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## Restricted files

### Confidentiality

- 80000 Under SPVA's Terms and Conditions, a member of staff must **not** be involved in the decision making process of a War Pension/AFCS claim or appeal made by themselves, or, a member of their own family. This is intended not only to avoid any conflict of interest between a member of staff's public duty and private affairs, but to also protect the member of staff from being placed in a position where their actions might give the impression to anyone, inside or outside the Agency, that they might act improperly.
- 80001 Claimants and their relatives do not normally have access to their files, therefore, the same principle is applied when the claimant is a member of staff or relative of a member of staff.
- 80002 In some cases, the information contained in the file may be sensitive and may cause embarrassment to the member of staff if it became known more widely within the Agency.
- 80003 In these cases, the information is restricted to those who need access to the information to process a War Pension/AFCS claim.
- 80004 Where a claim relates to a member of staff or a relative, the WP/AFCS File, and all documents held on file, must be annotated at the top of the file/document with the protective marking 'Restricted – Staff'. This protective marking must only be used if the claim relates to a member of staff or a relative. Relative means:
- wife/husband
  - son/daughter
  - father/mother
  - brother/sister
  - grandparents
  - aunt/uncle
  - cousins
  - in-laws
  - step-family

- 80005 A War Pension (WP) or Armed Forces Compensation Scheme (AFCS) record may be marked 'sensitive' if the case relates to:
- a member of staff or relative of a member of staff, where the member of staff is involved with the decision making or payment process of a claim
  - a VIP
  - a transsexual (War Pension Scheme only)
  - a member of the Special Forces Regiment.
- 80006 If you access a sensitive record and you:
- have the required access level, a screen message displays and the system allows you to continue with the enquiry
  - do **not** have the required access level, a screen message will display and the system does not allow you to continue with the enquiry.
- 80007 Full details of how to access sensitive records, or, how to mark a claim as sensitive are in the *Management guide, Part 3, Managing WPCS*.
- 80008 – 80099

## **Restricted staff files**

### **General**

- 80100 If a member of staff, a WPC, or their family make a claim to WDP/AFCS and the member of staff is involved in the decision making or payment process of War Pension/AFCS claims, the file must be classified as, 'Restricted – Staff'.
- 80101 War Pensioners who request restricted access to their records must also have their file classified as 'Restricted – Staff'.
- 80102 – 80109

### **Existing staff**

- 80110 If, at any time, a member of staff or their relative makes a claim to WP/AFCS and they are involved in decision making or payment of the claim, they must complete form WPA0984 and pass it to their Band C2.
- 80111 - 80119

### **New staff**

80120 Managers must ask **all** new staff, who are to become involved in the decision making or payment process, to complete the relevant part of form WPA0984 stating if they or a relative have ever claimed or are in receipt of War Pension/AFCS.

80121 – 80199

### **Other action**

#### **War Pension**

80200 'Restricted – staff files' are circulated in sealed blue pouches with the NINO and the first three letters of the surname written on. You must keep the file in this pouch when not being worked on and return it to the Band C2 for retention. When the case is cleared, you must return the file in the blue pouch to Heywood.

#### **AFCS**

80201 'Restricted – Staff –files' are circulated in sealed blue pouches with the NINO and the first three letters of the surname written on. You must keep the file in this pouch when not being worked on and return it to the Band C2 for retention. When the case is cleared, you must return the file in the blue pouch to the AFCS Operations Band C2.

80202 – 80209

### **Pensioners who want their records marked sensitive**

80210 Pensioners may request restricted access to their records for various reasons e.g. a neighbour may be a member of staff. If this applies, you must complete the relevant part of form WPA0984 and pass it to your Band C2. The Band C2 should then complete form STAP48/STAP48(AFCS) to mark the case 'Sensitive'.

