

## **NEON DSA WORKING GROUP – North and South Regional Update (22/10/2019)**

### **Actions from last meeting:**

Pre-16 diagnostic reports - I can confirm that it is just the age restriction which has been removed. All other criteria from the SpLD guidelines remain - the specific tests, author etc. We are still waiting for a SSIN from DfE to confirm this. As I mentioned in the session although we feel as though it's a positive change it actually only affects a small amount of students about 50 for 18/19.

### **Work Placements and Study Abroad**

KM to circulate information with update. Due to low volume of DSA students studying abroad or undertaking work placements, these are processed as an exceptional case basis, no prescribed progress due to low volumes.

### **Standing Item – Overall Processing Picture**

Month	17/18	18/19	19/20
Feb			
Mar	21	91	28
Apr	358	430	396
May	1351	1664	1189
Jun	2953	3459	2428
Jul	5063	6295	4217
Aug	7583	9301	8870
Sep	10181	12387	11698

### **Standing Item – Update on Processing Position**

Work is busy, almost processing to Service Level

DSA Application Processing are taking 16 days to process (and issue DSA1 letter)

Needs Assessment Reports are taking 16 days to process (and issue DSA2 letter)

Medical Evidence submitted separately to application are taking 21 days to process

DSA Emails are taking 7 days to process

The suggestion is that this increased timescale (that usually takes 10 days) is due to an increase in DSA invoices earlier in the year. Resource was moved to process these within timescale, and has led to longer than usual turnaround time in DSA1 and DSA2 processing.

### **DSA Invoices**

This workflow was moved from the DSA Department to standard Pre-Assessment Processing on 1<sup>st</sup> October – effectively outsourcing the processing of invoices from DSA Department to Admin Teams within Core Processing. Additional resource in this area means invoices are taking 5 day turnaround, including using automatic robotic automation.

*(In Sept, 3500 invoices were processed – 80% of which were paid by automation)*

## **Other News**

### **Assistive Technology Tender Process**

Conversations are ongoing with DfE and Welsh Government.

### **Needs Assessment Tender Process**

Not started yet due to other priorities (closure of DSA-QAG).

**See letter attached for full explanation of new process proposal**

### **Closure of DSA-QAG**

DSA-QAG the body who register and audit the vast majority of our suppliers has decided to cease operations at the end of the year (20th December 2019).

In respect of the suppliers of equipment to DSA students DSA-QAG will no longer be dealing with these complaints from 1st October 2019. The advice to students will continue to be that if they have a complaint about their equipment supplier that they take it up with them. However, if they have exhausted the supplier's internal complaints process and remain unhappy we would ask that they are referred to Amy Hedges and/or Anthony Hill. DSA-QAG have advised that they get less than one a month of these so we are not expecting a big influx.

In terms of the other suppliers - Needs Assessment Centre and Non Medical Helpers - DSA-QAG will continue to deal with their complaints until December so we will provide a further update on those in due course.

### **Opportunity for Research using Customer Insight**

Customer Insight (acting on behalf of DSA Ops) are conducting research with students that are eligible for DSA (DSA1 letter issued) but never attend a Needs Assessment. We will be approaching these students to try and gain some insight as to why they never attend a NA

(Previously we have only ever used recipients of DSA2 letters to conduct research, so this will allow us to gain insight into a new group of students, and gather knowledge from this new student group.

### **New SSIN September 2019 - Support to students with autistic spectrum condition**

Disabled Students' Allowances (DSAs) funded Non-medical help – important changes to the Qualification and Professional Body Membership Matrix

Full SSIN – [LINK HERE](#)

### ACTION POINTS FOR KMM

- Send information on Placement and Study Abroad: **contained in email**
- Feedback to Anthony Hill and Amy Hedges (SLC) comments re: NAR Tender Process – **feedback given on 25<sup>th</sup> October 2019. Any additional comments welcomed**
- Feedback to Anthony Hill and Amy Hedges the implications of removal of DSA1 letter for HEPs - **feedback given on 25<sup>th</sup> October 2019. Any additional comments welcomed**
- Send slides detailing the DSA condition breakdown for 2018/19 – **contained in email**
- Send list of eligible conditions for DSA support (subject to severity of condition and effect on study) **contained in email**