

Service Name	Records Description	Legislation Name	Retain Permanently	Start Event	Retention Period Years	Retention Period Months	Retain Until
Benefits advice and assessment	All records relating to the work of benefit advisors who offer benefit assessment and provide advice about entitlement to welfare benefits to individuals in receipt of benefit or claiming benefit.	Limitation Act 1980 (Section 2)	FALSE	Year records created	6	0	
Bereavement support	All records relating to the provision of support and advice to relatives about the arrangements that need to be made after a bereavement		FALSE	Year records created	1	0	
Credit unions	All records relating to the creation and management of Credit Unions	HMRC - Compliance Handbook Manual CH15400	FALSE	Year records created	6	0	
Debt counselling	All records relating to the provision of debt counselling services to citizens	Limitation Act 1980 (Section 2)	FALSE	Year records created	6	0	
Debt enforcement	All records relating to debt enforcement	HMRC - Compliance Handbook Manual CH15400	FALSE	Year records created	6	0	
Debt enforcement	Case files relating to debt recovery	Limitation Act 1980 (Section 2)	FALSE	Close of case	6	0	
Funeral payment	All records relating to the payments to assist with the payment for a funeral	HMRC - Compliance Handbook Manual CH15400	FALSE	Date of repayment	6	0	
Legal advice	All records relating to access to the Community Legal Service which aims to ensure that people can get information and advice about their legal rights and help with enforcing them	Limitation Act 1980 (Section 2)	FALSE	Year records created	6	0	
Welfare rights advice	All records relating to Information and advice about entitlement to welfare benefits, other allowances, grants and general financial difficulties where the advice given might be actionable	Limitation Act 1980 (Section 2)	FALSE	Date advice given	6	0	
Welfare rights advice	All records relating to Information and advice about entitlement to welfare benefits, other allowances, grants and general financial difficulties where the advice is not actionable		FALSE	Date advice given	3	0	
Witness support	All records relating to the administration of witness support schemes	Limitation Act 1980 (Section 2)	FALSE	Year records created	6	0	

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Benefit fraud	All records relating to the detection and prosecution of benefit fraud		FALSE	Date case resolved	6	0	
Council tax band reductions	All records relating to council tax band reductions		FALSE	Year records created	6	0	
Council tax benefit appeals	All records relating to council tax benefit appeals		FALSE	Date appeal resolved	6	0	
Council tax benefit backdated claims	All records relating to council tax benefit back claims		FALSE	Last action	6	0	
Council tax benefit current claim	All records relating to current claims for council tax benefit		FALSE	Last action on the claim	6	0	
Council tax benefit new claim	All records relating to new claims for council tax benefit		FALSE	Year records created	6	0	
Council tax benefit overpayments	All records relating to the overpayment of council tax benefits		FALSE	Date overpayment resolved	6	0	
Council tax benefit renewal	All records relating to the renewal of council tax benefits		FALSE	Year records created	6	0	
Council tax discount	All records relating to discounts made to council tax		FALSE	Year records created	6	0	
Decoration and disturbance allowances	All records relating to the payment of decoration or disturbance allowances	HMRC - Compliance Handbook Manual CH15400	FALSE	Date of last payment of allowance	6	6	
Disabled facilities grant	All records relating to disabled facilities and grants	HMRC - Compliance Handbook Manual CH15400	FALSE	Date of last payment of grant	6	0	
Free school meals	All records relating to the administration of free school meals	HMRC - Compliance Handbook Manual CH15400	FALSE	Year records created	6	0	
Going into hospital	Notifications of people claiming benefits who is admitted to hospital must notify the local authority that deals with their claims for housing and council tax benefit		FALSE	Year records created	6	0	
Home purchase grants	All records relating to home purchase grants	HMRC - Compliance Handbook Manual CH15400	FALSE	Date of last payment of grant	6	0	
Home repair assistance grant	All records relating to home repair assistance grants	HMRC - Compliance Handbook Manual CH15400	FALSE	Date of last payment of grant	6	0	
Housing benefit appeals	All records relating to the management of housing benefit appeals		FALSE	Date appeal resolved	6	0	

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Housing benefit backdated claims	All records relating to back dated claims for housing benefit		FALSE	Date claim resolved	6	0	
Housing benefit current claim	All records relating to current claims for housing benefit		FALSE	Year records created	6	0	
Housing benefit new claim	All records relating to new claims for housing benefit		FALSE	Year records created	6	0	
Housing benefit overpayments	All records relating to the overpayment of housing benefit		FALSE	Date overpayment resolved	6	0	
Housing benefit renewal	All records relating to the renewal of housing benefit		FALSE	Date of renewal	6	0	
Nursery education grant	All records relating to the allocation of nursery education grants	HMRC - Compliance Handbook Manual CH15400	FALSE	Date of last payment on grant	6	0	
Overdue housing repairs - discretionary allowance	All records relating to the provision of a discretionary allowance to tenants where it has not been possible to carry out essential repairs to their home or to communal areas around their home within a reasonable or agreed timeframe.	HMRC - Compliance Handbook Manual CH15400	FALSE	Date of last payment	6	6	
Rent determination	All records relating to the determination of private rents for those in receipt of housing benefits		FALSE	Year records created	6	0	
School clothing grants/vouchers	All records relating to the administration of school clothing grants/vouchers	HMRC - Compliance Handbook Manual CH15400	FALSE	Year records created	6	0	
School transport - additional support	All records relating to the management of financial support with school transport	HMRC - Compliance Handbook Manual CH15400	FALSE	Year records created	6	0	
Sickness and disability benefit	All records relating to applications for and management of employment & support allowance	HMRC - Compliance Handbook Manual CH15400	FALSE	Creation of records	6	0	
Starting work - allowances and grants	All records relating to the management of starting work benefits	HMRC - Compliance Handbook Manual CH15400	FALSE	Creation of records	6	0	
Universal credit	All records relating to applications for and management of universal credit		FALSE	Creation of records	6	0	
Armed forces community covenant	All records relating to the armed forces community covenant		FALSE	Creation of records	3	0	
Translation and interpreting	All records relating to the provision of interpreting and translation services		FALSE	Year records created	3	0	

