

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

### **APPLICATIONS**

CIVIL															
	Current Benchmark	Better is	Oct-22	Nov-22	Dec-22	Jan-23	Feb-23	Mar-23	Apr-23	May-23	Jun-23	Jul-23	Aug-23	Sep-23	Current Zone defn
First Decision Average Duration (AWI)	17.0	Lower	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	Better than	Better than	Met	Better than	Met	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			-	-	-	-	-	-	-	-	-	-	-	- 1	Í
Accuracy			99%	100%	100%	99%	99%	99%	100%	100%	100%	99%	99%	99%	

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

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



# Operational Performance Overview Reports (SOPOR): September 2023

## ACCOUNTS

CIVIL															
	Current Benchmark	Better is	Oct-22	Nov-22	Dec-22	Jan-23	Feb-23	Mar-23	Apr-23	May-23	Jun-23	Jul-23	Aug-23	Sep-23	Current Zone defn
Average Calendar days to bank:	Denchinark														2011e delli
Civil A&A & ABWOR	19.0	Lower	Worse than	Worse than	Worse than	Met	Worse than	Worse than	10%						
Civil legal aid	25.0	Lower	Worse than	Met	Worse than	10%									
Negotiations	29.0	Lower	Worse than	Worse than	Met	Better than	Better than	Better than	Better than	Met	Better than	Better than	Better than	Better than	10%
Initial Assessments % paid in full	70.0%	Higher	Better than	5%											
Ratio of Negotiations to Initial Assessments	14.1%	Lower	Worse than	Worse than	Worse than	Met	10%								
Solicitor satisfaction			-	-	-	-	-	-	-	-	-	-	-	-	Ι
Accuracy			-	-	-	-	-	-	-	-	-	-	-	-	

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

Solicitor satisfaction	88%	-	-	-	-	-	-	-	-	-	-	-
Accuracy	-	-	-	-	-	-	-	-	-	-	-	-

Current Benchmark	Better is	Oct-22	Nov-22	Dec-22	Jan-23	Feb-23	Mar-23	Apr-23	May-23	Jun-23	Jul-23	Aug-23	Sep-23	Current Zone defn
17.0	Lower	Better than	Met	Better than	Met	Better than	Met	Better than	Better than	Better than	Better than	Better than	Better than	10%
20.0	Lower	Worse than	Worse than	Met	Met	Better than	Met	Better than	Better than	Better than	Better than	Better than	Better than	10%
29.0	Lower	Better than	Better than	Met	Better than	Better than	Better than	Better than	Better than	Better than	Better than	Better than	Better than	7.5%
55.0%	Higher	Met	Met	Met	Met	Met	Met	Met	Met	Met	Met	Met	Met	5%
35.0%	Lower	Better than	Better than	Better than	Better than	Better than	Better than	Better than	Better than	Better than	Better than	Better than	Better than	10%
	Benchmark 17.0 20.0 29.0 55.0%	Benchmark Better is Better is 17.0 Lower 20.0 Lower 29.0 Lower 55.0% Higher	BenchmarkBetter isOct-2217.0LowerBetter than20.0LowerWorse than29.0LowerBetter than55.0%HigherMet	Benchmark Better is Oct-22 Nov-22   17.0 Lower Better than Met   20.0 Lower Worse than Worse than   29.0 Lower Better than Better than   55.0% Higher Met Met	Benchmark Better is Oct-22 Nov-22 Dec-22   17.0 Lower Better than Met Better than   20.0 Lower Worse than Worse than Met   29.0 Lower Better than Better than Met   55.0% Higher Met Met Met	Better is Oct-22 Nov-22 Dec-22 Jan-23   Image: December 200 Lower Better than Met Better than Met   17.0 Lower Better than Met Better than Met   20.0 Lower Worse than Worse than Met Met   29.0 Lower Better than Better than Met Better than   55.0% Higher Met Met Met Met	Better is Oct-22 Nov-22 Dec-22 Jan-23 Feb-23   Image: Second se	Better is Oct-22 Nov-22 Dec-22 Jan-23 Feb-23 Mar-23   Image: Mare Stress of the stres of the stress of the stres of the stress of the str	Better is Oct-22 Nov-22 Dec-22 Jan-23 Feb-23 Mar-23 Apr-23   Image: Mare of the state of	BenchmarkBetter isOct-22Nov-22Dec-22Jan-23Feb-23Mar-23Apr-23Apr-23May-231000000000000000000000000000000000000	BenchmarkBetter isOct-22Nov-22Dec-22Jan-23Feb-23Mar-23Apr-23May-23Jun-23100010001000100010001000100010001000100017.0LowerBetter thanMetBetter thanMetBetter thanMetBetter thanBetter t	BenchmarkBetter isOct-22Nov-22Dec-22Jan-23Feb-23Mar-23Apr-23May-23Jun-23Jun-23Jul-2310101010101010101010101017.0LowerBetter thanMetBetter thanMetBetter thanMetBetter thanMetBetter thanBetter thanBetter thanBetter thanBetter than20.0LowerWorse thanWorse thanMetMetBetter thanMetBetter thanBetter thanBetter thanBetter than29.0LowerBetter thanBetter thanMetBetter thanBetter thanBetter thanBetter thanBetter than55.0%HigherMetMetMetMetMetMetMetMetMet	BenchmarkBetter isOct-22Nov-22Dec-22Jan-23Feb-23Mar-23Apr-23May-23Jun-23Jul-23Aug-23Aug-231000100010001000100010001000100010001000100010001000100010001000100010001000100010001000100010001000100010001000100010001000100010001000100010001000100010001000100010001000100010001000100010001000100010001000100010001000100010001000100010001000100010001000100010001000100010001000100010001000100010001000100010001000100010001000100010001000100010001000100010001000100010001000100010001000100010001000100010001000100010001000100010001000100010001000100010001000100010001000100010001000100010001000100010001000100010001000100010001000100010001000100010001000 <t< th=""><th>BenchmarkBetter isOct-22Nov-22Dec-22Jan-23Feb-23Mar-23Apr-23May-23Jun-23Jul-23Aug-23Aug-23Sep-231010101010101010101010101017.0LowerBetter thanMetBetter thanMetBetter thanMetBetter thanMetBetter thanBetter thanBet</th></t<>	BenchmarkBetter isOct-22Nov-22Dec-22Jan-23Feb-23Mar-23Apr-23May-23Jun-23Jul-23Aug-23Aug-23Sep-231010101010101010101010101017.0LowerBetter thanMetBetter thanMetBetter thanMetBetter thanMetBetter thanBetter thanBet

Solicitor satisfaction		-	-	-	-	-	-	-	-	-	-	-
Accuracy	-	-	-	-	-	-	-	-	-	-	-	-



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

### **GENERAL NOTES:**

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

#### Applications:

• Durations are average calendar days.

Accounts: • Solicitor Accounts only.

• % Granted = Number of Grants / Total Number of Decisions.

• Accuracy is a measure for all application and all solicitor account types.

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. See text on **Bench Hist** tab for more info.

You can best see the changes by looking at the various charts, e.g. Accts\_BM\_Chts tab.