DSA Reforms Information Session

6 February 2024

Welcome

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Agenda

- Background to reforms

- DSA vision

- Transformation timeline

- New service from February

- Service management of new contracts

- Key questions and themes

Background to reforms

What is Disabled Students' Allowance (DSA)?

SLC

A grant to help eligible students pay for any extra essential study costs they may have as a direct result of their disability, helping to enable opportunity by widening access and participation in higher education.
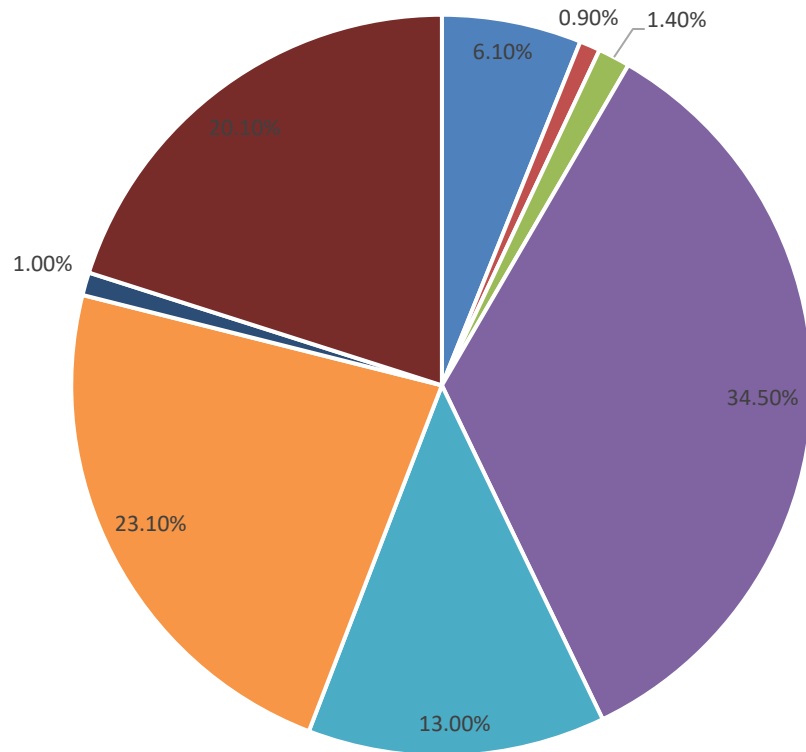
Students can get help with the costs of:

- specialist equipment, for example a computer with assistive technology software or specialist ergonomic furniture

- non-medical help (NMH), for example a specialist mentor, specialist notetaker or a British Sign Language (BSL) interpreter

- additional transportation costs to attend their course

- other disability related study support, for example additional printing costs
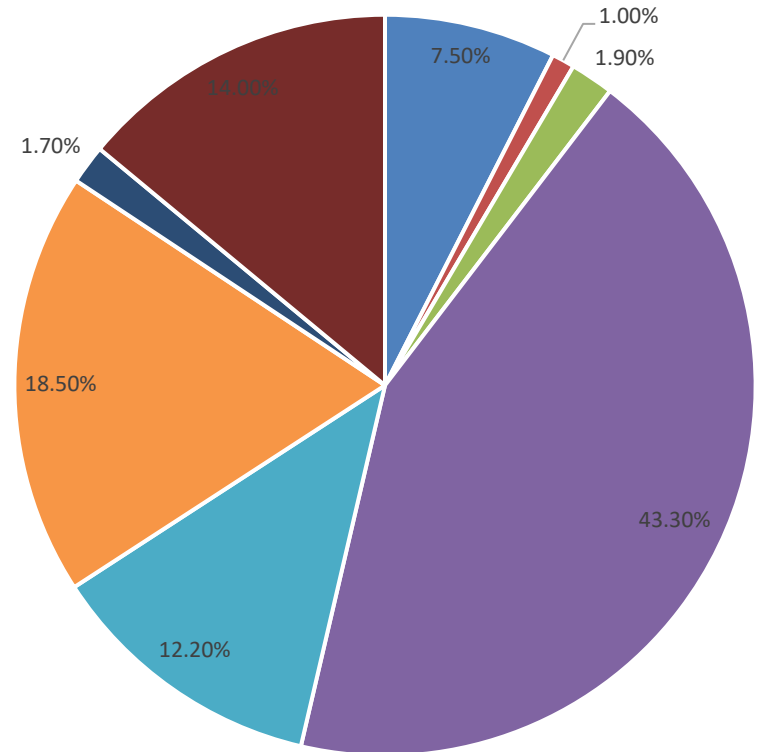
Support by disability type (2022/23)

