



SLAB Operational Performance Overview Reports (SOPOR): Q4 January-March 2019

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	78	73	10.3	10.7	5.6	5.2	8.4	9.5
First Decision % Granted	68%	60%	81%	79%	86%	87%	79%	75%
Ratio of Further Work to First Decision	17%	24%	16%	18%	9%	8%	10%	11%

	CIVIL	
	2018/19	2017/18
Solicitor Satisfaction*	70%	
Accuracy (4)	100%	99%
Accuracy (2,3,4)	100%	99%

CRIMINAL	
2018/19	2017/18
70%	
99%	97%
99%	98%

CHILDRENS	
2018/19	2017/18
67%	
100%	97%
100%	99%

ACCOUNTS

	CIVIL	
	2018/19	2017/18
Avg Calendar days to bank		
- Initial Assessments	27	20
- Negotiations	63	62
- Combined	31	25
Initial Assessments % paid in full	61%	61%
Ratio of Negotiations to Initial Assessments	14%	12%

CRIMINAL	
2018/19	2017/18
12	10
33	275
13	25
89%	88%
4%	6%

CHILDRENS	
2018/19	2017/18
25	19
34	39
27	22
43%	48%
30%	14%

	CIVIL	
	2018/19	2017/18
Solicitor Satisfaction*	48%	
Accuracy (4)	95%	97%
Accuracy (2,3,4)	96%	99%

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

CHILDRENS	
2018/19	2017/18
58%	
98%	88%
99%	97%

NOTES:

2018/19 = 3 months to March 2019

2017/18 = 3 months to March 2018

*Solicitor satisfaction surveys have been suspended.

Applications:

- % Granted = Num Grants / Total Num Decisions.

- Civil comprise non-AWI cases only.

Accounts:

- Solicitor accounts only.