



Operational Performance Overview Reports (SOPOR): September 2025

APPLICATIONS

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

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

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ACCOUNTS

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

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

CRIMINAL															
	Current Benchmark	Better is	Oct-24	Nov-24	Dec-24	Jan-25	Feb-25	Mar-25	Apr-25	May-25	Jun-25	Jul-25	Aug-25	Sep-25	Current Zone defn
Average Calendar days to bank:															
Criminal A&A	8.0	Lower	Better than	Better than	Met	Met	Met	Met	Better than	Met	Met	Met	Met	Better than	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	Met	Met	Worse than	Worse than	Met	Better than	10%
Criminal Automatic	6.2	Lower	Worse than	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	Better than	Better than	Better than	10%
Solemn	18.1	Lower	Worse than	Worse than	Worse than	Worse than	Worse than	Met	Met	Met	Better than	Better than	Better than	Met	10%
Negotiations	23.0	Lower	Better than	Better than	Better than	Better than	Met	Met	Met	Met	Better than	Met	Met	Worse 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	Met	Met	Met	Met	Met	Met	Better than	Better than	Met	Met	Better than	Better than	10%

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

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