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Community equipment loans	All records relating to the loan of equipment to members of the Community	Limitation Act 1980 (Section 2)	FALSE	Year records created	6	0	
Community facility grants	All records relating to community facility grants	HMRC - Compliance Handbook Manual CH15400	FALSE	Date of last payment of grant	6	0	
Community grants	All records relating to community grants	HMRC - Compliance Handbook Manual CH15400	FALSE	Date of last payment of grant	6	0	
Cultural grants	All records relating to cultural grants	HMRC - Compliance Handbook Manual CH15400	FALSE	Last payment on the grant	6	0	
Discretionary Housing Payment	All records relating to discretionary housing payments		FALSE	Date of payment	6	0	
Early years grant	All records relating to the administration of early years grants	HMRC - Compliance Handbook Manual CH15400	FALSE	Year records created	6	0	
Financial assistance for housing associations	All records relating to financial assistance provided to Housing Associations	HMRC - Compliance Handbook Manual CH15400	FALSE	Year records created	6	0	
Gifted and talented awards	All records relating to grants awarded to particularly gifted individuals in the local area to pursue cultural activities.	HMRC - Compliance Handbook Manual CH15400	FALSE	Year records created	6	0	
Grants for voluntary organisations	All records relating to grants made to voluntary organisations	HMRC - Compliance Handbook Manual CH15400	FALSE	Date of last payment of grant	6	0	
Home improvement loans	All records relating to Home Improvement loans	HMRC - Compliance Handbook Manual CH15400	FALSE	Last payment on the loan	6	0	
Home renovation grants	All records relating to home renovation assistance grants	HMRC - Compliance Handbook Manual CH15400	FALSE	Date of last payment of grant	6	0	
Keeping warm in winter	All records relating to the Central Heating Programme and the Warm Front Programme	HMRC - Compliance Handbook Manual CH15400	FALSE	Last payment of grant	6	0	
Local Housing Allowance	All records relating to the provision of Local Housing Allowance schemes		FALSE	Date of decision	0	14	
Private tenants rent assistance	All records relating to rent assistance offered to private tenants		FALSE	Year records created	6	6	

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Safeguarding children grants	All records relating to information provided about Safeguarding children grants		FALSE	This would be an dynamic document which is constantly updated	0	0	
Special needs capital grants	All records relating to special needs capital grants	HMRC - Compliance Handbook Manual CH15400	FALSE	Last payment of grant	6	0	
Sporting club grants	All records relating to the allocation of sports grants	HMRC - Compliance Handbook Manual CH15400	FALSE	Year records created	6	0	
Sports grants	All records relating to the allocation of sports grants	HMRC - Compliance Handbook Manual CH15400	FALSE	Year records created	6	0	
Youth Opportunity Fund	All records relating to application for grants from the Youth Opportunity Fund	HMRC - Compliance Handbook Manual CH15400	FALSE	Year records created	6	0	
Universal Credit Support - Assiisted Digital Support	All records relating to assisted digital support for Universal Credit customers	Welfare Reform Act	TRUE	Year records created	3	0	
Universal Credit Support - Personal Budgeting Support	All records relating to personal budgeting support for Universal Credit customers	Welfare Reform Act	TRUE	Year records created	3	0	
Universal Credit Support - general support	All records relating to general support for Universal Credit customers	Welfare Reform Act	TRUE	Year records created	3	0	
Business rate relief	All records relating to reduction in business rates to business owners	Local Government Finance Act 1992	TRUE	Year records created	26	0	
Business rate supplement	All records relating to the implementation and management of a business rate supplement	Local Government Finance Act 1992	TRUE	Year records created	26	0	
Business rates account enquiries	All records relating to enquiries about business rates accounts	Local Government Finance Act 1992	TRUE	Year records created	26	0	
Business rates annual notification	All records relating to the provision of the business rates annual notification to businesses	Local Government Finance Act 1992	TRUE	Year records created	26	0	
Council tax account enquiries	All records relating to enquiries about council tax accounts	Local Government Finance Act 1992	TRUE	Year records created	25	0	
Council tax annual notification	All records relating to the Council tax annual notification	Local Government Finance Act 1992	TRUE	Year records created	25	0	
Council tax exemptions	All records relating to council tax exemptions	Local Government Finance Act 1992	TRUE	Year records created	25	0	