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	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	Better than	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	Better than	Better than	Better than	Better than	Met	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	-	-	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	Worse than	Worse than	Worse than	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	Worse than	Worse than	Worse than	Worse than	Worse than	Worse than	Worse than	Worse than	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%	-	-	-	-	-	-	-	-	-	
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	Met	Met	Met	Met	Met	Met	Met	Better than	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	Better than	Better than	Better than	Better than	10%

Solicitor satisfaction	-	100%	-	-	-	-	-	-	-	-	-	-	-	
Accuracy	98%	99%	98%	98%	98%	99%	99%	99%	98%	99%	98%	99%		

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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	Worse than	Worse than	Worse than	Worse than	Worse than	Met	Met	Met	Met	Met	Met	10%
Civil legal aid	**25.0**	**Lower**	Worse than	Worse than	Worse than	Worse than	Worse than	Worse than	Worse than	Worse than	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	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	Worse than	Worse than	Worse than	Met	Met	Met	Met	Met	Met	10%

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	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	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	Better than	Better than	Better than	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%	-	-	-	-	-	-	-	-	-	
Accuracy	100%	99%	99%	-	-	-	-	-	-	-	-	-	-	

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	Worse than	Worse than	Worse than	Worse than	Met	Met	Better than	Met	Better than	Better than	Better than	10%
Negotiations	**29.0**	**Lower**	Better than	Better than	Better than	Better than	Better than	Met	Better than	Better than	Better than	Better than	Better than	Better than	7.5%
Initial Assessments % paid in full	**55.0%**	**Higher**	Met	Met	Met	Met	Met	Met	Met	Met	Met	Met	Met	Met	5%
Ratio of Negotiations to Initial Assessments	**35.0%**	**Lower**	Met	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		83%	-	-	-	-	-	-	-	-	-	-	-	
Accuracy	99%	99%	98%	-	-	-	-	-	-	-	-	-	-	

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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.

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.