

# Disabled Student Allowance Student Finance England

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26<sup>th</sup> February 2019



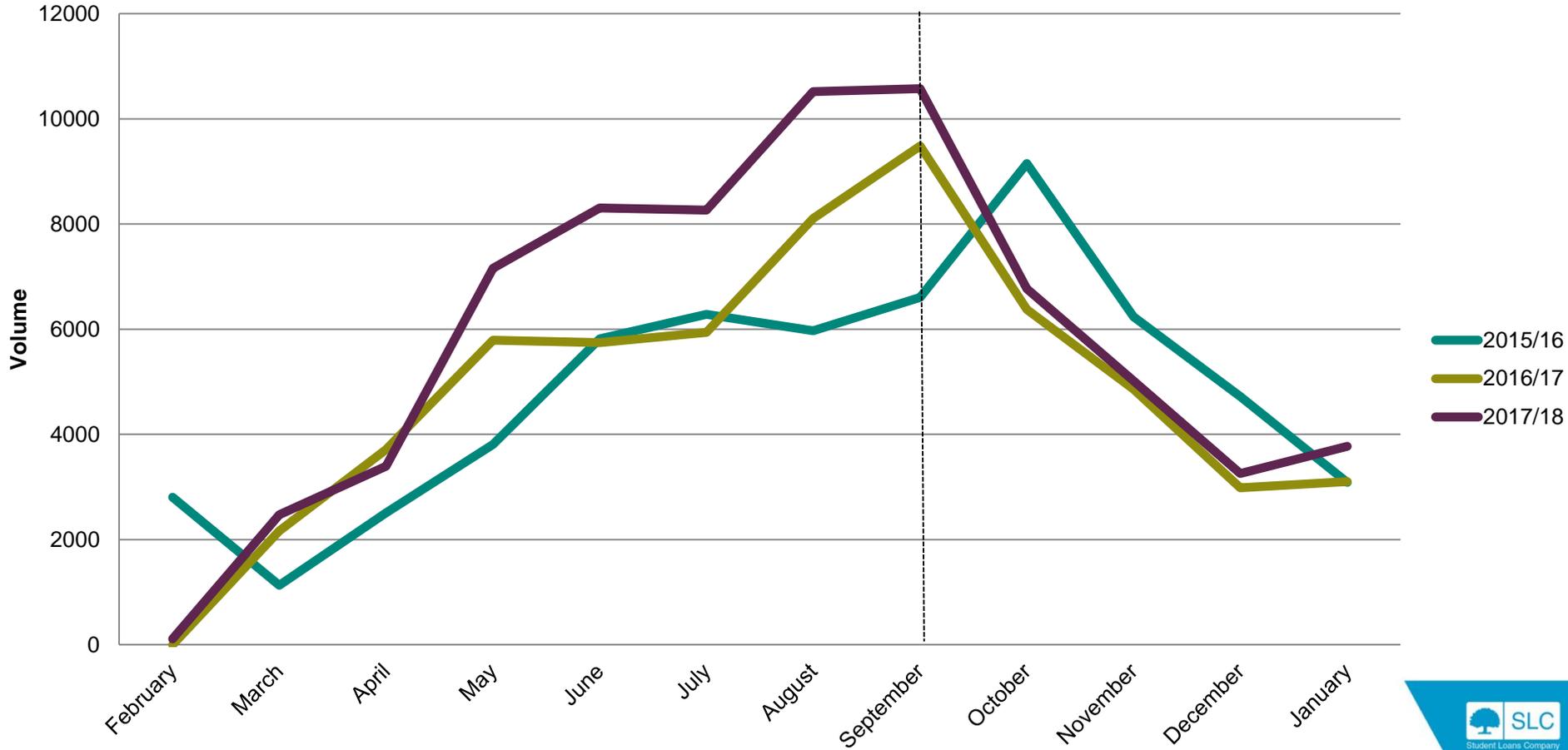
# Figures & Feedback



# 92,000

2018/19 academic year

# Application Volumes



# Application Volumes

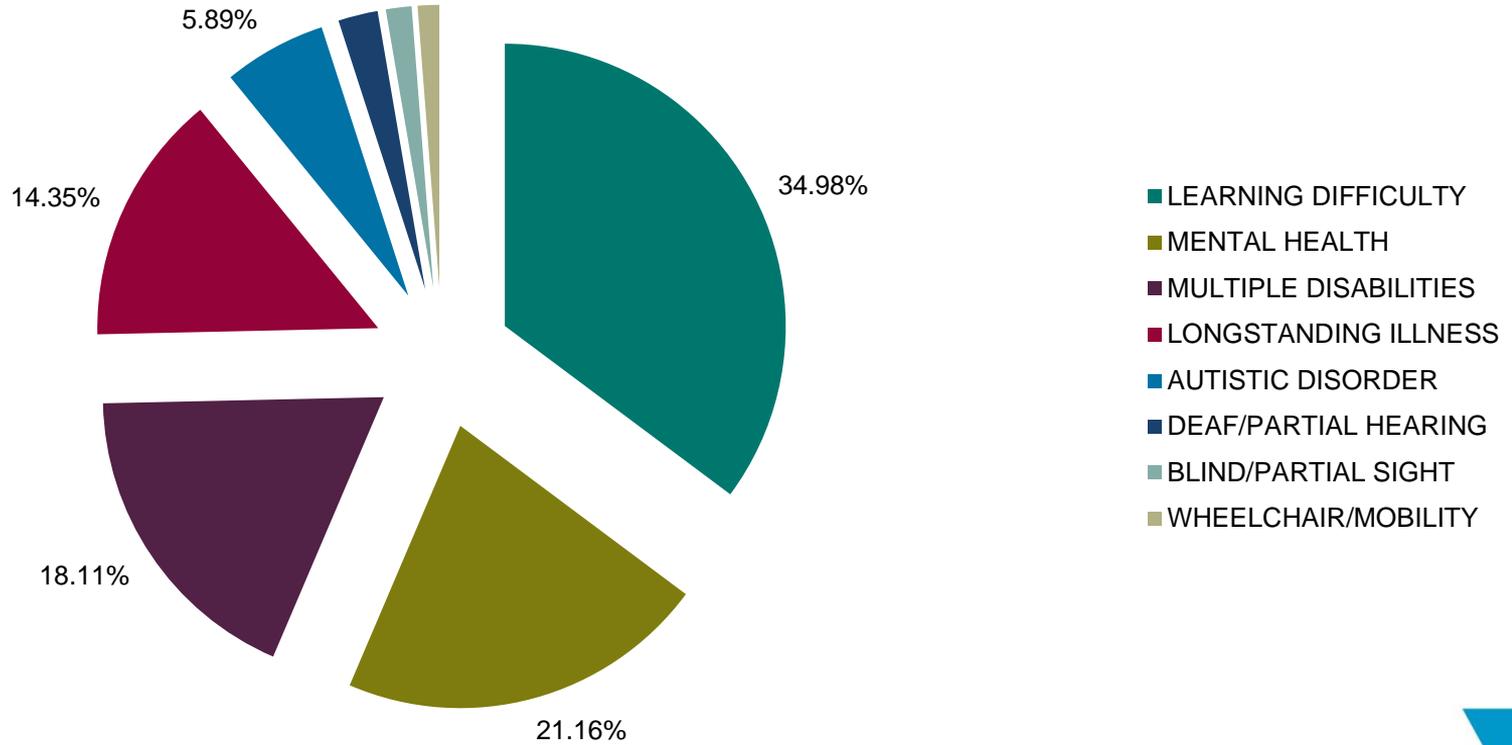


Increase in the number of students who have had their entitlement for DSA confirmed, compared to the same point last year.



# Our Students

2018/19 academic year



# DSA Evaluation Project

<https://www.gov.uk/government/publications/evaluation-of-disabled-students-allowances-dsas>



# 68%

**DSA Evaluation Project**

<https://www.gov.uk/government/publications/evaluation-of-disabled-students-allowances-dsas>



# 37%

**DSA Evaluation Project**

<https://www.gov.uk/government/publications/evaluation-of-disabled-students-allowances-dsas>

# DSA Direct

## Calls from Students

1. Where am I in the process?
2. How do I apply? What do I need to do?
3. What medical evidence do I need to send?
4. I need help with my equipment.
5. I need some help with my claim.

