



Operational Performance Overview Reports (SOPOR): December 2021

APPLICATIONS

CIVIL															
	Current Benchmark	Better is	Jan-21	Feb-21	Mar-21	Apr-21	May-21	Jun-21	Jul-21	Aug-21	Sep-21	Oct-21	Nov-21	Dec-21	Current Zone defn
First Decision Average Duration (AWI)	17.0	Lower	Better than	Better than	Better than	Better than	Better than	Met	Met	Met	Met	Met	Met	Better than	10%
First Decision % Granted (AWI)	96.0%	Higher	Met	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 Average Duration (Other)	68.0	Lower	Better than	Better than	Better than	Better than	Better than	Better than	Better than	Better than	Met	Better than	Better than	Better than	5%
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	4%
% 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	10%

Solicitor satisfaction	-	-	-	-	-	-	-	73%	-	-	85%	-	-	82%
Accuracy	100%	99%	100%	100%	100%	100%	100%	99%	99%	99%	100%	99%	99%	99%

CRIMINAL															
	Current Benchmark	Better is	Jan-21	Feb-21	Mar-21	Apr-21	May-21	Jun-21	Jul-21	Aug-21	Sep-21	Oct-21	Nov-21	Dec-21	Current Zone defn
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	Met
First Decision % Granted (Solemn)	85%	Higher	Better than	Better than	Better than	Better than	Better than	Better than	Better than	Met	Met	Better than	Better than	Met	Met
% First Decision with Further Work (Solemn)	9%	Lower	Met	Met	Met	Met	Met	Better than	Better than	Met	Met	Met	Met	Met	10%
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	10%
First Decision % Granted (Summary)	79%	Higher	Better than	Better than	Better than	Better than	Better than	Better than	Better than	Better than	Better than	Met	Met	Met	2%
% First Decision with Further Work (Summary)	15%	Lower	Better than	Met	Met	Met	Better than	Better than	Better than	Better than	Better than	Better than	Better than	Better than	10%

Solicitor satisfaction	-	-	-	-	-	-	-	-	67%	-	-	78%	-	-
Accuracy	99%	99%	100%	100%	100%	100%	99%	99%	99%	100%	100%	99%	99%	99%

CHILDRENS															
	Current Benchmark	Better is	Jan-21	Feb-21	Mar-21	Apr-21	May-21	Jun-21	Jul-21	Aug-21	Sep-21	Oct-21	Nov-21	Dec-21	Current Zone defn
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	Met	Met
First Decision % Granted (Sheriff Court)	81.0%	Higher	Better than	Better than	Better than	Better than	Better than	Better than	Better than	Met	Met	Met	Met	Met	4%
% First Decision with Further Work (Sheriff Court)	10.0%	Lower	Met	Better than	Better than	Better than	Better than	Better than	Better than	Better than	Better than	Better than	Better than	Better than	10%

Solicitor satisfaction	-	-	-	-	-	-	81%	-	-	62%	-	-	86%	-
Accuracy	98%	99%	99%	98%	99%	99%	99%	99%	99%	98%	97%	97%	97%	98%



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ACCOUNTS

CIVIL															
	Current Benchmark	Better is	Jan-21	Feb-21	Mar-21	Apr-21	May-21	Jun-21	Jul-21	Aug-21	Sep-21	Oct-21	Nov-21	Dec-21	Current Zone defn
Average Calendar days to bank:															
Civil A&A & ABWOR	19.0	Lower	Better than	Better than	Better than	Better than	Better than	Better than	Met	Met	Worse than	Worse than	Worse than	Worse than	10%
Civil legal aid	23.0	Lower	Met	Met	Better than	Better than	Met	Met	Met	Met	Worse than	Worse than	Worse than	Worse than	10%
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	10%
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	5%
Ratio of Negotiations to Initial Assessments	14.1%	Lower	Better than	Better than	Met	Met	Met	Better than	Better than	Better than	Met	Met	Met	Met	10%
Solicitor satisfaction															
Accuracy			97%	98%	97%	98%	97%	99%	98%	97%	97%	98%	98%	98%	

CRIMINAL																
	Current Benchmark	Better is	Jan-21	Feb-21	Mar-21	Apr-21	May-21	Jun-21	Jul-21	Aug-21	Sep-21	Oct-21	Nov-21	Dec-21	Current Zone defn	
Average Calendar days to bank:																
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	10%	
Criminal ABWOR Automatic	6.2	Lower	Met	Met	Met	Met	Met	Met	Met	Met	Met	Met	Met	Met	5%	
Criminal ABWOR Non-automatic	12.3	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	10%	
Criminal Automatic	6.4	Lower	Met	Met	Met	Met	Met	Met	Met	Better than	Better than	Better than	Better than	Met	5%	
Criminal Non-automatic	12.7	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	10%	
Solemn	18.1	Lower	Better than	Better than	Better than	Better than	Better than	Better than	Better than	Met	Met	Met	Worse than	Met	Met	10%
Negotiations	32.5	Lower	Met	Worse than	Worse than	Worse than	Worse than	Met	Better than	Better than	Better than	Better than	Better than	Better than	10%	
Initial Assessments % paid in full	93.0%	Higher	Met	Met	Met	Met	Met	Met	Met	Met	Met	Met	Met	Met	5%	
Ratio of Negotiations to Initial Assessments	4.5%	Lower	Better than	Better than	Met	Met	Met	Better than	Better than	Better than	Better than	Better than	Better than	Better than	10%	
Solicitor satisfaction																
Accuracy			99%	99%	100%	100%	100%	100%	100%	99%	99%	99%	99%	99%		

CHILDRENS															
	Current Benchmark	Better is	Jan-21	Feb-21	Mar-21	Apr-21	May-21	Jun-21	Jul-21	Aug-21	Sep-21	Oct-21	Nov-21	Dec-21	Current Zone defn
Average Calendar days to bank:															
Childrens A&A & ABWOR	17.0	Lower	Better than	Better than	Better than	Met	Met	Better than	Better than	Better than	Better than	Better than	Better than	Better than	10%
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	10%
Negotiations	29.0	Lower	Better than	Worse than	Worse than	Worse than	Better than	Worse than	Met	Met	Better than	Better than	Met	Met	7.5%
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	5%
Ratio of Negotiations to Initial Assessments	35.0%	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	10%
Solicitor satisfaction															
Accuracy			97%	96%	98%	98%	98%	99%	100%	100%	99%	98%	97%	97%	



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GENERAL NOTES:

- All figures are 3 month averages up to and including 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.

You can best see the changes by looking at the various charts.