Operational Performance Overview Reports (SOPOR): March 2022

APPLICATIONS

CIVIL

	Current Benchmark	Better is	Apr-21	May-21	Jun-21	Jul-21	Aug-21	Sep-21	Oct-21	Nov-21	Dec-21	Jan-22	Feb-22	Mar-22	Current Zone defn
First Decision Average Duration (AWI)	17.0	Lower	Better than	Better than	Met	Met	Met	Met	Met	Met	Better than	Better than	Better than	Better than	10%
First Decision % Granted (AWI)	96.0%	Higher	Better than	Better than	Better than	Better than	Better than	Better than	Better than	Better than	Met	Better than	Better than	Better than	1%
First Decision Average Duration (Other)	68.0	Lower	Better than	Better than	Better than	Better than	Better than	Met	Better than	Better than	Better than	Better than	Better than	Better than	5%
First Decision % Granted (Other)	70.0%	Higher	Better than	Better than	Better than	Better than	Better than	Better than	Better than	Better than	Better than	Better than	Better than	Better than	4%
% First Decision with Further Work (Other)	14.0%	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%

Solicitor satisfaction	-	-	73%	-	-	85%	-	-	82%	-	-	-		
Accuracy	100%	100%	99%	99%	99%	100%	99%	99%	99%	99%	99%	99%		

CRIMINAL

	Current Benchmark	Better is	Apr-21	May-21	Jun-21	Jul-21	Aug-21	Sep-21	Oct-21	Nov-21	Dec-21	Jan-22	Feb-22	Mar-22	Current Zone defn
First Decision Average Duration (Solemn)	5.10	Lower	Better than	Better than	Better than	Better than	Better than	Better than	Better than	Better than	Met	Met	Met	Met	10%
First Decision % Granted (Solemn)	85%	Higher	Better than	Better than	Better than	Met	Met	Better than	Better than	Met	Met	Met	Met	Met	2%
% First Decision with Further Work (Solemn)	9%	Lower	Met	Met	Better than	Better than	Met	Met	Met	Met	Met	Met	Met	Worse than	10%
First Decision Average Duration (Summary)	9.00	Lower	Better than	Better than	Better than	Better than	Better than	Better than	Better than	Better than	Better than	Better than	Met	Met	10%
First Decision % Granted (Summary)	79%	Higher	Better than	Better than	Better than	Better than	Better than	Met	Met	Met	Met	Met	Met	Met	2%
% First Decision with Further Work (Summary)	15%	Lower	Met	Better than	Better than	Better than	Better than	Better than	Better than	Better than	Better than	Better than	Better than	Met	10%

Solicitor satisfaction	-	-	-	67%	-	-	78%	-	-	78%	-	-		
Accuracy	100%	99%	99%	99%	100%	100%	99%	99%	99%	99%	99%	99%		

CHILDRENS

	Current Benchmark	Better is	Apr-21	May-21	Jun-21	Jul-21	Aug-21	Sep-21	Oct-21	Nov-21	Dec-21	Jan-22	Feb-22	Mar-22	Current Zone defn
First Decision Average Duration (Sheriff Court)	7.5	Lower	Better than	Better than	Better than	Better than	Better than	Better than	Better than	Met	Met	Met	Met	Met	10%
First Decision % Granted (Sheriff Court)	81.0%	Higher	Better than	Better than	Better than	Met	Met	Met	Met	Met	Met	Met	Met	Met	4%
% First Decision with Further Work (Sheriff Court)	10.0%	Lower	Better than	Better than	Better than	Better than	Better than	Better than	Better than	Better than	Met	Better than	Better than	Better than	10%

Solicitor satisfaction	-	81%	-	-	62%	-	-	86%	-	-	-	-		
Accuracy	98%	99%	99%	99%	98%	97%	97%	97%	98%	99%	99%	98%		

