



# Operational Performance Overview Reports (SOPOR): September 2019

## APPLICATIONS

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

Solicitor satisfaction	-	-	-	-	-	-	-	70%	-	-	67%	-	-	-
Accuracy	99%	99%	99%	99%	99%	99%	100%	100%	99%	99%	99%	99%	99%	99%

CRIMINAL														
	Benchmark	Better is	Oct-18	Nov-18	Dec-18	Jan-19	Feb-19	Mar-19	Apr-19	May-19	Jun-19	Jul-19	Aug-19	Sep-19
First Decision Average Duration (Solemn)	5.10	Lower	Met	Met	Met	Worse than	Worse than	Worse than	Met	Met	Met	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	Met	Met	Met	Met	Worse than	Met	Met	Met	Worse than	Worse than
First Decision Average Duration (Summary)	10.0	Lower	Better than	Met	Met	Met	Worse than	Met	Met	Better than	Better than	Better than	Better than	Better than
First Decision % Granted (Summary)	79.5%	Higher	Met	Met	Met	Better than	Met	Better than	Better than	Better than	Met	Better than	Better than	Better than
% First Decision with Further Work (Summary)	16%	Lower	Met	Met	Better than	Better than	Better than	Met	Better than	Better than	Better than	Better than	Better than	Better than

Solicitor satisfaction	-	-	-	-	-	-	-	-	-	84%	-	-	69%	-
Accuracy	99%	99%	99%	99%	99%	99%	100%	99%	99%	99%	99%	99%	99%	99%

CHILDRENS														
	Benchmark	Better is	Oct-18	Nov-18	Dec-18	Jan-19	Feb-19	Mar-19	Apr-19	May-19	Jun-19	Jul-19	Aug-19	Sep-19
First Decision Average Duration (Sheriff Court)	8.0	Lower	Better than	Met	Met	Worse than	Worse than	Met	Better than	Met	Met	Met	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 Court)	10.0%	Lower	Better than	Met	Met	Better than	Better than	Met	Better than	Better than	Better than	Better than	Met	Met

Solicitor satisfaction	-	-	-	-	-	-	-	-	79%	-	-	80%	-	-
Accuracy	99%	98%	97%	97%	97%	97%	97%	98%	98%	98%	97%	99%	98%	99%



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## ACCOUNTS

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

<b>Solicitor satisfaction</b>	-	-	-	-	-	-	-	48%	-	-	61%	-	-	-
<b>Accuracy</b>	96%	96%	96%	95%	96%	95%	95%	95%	95%	95%	95%	95%	98%	99%

<b>CRIMINAL</b>														
	Benchmark	Better is	Oct-18	Nov-18	Dec-18	Jan-19	Feb-19	Mar-19	Apr-19	May-19	Jun-19	Jul-19	Aug-19	Sep-19
<b>Average Calendar days to bank:</b>														
Criminal A&A	9.6	Lower	Worse than	Worse than	Worse than	Worse than	Met	Met	Met	Met	Met	Better than	Better than	Better than
Criminal ABWOR Automatic	6.4	Lower	Met	Better than	Met	Met	Worse than	Met	Met	Met	Met	Met	Met	Met
Criminal ABWOR Non-automatic	12.3	Lower	Worse than	Worse than	Worse than	Worse than	Met	Met	Met	Met	Met	Better than	Better than	Better than
Criminal Automatic	6.4	Lower	Met	Better than	Met	Worse than	Worse than	Met	Met	Met	Met	Met	Met	Met
Criminal Non-automatic	12.7	Lower	Worse than	Worse than	Worse than	Worse than	Worse than	Worse than	Worse than	Worse than	Worse than	Worse than	Met	Met
Solemn	18.1	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
Negotiations	39.9	Lower	Met	Met	Better than	Better than	Better than	Better than	Better than	Better than	Better than	Better than	Better than	Better than
<b>93.0%</b>	<b>Higher</b>	Met	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

<b>Solicitor satisfaction</b>	-	-	-	-	-	-	-	-	-	72%	-	-	65%	-
<b>Accuracy</b>	98%	98%	97%	98%	98%	99%	98%	97%	97%	97%	97%	99%	100%	

<b>CHILDRENS</b>														
	Benchmark	Better is	Oct-18	Nov-18	Dec-18	Jan-19	Feb-19	Mar-19	Apr-19	May-19	Jun-19	Jul-19	Aug-19	Sep-19
<b>Average Calendar days to bank:</b>														
Childrens A&A & ABWOR	23.0	Lower	Better than	Better than	Met	Worse than	Worse than	Met	Met	Met	Worse than	Met	Better than	Better than
Childrens legal aid	23.0	Lower	Better than	Better than	Met	Worse than	Worse than	Worse than	Worse than	Worse than	Worse than	Met	Better than	Better than
Negotiations	31.4	Lower	Met	Met	Met	Met	Met	Met	Met	Worse than	Met	Met	Better than	Better than
<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	Worse than	Worse than	Worse than	Worse than	Worse than	Worse than	Worse than	Worse than	Worse than	Worse than	Worse than	Worse than

<b>Solicitor satisfaction</b>	-	-	-	-	-	-	-	-	62%	-	-	62%	-	-
<b>Accuracy</b>	97%	98%	97%	96%	96%	98%	98%	98%	99%	98%	98%	99%	97%	