retention period |
|---|--|------------------------------------|---|--|
| Jobseekers Allowance | 24 months | All Supporting documents / data | JSAPs stores information for 4 years HMRC (requirement) To comply with Regulation 97 of the, The Income Tax (Pay As You Earn) Regulations 2003. | To ensure documentation is available for audit requirements. |
| Multi Agency Public Protection Agency (Jobcentre) MAPPAs J Forms | The period that the restrictions apply | MAPPAs J forms | Should be retained locally for the period that the restrictions apply. When the restrictions no longer apply the MAPPAs forms should be destroyed immediately, in the same way as any other sensitive information. | Required to identify which offenders are MAPPAs eligible and the related risk management. See MAPPAs guidance for further details. |
| Maternity Allowance | 24 months | | | To ensure documentation is available for audit requirements. |

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|---|--|---|---|---|
| National Schemes for the 1979 Pneumoconiosis Worker Compensation Act 1979 and the 2008 Mesothelioma Scheme | No award for compensation standard retention period of 2 years from the date of the last decision. | System records (customer details; system payments). In DRS the application form and supporting documents will be retained. | Compensation payment made retention 8 years from the date of the last decision. | To allow DWP to make recovery of National Schemes Compensation Act from civil compensation awards. |
| NINO Allocation | 3 years from the date of creation. | NINo application form and associated documents | 3 years from the date of creation. | 3 years is required prevent Fraud or identity theft, and to prevent re-applications and to allow cross reference. |
| Parliamentary Health and Service Ombudsman (PHSO) Cases | 24 months | For data recorded on eCase. | Not Applicable | Retaining electronic data for 24 months allows sufficient time for PHSO to exam and investigate complaints to conclusion. |

| Line of Business | Benefit Line Retention | Specific documents (if applicable) | Non-Standard Retention period | Business justification for retention period |
|---|---|---|--|--|
| Pension Credit | 24 months | All Supporting documents / data | Data on ISCS is held for 18 months after the claim closure date, last activity, or date of last adjudication on the live system before being moved and placed into the archive system. Once archived data is held for 5 years. | To ensure documentation is available for audit requirements. |
| Pension Sharing on Divorce Documents | until State Pension claimed then 24-month retention period applies. | Pension Sharing on Divorce Documents | until State Pension claimed then 24-month retention period applies. | The calculations provide a snapshot of National Insurance which cannot be redone and include details of pension share. |
| Performance Measurement | 24 Months | DRS/ECMS Supporting Documentation | Fraud & Error Measurement and Accuracy (FEMA) 36 Months To enable the publication of statistical data. | To ensure documentation is available for audit requirements. |
| Personal Independence Payments (PIPCS) | 24 months | All Supporting documents / data | Not Applicable | To ensure documentation is available for audit requirements. |

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|--|-------------------------------|--|--|--|
| Relationship Validation Unit (RVU) Type B Cases | 5 Years | All supporting documents / data | 5 years from date of decision | These are complex cases that likely to be appealed. It would be costly or not possible for the department or claimant to collect this information again. |
| Social Fund | 24 months | All Supporting documents / data | Not Applicable | To ensure documentation is available for audit requirements. |
| State Pension | 24 months | All Supporting documents / data | Not Applicable | To ensure documentation is available for audit requirements. |
| State Pension Deferred Lump Sum Payments | 6 years | The completed DL66 & DL67 and any evidence to support subsequent changes to this decision. | 72 months (6 years) after the financial year the payment is made | HMRC, The National Archives (TNA) and National Audit Office (NAO) requirements |

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|---|---|--|---|--|
| Suicide and Self-harm Documents | Retain for 6 years following the date on which the incident occurred, or the declaration of intention was made. | All documents relating to suicide and self-harm. | Retain for 6 years following the date on which the incident occurred, or the declaration of intention was made. | Health and Safety Retention Document Customer Self Harm |
| Support for Mortgage Interest Loan (SMI) Documents | 14 months DRS | SMI Charge Form / Loan Agreement | 2 finance documents 6 years after recovery / write-off of the SMI loan | Documents should be held until the expiry of the limitation period on loan agreements. |
| Universal Credit Build | 24 months | All Supporting documents / data | Not Applicable | To ensure documentation is available for audit requirements. |
| Warm Home Discount | 18 months from date of receipt | Data from suppliers – stored electronically | 18 months from date of receipt | Required for data matching in response to customer or Energy Supplier enquiries to check why eligibility was not granted in the previous scheme year. This retention 'carry over' has been agreed with Energy Suppliers. |

| Line of Business | Benefit Line Retention | Specific documents (if applicable) | Non-Standard Retention period | Business justification for retention period |
|---------------------------------------|--|---|--|---|
| Winter Fuel Service (WFS) | 24 months | A system identifying all Winter Fuel Payments, any offline applications should be uploaded into WFS | 24 months after the annual exercise completes (31 March) | To meet NAO requirements |
| Working Health Programme (WHP) | 5 years following the closure of the claim/PA. | WHP records | 5 years following the closure of the claim/PA. | Information needed so that the Programme can effectively manage the referral and re-referral process. |