

The Deposit Protection Service Insured scheme was only launched on 1 April 2013 so the DPS figures for 31 March 2013 relate to the Custodial scheme only.

	Deposit Protection Service – custodial (c) and insured (i)	MyDeposits	Tenancy Deposit Scheme
Total number of deposits protected at a) 31 March 2013 b) 30 September 2013	a) 997,505 (c) b) 1,031,558 (c) 5,435 (i)	a) 744,410 b) 818,659	a) 917,386 b) 1,083,408
Total value of deposits protected at a) 31 March 2013 b) 30 September 2013	a) £800,620,058 (c) b) £841,370,237 (c) £5,509,377 (i)	a) £782,704,424 b) £855,818,847	a) £1,054,518,879 b) £1,261,944,817
Number of disputes adjudicated in a) year ending 31 March 2013 b) in six months ending 30 Sept 2013	a) 7,245 (c) b) 4,088 (c) 1 (i)	a) 5,211 b) 3,670	a) 11,992 b) 3,733

You have asked, for each scheme, the proportion of disputes, expressed as a percentage of the total number of adjudicated disputes for that scheme, where the tenant received 100% of the disputed amount for the year ending 31 March 2013. You have also asked the same question where the landlord received 100%, where the agent received 100% and where the disputed amount was apportioned between the parties. The Department does not hold this information for the year ending 31 March 2013 and we do not hold information on the breakdown of awards between landlords and agents. We do hold information on the percentage of ADR cases where the disputed amount was awarded in full to the tenant or in full to the landlord/agent since the schemes were launched in April 2007 up to the end of September 2013. In the remaining cases the disputed deposit was split between the parties. The Deposit Protection Service Insured scheme, which launched on 1 April 2013, dealt with only one ADR case during this six month period where the award was split between the parties

For period April 2007 to end September 2013	Deposit Protection Service Custodial	MyDeposits	Tenancy Deposit Scheme

Award of disputed deposit following ADR a) 100% to tenant b) 100% to landlord/agent c) Award split between landlord/agent & tenant	a) 33.4%	a) 34%	a) 20.65%
	b) 17.3%	b) 9%	b) 19.06%
	c) 49.3 %	c) 57%	c) 60.29%

You have asked for performance information for each of the six months ending 30 September 2013, by scheme, for the initial response to helpline calls. This is set out below.

Initial response to helpline calls:	Deposit Protection Service Custodial (c) and Insured (i)	MyDeposits	Tenancy Deposit Scheme
April 2013	70 seconds (c) 11 seconds (i)	59 seconds	14 seconds
May 2013	81 seconds (c) 74 seconds (i)	59 seconds	16 seconds
June 2013	51 seconds (c) 12 seconds (i)	58 seconds	15 seconds
July 2013	67 seconds (c) 12 seconds (i)	59 seconds	19 seconds
August 2013	112 seconds (c) 15 seconds (i)	49 seconds	20 seconds
September 2013	80 seconds (c) 13 seconds (i)	84 seconds	20 seconds

You have asked for performance information for each of the six months ending 30 September 2013, by scheme, for the average number of days taken to resolve disputes. The Department does not hold this information for the Deposit Protection Service Custodial scheme as the key performance indicator they report against is the percentage of adjudications decided within 28 days. This information is given below, along with the average number of days for the other schemes.

Average number of days to resolve disputes from when adjudicator receives papers	Deposit Protection Service Custodial (c) and Insured (i)	MyDeposits	Tenancy Deposit Scheme
April 2013	99% within 28 days (c)	14 days	15.76 days
May 2013	N/A (i)	16 days	13.776 days

June 2013	99% within 28 days (c) N/A (i)	16 days	11.852 days
July 2013	99% within 28 days (c) N/A (i)	16 days	17.092 days
August 2013	99% within 28 days (c) N/A (i)	15 days	13.341 days
September 2013	99% within 28 days (c) N/A (i) 99% within 28 days (c) N/A (i) 99% within 28 days (c) 34 days (i)	14 days	17.051 days

You have asked for performance information for each of the six months ending 30 September 2013, by scheme, for the average number of days to return deposits from confirmation of release. The Department does not hold this information for the Deposit Protection Custodial scheme as the key performance indicator they report against is the percentage of cases where the deposit is returned within 5 days. This information is given below, along with the average number of days for the other schemes.

Average number of business days to return deposit from receipt of confirmation of release	Deposit Protection Service Custodial (c) and Insured (i)	MyDeposits	Tenancy Deposit Scheme
April 2013	100% within 5 days	1 day	0.167 days
May 2013	N/A (i) 100% within 5 days	1 day	0.15 days
June 2013	N/A (i) 100% within 5 days	1 day	0.294 days
July 2013	100% within 5 days	1 day	0.372 days
August 2013	N/A (i) 100% within 5 days	1 day	0.167 days
September 2013	N/A (i) 100% within 5 days N/A (i) 100% within 5 days 5 days (i)	1 day	0.331 days