

Operational Performance Overview Reports (SOPOR): March 2025

ACCOUNTS

CIVIL															
	Current Benchmark	Better is	Apr-24	May-24	Jun-24	Jul-24	Aug-24	Sep-24	Oct-24	Nov-24	Dec-24	Jan-25	Feb-25	Mar-25	Current Zone defn
Average Calendar days to bank:															
Civil A&A & ABWOR	19.0	Lower	Met	Worse than	Worse than	Worse than	Worse than	Worse than	Worse than	Met	Better than	Better than	Better than	Better than	10%
Civil legal aid	25.0	Lower	Better than	Better than	Better than	Met	Met	Worse than	Worse than	Worse than	Met	Met	Met	Met	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	76.0%	Higher	Met	Met	Met	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	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	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Accuracy	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-

CRIMINAL															
	Current Benchmark	Better is	Apr-24	May-24	Jun-24	Jul-24	Aug-24	Sep-24	Oct-24	Nov-24	Dec-24	Jan-25	Feb-25	Mar-25	Current Zone defn
Average Calendar days to bank:															
Criminal A&A	8.0	Lower	Worse than	Worse than	Worse than	Met	Met	Met	Better than	Better than	Met	Met	Met	Met	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	Met	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	6.2	Lower	Met	Met	Met	Met	Worse than	Worse than	Worse than	Met	Met	Met	Met	Met	5%
Criminal Non-automatic	12.7	Lower	Worse than	Worse than	Worse than	Worse than	Worse than	Worse than	Met	Met	Met	Met	Met	Met	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	Met	10%
Negotiations	28.0	Lower	Met	Met	Met	Met	Met	Met	Better than	Better than	Better than	Better than	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	Met	Better than	Better than	Better than	Better than	Met	Met	Met	Met	Met	Met	Met	10%

Solicitor satisfaction	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Accuracy	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-

CHILDRENS															
	Current Benchmark	Better is	Apr-24	May-24	Jun-24	Jul-24	Aug-24	Sep-24	Oct-24	Nov-24	Dec-24	Jan-25	Feb-25	Mar-25	Current Zone defn
Average Calendar days to bank:															
Childrens A&A & ABWOR	17.0	Lower	Met	Better than	Better than	Better than	Met	Met	Met	Met	Met	Better than	Better than	Better than	10%
Childrens legal aid	20.0	Lower	Better than	Better than	Better than	Better than	Better than	Better than	Met	Met	Met	Met	Better than	Better than	10%
Negotiations	28.0	Lower	Better than	Better than	Better than	Better than	Better than	Better than	Worse than	Worse than	Worse than	Better than	Better than	Better than	12.5%
Initial Assessments % paid in full	57.0%	Higher	Met	Met	Met	Met	Met	Met	Met	Better than	Better than	Better than	Better than	Better than	5%
Ratio of Negotiations to Initial Assessments	30.0%	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	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Accuracy	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-

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.