

| Service name | Records description | Legislation date | 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 | Bereavement Support Payment Regulations 2017 | 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 | Housing Benefit Regulations 2006 | 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 | |
| Benefit fraud | All records relating to the detection and prosecution of benefit fraud | Housing Benefit Regulations 2006 | FALSE | Date case resolved | 6 | 0 | |

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| Council tax band reductions | All records relating to council tax band reductions | Local Government Finance Act 1992 | FALSE | Year records created | 6 | 0 | |
| Council tax benefit appeals | All records relating to council tax benefit appeals | Council Tax Support Scheme Regulations | FALSE | Date appeal resolved | 6 | 0 | |
| Council tax benefit backdated claims | All records relating to council tax benefit back claims | Council Tax Support Scheme Regulations | FALSE | Last action | 6 | 0 | |
| Council tax benefit current claim | All records relating to current claims for council tax benefit | Council Tax Support Scheme Regulations | FALSE | Last action on the claim | 6 | 0 | |
| Council tax benefit new claim | All records relating to new claims for council tax benefit | Council Tax Support Scheme Regulations | FALSE | Year records created | 6 | 0 | |
| Council tax benefit overpayments | All records relating to the overpayment of council tax benefits | Council Tax Support Scheme Regulations | FALSE | Date overpayment resolved | 6 | 0 | |
| Council tax benefit renewal | All records relating to the renewal of council tax benefits | Council Tax Support Scheme Regulations | FALSE | Year records created | 6 | 0 | |
| Council tax discount | All records relating to discounts made to council tax | Council Tax Support Scheme Regulations | 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 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 | Housing Benefit Regulations 2006 | 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 | Housing Benefit Regulations 2006 | FALSE | Date appeal resolved | 6 | 0 | |
| Housing benefit backdated claims | All records relating to back dated claims for housing benefit | Housing Benefit Regulations 2006 | FALSE | Date claim resolved | 6 | 0 | |
| Housing benefit current claim | All records relating to current claims for housing benefit | Housing Benefit Regulations 2006 | FALSE | Year records created | 6 | 0 | |

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| Housing benefit new claim | All records relating to new claims for housing benefit | Housing Benefit Regulations 2006 | FALSE | Year records created | 6 | 0 | |
| Housing benefit overpayments | All records relating to the overpayment of housing benefit | Housing Benefit Regulations 2006 | FALSE | Date overpayment resolved | 6 | 0 | |
| Housing benefit renewal | All records relating to the renewal of housing benefit | Housing Benefit Regulations 2006 | 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 | Housing Benefit Regulations 2006 | 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 | Welfare Reform Act 2012 Universal Credit Regulations 2013 | FALSE | Creation of records | 6 | 0 | |
| Armed forces community covenant | All records relating to the armed forces community covenant | GOV.UK Armed Forces Covenant for communities | 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 | |
| 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 | |

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| 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 | Housing Benefit Regulations 2006 | 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 | Housing Benefit Regulations 2006 | FALSE | Date of decision | 0 | 14 | |
| Private tenants rent assistance | All records relating to rent assistance offered to private tenants | Housing Benefit Regulations 2006 | FALSE | Year records created | 6 | 6 | |
| 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 | |

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| 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 - Assisted Digital Support | All records relating to assisted digital support for Universal Credit customers | Welfare Reform Act 2012 Universal Credit Regulations 2013 | 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 2012 Universal Credit Regulations 2013 | TRUE | Year records created | 3 | 0 | |
| Universal Credit Support - general support | All records relating to general support for Universal Credit customers | Welfare Reform Act 2012 Universal Credit Regulations 2013 | 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 | |