



# SLAB Operational Performance Overview Reports (SOPOR): Q3

## October-December 2018

### APPLICATIONS

	CIVIL		SUMMARY		SOLEMN		CHILDRENS	
	2018/19	2017/18	2018/19	2017/18	2018/19	2017/18	2018/19	2017/18
Calendar Days								
First Decision Avg Duration	74	71	9.8	10.3	5.1	5.4	8.1	8.1
First Decision % Granted	65%	64%	80%	79%	86%	87%	80%	78%
Ratio of Further Work to First Decision	18%	23%	15%	16%	9%	9%	10%	10%

	CIVIL	
	2018/19	2017/18
Solicitor Satisfaction*	63%	
Accuracy (4)	99%	99%
Accuracy (2,3,4)	100%	100%

	CRIMINAL	
	2018/19	2017/18
	70%	
	99%	97%
	99%	99%

	CHILDRENS	
	2018/19	2017/18
	67%	
	97%	94%
	99%	98%

### ACCOUNTS

	CIVIL	
	2018/19	2017/18
Avg Calendar days to bank		
- Initial Assessments	29	26
- Negotiations	57	64
- Combined	33	31
Initial Assessments % paid in full	64%	64%
Ratio of Negotiations to Initial Assessment	13%	14%

	CRIMINAL	
	2018/19	2017/18
	15	11
	39	106
	16	16
	89%	86%
	4%	5%

	CHILDRENS	
	2018/19	2017/18
	23	20
	33	31
	26	22
	50%	54%
	28%	15%

	CIVIL	
	2018/19	2017/18
Solicitor Satisfaction*	48%	
Accuracy (4)	96%	98%
Accuracy (2,3,4)	97%	98%

	CRIMINAL	
	2018/19	2017/18
	68%	
	97%	97%
	99%	98%

	CHILDRENS	
	2018/19	2017/18
	58%	
	97%	84%
	99%	96%

### NOTES:

2018/19 = 3 mths to Dec.18

2017/18 = 3 mths to Dec.17

\*Solicitor satisfaction surveys have been suspended.

#### Applications:

- % Granted = Num Grants / Total Num Decisions.

- Civil comprise non-AWI cases only.

Accounts:

- Solicitor accounts only.