**SLC Disabled Students’ Allowance Operations Group**

**10 July 2025**

**SLC**

Over 48.7k SFE DSA applications had now been received, which was 12% ahead year-on-year (YoY). C.25k customers were now confirmed as eligible for DSA which was 18% ahead YoY.

8.1k SFE students now had DSA support approved for 25/26, which was 57% ahead of the previous cycle.

The Student Finance Wales (SFW) service launched slightly later, and over 1.8k SFW DSA applications had now been received, which was 15% higher YoY. 18% more SFW students had been confirmed as eligible, and numbers of students with DSA support approved were 10% higher YoY.

Wait times across all work queues (applications, evidence, needs assessment, emails etc) continued to perform within expected timescales and turnarounds were under 8 days. The average wait time on DSA telephone lines for July was 45 seconds, with the year-to-date average being 71 seconds.

SLC’s work with UCAS earlier in the cycle to encourage customers to apply early should help mitigate increased workload during the peak processing period. Additionally, more SLC staff had been trained on DSA this year.

**Study Tech (ST)**

Based on May reporting, the average wait time for a Needs Assessment (NA) was 1.8 days.

The average wait times for Assistive Technology (AT) Training and AT delivery were at 5.7 days for AT delivery and 1.4 days for AT training.

In terms of planned improvements, ST was automating the order process to provide customers with a touch-free way of completing their order via the app. They could confirm their order in the app and receive a payment link.

21 complaints were received, of which 12 were deemed valid and 9 deemed invalid. 100% of complaints were actioned within the SLA. No common themes for complaints were identified.

**Capita**

Capita was currently offering students remote NAs with an average wait time of 3.4 days. Data showed that c.55% of students were continuing to choose appointment dates beyond 7 days, reflecting a preference for flexibility in scheduling.

Members discussed the trend of students choosing appointments out with 30 days. SLC intended to discuss this at another upcoming SLC forum.

Face-to-face (F2F) assessments continued to be offered daily where available, with an average wait time of 3.6 days.

All AT equipment orders were fulfilled within 3 to 5 working days, including any applicable upgrades. AT training followed within 5 working days of equipment delivery.

Capita continued to invest in both recruitment and staff training to maintain service quality. This included investment in headcount in both areas, standardising training material, and enhancing the quality framework. All key performance indicators (KPIs) were successfully met in June, and flexible freelance support had been deployed to manage expected peak volumes in the months ahead.

Complaint volumes decreased steadily this quarter, from 57 in April, to 45 in May, and 34 in June. This marked a notable improvement from 111 complaints in March.

**Feedback from members**

SLC would provide a readout of the issues raised by NADP at the next meeting.

The DSA Ops Group was established in August 2024 in response to a request for more frequent touch points during the implementation of the new service model in 24/25. Members discussed the need for the continuation of the group. While concerns continued around discrepancies between the KPI data presented and students’ lived experience, members felt it useful for meetings to continue at least until the end of 2025. SLC would write to all members after the meeting for their views, as some were not in attendance. A further update would be provided in due course.

Next meeting Thursday 18th September.