

# Operational Performance Overview Reports (SOPOR): June 2023

### **APPLICATIONS**

CIVIL															
	Current Benchmark	Better is	Jul-22	Aug-22	Sep-22	Oct-22	Nov-22	Dec-22	Jan-23	Feb-23	Mar-23	Apr-23	May-23	Jun-23	Current Zone defn
First Decision Average Duration (AWI)	17.0	Lower	Better than	Better than	Better than	Better than	Met	Met	Better than	10%					
First Decision % Granted (AWI)	96.0%	Higher	Better than	1%											
First Decision Average Duration (Other)	67.0	Lower	Better than	Met	Better than	5%									
First Decision % Granted (Other)	72.0%	Higher	Better than	4%											
% First Decision with Further Work (Other)	12.0%	Lower	Better than	10%											
Solicitor satisfaction			-	-	84%	-		-	-	-	-	-	-	-	
Accuracy			99%	99%	99%	99%	100%	100%	99%	99%	99%	100%	100%	100%	

CRIMINAL															
	Current Benchmark	Better is	Jul-22	Aug-22	Sep-22	Oct-22	Nov-22	Dec-22	Jan-23	Feb-23	Mar-23	Apr-23	May-23	Jun-23	Current Zone defn
First Decision Average Duration (Solemn)	5.10	Lower	Worse than	Met	Met	Met	Met	Worse than	Worse than	10%					
First Decision % Granted (Solemn)	85%	Higher	Worse than	Met	Worse than	Worse than	Worse than	Met	Met	Met	Met	Met	Met	Met	2%
% First Decision with Further Work (Solemn)	9%	Lower	Worse than	Worse than	10%										
First Decision Average Duration (Summary)	9.00	Lower	Met	Met	Met	Met	Worse than	Worse than	Met	Met	Met	Met	Worse than	Met	10%
First Decision % Granted (Summary)	79%	Higher	Met	Met	Met	Worse than	Worse than	Met	Met	Met	Met	Met	Better than	Better than	2%
% First Decision with Further Work (Summary)	15%	Lower	Met	Met	Worse than	Worse than	Worse than	Worse than	Met	Met	Met	Met	Better than	Met	10%
		-	-												-
Solicitor satisfaction			-	-	-	63%	-	-	-	-	-	-	-	-	1
Accuracy			99%	99%	99%	99%	99%	99%	99%	99%	98%	98%	98%	98%	

CHILDRENS															
	Current Benchmark	Better is	Jul-22	Aug-22	Sep-22	Oct-22	Nov-22	Dec-22	Jan-23	Feb-23	Mar-23	Apr-23	May-23	Jun-23	Current Zone defn
First Decision Average Duration (Sheriff Court)	7.5	Lower	Met	Met	Met	Better than	Met	Met	Met	Met	Better than	Better than	Better than	Better than	10%
First Decision % Granted (Sheriff Court)	81.0%	Higher	Met	Better than	Met	Met	Met	4%							
% First Decision with Further Work (Sheriff Court)	10.0%	Lower	Better than	10%											
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Solicitor satisfaction			-	100%	-	-	-	-	-	-	-	-	-	-	
Accuracy			98%	99%	98%	98%	98%	99%	99%	99%	98%	99%	98%	99%	



Accuracy

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100%

### **ACCOUNTS**

CIVIL				'				•							
	Current Benchmark	Better is	Jul-22	Aug-22	Sep-22	Oct-22	Nov-22	Dec-22	Jan-23	Feb-23	Mar-23	Apr-23	May-23	Jun-23	Current Zone defn
Average Calendar days to bank:															
Civil A&A & ABWOR	19.0	Lower	Worse than	Met	Met	Met	Met	Met	Met	10%					
Civil legal aid	25.0	Lower	Worse than	Met	Worse than	Worse than	10%								
Negotiations	29.0	Lower	Met	Met	Worse than	Worse than	Worse than	Met	Better than	Better than	Better than	Better than	Met	Better than	10%
Initial Assessments % paid in full	70.0%	Higher	Better than	5%											
Ratio of Negotiations to Initial Assessments	14.1%	Lower	Better than	Better than	Met	Worse than	Worse than	Worse than	Met	Met	Met	Met	Met	Met	10%
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Solicitor satisfaction			-	-	78%	-	-	-	-	-	-	-	-	-	
Accuracy			98%	98%	98%	-	-	-	-	-	-	-	-	-	

CRIMINAL															
	Current Benchmark	Better is	Jul-22	Aug-22	Sep-22	Oct-22	Nov-22	Dec-22	Jan-23	Feb-23	Mar-23	Apr-23	May-23	Jun-23	Current Zone defn
Average Calendar days to bank:															
Criminal A&A	8.0	Lower	Better than	Better than	Met	Met	Met	Met	Met	Met	Met	Better than	Better than	Met	10%
Criminal ABWOR Automatic	6.2	Lower	Met	Met	Met	Met	Met	Met	Worse than	Worse than	Met	Met	Met	Met	5%
Criminal ABWOR Non-automatic	12.3	Lower	Better than	Met	Met	Met	Met	Better than	Met	Worse than	Worse than	Worse than	Met	Met	10%
Criminal Automatic	6.2	Lower	Met	Met	Met	Met	Met	Met	5%						
Criminal Non-automatic	12.7	Lower	Better than	Met	Met	Met	Met	Met	Met	10%					
Solemn	18.1	Lower	Met	Better than	Better than	Better than	Met	Met	Met	Met	Met	Met	Worse than	Worse than	10%
Negotiations	29.0	Lower	Better than	Met	Better than	Met	Better than	Met	Met	Met	10%				
Initial Assessments % paid in full	93.0%	Higher	Met	Met	Met	Met	Worse than	Worse than	Worse than	Met	Met	Met	Met	Met	5%
Ratio of Negotiations to Initial Assessments	4.0%	Lower	Better than	Better than	Met	Met	Met	Better than	Met	Met	Worse than	Worse than	Worse than	Worse than	10%
Solicitor satisfaction	-		-	-	-	88%	-	-	-	-	-	-	-	-	

CHILDRENS															
	Current Benchmark	Better is	Jul-22	Aug-22	Sep-22	Oct-22	Nov-22	Dec-22	Jan-23	Feb-23	Mar-23	Apr-23	May-23	Jun-23	Current Zone defn
Average Calendar days to bank:															
Childrens A&A & ABWOR	17.0	Lower	Met	Met	Better than	Better than	Met	Better than	Met	Better than	Met	Better than	Better than	Better than	10%
Childrens legal aid	20.0	Lower	Worse than	Met	Met	Better than	Met	Better than	Better than	Better than	10%				
Negotiations	29.0	Lower	Better than	Met	Better than	7.5%									
Initial Assessments % paid in full	55.0%	Higher	Met	5%											
Ratio of Negotiations to Initial Assessments	35.0%	Lower	Met	Better than	10%										

Solicitor satisfaction		83%	-	-	-	-	-	-	-	-	-	-
Accuracy	99%	99%	98%	-	-	1	-	1	-	-	-	-



### Operational Performance Overview Reports (SOPOR): June 2023

### **GENERAL NOTES:**

• All figures are 3 month averages up to and including the month shown.

### Applications:

- Durations are average calendar days.
- % Granted = Number of Grants / Total Number of Decisions.
- Accuracy is a measure for all application and all solicitor account types.

#### Accounts:

· Solicitor Accounts only.

### **BENCHMARKS 2023-2024**

No applications benchmarks were changed for 23-24.

Three Civil Accounts and three Criminal Accounts benchmarks were changed from April 2023 onwards. These are highlighted in yellow.