

## DSA Stakeholder Information Update & Briefing

### DSA Applic'n volumes (as at Monday, 22<sup>nd</sup> Feb. 2016)

**\* Note: All data is Raw Data, NOT official data approved by the SLC's Statistics dep't**

Academic Year	Original F/cast	DSA Applic'ns received	Fully Proc'd	Cancel'd, Withdr'n, Ineligible	Pended for Eligib't'y	Lapsed	Await'g NAR	In Progress	PIT (as @ Jan. 2016)
2009/10		25,000 +							1,237
2010/11		38,790							2,512
2011/12	42,500	49,932	42,276	2,235	15	4,430	675	1	3,108
2012/13	52,500	50,015	42,907	2,987	30	3,666	421	4	3,152
2013/14	53,700	54,041	45,366	2,036	265	2,426	3,947	1	3,048
2014/15	66,100	67,531	53,030	4,026	230	4,940	5,301	4	4,588
2015/16	76,100	61,069	40,000	3,363	4,502	2,298	10,590	316	4,134
2016/17									

DSA Guidance for **2016/17 AY** was published by BIS on **15<sup>th</sup> February 2016**

The **Student Finance service for 2016/17 AY** went 'Live' on **29<sup>th</sup> February 2016**.

**DSA Applications rec'd per week:-** (Peak application Vol.: **c. 3,300** p.w. in Oct. 2015 !)

Date	2016/17 AY NEW DSA Applic'ns pw	2015/16 AY NEW DSA Applic'ns pw	2014/15 AY NEW DSA Applic'ns pw	SFW 2015/16 AY DSA Applic'ns	SFW 2014/15 AY DSA Applic'ns
1 <sup>st</sup> Feb. '16		914	7	3,118	3,005
8 <sup>th</sup> Feb. '16		652	-5	3,152	3,003
15 <sup>th</sup> Feb. '16		840	7	3,196	3,003
22 <sup>nd</sup> Feb. '16		815	6	3,250	3,001

### **E-mail & Applic'n Processing – Actual Turnaround Times ( \* in working days)**

(Correct as at Wednesday, 2<sup>nd</sup> March. 2016)

E-mails	Actual	Internal Target	Application Processing	Actual	Internal Target
General Inbox	<b>1</b>	2	2015/16 Applications	<b>4</b>	10
Invoice Team	<b>1</b>	2	Invoices	<b>12</b>	20

<b>Disability Advisor</b>	<b>1</b>	<b>2</b>	<b>Medical Evidence</b>	<b>3</b>	<b>10</b>
<b>Access Centre</b>	<b>1</b>	<b>2</b>	<b>2015/16 AY NAR's</b>	<b>4</b>	<b>10</b>