

SFE DSA Update

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DSA Update 09/10

- DSA 1s received 21476
- Needs Assessment Letter sent 17426
- Need Assessment Reports received 10918
- Need Assessment Reports processed 10005
- Invoices received 21765
- Invoices paid 19014

10/11 Applications

- DSA 1s received 576
- Needs Assessment Letter sent 196

DSA Update

- DSA1 forms – 15 day BIS SLA – working on 7 days
- Needs Assessment Reports – 15 day BIS SLA – working on 10 days

DSA Update

- Text messages issued for “Pend” awaiting Needs Assessment Reports, approx 4500 texts, emails, phone calls made to customers
- Text messages issued for “Pend” awaiting medical evidence etc approx 2000 texts, emails sent

DSA Update

- DSA Invoice Audit
- We have commenced contacting DSA customers to establish that the equipment we have been invoiced for is the equipment the customer has received. We have emailed 31 customers so far and to date have only received one reply. However that customer has confirmed that they did receive the correct equipment.

DSA Update

- DSA future developments
- Currently there is a review taking place to improve the service to the customer

DSA Update

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- **DSA1 letter issued- SNA attended**
- **Shortest No of Days -1**
- **Longest No of Days -186**
- **Average No of Days -29**

- **SNA attended- Report signed off**
- **Shortest No of Days -2**
- **Longest No of Days -98**
- **Average No of Days -15**