

# Special Customer Records

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## Introduction

Special Customer Records (SCRs) are those records where special handling arrangements are required. This is to provide appropriate levels of protection due to the nature of the potential threats and the level of risk to those records.

The definition of SCRs is intentionally high level. The categories of records which are considered as SCRs within DWP, and the risks associated with those individuals or records, are diverse.

SCR protection can be applied for several reasons, for example to:

- protect current information on a record
- protect historic information on a record
- prevent inappropriate disclosure of SCR status

The protection given to SCRs should not differ based on the category, all SCRs must be handled in the same way.

The Universal Credit service does not alert agents that the claimant has a SCR. Agents will be made aware of the SCR status if trying to access other applications, for example:

- Customer Information System (CIS) Searchlight
- Central Payment System (CPS)

For more information on SCRs see Categories of Special Customer Record.

## Accessing Special Customer Records

Access to Special Customer Records (SCRs) is strictly controlled and must comply with the requirements of DWP's Special Customer Records Strategy & Standards.

To maintain the confidentiality of information held on SCRs, user access is closely managed and approved based on legitimate business need.

Temporary access to SCRs is requested on a case-by-case basis by completing a request form in DWP Place. All requests and access to SCRs are audited.

## **Requesting access**

Where a user identifies a business need to access an SCR and access to the customer's record is blocked they will need to complete a temporary access request in DWP Place. For information on completing the access request form see [Special Customer Records \(SCR\) - temporary access - how to complete an access request](#).

If permanent SCR access is already held for certain benefit systems, do not list these on the temporary access form, otherwise the permanent access(es) will also be removed with the temporary access.

## **After accessing a Special Customer Record**

Claimants with a Special Customer Record (SCR) should be treated the same as Business-as-Usual (BAU) claims, this includes offering tailored support where appropriate.

No markings or flags are to be placed on any of the systems accessed to identify that it is a SCR.

Exposing the SCR status of a record does not follow current DWP policy.

## **Useful links**

[How to request or remove Special Customer Record status | DWP Intranet](#)

[DWP Special Customer Records \(SCR\) Management Checks Guidance and Procedures | DWP Intranet](#)