| Scorecard for loans and grants administration | RAG | Total | Jul 22 - Sep 22 | Oct 22 - Dec 22 | Jan 23 - Mar 23 | Apr 23 - Jun 23 | Jul 23 - Sep 23 | Oct 23 - Nov 23 | Minimum requirement |
|--|-----|--------|--------------------|--------------------|--------------------|--------------------|--------------------|--------------------|---------------------|
| DELIVERY | | | 3cp 22 | Jet 22 | 11101 25 | 7011 25 | 3CP 23 | 2 months only | |
| LOANS SCHEMES | | | | | | | | | |
| Number of applications processed | | 12,165 | 2,115 | 2,139 | 2,612 | 2,568 | 1,630 | 1,101 | |
| Applications processed within 15 working days number (with completed paperwork) | | 10,999 | 1,947 | 1,829 | 2,358 | 2,502 | 1,350 | 1,013 | |
| Applications processed within 15 working days % | | 90% | 92% | 86% | 90% | 97% | 83% | 92% | 80% |
| Number of payments processed | | 9,460 | 1,126 | 1,483 | 1,918 | 1,722 | 2,191 | 1,020 | |
| Payments sent for processing within 10 working days (from receipt of required documents) | | 7,783 | 973 | 1,142 | 1,594 | 1,596 | 1,611 | 867 | |
| Payments sent for processing within 10 working days % (from receipt of required documents) | | 83% | 86% | 77% | 83% | 93% | 74% | 85% | 80% |
| CASHBACK / GRANT SCHEMES | | | · | · · | · | | | | |
| Number of payments processed | | 5,578 | 809 | 810 | 1,000 | 874 | 1,286 | 799 | |
| Payments sent for processing within 10 working days (from receipt of required documents) | | 4,727 | 725 | 688 | 913 | 797 | 918 | 686 | |
| Payments sent for processing within 10 working days % (from receipt of required documents) | | 86% | 90% | 85% | 91% | 91% | 71% | 86% | 80% |
| RESPONSE TO REQUESTS | | į. | į. | | į. | į. | į. | | |
| Number of urgent ad hoc requests | | 55 | 14 | 4 | 3 | 6 | 6 | 22 | |
| Number of urgent ad hoc requests responded to on time or within 2 hours % | | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 80% |
| Number of general ad hoc requests | | 61 | 6 | 6 | 10 | 19 | 14 | 6 | |
| Number of general ad hoc requests responded to on time or within 3 working days % | | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 80% |
| Number of requests for audit / financial / year end information | | 30 | 2 | 3 | 3 | 4 | 10 | 8 | |
| No. requests audit / financial / year end info responded to within 3 days or deadline provided | | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 80% |
| RIGHT FIRST TIME | | 200,0 | 20070 | 100,0 | 10070 | 10070 | 100,0 | 20070 | 1 0070 |
| Number of loan documents right first time % | | 100% | 100% | 100% | 100% | 100% | 100% | 100% | |
| QUALITY | | | | | | | | | |
| Client satisfaction levels | | 66% | 60% | 66% | 66% | 72% | 69% | 65% | 80% |
| Quality score for level of customer service | | 97% | 97% | 97% | 96% | 98% | 96% | 98% | 80% |
| SERVICE | | | | | | | | | |
| Call pick up within 30 seconds | | 79% | 92% | 99% | 72% | 69% | 41% | 99% | 80% |
| Answering emails and letters within 2 working days % | | 88% | 79% | 79% | 88% | 93% | 96% | 90% | 80% |
| Number of formal complaints about EST service | | 121 | 12 | 18 | 14 | 29 | 29 | 19 | |
| Number of complaints handled about a third party/scheme referred to Scottish Government | | 57 | 7 | 8 | 9 | 11 | 16 | 6 | 1 |
| Number of complaints about EST service dealt with within 5 working days | | 121 | 12 | 18 | 14 | 29 | 29 | 19 | 1 |
| Number of complaints about EST service dealt with within 5 working days % | | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 80% |
| FINANCIAL | | | | | | | | | |
| Accuracy of invoices % | | 94% | 100% | 100% | 100% | 100% | 67% | 100% | |
| % invoices sent on time | | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 80% |