Student Finance England

- Autism — 6.10%
- Blind/Partial sight — 0.90%
- Deaf/Partial hearing — 1.40%
- SPLD — 34.50%
- Longstanding illness — 13.00%
- Mental health — 23.10%
- Wheelchair/mobility — 1.00%
- Multiple disabilities — 20.10%

Student Finance Wales

- Autism — 7.50%
- Blind/Partial sight — 1.00%
- Deaf/Partial hearing — 1.90%
- SPLD — 43.30%
- Longstanding illness — 12.20%
- Mental health — 18.50%
- Wheelchair/mobility — 1.70%
- Multiple disabilities — 14.00%

Key benefits for students

- An improved application journey - students will have a single point of contact for their end-to-end support for the provision of study needs assessments, assistive technology and assistive technology training.

- Formal contractual controls enabling SLC to ensure suppliers deliver the required performance and meet quality standards.

- Enhanced value for money for the student and the taxpayer.

DSA vision

Our Vision

To be widely recognised as enabling student opportunity and delivering an outstanding customer experience in the efficient delivery of the four UK Governments' further and higher education finance policies.

At SLC, one of our core strategic objectives is to deliver intuitive, seamless and transparent services aligned to the customer journey and supported by systems which offer clear and accessible information.

We have created a customer experience strategy to deliver insight-led improvements to the end-to-end customer journey and our vision for DSA is one of a radically transformed and improved service.

Transformation timeline

DSA transformation timeline

New service from February 2024

- Move to working with two contracted suppliers to provide students with their DSA service.

- Simpler and faster experience for customers as the new suppliers guide them through the process.

- SLC's direct working with the suppliers identifies opportunities to further optimise and improve the service.

- Information on eligibility and approved support shared securely with the new suppliers to avoid students having to repeat information.

- Only exception is disability evidence which the student will need to send to both SLC **and** suppliers initially.

More integration from autumn 2024

- Enhancing the processes and commercial models implemented in the previous stages.

- Integration between SLC and supplier systems for automated data sharing.

  Administrative burden and complexity further reduced for students, SLC and suppliers.

- Students only supply disability evidence once to SLC who share it securely with the suppliers.

Transformed digital service from 2025

- All student information integrated in a single digital repository, available to SLC, suppliers and students.

- All DSA students have access to online applications, self-service and additional channels such as webchat and secure messaging.

- Secure digital communication between SLC, suppliers, partners and education providers

- Everyone involved in the provision of support to DSA students will have the easy access to the information they need.

