



# Operational Performance Overview Reports (SOPOR): June 2019

## APPLICATIONS

CIVIL	Benchmark	Better is	Jul-18	Aug-18	Sep-18	Oct-18	Nov-18	Dec-18	Jan-19	Feb-19	Mar-19	Apr-19	May-19	Jun-19
First Decision Average Duration (AWI)	23.0	Lower	Better than	Better than	Better than	Better than	Met	Met	Met	Better than	Better than	Better than	Better than	Better than
First Decision % Granted (AWI)	96.0%	Higher	Met	Better than	Better than	Met	Met	Met	Met	Met	Better than	Better than	Better than	Better than
First Decision Average Duration (Other)	70.0	Lower	Met	Met	Met	Met	Met	Met	Worse than	Worse than	Worse than	Worse than	Met	Met
First Decision % Granted (Other)	63.0%	Higher	Met	Met	Better than	Met	Met	Met	Better than	Better than	Better than	Better than	Better than	Better than
% First Decision with Further Work (Other)	18.0%	Lower	Met	Met	Met	Worse than	Met	Met	Met	Met	Met	Met	Met	Met

	Current	Previous	Before that
Solicitor Satisfaction	Jun-19 67%	Mar-19 70%	Jul-18 63%

Accuracy	Jun-19	May-19	Apr-19
	99%	99%	99%

CRIMINAL	Benchmark	Better is	Jul-18	Aug-18	Sep-18	Oct-18	Nov-18	Dec-18	Jan-19	Feb-19	Mar-19	Apr-19	May-19	Jun-19
First Decision Average Duration (Solemn)	5.1	Lower	Met	Met	Met	Met	Met	Met	Worse than	Worse than	Worse than	Met	Met	Met
First Decision % Granted (Solemn)	85.0%	Higher	Met	Met	Met	Met	Met	Met	Met	Met	Met	Met	Met	Met
% First Decision with Further Work Solemn	9.0%	Lower	Met	Met	Worse than	Met	Met	Met	Met	Met	Met	Worse than	Met	Met
First Decision Average Duration (Summary)	10.0	Lower	Met	Better than	Better than	Better than	Met	Met	Met	Worse than	Met	Met	Better than	Better than
First Decision % Granted (Summary)	79.5%	Higher	Worse than	Met	Met	Met	Met	Met	Better than	Met	Better than	Better than	Better than	Met
% First Decision with Further Work Summary	16%	Lower	Met	Worse than	Worse than	Met	Met	Better than	Better than	Better than	Met	Better than	Better than	Better than

	Current	Previous	Before that
Solicitor Satisfaction	May-19 84%	Sep-18 70%	Jun-18 70%

Accuracy	Jun-19	May-19	Apr-19
	99%	99%	99%

CHILDREN'S	Benchmark	Better is	Jul-18	Aug-18	Sep-18	Oct-18	Nov-18	Dec-18	Jan-19	Feb-19	Mar-19	Apr-19	May-19	Jun-19
First Decision Average Duration (Sheriff Court)	8.0	Lower	Worse than	Met	Better than	Better than	Met	Met	Worse than	Worse than	Met	Better than	Met	Met
First Decision % Granted (Sheriff Court)	80.0%	Higher	Met	Met	Met	Met	Met	Met	Met	Met	Met	Met	Met	Met
% First Decision with Further Work (Sheriff)	10.0%	Lower	Met	Met	Better than	Better than	Met	Met	Better than	Better than	Met	Better than	Better than	Better than

	Current	Previous	Before that
Solicitor Satisfaction	Apr-19 79%	Aug-18 67%	May-18 68%

