



# Operational Performance Overview Reports (SOPOR): June 2021

## APPLICATIONS

CIVIL														
	Current Benchmark	Better is	Jul-20	Aug-20	Sep-20	Oct-20	Nov-20	Dec-20	Jan-21	Feb-21	Mar-21	Apr-21	May-21	Jun-21
First Decision Average Duration (AWI)	17.0	Lower	Better than	Better than	Better than	Better than	Better than	Better than	Better than	Better than	Better than	Better than	Better than	Met
First Decision % Granted (AWI)	96.0%	Higher	Better than	Met	Met	Met	Met	Met	Met	Better than	Better than	Better than	Better than	Better than
First Decision Average Duration (Other)	68.0	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)	70.0%	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)	14.0%	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			-	-	-	-	-	-	-	-	-	-	-	73%
Accuracy			100%	100%	100%	100%	100%	100%	100%	99%	100%	100%	100%	99%

CRIMINAL														
	Current Benchmark	Better is	Jul-20	Aug-20	Sep-20	Oct-20	Nov-20	Dec-20	Jan-21	Feb-21	Mar-21	Apr-21	May-21	Jun-21
First Decision Average Duration (Solemn)	5.10	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 (Solemn)	85%	Higher	Better than	Better than	Better than	Met	Met	Met	Better than	Better than	Better than	Better than	Better than	Better than
% First Decision with Further Work (Solemn)	9%	Lower	Better than	Better than	Better than	Met	Met	Met	Met	Met	Met	Met	Met	Better than
First Decision Average Duration (Summary)	9.00	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 (Summary)	79%	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 (Summary)	15%	Lower	Better than	Better than	Better than	Better than	Better than	Better than	Better than	Better than	Met	Met	Met	Better than
Solicitor satisfaction			-	-	-	-	-	-	-	-	-	-	-	-
Accuracy			100%	100%	100%	99%	99%	99%	99%	99%	100%	100%	99%	99%

CHILDRENS														
	Current Benchmark	Better is	Jul-20	Aug-20	Sep-20	Oct-20	Nov-20	Dec-20	Jan-21	Feb-21	Mar-21	Apr-21	May-21	Jun-21
First Decision Average Duration (Sheriff Court)	7.5	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 (Sheriff Court)	81.0%	Higher	Better than	Better than	Better than	Met	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	Better than	Met	Better than	Better than	Better than	Met	Better than	Better than	Better than	Better than	Better than
Solicitor satisfaction			-	-	-	-	-	-	-	-	-	-	81%	-
Accuracy			99%	97%	98%	98%	98%	98%	98%	99%	99%	98%	99%	99%



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## ACCOUNTS

CIVIL														
	Current Benchmark	Better is	Jul-20	Aug-20	Sep-20	Oct-20	Nov-20	Dec-20	Jan-21	Feb-21	Mar-21	Apr-21	May-21	Jun-21
<b>Average Calendar days to bank:</b>														
Civil A&A & ABWOR	19.0	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
Civil legal aid	23.0	Lower	Better than	Better than	Better than	Better than	Better than	Better than	Met	Met	Better than	Better than	Met	Met
Negotiations	42.0	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
Initial Assessments % paid in full	67.5%	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	Met	Worse than	Worse than	Worse than	Met	Better than	Better than	Better than	Met	Met	Met	Better than
<b>Solicitor satisfaction</b>														
Accuracy			98%	98%	98%	98%	98%	99%	97%	98%	97%	98%	97%	57%

CRIMINAL														
	Current Benchmark	Better is	Jul-20	Aug-20	Sep-20	Oct-20	Nov-20	Dec-20	Jan-21	Feb-21	Mar-21	Apr-21	May-21	Jun-21
<b>Average Calendar days to bank:</b>														
Criminal A&A	9.0	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
Criminal ABWOR Automatic	6.2	Lower	Met	Better than	Better than	Met	Met	Met	Met	Met	Met	Met	Met	Met
Criminal ABWOR Non-automatic	12.3	Lower	Met	Better than	Better than	Better than	Better than	Better than	Better than	Better than	Better than	Better than	Better than	Better than
Criminal Automatic	6.4	Lower	Met	Better than	Better than	Better than	Better than	Met	Met	Met	Met	Met	Met	Met
Criminal Non-automatic	12.7	Lower	Met	Better than	Better than	Better than	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	32.5	Lower	Better than	Better than	Better than	Better than	Better than	Better than	Met	Worse than	Worse than	Worse than	Worse than	Met
Initial Assessments % paid in full	93.0%	Higher	Met	Met	Met	Met	Met	Met	Met	Met	Met	Met	Met	Met
Ratio of Negotiations to Initial Assessments	4.5%	Lower	Worse than	Met	Met	Better than	Better than	Better than	Better than	Better than	Met	Met	Met	Better than
<b>Solicitor satisfaction</b>														
Accuracy			99%	99%	100%	99%	99%	99%	99%	99%	100%	100%	100%	100%

CHILDRENS														
	Current Benchmark	Better is	Jul-20	Aug-20	Sep-20	Oct-20	Nov-20	Dec-20	Jan-21	Feb-21	Mar-21	Apr-21	May-21	Jun-21
<b>Average Calendar days to bank:</b>														
Childrens A&A & ABWOR	17.0	Lower	Better than	Better than	Better than	Better than	Better than	Better than	Better than	Better than	Better than	Met	Met	Better than
Childrens legal aid	20.0	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	29.0	Lower	Better than	Better than	Better than	Worse than	Worse than	Met	Better than	Worse than	Worse than	Worse than	Better than	Worse than
Initial Assessments % paid in full	41.0%	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
Ratio of Negotiations to Initial Assessments*	35.0%	Lower	Met	Better than	Better than	Better than	Better than	Better than	Better than	Better than	Better than	Better than	Better than	Better than
* Benchmark changed from 19.3% to 35% from April 2020														
<b>Solicitor satisfaction</b>														
Accuracy			99%	99%	99%	99%	99%	98%	97%	96%	98%	98%	98%	77%



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## 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.

### NEW BENCHMARKS

New benchmarks were introduced into the reporting from April 2021 onwards. They were based on performance during the pandemic in 2020/21 and also pre the pandemic in 19/20.