New service from February

Geographical areas
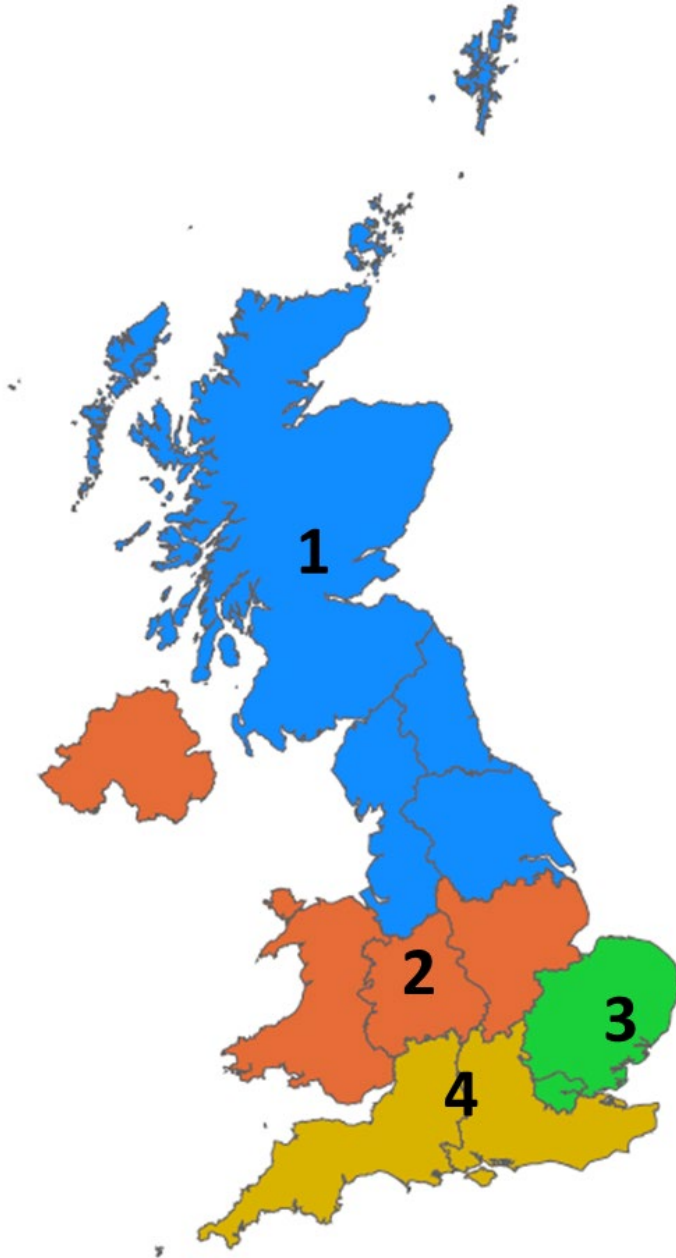
Zone	Territory	Supplier
1	Scotland Northwest England Northeast England Yorkshire and the Humber	**Study Tech**
2	West Midlands East Midlands Wales Northern Ireland	**Capita**
3	East England London	**Capita**
4	South West England South East England	**Study Tech**

The new student journey

01
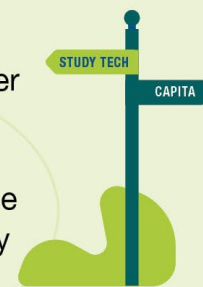New customers will apply to SLC for DSA in the usual way.

02
SLC will continue to process their application and assess their eligibility.

03
Once the customer is assessed as eligible by SLC, SLC will assign the customer to Study Tech or Capita.

STUDY TECH
CAPITA

04
The customer will then have a single point of contact for their needs assessment, assistive technology and training requirements.

08
The supplier will be responsible for the customer's installation, set-up and familiarisation of their equipment and software, and any training as required.

