



Operational Performance Overview Reports (SOPOR): March 2021

APPLICATIONS

CIVIL														
	Benchmark	Better is	Apr-20	May-20	Jun-20	Jul-20	Aug-20	Sep-20	Oct-20	Nov-20	Dec-20	Jan-21	Feb-21	Mar-21
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	Met	Met	Met	Met	Met	Met	Better than	Better than
First Decision Average Duration (Other)	70.0	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 (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	Better than	Better than	Better than	Better than	Better than	Better than	Better than	Better than	Better than	Better than	Better than	Better than

Solicitor satisfaction	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Accuracy	99%	99%	99%	100%	100%	100%	100%	100%	100%	100%	100%	100%	99%	100%

CRIMINAL														
	Benchmark	Better is	Apr-20	May-20	Jun-20	Jul-20	Aug-20	Sep-20	Oct-20	Nov-20	Dec-20	Jan-21	Feb-21	Mar-21
First Decision Average Duration (Solemn)	5.10	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 (Solemn)	85.0%	Higher	Met	Better than	Better than	Better than	Better than	Better than	Met	Met	Met	Better than	Better than	Better than
% First Decision with Further Work (Solemn)	9.0%	Lower	Met	Better than	Better than	Better than	Better than	Better than	Met	Met	Met	Met	Met	Met
First Decision Average Duration (Summary)	10.0	Lower	Met	Met	Met	Better than	Better than	Better than	Better than	Better than	Better than	Better than	Better than	Better than
First Decision % Granted (Summary)	78.0%	Higher	Worse than	Worse than	Worse than	Better than	Better than	Better than	Better than	Better than	Better than	Better than	Better than	Better than
% First Decision with Further Work (Summary)	16%	Lower	Met	Met	Worse than	Better than	Better than	Better than	Better than	Worse than	Better than	Better than	Met	Met

Solicitor satisfaction	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Accuracy	99%	99%	100%	100%	100%	100%	100%	100%	99%	99%	99%	99%	99%	100%

CHILDRENS														
	Benchmark	Better is	Apr-20	May-20	Jun-20	Jul-20	Aug-20	Sep-20	Oct-20	Nov-20	Dec-20	Jan-21	Feb-21	Mar-21
First Decision Average Duration (Sheriff Court)	8.0	Lower	Met	Met	Met	Better than	Better than	Better than	Better than	Better than	Better than	Better than	Better than	Better than
First Decision % Granted (Sheriff Court)	80.0%	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 (Sheriff Court)	10.0%	Lower	Met	Met	Met	Met	Better than	Met	Better than	Better than	Better than	Met	Better than	Better than

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



Operational Performance Overview Reports (SOPOR): March 2021

ACCOUNTS

CIVIL	Benchmark	Better is	Apr-20	May-20	Jun-20	Jul-20	Aug-20	Sep-20	Oct-20	Nov-20	Dec-20	Jan-21	Feb-21	Mar-21
Average Calendar days to bank:														
Civil A&A & ABWOR	22.1	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
Civil legal aid	24.2	Lower	Met	Met	Better than	Better than	Better than	Better than	Better than	Better than	Better than	Met	Met	Better than
Negotiations	50.6	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	63.2%	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	14.1%	Lower	Worse than	Met	Met	Met	Worse than	Worse than	Worse than	Met	Better than	Better than	Better than	Met

Solicitor satisfaction	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Accuracy	95%	96%	97%	98%	98%	98%	98%	98%	98%	99%	97%	98%	97%	

CRIMINAL	Benchmark	Better is	Apr-20	May-20	Jun-20	Jul-20	Aug-20	Sep-20	Oct-20	Nov-20	Dec-20	Jan-21	Feb-21	Mar-21
Average Calendar days to bank:														
Criminal A&A	9.6	Lower	Met	Met	Better than	Better than	Better than	Better than	Better than	Better than	Better than	Better than	Better than	Better than
Criminal ABWOR Automatic	6.4	Lower	Met	Met	Met	Met	Better than	Better than	Met	Met	Met	Met	Met	Met
Criminal ABWOR Non-automatic	12.3	Lower	Worse than	Worse than	Worse than	Met	Better than	Better than	Better than	Better than	Better than	Better than	Better than	Better than
Criminal Automatic	6.4	Lower	Met	Met	Met	Met	Better than	Better than	Better than	Better than	Met	Met	Met	Met
Criminal Non-automatic	12.7	Lower	Met	Worse than	Met	Met	Better than	Better than	Better than	Better than	Better than	Better than	Better than	Better than
Solemn	18.1	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
Negotiations	39.9	Lower	Better than	Better than	Better than	Better than	Better than	Better than	Better than	Better than	Better than	Met	Worse than	Worse than
Initial Assessments % paid in full	93.0%	Higher	Worse than	Worse than	Worse than	Met	Met	Met	Met	Met	Met	Met	Met	Met
Ratio of Negotiations to Initial Assessments	4.5%	Lower	Met	Met	Worse than	Worse than	Worse than	Met	Better than	Better than	Better than	Better than	Better than	Met

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

CHILDRENS	Benchmark	Better is	Apr-20	May-20	Jun-20	Jul-20	Aug-20	Sep-20	Oct-20	Nov-20	Dec-20	Jan-21	Feb-21	Mar-21
Average Calendar days to bank:														
Childrens A&A & ABWOR	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
Childrens legal aid	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
Negotiations	31.4	Lower	Better than	Better than	Better than	Better than	Better than	Better than	Worse than	Worse than	Met	Better than	Worse than	Worse 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*	35.0%	Lower	Met	Met	Worse than	Met	Better than	Better than	Better than	Better than	Better than	Better than	Better than	Better than

* Benchmark changed from 19.3% to 35% from April 2020

Solicitor satisfaction	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Accuracy	98%	98%	97%	99%	99%	99%	99%	99%	99%	98%	97%	96%	98%	

GENERAL NOTES:

• All figures are 3 month averages to the month shown.

Applications:

- Durations are average calendar days.
- % Granted = Number of Grants / Total Number of Decisions.
- Accuracy is a measure for all application and all solicitor account types.

Accounts:

- Solicitor Accounts only.