## Welfare Rights Service

Welfare Rights Service -				Records Retention Schedule					
Function Description	Record	Main File/Class Title	Manual/	Arrangement	Destroy/ Review	Retention Period (Years)			Notes
	Code		Electronic			In Office	Archived	Total	
Documents e.g. financial information, letters, e-mails, contact history log, tribunal papers	N/A		Manual		Destroy	NA	NA	7	All paper case files are destroyed following the conclusion of a case. All documents and correspondence are stored electronically on Dynamics except legal bundles which the client is invited to collect. If not they are disposed of immediately via confidential waste
	N/A		Electronic		Review	N/A	N/A		Profiled Password Software Retained on Software indefinitely. File closed – record dormant
	N/A		Electronic		Review	N/A	N/A		Profiled Password Software Retained on Software indefinitely. File closed – record dormant
	N/A		N/A						
Records/documents e.g. financial information, letters, e-mails, contact history log	N/A		Electronic		Destroy	6	NA	7	All relevant information is stored on Dynamics including a record of all action and communications. Letter - e-mail.
	N/A		Electronic		Review	N/A	N/A		Profiled Password Software Retained on Software indefinitely. File closed – record dormant
	N/A		Electronic		Destroy	NA	N/A	7	See Limitation Act 1980. An identifiable record of service user: NI no or dob retained for a further 12 years.
Records documenting litigation between the clients (who have been represented by the service) and third parties where a precedent is set.	N/A		Electronic		Destroy	6	NA	Permanen t	See Limitation Act 1980. An identifiable record of service user: NI no or dob retained for a further 12 years.

Records documenting litigation between the clients represented by the service and third parties, which does not set a precedent.	N/A	Electronic	Review	w N/A	N/A		Limitation Act 1980. Identifiable record of service user: NI no or d.o.b. obtained for a further 12 years
Legal Claims: Records documenting the provision of legal support and representation for clients when dealing with claims by or against those clients.	N/A	Electronic	Review	w N/A	N/A	7	See Limitation Act 1980. An identifiable record of service user: NI no or dob retained for a further 12 years.
Legal advice and agreements.	N/A			NA		3 years	Common practice. Major precedents should be reviewed for permanent archive.
Common Law: Records relating to common law cases All WRS cases are common law cases	N/A	Electronic	Revieu	w NA	N/A	7	Files on SCC system

Vital Record ✓ ✓