DELIVERY

07
The supplier will then contact the customer to arrange delivery of their assistive technology.
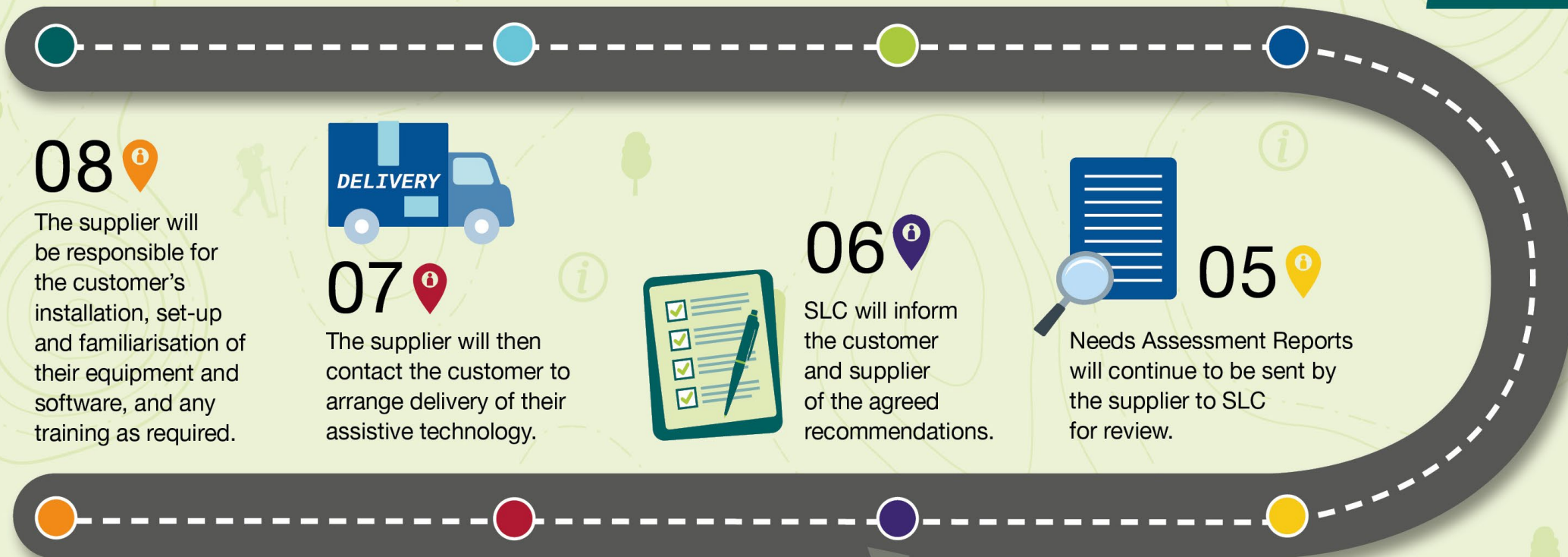
06
SLC will inform the customer and supplier of the agreed recommendations.

05
Needs Assessment Reports will continue to be sent by the supplier to SLC for review.

Supporting students

- Once the new service begins, please continue to advise students to apply to SLC for DSA is the usual way.

- DSA policy, student eligibility and entitlement are not changing.

- If a student's DSA1 notification is dated after 26 February, they will be allocated to Study Tech or Capita based on the contact address they provide to SLC.

- If their eligibility for DSA is confirmed following term start, the student will be assigned to a framework supplier based on their higher education provider (HEP) address.

Transition scenarios

Transition 1 – Students that have received their needs assessment and have received their assistive technology (AT) and training

Transition 2 – Students that have received their needs assessment and received their DSA2, but have not arranged their AT and training

Transition 3 – Students that have received their needs assessment, but SLC have not issued their DSA2 letter

Transition 4 – Students that have had their eligibility notification (DSA1) and are in the process of booking their needs assessment

Service management of new contracts

Outsource Services Contract Management

Contracts

- Thorough and detailed with Terms and Conditions fully understood
- Proportionate: risk, complexity, strategic importance and value
- Supplier Key Performance Indicators (KPIs)/Service Level Agreements (SLAs) performance contract provisions
- Clarity, defined, management information (MI) and reporting

Standards

- Government Functional Standard GovS 008: Commercial
- Government Commercial Function Professional Standards Contract Management Version 2.0

Training

- Utilise the Government Commercial College (GCC) training courses.
- The Contract Management Capability Programme (CMCP) has been development to train and accredit those with a role to play in contract management.

Accreditation

- Foundation…Practitioner…Expert

SLC Supplier Relationship Management

Suppliers

- Governance: Structure, Alignment & Rules of Engagement (RoE)

