



Operational Performance Overview Reports (SOPOR): March 2020

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	Apr-19	May-19	Jun-19	Jul-19	Aug-19	Sep-19	Oct-19	Nov-19	Dec-19	Jan-20	Feb-20	Mar-20
First Decision Average Duration (AWI)	23.0	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
First Decision % Granted (AWI)	96.0%	Higher	Better than	Better than	Better than	Better than	Better than	Better than	Better than	Better than	Met	Met	Met	Better than
First Decision Average Duration (Other)	70.0	Lower	Worse than	Met	Met	Met	Met	Met	Worse than	Met	Met	Met	Worse than	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	Better than	Better than	Better than	Better than	Better than	Better than	Better than

Solicitor satisfaction	-	-	67%	-	-	-	-	-	-	-	-	-	-	-
Accuracy	99%	99%	99%	99%	99%	99%	99%	99%	99%	100%	100%	99%	98%	99%

CRIMINAL	Benchmark	Better is	Apr-19	May-19	Jun-19	Jul-19	Aug-19	Sep-19	Oct-19	Nov-19	Dec-19	Jan-20	Feb-20	Mar-20
First Decision Average Duration (Solemn)	5.10	Lower	Met	Met	Met	Met	Met	Met	Met	Met	Better than	Met	Worse than	Worse 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	Worse than	Met	Met	Met	Met	Worse than	Worse than	Met	Met	Met	Met	Met
First Decision Average Duration (Summary)	10.0	Lower	Met	Better than	Better than	Better than	Better than	Better than	Better than	Better than	Better than	Better than	Better than	Met
First Decision % Granted (Summary)	79.5%	Higher	Better than	Better than	Met	Better than	Better than	Better than	Better than	Better than	Met	Better than	Met	Met
% First Decision with Further Work (Summary)	16%	Lower	Better than	Better than	Better than	Better than	Better than	Better than	Better than	Better than	Met	Better than	Better than	Better than

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

CHILDRENS	Benchmark	Better is	Apr-19	May-19	Jun-19	Jul-19	Aug-19	Sep-19	Oct-19	Nov-19	Dec-19	Jan-20	Feb-20	Mar-20
First Decision Average Duration (Sheriff Court)	8.0	Lower	Better than	Met	Met	Met	Met	Met	Met	Met	Met	Met	Worse than	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	Met	Better than	Better than	Better than	Met	Met	Met	Better than	Better than	Better than	Met	Met

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



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ACCOUNTS

CIVIL	Benchmark	Better is	Apr-19	May-19	Jun-19	Jul-19	Aug-19	Sep-19	Oct-19	Nov-19	Dec-19	Jan-20	Feb-20	Mar-20
Average Calendar days to bank:														
Civil A&A & ABWOR	22.1	Lower	Worse than	Worse than	Worse than	Worse than	Worse than	Worse than	Worse than	Met	Met	Worse than	Worse than	Met
Civil legal aid	24.2	Lower	Met	Met	Met	Met	Met	Met	Met	Met	Met	Met	Met	Met
Negotiations	50.6	Lower	Met	Met	Better than	Better than	Met	Met	Met	Better than	Better than	Better than	Better than	Better than
Initial Assessments % paid in full	63.2%	Higher	Met	Met	Met	Met	Better than	Better than	Met	Met	Met	Met	Better than	Better than
Ratio of Negotiations to Initial Assessments	14.1%	Lower	Worse than	Worse than	Worse than	Worse than	Met	Met	Met	Met	Worse than	Met	Worse than	Worse than
Solicitor satisfaction			-	-	61%	-	-	-	-	-	-	-	-	-
Accuracy			95%	95%	95%	95%	98%	99%	99%	98%	98%	98%	97%	96%

CRIMINAL	Benchmark	Better is	Apr-19	May-19	Jun-19	Jul-19	Aug-19	Sep-19	Oct-19	Nov-19	Dec-19	Jan-20	Feb-20	Mar-20
Average Calendar days to bank:														
Criminal A&A	9.6	Lower	Met	Met	Met	Better than	Better than	Better than	Better than	Met	Met	Met	Better than	Better than
Criminal ABWOR Automatic	6.4	Lower	Met	Met	Met	Met	Met	Met	Met	Met	Met	Met	Met	Met
Criminal ABWOR Non-automatic	12.3	Lower	Met	Met	Met	Better than	Better than	Better than	Met	Met	Met	Worse than	Worse than	Worse than
Criminal Automatic	6.4	Lower	Met	Met	Met	Met	Met	Met	Met	Met	Met	Met	Met	Met
Criminal Non-automatic	12.7	Lower	Worse than	Worse than	Worse than	Worse than	Met	Met	Met	Worse than	Worse than	Met	Met	Met
Solemn	18.1	Lower	Worse than	Worse than	Worse than	Worse than	Worse than	Worse than	Worse than	Worse than	Worse than	Met	Met	Better 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
Initial Assessments % paid in full	93.0%	Higher	Met	Met	Met	Met	Met	Met	Met	Met	Met	Worse than	Worse than	Worse than
Ratio of Negotiations to Initial Assessments	4.5%	Lower	Met	Met	Met	Met	Met	Met	Better than	Better than	Met	Met	Met	Met
Solicitor satisfaction			-	72%	-	-	65%	-	-	-	-	-	-	-
Accuracy			98%	97%	97%	97%	99%	100%	99%	99%	99%	99%	99%	99%

CHILDRENS	Benchmark	Better is	Apr-19	May-19	Jun-19	Jul-19	Aug-19	Sep-19	Oct-19	Nov-19	Dec-19	Jan-20	Feb-20	Mar-20
Average Calendar days to bank:														
Childrens A&A & ABWOR	23.0	Lower	Met	Met	Worse than	Met	Better than	Better than	Better than	Better than	Better than	Better than	Better than	Better than
Childrens legal aid	23.0	Lower	Worse than	Worse than	Worse than	Met	Better than	Better than	Better than	Better than	Better than	Met	Better than	Better than
Negotiations	31.4	Lower	Met	Worse than	Met	Met	Better than	Better than	Better than	Better than	Better than	Better than	Better than	Better than
Initial Assessments % paid in full	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
Ratio of Negotiations to Initial Assessments	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
Solicitor satisfaction			62%	-	-	62%	-	-	-	-	-	-	-	-
Accuracy			98%	98%	99%	98%	99%	97%	97%	96%	99%	100%	98%	98%