

<b>DEPARTMENT/SERVICE AREA/TEAM: Benefits</b>						
<b>FUNCTION</b>	<b>Description of Types of Records</b>	<b>Location(s)</b>	<b>Retention Period and Action</b>	<b>Justification</b>	<b>Personal Data</b>	<b>Notes</b>
Housing Benefit (HB) and Council Tax Support	Application forms (includes scanned copy/summary of OpenChannel e-form) *	Civica OpenRevenues Civica W360, and Civica Workflow	6 years plus current	Compliance with a legal obligation	Both personal and sensitive personal data including name, address, contact details, financial information, health information as required to accurately calculate entitlements and administer benefits	Compliant with retention schedule with automated processes in place to delete data once retention limit has been reached
			Indefinitely – for HB claim forms only	Business requirement (for audit purposes) which is adequate, necessary and not excessive		n/a
Housing Benefit and Council Tax Support	Online application forms (OpenChannel)*	Civica OpenRevenues	6 years plus current	Compliance with a legal obligation	Both personal and sensitive personal data including name, address, contact details, financial information, health information as required to accurately calculate entitlements and administer benefits	Compliant with retention schedule with automated processes in place to delete data once retention limit has been reached
			Indefinitely – for HB claim forms only	Business requirement (for audit purposes) which is adequate, necessary and not excessive		n/a

				excessive		
Housing Benefit and Council tax Support online application and reporting forms	Online forms	Civica OpenRevenues (Workflow)	6 years plus current	Compliance with a legal obligation	Both personal and sensitive personal data including name, address, contact details, financial information, health information as required to accurately calculate entitlements and administer benefits	Compliant with retention schedule with automated processes in place to delete data once retention limit has been reached
Housing Benefit and Council tax Support online application and reporting forms	Online forms	Hostinger and Gravity Forms	14 days from day of receipt	Business requirement which is adequate, necessary and not excessive	Both personal and sensitive personal data including name, address, contact details, financial information, health information as required to accurately calculate entitlements and administer benefits	Compliant with retention schedule with automated processes in place to delete data once retention limit has been reached
Housing Benefit and Council Tax Support	Paper application forms	Document Management Services (DMS) office in Pershore	3 months (confirmed as correct with Alex Trzaska 28.01.25 )	Business requirement which is adequate, necessary and not excessive	Both personal and sensitive personal data including name, address, contact details, financial information, health information as required to accurately calculate entitlements and	Compliant with retention schedule as they are destroyed after scanning process

					administer benefits	
Housing Benefit and Council Tax Support	Online notices of change in circumstances (OpenChannel)*	Civica OpenRevenues	6 years plus current	Compliance with a legal obligation	Both personal and sensitive personal data including name, address, contact details, financial information, health information as required to accurately calculate entitlements and administer benefits	Compliant with retention schedule with automated processes in place to delete data once retention limit has been reached
Housing Benefit and Council Tax Support	Notices of change in circumstances (includes scanned copies of email changes in circs and on-line changes in circs)	Civica OpenRevenues and Civica W360, Workflow	6 years plus current	Compliance with a legal obligation	Both personal and sensitive personal data including name, NINO, address, contact details, financial information, health information as required to accurately calculate entitlements and administer benefits	Compliant with retention schedule with automated processes in place to delete data once retention limit has been reached
Housing Benefit and Council Tax Support	Email notices of change in circumstances, inc HBAA reviews	Customer Services and Benefits email boxes	1 month	Business requirement which is adequate, necessary and not excessive	Both personal and sensitive personal data including name, NINO, address, contact details, financial information, health information as required to accurately calculate entitlements and administer benefits	Compliant with retention schedule with automated processes in place to delete data once retention limit has been reached
Housing Benefit and Council Tax	Online notices of change in	Hostinger/Gravity Forms	14 days	Business requirement which	Both personal and sensitive personal data including	Compliant with retention schedule