- Candid Communication & Transparency

- Building Mutual Trust, Respect & Collaboration

- Focus on 'win-WIN-win' outcome driving Customer Experience

- Support when problems arise

- Business Reviews & Frequency
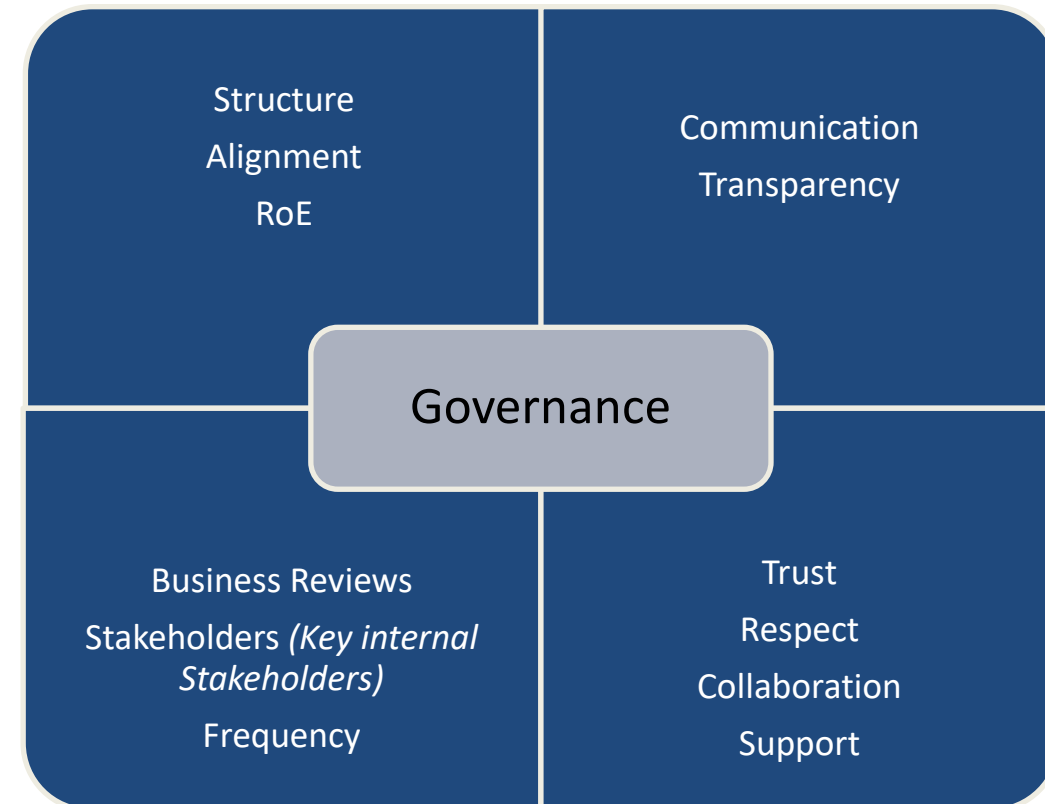
SLC Supplier Performance Measurement

SLC

Mobilisation	Go Live	Stabilisation	BAU

Service Readiness

Go / No Go Criteria
Short Falls & Veto's
Stage Gates & Milestones
Field Based Presence
Quality Audits

Baselining Period

DASHBOARDS)

Core set of 27 KPIs
Balanced deployment
Measurable & Evidential

- **Needs Assessment (5)**
- **Provision of Assistive Technology Equipment (3)**
- **Provision of Assistive Technology Training (3)**
- AT Equip. Technical Support, Repair & Replace (4)
- Customer Contact Handling (3)
- Customer Complaint Handling (1)
- Reporting Delivery (1)
- Invoicing Accuracy (1)
- Commercial Market Competitiveness (2)
- Systems & IT Performance (1)
- Social Values (1)
- Continuous Improvement (1)
- SLC Satisfaction Rating (1)

Data Analysis & Trend Reporting
50 reports in RFP Our Needs
Continuous Improvement to CX

DSA Customer Experience (CX)

- **Centralised Process by SLC**

- **Step by Step of the CX journey**
  - Needs Assessment
  - AT Equipment
  - AT Training

- **Measures of Success**
  - Reduced Process & Cycle time
  - Improved Customer Experience

- **Detailed trend reporting and business intelligence**
  - >50 detailed reports
  - Driving performance improvement

Key questions and themes

Any questions, please email: Stakeholder_engagement@slc.co.uk

Student Loans Company

Stakeholder Information Session

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www.gov.uk/slc