

Operational Performance Overview Reports (SOPOR): September 2024

APPLICATIONS

CIVIL

	Current Benchmark	Better is	Oct-23	Nov-23	Dec-23	Jan-24	Feb-24	Mar-24	Apr-24	May-24	Jun-24	Jul-24	Aug-24	Sep-24	Current Zone defn
First Decision Average Duration (AWI)	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%
First Decision % Granted (AWI)	97.0%	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	Met	Better than	Better than	Better than	Better than	Better than	Better than	Better than	Better than	Better than	Better than	Better than	5%
First Decision % Granted (Other)	75.0%	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)	10.0%	Lower	Better than	Better than	Better than	Better than	Better than	Better than	Better than	Better than	Better than	Better than	Met	Met	10%

Solicitor satisfaction	-	64%	-	-	-	-	-	-	-	-	-	-	-	-	-
Accuracy	99%	99%	99%	99%	99%	99%	99%	99%	99%	100%	100%	100%	100%	100%	100%

CRIMINAL

	Current Benchmark	Better is	Oct-23	Nov-23	Dec-23	Jan-24	Feb-24	Mar-24	Apr-24	May-24	Jun-24	Jul-24	Aug-24	Sep-24	Current Zone defn
First Decision Average Duration (Solemn)	6.00	Lower	Worse than	Worse than	Met	Worse than	Worse than	Worse than	Met	Met	Met	Met	Met	Met	10%
First Decision % Granted (Solemn)	83%	Higher	Worse than	Met	Met	Met	Met	Worse than	Met	Met	Met	Met	Met	Met	2%
% First Decision with Further Work (Solemn)	12%	Lower	Worse than	Worse than	Worse than	Worse than	Worse than	Worse than	Met	Met	Met	Met	Met	Met	10%
First Decision Average Duration (Summary)	9.00	Lower	Met	Met	Met	Worse than	Worse than	Worse than	Met	Met	Met	Met	Met	Met	10%
First Decision % Granted (Summary)	81%	Higher	Met	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	Met	Met	Better than	Better than	Better than	Met	Met	Met	Met	Met	Met	10%

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

CHILDRENS

	Current Benchmark	Better is	Oct-23	Nov-23	Dec-23	Jan-24	Feb-24	Mar-24	Apr-24	May-24	Jun-24	Jul-24	Aug-24	Sep-24	Current Zone defn
First Decision Average Duration (Sheriff Court)	7.5	Lower	Better than	Better than	Better than	Met	Worse than	Worse than	Met	Better than	Better than	Better than	Better than	Better than	10%
First Decision % Granted (Sheriff Court)	81.0%	Higher	Better than	Better than	Better than	Better than	Met	Met	Better than	Met	Met	Better than	Better than	Better than	4%
% First Decision with Further Work (Sheriff Court)	8.0%	Lower	Better than	Better than	Better than	Better than	Better than	Better than	Better than	Met	Met	Worse than	Met	Better than	10%

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

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CRIMINAL															
	Current Benchmark	Better is	Oct-23	Nov-23	Dec-23	Jan-24	Feb-24	Mar-24	Apr-24	May-24	Jun-24	Jul-24	Aug-24	Sep-24	Current Zone defn
Average Calendar days to bank:															
Criminal A&A	8.0	Lower	Met	Met	Worse than	Worse than	Worse than	Worse than	Worse than	Worse than	Worse than	Met	Met	Met	10%
Criminal ABWOR Automatic	6.2	Lower	Met	Met	Met	Worse than	Worse than	Met	Met	Met	Met	Met	Met	Met	5%
Criminal ABWOR Non-automatic	12.3	Lower	Better than	Better than	Met	Met	Met	Met	Met	Better than	Better than	Better than	Better than	Better than	10%
Criminal Automatic	6.2	Lower	Met	Met	Met	Met	Met	Met	Met	Met	Met	Met	Worse than	Worse than	5%
Criminal Non-automatic	12.7	Lower	Met	Met	Met	Worse than	Worse than	Worse than	Worse than	Worse than	Worse than	Worse than	Worse than	Worse than	10%
Solemn	18.1	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%
Negotiations	28.0	Lower	Worse than	Worse than	Better than	Better than	Better than	Better than	Met	Met	Met	Met	Met	Met	12.5%
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	Met	Better than	Met	Met	Met	Better than	Better than	Better than	Better than	Met	10%

CHILDRENS															
	Current Benchmark	Better is	Oct-23	Nov-23	Dec-23	Jan-24	Feb-24	Mar-24	Apr-24	May-24	Jun-24	Jul-24	Aug-24	Sep-24	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	Met	Met	Better than	Better than	Better than	Met	Met	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	Better than	10%
Negotiations	28.0	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	12.5%
Initial Assessments % paid in full	57.0%	Higher	Met	Met	Better than	Better than	Better than	Met	Met	Met	Met	Met	Met	Met	5%
Ratio of Negotiations to Initial Assessments	30.0%	Lower	Better than	Better than	Better than	Better than	Better than	Better than	Met	Better than	Better than	Better than	Better than	Better than	10%

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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 2024-2025

Four Civil applications, four Criminal applications and one Children's applications benchmarks were changed from April 2024 onwards.

Three Civil Accounts, one Criminal Accounts and three Children's accounts benchmarks were changed from April 2024 onwards.

These are highlighted in yellow. See text on **Bench Hist** tab for more info.

You can best see the changes by looking at the various charts, e.g. **Accts_BM_Chts** tab.