Accuracy	Jun-19	May-19	Apr-19
	97%	98%	98%



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## ACCOUNTS

CIVIL	Benchmark	Better is	Jul-18	Aug-18	Sep-18	Oct-18	Nov-18	Dec-18	Jan-19	Feb-19	Mar-19	Apr-19	May-19	Jun-19
<b>Average calendar days to bank:</b>														
- Civil A&A & ABWOR	22.1	Lower	Better than	Met	Met	Met	Worse than	Worse than	Worse than	Worse than	Worse than	Worse than	Worse than	Worse than
- Civil legal aid	24.2	Lower	Met	Met	Met	Met	Worse than	Worse than	Worse than	Met	Met	Met	Met	Met
- Negotiations	50.6	Lower	Better than	Better than	Better than	Met	Met	Met	Met	Met	Met	Met	Met	Better than
<b>Initial Assessments % paid in full</b>	63.2%	Higher	Met	Met	Met	Met	Met	Met	Met	Met	Met	Met	Met	Met
<b>Ratio of Negotiations to Initial Assessments</b>	14.1%	Lower	Worse than	Worse than	Worse than	Worse than	Met	Met	Met	Met	Met	Worse than	Worse than	Worse than

	Current	Previous	Before that
Solicitor Satisfaction	Jun-19 61%	Mar-19 48%	Jul-18 48%

Accuracy	Jun-19	May-19	Apr-19
	95%	95%	95%

CRIMINAL	Benchmark	Better is	Jul-18	Aug-18	Sep-18	Oct-18	Nov-18	Dec-18	Jan-19	Feb-19	Mar-19	Apr-19	May-19	Jun-19
<b>Average calendar days to bank:</b>														
- Criminal A&A	9.6	Lower	Better than	Met	Met	Worse than	Worse than	Worse than	Worse than	Met	Met	Met	Met	Met
- Criminal ABWOR Auto	6.4	Lower	Met	Met	Met	Met	Better than	Met	Met	Worse than	Met	Met	Met	Met
- Criminal ABWOR Non auto	12.3	Lower	Worse than	Worse than	Worse than	Worse than	Worse than	Worse than	Worse than	Met	Met	Met	Met	Met
- Criminal Auto	6.4	Lower	Met	Met	Met	Met	Better than	Met	Worse than	Worse than	Met	Met	Met	Met
- Criminal Non auto	12.7	Lower	Met	Met	Worse than	Worse than	Worse than	Worse than	Worse than	Worse than	Worse than	Worse than	Worse than	Worse than
- Solemn	18.1	Lower	Met	Worse than	Worse than	Worse than	Worse than	Worse than	Worse than	Worse than	Worse than	Worse than	Worse than	Worse than
- Negotiations	39.9	Lower	Better than	Better than	Better than	Met	Met	Better than	Better than	Better than	Better than	Better than	Better than	Better than
<b>Initial Assessments % paid in full</b>	93.0%	Higher	Met	Met	Met	Met	Met	Met	Met	Met	Met	Met	Met	Met
<b>Ratio of Negotiations to Initial Assessments</b>	4.5%	Lower	Met	Met	Met	Met	Met	Met	Met	Met	Met	Met	Met	Met

	Current	Previous	Before that
Solicitor Satisfaction	May-19 72%	Sep-18 69%	Jun-18 72%

Accuracy	Jun-19	May-19	Apr-19
	97%	97%	98%

CHILDREN'S	Benchmark	Better is	Jul-18	Aug-18	Sep-18	Oct-18	Nov-18	Dec-18	Jan-19	Feb-19	Mar-19	Apr-19	May-19	Jun-19
<b>Average calendar days to bank:</b>														
- Children's A&A & ABWOR	23.0	Lower	Better than	Better than	Better than	Better than	Better than	Met	Worse than	Worse than	Met	Met	Met	Worse than
- Children's legal aid	23.0	Lower	Better than	Better than	Better than	Better than	Better than	Met	Worse than	Worse than	Worse than	Worse than	Worse than	Worse than
- Negotiations	31.4	Lower	Better than	Met	Met	Met	Met	Met	Met	Met	Met	Met	Worse than	Met
<b>Initial Assessments % paid in full</b>	35.3%	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
<b>Ratio of Negotiations to Initial Assessments</b>	19.3%	Lower	Met	Met	Worse than	Worse than	Worse than	Worse than	Worse than	Worse than	Worse than	Worse than	Worse than	Worse than

	Current	Previous	Before that
Solicitor Satisfaction	Apr-19 62%	Aug-18 58%	May-18 59%

Accuracy	Jun-19	May-19	Apr-19
	99%	98%	98%