

Operational Performance Overview Reports (SOPOR): June 2025

APPLICATIONS

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CRIMINAL

	Current Benchmark	Better is	Jul-24	Aug-24	Sep-24	Oct-24	Nov-24	Dec-24	Jan-25	Feb-25	Mar-25	Apr-25	May-25	Jun-25	Current Zone defn
First Decision Average Duration (Solemn)	6.00	Lower	Met	Met	Met	Met	Met	Met	Met	Met	Met	Met	Met	Met	10%
First Decision % Granted (Solemn)	83%	Higher	Met	Met	Met	Met	Met	Met	Met	Met	Met	Met	Met	Better than	2%
% First Decision with Further Work (Solemn)	12%	Lower	Met	Met	Met	Worse than	Met	Worse than	Met	Worse than	Worse than	Worse than	Met	Better than	10%
First Decision Average Duration (Summary)	9.00	Lower	Met	Met	Met	Met	Better than	Better than	Better than	Better than	Better than	Met	Met	Met	10%
First Decision % Granted (Summary)	81%	Higher	Met	Met	Met	Met	Met	Met	Better than	Better than	Better than	Met	Better than	Better than	2%
% First Decision with Further Work (Summary)	15%	Lower	Met	Met	Met	Met	Met	Met	Better than	Met	Met	Met	Better than	Better than	10%

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

CHILDRENS

	Current Benchmark	Better is	Jul-24	Aug-24	Sep-24	Oct-24	Nov-24	Dec-24	Jan-25	Feb-25	Mar-25	Apr-25	May-25	Jun-25	Current Zone defn
First Decision Average Duration (Sheriff Court)	6.0	Lower	Better than	Better than	Better than	Better than	Better than	Better than	Better than	Better than	Better than	Met	Met	Met	10%
First Decision % Granted (Sheriff Court)	81.0%	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 (Sheriff Court)	8.0%	Lower	Worse than	Met	Better than	Better than	Better than	Better than	Met	Better than	Met	Better than	Better than	Better than	10%

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ACCOUNTS

CIVIL															
	Current Benchmark	Better is	Jul-24	Aug-24	Sep-24	Oct-24	Nov-24	Dec-24	Jan-25	Feb-25	Mar-25	Apr-25	May-25	Jun-25	Current Zone defn
Average Calendar days to bank:															
Civil A&A & ABWOR	17.0	Lower	Worse than	Worse than	Worse than	Worse than	Met	Better than	Better than	Better than	Better than	Met	Met	Met	10%
Civil legal aid	25.0	Lower	Met	Met	Worse than	Worse than	Worse than	Met	Met	Met	Met	Met	Worse than	Worse than	10%
Negotiations	23.0	Lower	Better than	Better than	Better than	Better than	Better than	Better than	Better than	Better than	Better than	Met	Met	Met	12.5%
Initial Assessments % paid in full	80.0%	Higher	Better than	Better than	Better than	Better than	Better than	Better than	Better than	Better than	Better than	Met	Met	Met	5%
Ratio of Negotiations to Initial Assessments	9.0%	Lower	Better than	Better than	Better than	Better than	Better than	Better than	Better than	Better than	Better than	Met	Met	Met	10%

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

CRIMINAL															
	Current Benchmark	Better is	Jul-24	Aug-24	Sep-24	Oct-24	Nov-24	Dec-24	Jan-25	Feb-25	Mar-25	Apr-25	May-25	Jun-25	Current Zone defn
Average Calendar days to bank:															
Criminal A&A	8.0	Lower	Met	Met	Met	Better than	Better than	Met	Met	Met	Met	Better than	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	10.0	Lower	Better than	Better than	Better than	Better than	Better than	Better than	Better than	Better than	Better than	Met	Met	Worse than	10%
Criminal Automatic	6.2	Lower	Met	Worse than	Worse than	Worse than	Met	Met	Met	Met	Met	Met	Met	Met	5%
Criminal Non-automatic	12.7	Lower	Worse than	Worse than	Worse than	Met	Met	Met	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	Met	Met	Met	Better than	10%
Negotiations	23.0	Lower	Met	Met	Met	Better than	Better than	Better than	Better than	Met	Met	Met	Met	Better than	12.5%
Initial Assessments % paid in full	93.0%	Higher	Met	Met	Met	Met	Met	Met	Met	Met	Met	Met	Met	Met	3%
Ratio of Negotiations to Initial Assessments	4.0%	Lower	Better than	Better than	Met	Met	Met	Met	Met	Met	Met	Better than	Better than	Met	10%

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

CHILDRENS															
	Current Benchmark	Better is	Jul-24	Aug-24	Sep-24	Oct-24	Nov-24	Dec-24	Jan-25	Feb-25	Mar-25	Apr-25	May-25	Jun-25	Current Zone defn
Average Calendar days to bank:															
Childrens A&A & ABWOR	17.0	Lower	Better than	Met	Met	Met	Met	Met	Better than	Better than	Better than	Better than	Met	Met	10%
Childrens legal aid	19.0	Lower	Better than	Better than	Better than	Met	Met	Met	Met	Better than	Better than	Better than	Better than	Met	10%
Negotiations	23.0	Lower	Better than	Better than	Better than	Worse than	Worse than	Worse than	Better than	Better than	Better than	Met	Worse than	Worse than	12.5%
Initial Assessments % paid in full	57.0%	Higher	Met	Met	Met	Met	Better than	Better than	Better than	Better than	Better than	Better than	Better than	Better than	5%
Ratio of Negotiations to Initial Assessments	26.0%	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	-	-	-	-	-	-	-	-	-	-	-	-	-	-	

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.

Accounts:

- Solicitor Accounts only.

- Accuracy is a measure for all application and all solicitor account types.

BENCHMARKS 2025-2026

Two Civil applications, no Criminal applications and one Children's applications benchmarks were changed from April 2025 onwards.

Four Civil Accounts, three Criminal Accounts, one of which was a zone definition and three Children's accounts benchmarks were changed from April 2025 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.