Operational Performance Overview Reports (SOPOR): June 2022

APPLICATIONS

CIVIL

	Current Benchmark	Better is	Jul-21	Aug-21	Sep-21	Oct-21	Nov-21	Dec-21	Jan-22	Feb-22	Mar-22	Apr-22	May-22	Jun-22	Current Zone defn
First Decision Average Duration (AWI)	17.0	Lower	Met	Met	Met	Met	Met	Better than	Better than	Better than	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	Met	Better than	Better than	Better than	Better than	Better than	Better than	1%
First Decision Average Duration (Other)	67.0	Lower	Better than	Better than	Met	Better than	Better than	Better than	Better than	Better than	Better than	Better than	Better than	Better than	5%
First Decision % Granted (Other)	72.0%	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)	12.0%	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	-	-	85%	-	-	82%	-	-	-	-	-	-		
Accuracy	99%	99%	100%	99%	99%	99%	99%	99%	99%	99%	99%	99%		

CRIMINAL

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

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

CHILDRENS

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

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

Operational Performance Overview Reports (SOPOR): June 2022

ACCOUNTS

CIVIL

	Current Benchmark	Better is	Jul-21	Aug-21	Sep-21	Oct-21	Nov-21	Dec-21	Jan-22	Feb-22	Mar-22	Apr-22	May-22	Jun-22	Current Zone defn
Average Calendar days to bank:															
Civil A&A & ABWOR	**19.0**	**Lower**	Met	Met	Worse than	Worse than	Worse than	Worse than	Worse than	Worse than	Worse than	Met	Worse than	Worse than	10%
Civil legal aid	**23.0**	**Lower**	Met	Met	Worse than	Worse than	Worse than	Worse than	Worse than	Worse than	Worse than	Worse than	Worse than	Worse than	10%
Negotiations	**30.0**	**Lower**	Better than	Better than	Better than	Better than	Better than	Better than	Better than	Better than	Better than	Better than	Met	Met	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**	Better than	Better than	Met	Met	Met	Met	Better than	Better than	Better than	Better than	Met	Met	10%

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

CRIMINAL

	Current Benchmark	Better is	Jul-21	Aug-21	Sep-21	Oct-21	Nov-21	Dec-21	Jan-22	Feb-22	Mar-22	Apr-22	May-22	Jun-22	Current Zone defn
Average Calendar days to bank:															
Criminal A&A	**8.0**	**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	Better than	Better than	Better than	Better than	Met	Met	Met	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**	Met	Met	Met	Worse than	Met	Met	Better than	Better than	Better than	Better than	Met	Met	10%
Negotiations	**32.5**	**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%
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**	Better than	Better than	Better than	Better than	Better than	Better than	Met	Met	Better than	Better than	Better than	Better than	10%

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

CHILDRENS

	Current Benchmark	Better is	Jul-21	Aug-21	Sep-21	Oct-21	Nov-21	Dec-21	Jan-22	Feb-22	Mar-22	Apr-22	May-22	Jun-22	Current Zone defn
Average Calendar days to bank:															
Childrens A&A & ABWOR	**17.0**	**Lower**	Better than	Better than	Better than	Better than	Better than	Better than	Better than	Better than	Better than	Met	Met	Worse than	10%
Childrens legal aid	**20.0**	**Lower**	Better than	Better than	Better than	Better than	Better than	Better than	Better than	Better than	Met	Met	Met	Worse than	10%
Negotiations	**29.0**	**Lower**	Met	Met	Better than	Better than	Met	Met	Worse than	Better than	Met	Worse than	Worse than	Worse than	7.5%
Initial Assessments % paid in full	**55.0%**	**Higher**	Better than	Better than	Better than	Better than	Better than	Better than	Better than	Better than	Better than	Met	Met	Met	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	Met	Met	Met	Met	10%

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

Six benchmarks were set more challenging levels from April 2022 onwards.