Department for Work & Pensions

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Paper / File / Electronic Media Destruction Process - Overview

During the period of dual processing it may become necessary for a 2012 Child Maintenance Scheme caseworker to request a document or piece of correspondence held by CS2**.** For example, a copy of a DNA test result required to verify the removal of a QC. Also, documentation may have accrued during the life of a 2012 Scheme case. Documentation may also have accrued during the life of a 2012 Scheme case, including electronic documents.

Caseworkers should always ensure the documents, no matter what format, are only held for the periods stipulated in the DWP Records Management Policy

Any request from 2012 Child Maintenance Scheme for a document held by **CS2** will be made via the owning caseworker's local CRT. For more information see Correspondence - Transfer Between Schemes

When all actions are complete, Legacy Scheme physical documents should be marked for destruction in line with DWP Records Management Policy . For more information regarding 2012 documents see Paper Files - Dismantle

You must examine **all** documents and data relating to a case as you action them, then classify them under one of the following categories **Supporting** documents/data, or **Ephemeral** documents/data:

- **Supporting** documents/data are those which support an outcome decision and contain information on which a decision has been based, e.g. claim and review forms, and/or determine the amount of payment, e.g. copies of current wage slips. Documents/data required for security and accuracy checks are also classified as supporting.
- Any documents/data that do not fulfill the criteria for supporting are classified as **ephemeral**, and should be destroyed after 4 weeks, unless marked or identified as exceptions. Ephemeral documents used for checks should be reclassified as supporting. Examples of **ephemeral** post would be general enquiries, requests to confirm if payments received etc.

Documents and data that **support** the benefit decision are retained for 14 months after the point that DWP no longer has a live interest in the case, unless an alternative retention period is given in the retention periods for benefit records section.
Retention periods of supporting documents/data only begin once entitlement ends AND all action has been completed. If payment or entitlement continues, the case remains LIVE and documents or data must not be weeded/destroyed. The retention period of ephemeral documents begins at date received.
The **Document Repository System** (DRS) has two additional classifications for electronic images:

- **Untraceable** which allows missing information for example NINO, to be added to the electronic image so it can be linked to an individual claim/case. Document classification is then changed to supporting/ephemeral as appropriate. If the electronic image is not traced it is deleted after 6 weeks.
- **Expunge Immediately** which is for items that have been scanned in error, these images are deleted within 72 hours. See DRS Guidance for details.

Always check you are only storing documentation for the correct period of time**.** Weed any documents before sending to storage if above categories / dates apply.

E Files should also be destroyed in line with DWP Retention principles of benefit records (documents and data).

Weeding of transition cases

When a case is transitioned onto the 2012 scheme, the papers and e-files will have had a 14 month destruction date set; this is because the transition process doesn't enable the weeding exceptions categories to be checked. Where cases continue on 2012, the weed date will need to be amended to retain the relevant papers and e-files.

Weeding at Case Closure on 2012

When all action is complete and a case is suitable for closure you must make sure there are no associated papers or e-files held in storage if the case has previously transitioned from one of the legacy systems.

Related Items

Where should different documents and data be stored and for how long?

Appendix A: Retention of benefit records

DWP Records Management Policy

RSWeb

Documentum-summary Documentum Summary

Paper Files - Dismantle

Correspondence (Inbound) - Audit Confirmation Of Deletion

 Correspondence (Inbound) - Exceptions

 Correspondence (Inbound) - Hardcopy

Correspondence (Inbound) - Linking

Correspondence (Inbound) - Receive Originals

Correspondence (Inbound) - Request Originals/Rescan

Correspondence (Inbound) - Scanning

Correspondence (Inbound) - Summary

Correspondence - Transfer Between Schemes