

DWP managing customer records guide: Appendix 2.2 - Retention by Line of Business

This is version 6.4 and is effective from 11 April 2025.

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)	Retention period	Business justification for retention period
Access to Work	36 or 84 months	Cases without payments in DISC: Customers that have had an	36 or 84 months	Access to Work awards are made in three-year periods.

Cases without payments in DISC		AtW element(s) awarded but no payment – case creation Cases with a referral to AtW contracted provision case creation.		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.
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 <ul style="list-style-type: none"> • 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.
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
Debt Management (including CRU, arrears and enforcements)	24 Months debt interest closes	<p>Benefit lines/CFCD must keep overpayment/Penalty decisions correspondence including notification and acceptance letters.</p> <p>Debt Management (citizen debt) any relevant debt documents needed for audit purposes.</p>	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	<p>(JSAPs stores information for 4 years HMRC (requirement)</p> <p>To comply with Regulation 97 of the The Income Tax (Pay As You Earn) Regulations 2003(link is external)</p>	To ensure documentation is available for audit requirements.

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 & 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.
European Social Fund (Wales) 2007-2013	10 years from the date of award	All data	10 years from the date of award	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) (Link is external) You will note that the document retention dates for both European Social Fund programmes, in Wales, have now passed.
European Social Fund (Wales) 2014-2020 EU Structural Funds 2014 to 2020: compliance and eligibility guidance GOV.WALES	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.	All data	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.	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)) (Link is external)
Finance	See Managing Finance and Procurement Records	Financial checks, payments, journals, Flexible Support Fund, New Enterprise Allowance, FF100 and Special Payments	Not Applicable	See Managing Finance and Procurement Records
Fraud	See Fraud Retention Guidance	Fraud documentation	Not Applicable	See Fraud Retention Guidance
General Matching Service (GMS)	18 months after GMS action ends	Cross-department system which matches customer data for over/under payments	18 months after GMS action ends	18 months to feed into end of year reporting

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.
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</i>

				<i>retention period is the latter of 24 months or one month after end of interest.</i>
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

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) MAPPA J Forms	The period that the restrictions apply	MAPPA J forms	Should be retained locally for the period that the restrictions apply. When the restrictions no longer apply the MAPPA forms should be destroyed immediately, in the same way as any other sensitive information.	Required to identify which offenders are MAPPA eligible and the related risk management. See MAPPA guidance for further details.
Maternity Allowance	24 months			To ensure documentation is available for audit requirements.
National Schemes for the 1979 Pneumoconiosis Worker Compensation Act 1979	No award for compensation retention period of 2 years from	System records (customer details; system payments). In DRS the application form	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.

and the 2008 Mesothelioma Scheme	the date of the last decision.	and supporting documents will be retained.		
NINO Allocation	24 months from the date of creation.	NINo Allocation, successful NINo applications, the digital NINo application form and associated documents are held on the Apply for a NINo service.	24 months 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.
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.
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.
Severe Disablement Allowance (SDA)	24 months			To ensure documentation is available for audit requirements.
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
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	24 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.
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
Work & 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.