Operational Performance Overview Reports (SOPOR): September 2026

APPLICATIONS

CIVIL

	Current Benchmark	Better is	Oct-25	Nov-25	Dec-25	Jan-26	Feb-26	Mar-26	Apr-26	May-26	Jun-26	Jul-26	Aug-26	Sep-26	Current Zone defn
First Decision Average Duration (AWI)	9.0	Lower	Better than	Better than	Better than	Better than	Better than	Better than	Better than	Better than	Met	Met	Met	Better than	15%
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)	61.0	Lower	Better than	Better than	Better than	Met	Worse than	Worse than	Worse than	Met	Met	Met	Met	Met	5%
First Decision % Granted (Other)	78.0%	Higher	Better than	Better than	Better than	Better than	Better than	Better than	Better than	Better than	Met	Met	Met	Met	4%
% First Decision with Further Work (Other)	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	78%	-	-	-	-	-	-	-	-	-	-	-	-	-
Accuracy	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

CRIMINAL

	Current Benchmark	Better is	Oct-25	Nov-25	Dec-25	Jan-26	Feb-26	Mar-26	Apr-26	May-26	Jun-26	Jul-26	Aug-26	Sep-26	Current Zone defn
First Decision Average Duration (Solemn)	6.00	Lower	Better than	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	Met	2%
% First Decision with Further Work (Solemn)	12%	Lower	Met	Met	Met	Met	Met	Met	Met	Met	Met	Met	Worse than	Worse than	10%
First Decision Average Duration (Summary)	9.00	Lower	Better than	Better than	Better than	Met	Met	Met	Met	Met	Met	Met	Met	Met	10%
First Decision % Granted (Summary)	81%	Higher	Better than	Better than	Met	Met	Met	Met	Met	Met	Met	Met	Met	Met	2%
% First Decision with Further Work (Summary)	15%	Lower	Better than	Met	Met	Met	Better than	Better than	Better than	Better than	Better than	Met	Met	Met	10%

Solicitor satisfaction	68%	-	-	-	-	-	-	-	-	-	-	-	-	-
Accuracy	99%	100%	99%	99%	99%	99%	99%	99%	99%	99%	99%	99%	98%	98%

CHILDRENS

	Current Benchmark	Better is	Oct-25	Nov-25	Dec-25	Jan-26	Feb-26	Mar-26	Apr-26	May-26	Jun-26	Jul-26	Aug-26	Sep-26	Current Zone defn
First Decision Average Duration (Sheriff Court)	6.0	Lower	Better than	Better than	Better than	Better than	Met	Met	Met	Met	Met	Met	Better than	Better than	10%
First Decision % Granted (Sheriff Court)	85.0%	Higher	Better than	Better than	Better than	Better than	Better than	Better than	Met	Met	Met	Better than	Better than	Better than	4%
% First Decision with Further Work (Sheriff Court)	5.0%	Lower	Better than	Better than	Better than	Better than	Better than	Better than	Better than	Better than	Met	Met	Better than	Better than	10%

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

Operational Performance Overview Reports (SOPOR): September 2026

ACCOUNTS

CIVIL

	Current Benchmark	Better is	Oct-25	Nov-25	Dec-25	Jan-26	Feb-26	Mar-26	Apr-26	May-26	Jun-26	Jul-26	Aug-26	Sep-26	Current Zone defn
Average Calendar days to bank:															
Civil A&A & ABWOR	**17.0**	**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%
Civil legal aid	**25.0**	**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	**23.0**	**Lower**	Worse than	Worse than	Worse than	Worse than	Met	Worse than	Worse than	Met	Met	Met	Met	Worse than	12.5%
Initial Assessments % paid in full	**80.0%**	**Higher**	Met	Met	Met	Met	Met	Met	Met	Met	Met	Met	Met	Met	5%
Ratio of Negotiations to Initial Assessments	**9.0%**	**Lower**	Worse than	Worse than	Met	Met	Met	Met	Worse than	Worse than	Worse than	Worse than	Worse than	Worse than	10%

Solicitor satisfaction	68%	-	-	-	-	-	-	-	-	-	-	-	-	
Accuracy	-	-	-	-	-	-	-	-	-	-	-	-	-	

CRIMINAL

	Current Benchmark	Better is	Oct-25	Nov-25	Dec-25	Jan-26	Feb-26	Mar-26	Apr-26	May-26	Jun-26	Jul-26	Aug-26	Sep-26	Current Zone defn
Average Calendar days to bank:															
Criminal A&A	**8.0**	**Lower**	Better than	Better than	Met	Worse than	Worse than	Worse than	Met	Met	Met	Met	Met	Met	10%
Criminal ABWOR Automatic	**6.2**	**Lower**	Met	Met	Met	Worse than	Met	Met	Met	Met	Met	Met	Met	Met	5%
Criminal ABWOR Non-automatic	**10.0**	**Lower**	Met	Met	Worse than	Met	Met	Better than	Better than	Met	Met	Met	Better than	Met	10%
Criminal Automatic	**6.2**	**Lower**	Met	Met	Met	Met	Met	Met	Met	Met	Met	Met	Met	Met	5%
Criminal Non-automatic	**12.0**	**Lower**	Better than	Better than	Met	Worse than	Worse than	Met	Met	Worse than	Worse than	Worse than	Worse than	Worse than	10%
Solemn	**18.0**	**Lower**	Met	Met	Met	Worse than	Worse than	Worse than	Worse than	Worse than	Worse than	Worse than	Worse than	Worse than	10%
Negotiations	**23.0**	**Lower**	Worse than	Worse than	Worse than	Worse than	Met	Worse than	Worse than	Worse than	Worse than	Worse than	Worse than	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	Better than	Better than	Better than	Met	Met	Met	Better than	Met	Met	10%

Solicitor satisfaction	66%	-	-	-	-	-	-	-	-	-	-	-	-	
Accuracy	-	-	-	-	-	-	-	-	-	-	-	-	-	

CHILDRENS

	Current Benchmark	Better is	Oct-25	Nov-25	Dec-25	Jan-26	Feb-26	Mar-26	Apr-26	May-26	Jun-26	Jul-26	Aug-26	Sep-26	Current Zone defn
Average Calendar days to bank:															
Childrens A&A & ABWOR	**17.0**	**Lower**	Met	Met	Met	Met	Met	Met	Met	Met	Met	Worse than	Worse than	Worse than	10%
Childrens legal aid	**19.0**	**Lower**	Worse than	Worse than	Worse than	Worse than	Met	Met	Met	Met	Met	Worse than	Worse than	Worse than	10%
Negotiations	**23.0**	**Lower**	Worse than	Worse 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	**62.0%**	**Higher**	Better than	Better than	Better than	Better than	Better than	Better than	Better than	Better than	Met	Met	Worse than	Worse than	5%
Ratio of Negotiations to Initial Assessments	**24.0%**	**Lower**	Better than	Better than	Better than	Better than	Better than	Better than	Met	Worse than	Worse 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 2026-2027

Two Civil applications, no Criminal applications and two Children's applications benchmarks were changed from April 2026 onwards.

No Civil Accounts, two Criminal Accounts and two Children's accounts benchmarks were changed from April 2026 onwards.