



# Operational Performance Overview Reports (SOPOR): December 2019

## APPLICATIONS

### GENERAL NOTES:

All figures are 3 month averages to the month shown.

**Applications** - Durations are average calendar days.

**Applications** - % Granted = Number of Grants / Total Number of Decisions.

**Accounts** - Solicitor Accounts only.

CIVIL	Benchmark	Better is	Jan-19	Feb-19	Mar-19	Apr-19	May-19	Jun-19	Jul-19	Aug-19	Sep-19	Oct-19	Nov-19	Dec-19
First Decision Average Duration (AWI)	23.0	Lower	Met	Better than	Better than	Better than	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	Better than	Better than	Better than	Better than	Better than	Better than	Better than	Better than	Met	Met
First Decision Average Duration (Other)	70.0	Lower	Worse than	Worse than	Worse than	Worse than	Met	Met	Met	Met	Worse than	Met	Met	Met
First Decision % Granted (Other)	63.0%	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
% First Decision with Further Work (Other)	18.0%	Lower	Met	Met	Met	Met	Met	Met	Met	Better than	Better than	Better than	Better than	Better than
Solicitor satisfaction			-	-	70%	-	-	67%	-	-	-	-	-	-
Accuracy			99%	100%	100%	99%	99%	99%	99%	99%	99%	99%	100%	100%

CRIMINAL	Benchmark	Better is	Jan-19	Feb-19	Mar-19	Apr-19	May-19	Jun-19	Jul-19	Aug-19	Sep-19	Oct-19	Nov-19	Dec-19
First Decision Average Duration (Solemn)	5.10	Lower	Worse than	Worse than	Worse than	Met	Met	Met	Met	Met	Met	Met	Met	Better than
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	Worse than	Met	Met	Met	Worse than	Worse than	Met	Met	Met
First Decision Average Duration (Summary)	10.0	Lower	Met	Worse than	Met	Met	Better than	Better than	Better than	Better than	Better than	Better than	Better than	Better than
First Decision % Granted (Summary)	79.5%	Higher	Better than	Met	Better than	Better than	Better than	Met	Better than	Better than	Better than	Better than	Better than	Met
% First Decision with Further Work (Summary)	16%	Lower	Better than	Better than	Met	Better than	Better than	Better than	Better than	Better than	Better than	Better than	Met	Better than
Solicitor satisfaction			-	-	-	-	84%	-	-	69%	-	-	-	-
Accuracy			99%	100%	99%	99%	99%	99%	99%	99%	99%	99%	99%	99%

CHILDRENS	Benchmark	Better is	Jan-19	Feb-19	Mar-19	Apr-19	May-19	Jun-19	Jul-19	Aug-19	Sep-19	Oct-19	Nov-19	Dec-19
First Decision Average Duration (Sheriff Court)	8.0	Lower	Worse than	Worse than	Met	Better than	Met	Met	Met	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	Better than	Met	Met	Better than	Better than	Better than	Met	Met	Met	Better than	Better than
Solicitor satisfaction			-	-	-	79%	-	-	80%	-	-	-	-	-
Accuracy			97%	97%	98%	98%	98%	97%	99%	98%	99%	98%	99%	98%



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## ACCOUNTS

CIVIL														
	Benchmark	Better is	Jan-19	Feb-19	Mar-19	Apr-19	May-19	Jun-19	Jul-19	Aug-19	Sep-19	Oct-19	Nov-19	Dec-19
<b>Average Calendar days to bank:</b>														
Civil A&A & ABWOR	22.1	Lower	Worse than	Worse than	Worse than	Worse than	Worse than	Worse than	Worse than	Worse than	Worse than	Worse than	Met	Met
Civil legal aid	24.2	Lower	Worse than	Met	Met	Met	Met	Met	Met	Met	Met	Met	Met	Met
Negotiations	50.6	Lower	Met	Met	Met	Met	Met	Better than	Better than	Met	Met	Met	Better than	Better than
<b>Initial Assessments % paid in full</b>	<b>63.2%</b>	<b>Higher</b>	Met	Met	Met	Met	Met	Met	Met	Better than	Better than	Met	Met	Met
<b>Ratio of Negotiations to Initial Assessments</b>	<b>14.1%</b>	<b>Lower</b>	Met	Met	Met	Worse than	Worse than	Worse than	Worse than	Met	Met	Met	Met	Worse than
<b>Solicitor satisfaction</b>			-	-	48%	-	-	61%	-	-	-	-	-	-
<b>Accuracy</b>			95%	96%	95%	95%	95%	95%	95%	98%	99%	99%	98%	98%

CRIMINAL														
	Benchmark	Better is	Jan-19	Feb-19	Mar-19	Apr-19	May-19	Jun-19	Jul-19	Aug-19	Sep-19	Oct-19	Nov-19	Dec-19
<b>Average Calendar days to bank:</b>														
Criminal A&A	9.6	Lower	Worse than	Met	Met	Met	Met	Met	Better than	Better than	Better than	Better than	Met	Met
Criminal ABWOR Automatic	6.4	Lower	Met	Worse than	Met	Met	Met	Met	Met	Met	Met	Met	Met	Met
Criminal ABWOR Non-automatic	12.3	Lower	Worse than	Met	Met	Met	Met	Met	Better than	Better than	Better than	Met	Met	Met
Criminal Automatic	6.4	Lower	Worse than	Worse than	Met	Met	Met	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	Met	Met	Met	Worse than	Worse than
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	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>Initial Assessments % paid in full</b>	<b>93.0%</b>	<b>Higher</b>	Met	Met	Met	Met	Met	Met	Met	Met	Met	Met	Met	Met
<b>Ratio of Negotiations to Initial Assessments</b>	<b>4.5%</b>	<b>Lower</b>	Met	Met	Met	Met	Met	Met	Met	Met	Met	Better than	Better than	Met
<b>Solicitor satisfaction</b>			-	-	-	-	72%	-	-	65%	-	-	-	-
<b>Accuracy</b>			98%	98%	99%	98%	97%	97%	97%	99%	100%	99%	99%	99%

CHILDRENS														
	Benchmark	Better is	Jan-19	Feb-19	Mar-19	Apr-19	May-19	Jun-19	Jul-19	Aug-19	Sep-19	Oct-19	Nov-19	Dec-19
<b>Average Calendar days to bank:</b>														
Childrens A&A & ABWOR	23.0	Lower	Worse than	Worse than	Met	Met	Met	Worse than	Met	Better than	Better than	Better than	Better than	Better than
Childrens legal aid	23.0	Lower	Worse than	Worse than	Worse than	Worse than	Worse than	Worse than	Met	Better than	Better than	Better than	Better than	Better than
Negotiations	31.4	Lower	Met	Met	Met	Met	Worse than	Met	Met	Better than	Better than	Better than	Better than	Better than
<b>Initial Assessments % paid in full</b>	<b>35.3%</b>	<b>Higher</b>	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>	<b>19.3%</b>	<b>Lower</b>	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>			96%	96%	98%	98%	98%	99%	98%	99%	97%	97%	96%	99%