

Operational Performance Overview Reports (SOPOR): March 2024

APPLICATIONS

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CRIMINAL															
	Current Benchmark	Better is	Apr-23	May-23	Jun-23	Jul-23	Aug-23	Sep-23	Oct-23	Nov-23	Dec-23	Jan-24	Feb-24	Mar-24	Current Zone defn
First Decision Average Duration (Solemn)	5.10	Lower	Worse than	Worse than	Worse than	Worse than	Worse than	Worse than	Worse than	Worse than	Met	Worse than	Worse than	Worse than	10%
First Decision % Granted (Solemn)	85%	Higher	Met	Met	Met	Met	Met	Worse than	Worse than	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	Worse than	Worse than	Worse than	Worse than	Worse than	Worse than	Worse than	10%
First Decision Average Duration (Summary)	9.00	Lower	Met	Worse than	Met	Met	Met	Met	Met	Met	Met	Worse than	Worse than	Worse than	10%
First Decision % Granted (Summary)	79%	Higher	Met	Better than	Better than	Better than	Met	Met	Met	Better than	Better than	Better than	Better than	Met	2%
% First Decision with Further Work (Summary)	15%	Lower	Met	Better than	Met	Met	Met	Met	Met	Met	Met	Better than	Better than	Better than	10%

Solicitor satisfaction	-	-	-	-	-	-	-	67%	-	-	-	-
Accuracy	98%	98%	98%	98%	98%	99%	99%	99%	99%	99%	99%	99%

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Solicitor satisfaction	-	-	-	-	-	-	-	80%	-	-	-	-
Accuracy	99%	98%	99%	98%	99%	98%	98%	98%	98%	98%	98%	98%

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ACCOUNTS

[illegible]

CRIMINAL

	Current Benchmark	Better is	Apr-23	May-23	Jun-23	Jul-23	Aug-23	Sep-23	Oct-23	Nov-23	Dec-23	Jan-24	Feb-24	Mar-24	Current Zone defn
Average Calendar days to bank:															
Criminal A&A	8.0	Lower	Better than	Better than	Met	Better than	Met	Better than	Met	Met	Worse than	Worse than	Worse than	Worse than	10%
Criminal ABWOR Automatic	6.2	Lower	Met	Met	Met	Met	Met	Met	Met	Met	Met	Worse than	Worse than	Met	5%
Criminal ABWOR Non-automatic	12.3	Lower	Worse than	Met	Met	Better than	Better than	Met	Better than	Better than	Met	Met	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	Met	Met	Met	Met	Met	Met	Met	Met	Met	Worse than	Worse than	Worse than	10%
Solemn	18.1	Lower	Met	Worse than	Worse than	Worse than	Worse than	Worse than	Worse than	Worse than	Worse than	Worse than	Worse than	Worse than	10%
Negotiations	29.0	Lower	Met	Met	Met	Met	Met	Worse than	Worse than	Worse 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	4.0%	Lower	Worse than	Worse than	Worse than	Worse than	Worse than	Worse than	Worse than	Worse than	Met	Better than	Met	Met	10%
Solicitor satisfaction			-	-	-	-	-	-	-	64%	-	-	-	-	
Accuracy			-	-	-	-	-	-	-		-	-	-	-	

CHILDRENS

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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.