Support	circumstances, inc HBAA reviews			is adequate, necessary and not excessive	name, NINO, address, contact details, financial information, health information as required to accurately calculate entitlements and administer benefits	with automated processes in place to delete data once retention limit has been reached
Housing Benefit and Council Tax Support	Paper notices of change in circumstances	Document Management Services (DMS) office in Pershore	3 months (confirmed as correct with Alex Trzaska 28.01.25)	Business requirement which is adequate, necessary and not excessive	Both personal and sensitive personal data including name, NINO, address, contact details, financial information, health information as required to accurately calculate entitlements and administer benefits	Compliant with retention schedule as they are destroyed after scanning process
Housing Benefit and Council Tax Support	Verbal notices of change in circumstances	8x8 (telephone system)  Previous system was Rostrum	8x8: 6 months, wef 01.02.25 (Confirmed as correct with Jo Read 28.01.25)  Rostrum: 1 year 1 month (confirmed as correct with A Wellard 17.05.22)	Business requirement which is adequate, necessary and not excessive	Both personal and sensitive personal data including name, NINO, address, contact details, financial information, health information as required to accurately calculate entitlements and administer benefits	Compliant with retention schedule with automated processes in place to delete data once retention limit has been reached
Housing Benefit	ATLAS (inc	Civica OpenRevenues	6 years plus	Compliance with a	Personal data including	Compliant with

and Council Tax Support	Benefit Cap) and VEP records		current	legal obligation	name, NINO, address, contact details, benefits information	retention schedule with automated processes in place to delete data once retention limit has been reached
Housing Benefit and Council Tax Support	Records of access to data in DWP Searchlight system	Civica W360, Workflow	6 years plus current	Compliance with a legal obligation	Personal data including name, NINO, address, contact details, benefits information	Compliant with retention schedule with automated processes in place to delete data once retention limit has been reached
Housing Benefit and Council Tax Support	SHBE data shared with DWP	Civica OpenRevenues R drive folders	6 years plus current	Compliance with a legal obligation	Personal data including name, NINO, address, contact details, benefits information	Data is PGP encrypted and compliant with retention schedule. There are automated processes in place to delete data once retention limit has been reached  For R drive folder data is deleted manually - only the current file plus the one previous file is retained

Housing Benefit and Council Tax Support	Welfare reform impact data	R: drive	6 years plus current	Task carried out in public interest or exercise of official authority	Personal data including name, NINO, address, benefits information	Compliant with retention schedule with manual process in place to delete data once retention limit has been reached
Housing Benefit and Council Tax Support	Universal Credit notices from DWP	Civica W360, Workflow	6 years plus current	Compliance with a legal obligation	Personal data including name, NINO, address, benefits information	Compliant with retention schedule with manual process in place to delete data once retention limit has been reached
Housing Benefit and Council Tax Support	Application forms and case details for Discretionary Housing Payments (DHPs) and CTS Exceptional Hardship Payments (EHPs)	Sharepoint folder	6 years plus current	Compliance with a legal obligation	Personal data including name, NINO, address, email address, household income, household expenditure, general correspondence relating to the application.	Compliant with retention schedule with manual process in place to delete data once retention limit has been reached
Test & Trace Support Payment scheme	Application forms	OpenRevenues, Civica Workflow, R drive (R drive only applies for applications prior to Sept 2021)	6 years plus current	Compliance with a legal obligation	Personal data and sensitive personal data including: name, address, NINO, DOB, employer and benefits information, partner details, number of children in household, bank account	OpenRevenues and Workflow: Compliant with retention schedule with automated process in place to delete data once

					details, and dates of isolation periods.	retention limit has been reached  R drive: manual deletion once retention limit has been reached
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\*Open Channel no longer used wef 01.02.25

**Schedule creation date: May 2022**

**Review dates**

Reviewed 07.03.23: included DHP and CTS EHP data – stored in Google drive. MG

Reviewed 28.01.25: noted re Open Channel cessation and use of Hostinger/Gravity forms and DMS retention period MG

Reviewed 12.02.25: noted re R drive SHBE data retention change plus HB claim forms retained indefinitely, and all DHP data now held in Sharepoint folder  
MG