



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	Met	Worse than	Worse than	10%							
Civil legal aid	23.0	Lower	Met	Met	Worse than	10%										
Negotiations	30.0	Lower	Better than	Met	Met	10%										
Initial Assessments % paid in full	67.5%	Higher	Better than	5%												
Ratio of Negotiations to Initial Assessments	14.1%	Lower	Better than	Better than	Met	Met	Met	Met	Better than	Met	Met	10%				
Solicitor satisfaction			-	-	73%	-	-	63%	-	-	-	-	-	-	-	
Accuracy			98%	97%	97%	98%	98%	98%	98%	98%	97%	98%	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	10%												
Criminal ABWOR Automatic	6.2	Lower	Met	5%												
Criminal ABWOR Non-automatic	12.3	Lower	Better than	10%												
Criminal Automatic	6.4	Lower	Met	Better than	Better than	Better than	Better than	Met	5%							
Criminal Non-automatic	12.7	Lower	Better than	10%												
Solemn	18.1	Lower	Met	Met	Met	Worse than	Met	Met	Better than	Better than	Better than	Better than	Met	Met	Met	10%
Negotiations	32.5	Lower	Better than	Met	10%											
Initial Assessments % paid in full	93.0%	Higher	Met	5%												
Ratio of Negotiations to Initial Assessments	4.5%	Lower	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%	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	Met	Met	Worse than	10%									
Childrens legal aid	20.0	Lower	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	Met	Met	Met	5%									
Ratio of Negotiations to Initial Assessments	35.0%	Lower	Better than	Met	Met	Met	Met	10%								
Solicitor satisfaction				56%	-	-	71%	-	-	-	-	-	-	-	-	
Accuracy			100%	100%	99%	98%	97%	97%	99%	99%	100%	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.