

Customer and Local Services

Retention periods for information processed by the **Work & Family Hub - Income Support Team**

Records	Retention Period	Action by Department	Action by Jersey Archive
Templates of all claim forms and associated documents	Whilst in use	Transfer a copy to Jersey Archive	Archive
Documents which support a claim	Until scanned to information system ¹	Destroy physical copy	None
Customers Income Support and Impairment Application Form – Where the customer has only made a single claim.	6 months from the claim closure date	Destroy Record	None
Customers Income Support and Impairment Application Form – Where the customer has made multiple claims.	12 months from the claim closure date	Destroy Record	None
Customers Income Support and Impairment Application Form – Where the customer has had a compliance status during the claim period.	6 years from the date compliance case closed	Destroy Record	None
Customers Income Support Claim photographic ID & Banks statements - Where the customer has only made a single claim.	6 months from the claim closure date	Destroy Record	None
Customers Income Support Claim photographic ID & Banks statements - Where the customer has made multiple claims.	12 months from the claim closure date	Destroy Record	None
Customers Income Support Claim photographic ID & Banks statements - Where the customer has had a compliance status during the claim period.	6 years from the date compliance case closed	Destroy Record	None
Customers Income Support Special Payment Form	Until scanned to information system ¹	Destroy physical copy	None
Emails to various Income Support inboxes	12 months	Delete	None
Insolvency Claim Forms, supporting documentation	6 years	Destroy	None
Insolvency Claim Calculations and Payment Sheets	6 years	Destroy	None

¹ Data held indefinitely due to inability to delete from current information system
Last reviewed 15/12/2021

Insolvency Claim Calculators	6 years	Transfer a copy to Jersey Archive	Archive
Insolvency Statistics	6 years	Transfer a copy to Jersey Archive	Archive
Cold Weather Bonus applications	Until scanned to information system	Destroy physical copy	None
Self-report impairment assessment IS02M plus report	Until scanned to information system	Destroy physical copy	None