Operational Performance Overview Reports (SOPOR): March 2022

ACCOUNTS

CIVIL

	Current Benchmark	Better is	Apr-21	May-21	Jun-21	Jul-21	Aug-21	Sep-21	Oct-21	Nov-21	Dec-21	Jan-22	Feb-22	Mar-22	Current Zone defn
Average Calendar days to bank:															
Civil A&A & ABWOR	**19.0**	**Lower**	Better than	Better than	Better than	Met	Met	Worse than	Worse than	Worse than	Worse than	Worse than	Worse than	Worse than	10%
Civil legal aid	**23.0**	**Lower**	Better than	Met	Met	Met	Met	Worse than	Worse than	Worse than	Worse than	Worse than	Worse than	Worse than	10%
Negotiations	**42.0**	**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%
Initial Assessments % paid in full	**67.5%**	**Higher**	Better than	Better than	Better than	Better than	Better than	Better than	Better than	Better than	Better than	Better than	Better than	Better than	5%
Ratio of Negotiations to Initial Assessments	**14.1%**	**Lower**	Met	Met	Better than	Better than	Better than	Met	Met	Met	Met	Better than	Better than	Better than	10%

Solicitor satisfaction	-	-	57%	-	-	73%	-	-	63%	-	-	-		
Accuracy	98%	97%	99%	98%	97%	97%	98%	98%	98%	98%	98%	97%		

CRIMINAL

	Current Benchmark	Better is	Apr-21	May-21	Jun-21	Jul-21	Aug-21	Sep-21	Oct-21	Nov-21	Dec-21	Jan-22	Feb-22	Mar-22	Current Zone defn
Average Calendar days to bank:															
Criminal A&A	**9.0**	**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%
Criminal ABWOR Automatic	**6.2**	**Lower**	Met	Met	Met	Met	Met	Met	Met	Met	Met	Met	Met	Met	5%
Criminal ABWOR Non-automatic	**12.3**	**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%
Criminal Automatic	**6.4**	**Lower**	Met	Met	Met	Met	Better than	Better than	Better than	Better than	Met	Met	Met	Met	5%
Criminal Non-automatic	**12.7**	**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%
Solemn	**18.1**	**Lower**	Better than	Better than	Better than	Met	Met	Met	Worse than	Met	Met	Better than	Better than	Better than	10%
Negotiations	**32.5**	**Lower**	Worse than	Worse than	Met	Better than	Better than	Better than	Better than	Better than	Better than	Better than	Better than	Better than	10%
Initial Assessments % paid in full	**93.0%**	**Higher**	Met	Met	Met	Met	Met	Met	Met	Met	Met	Met	Met	Met	5%
Ratio of Negotiations to Initial Assessments	**4.5%**	**Lower**	Met	Met	Better than	Better than	Better than	Better than	Better than	Better than	Better than	Met	Met	Better than	10%

Solicitor satisfaction	-	-	-	43%	-	-	71%	-	-	75%	-	-		
Accuracy	100%	100%	100%	100%	99%	99%	99%	99%	99%	99%	99%	99%		

CHILDRENS

	Current Benchmark	Better is	Apr-21	May-21	Jun-21	Jul-21	Aug-21	Sep-21	Oct-21	Nov-21	Dec-21	Jan-22	Feb-22	Mar-22	Current Zone defn
Average Calendar days to bank:															
Childrens A&A & ABWOR	**17.0**	**Lower**	Met	Met	Better than	Better than	Better than	Better than	Better than	Better than	Better than	Better than	Better than	Better than	10%
Childrens legal aid	**20.0**	**Lower**	Better than	Better than	Better than	Better than	Better than	Better than	Better than	Better than	Better than	Better than	Better than	Met	10%
Negotiations	**29.0**	**Lower**	Worse than	Better than	Worse than	Met	Met	Better than	Better than	Met	Met	Worse than	Better than	Met	7.5%
Initial Assessments % paid in full	**41.0%**	**Higher**	Better than	Better than	Better than	Better than	Better than	Better than	Better than	Better than	Better than	Better than	Better than	Better than	5%
Ratio of Negotiations to Initial Assessments	**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	Met	10%

Solicitor satisfaction		77%	-	-	56%	-	-	71%	-	-	-	-		
Accuracy	98%	98%	99%	100%	100%	99%	98%	97%	97%	99%	99%	100%		

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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.

NEW BENCHMARKS

New benchmarks were introduced into the reporting from April 2021 onwards. They were based on performance during the pandemic in 2020/21 and also pre the pandemic in 19/20.

You can best see the changes by looking at the various charts.