

Sunderland City Council Retention Schedule

Ref Number	Business Function and Record Type	Retention Period	Action	Prompt	Notes and Statutory Requirements
Benefit Service					
<p>The Benefit Service process applications for Benefit from the residents of the city. The data is held in our processing software and should be retained or archived indefinitely, as this provides the details of all personal information regarding the claimant and their family, and details of all payments made to either the claimant or their landlord.</p> <p>The majority of all other data held is in an electronic file on the councils database, where any supporting evidence is required for the claim it is held in a lever arch file in a locked cupboard</p>					
Statutory Returns					
	The provision of data regarding <ul style="list-style-type: none"> • Annual final subsidy claim • Initial estimate claim • Mid-year estimate claim • Discretionary Hardship Payment annual return • DHP estimate return 	7 years	Destroy.	Date of closure	Common practice
Quality and Performance Management					
	The process of monitoring and reviewing policies and procedures to assess their compliance with legislation and guidelines <ul style="list-style-type: none"> • Housing Benefit legislation • Local Council Tax Support Scheme 	2 years	Destroy	Date of closure	Common practice

RETSCHBENEFITS

	The process of assessing the quality, efficiency, or performance of a the Benefits Service against performance targets	2 years	Destroy	Date of closure	Common practice
	Service level agreements <ul style="list-style-type: none"> • DWP Single Fraud Investigation Service 	2 years	Destroy	Date of termination or date superseded	Common practice
External Consultancy					
	Records documenting the use of external software providers for special projects, e.g. record of consultancy fees, project plans, correspondence.	6 years	Destroy	Date of completion of project	Limitation Act 1980