61,000

## Calls from our Stakeholders

1. Update on progress of the application
2. Medical evidence query
3. Invoice query
4. Help with application process
5. Equipment query/issue

34,000



# 2019/20 Academic Year

## Launch

- Applications are due to launch in early **March 2019**.
- Students will be able to apply online and on paper for DSA.



## Allowances

- All undergraduate allowances have increased by **3.2%**.
- The post graduate allowance is increasing to **£20,000**.



## Policy

- Pre-16 diagnostic reports for SpLD.
- Cancelled Sessions and Periods



# Digital Evidence Upload

## Supporting students' online applications

- Students are currently able to submit medical evidence via email but cannot upload directly into the online application.
- Working on a project to allow students to submit evidence digitally through their “My Account”
  - Requirements agreed
  - Prototype created
  - Initial Student testing completed



# Medical Evidence

**40%** reported needing help with their application

**66%** reported needing help with getting the right evidence

**31%** said that getting evidence was difficult



# Medical Evidence – Student Feedback

62%

- Length of Time to get an appointment

51%

- Costs to get the evidence

35%

- Unclear what SFE will accept

25%

- Having to post original evidence

# Supply of Assistive Technology and Training

## Assistive Hardware & Software

- Mind Mapping
- Speech to Text
- Text to Speech
- Specialist Software
- Computers
- Printers
- Scanners
- Digital Voice Recorders

## Specialist Equipment

- Ergonomic equipment
- Radio Aids
- Braille Devices

## Assistive Technology Training

- 1 to 1 training sessions
- Student centred
- Quality service
- Suitably qualified or experienced providers

## Service

- Delivery
- Ongoing support
- Helpdesk



# Tender Process



## Market Engagement Events

- To be held in Darlington in March 2019
- Open events – details can be found on the PIN
  - [http://slc.g2b.info/cgi-gen/profile.pl?action=view\\_noticev4&other\\_user=94614542&notice=375951025&type=PriorInformationNotice&oid=4241&ctype=1](http://slc.g2b.info/cgi-gen/profile.pl?action=view_noticev4&other_user=94614542&notice=375951025&type=PriorInformationNotice&oid=4241&ctype=1)
- Finalise the requirements, in terms of the service which we want to be provided to our students.



# Tender Process



## Tender Process

- Formal tender process
- Open tender, open to those outside of the current supplier chain
- Tender process is being run by SLC Commercial in conjunction with Head of TSS and 3<sup>rd</sup> Party Contract Manager
- Bids will be evaluated



# Tender Process



## Contract Award

- The number of suppliers will be determined during the tender process



# Tender Process



## Implementation

- Timescales will be agreed
- Arrangements will be made for transition
- Safeguards for current students



# Rationale for change

The number of companies providing equipment to our students has reduced significantly over the last 8 years.

Companies closing or leaving the market leaves our students unsupported.

- Stabilise the market



# Rationale for change

**14%** of our students who are not satisfied with their DSA, identify issues with their supplier being the cause.

SLC currently have no mechanisms to improve the service which is offered to our students.

- Stabilise the market
- Greater control and accountability



# Rationale for change

**32%** of our students who are not satisfied with their DSA, tell us that there are too many people involved and it's too complex.

*“The process is v complicated and involves a lot of admin, which due to my dyspraxia and other medical issues I found hard.”*

- Stabilise the market
- Greater control and accountability
- Reduced admin burden for the student



# Rationale for change

**27%** of students said that the service from suppliers was excellent- **15%** disagreed.

- Stabilise the market
- Greater control and accountability
- Reduced admin burden on the student
- Consistency of service

*“I had to call them back all the time”*

*“Incorrect information was given...”*



# Rationale for change

“Some trainers received praise, whereas others received criticism for being unhelpful, lacking in specialist knowledge, and not understanding of the student’s needs.”

- Stabilise the market
- Greater control and accountability
- Reduced admin burden on the student
- Consistency of service
- Quality and consistency of training



# Rationale for change

**18%** of students told us that the thing that they wouldn't use from their DSA was their specialist software.

Uptake of training is **20%**, students tell us that a lack of adequate training often means that software isn't used.

- Stabilise the market
- Greater control and accountability
- Reduced admin burden on the student
- Consistency of service
- Quality and consistency of training
- Increase the rates of training



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<https://www.practitioners.slc.co.uk/products/full-time-undergraduate-education/full-time-disabled-students-allowances/>