#### **War Pension**

80211 The file should be returned in the sealed blue pouch to Heywood if not being worked on.

#### **AFCS**

80212 The file should be held by the AFCS Operations Band C2 if not being worked on.

## **Customers who are serving or who have served in the UK Special Forces (UKSF)**

80213 Claims may be received from present or former members of the UK Special Forces and it remains essential to protect the operational capability and personal security of its members. In order to protect their information and comply with MoD's policy when a claim is received from a customer who has served or is serving in any of the following regiments, access to the case must be restricted:

- 22 Special Air Service (SAS)
- 21 Special Air Service (SAS)
- 23 Special Air Service (SAS)
- 264 Signals Squadron (SAS)
- Special Boat Service Royal Marines (SBS RM)
- Joint Special Forces Aviation Wing (JSFAW)
- Special Forces Flt 47 Squadron RAF.

80214 The Band C2 must complete form STAP48 to mark the case sensitive. The file should also be marked "Sensitive" and placed in a blue pouch. The sealed pouch should be marked with the NINO and first three letters of the surname. For AFCS cases the blue pouch should be marked with the service number and first three letters of the surname.

80215 'Restricted-Staff' and other "Sensitive" files can only be requested by staff with the appropriate system access and should be kept by the Band C2 in a secure cabinet when not being worked on. You must **never** place these files in the BF rack.

### **AFCS**

80216 'Restricted-Staff' and other 'Sensitive' files can only be requested by staff from the AFCS Operations Band C2 who holds them in a secure cabinet.

80217-80219

## **File to be noted 'Restricted –Staff'**

80220 If a file is to be noted 'Restricted – Staff', the Band C2 must:

- 1 complete form WPA985 and file it as the top document in the member of staff's personal file

- 2 send STAP48 to IS/IT Services to restrict system access
- 3 arrange for:
  - the file cover to be stamped with 'Restricted –Staff'
  - a blue pouch to be prepared showing NINO and the first three letters of the pensioner's surname
- 4 see the *Management Guide* and the *CAPS Management Guide*.

80221 'Restricted – Staff' files can only be requisitioned by staff with the appropriate system access and should be kept by the Band C2 in a secure cabinet when not being worked on. You must **never** place these files in the BF rack.

80222 - 80229

### **Access to sensitive records on the system**

80230 If an error message is displayed on the system explaining that access is restricted, the Team Leader must complete form STAP 47 to authorise access to the requested case.

80231 Access will be granted for a limited period by IS/IT Services (for War Pension cases) or Fraud and Security Team (for AFCS cases). When access is finished, ISIT or Fraud and Security Team must be informed.

80232 – 80239

### **File no longer to be noted 'Restricted – Staff'**

80240 When the member of staff leaves SPVA, the Team Leader must review the continued need for the restriction to the respective case. If no longer required, the Band C2 must complete form STAP48 to remove the marker from the system, amend the file cover and dispose of the blue pouch.

80241 - 80249

### **Reference to Service Personnel and Veterans Agency Medical Services (SPVAMS)**

80250 If the file relates to any member of staff in SPVA or their family, any reference to SPVA Medical Services (SPVAMS) must be by the Band D Caseworker to the ECW.

80251 - 80259

## **Despatch of forms or documents**

80260 You must clearly stamp **all** forms that are manually despatched from the Agency at the top 'Restricted – Staff' in red. This is especially important when they are to be returned to you.

80261 - 80269

## **Medical Boards**

80270 See the *Claims Guide, Part 6, Evidence Gathering*, section headed 'Sensitive cases' for more details.

80271 - 80279

## **Overseas cases**

### **Pensioner is an Overseas Pensions Agent (OPA)**

80280 If the pensioner happens to be one of the Overseas Pensions Agents (OPA), you must arrange boarding for when they take any leave to the British Isles.

80281 You must ask SPVA Medical Services (SPVAMS) if the current award can be extended until the pensioner is in this country.

80282 - 80289

### **Pensioner employed by OPA**

80290 If the pensioner is employed by the OPA, you must mark all correspondence to the OPA:

'Restricted – Staff' for the personal attention of the OPA.

80291 - 80299

## **System access**

80300 Only staff authorised to deal with 'sensitive' cases can access the system for these cases.

80301 - 89999