



Operational Performance Overview Reports (SOPOR): December 2023

APPLICATIONS

CIVIL															
	Current Benchmark	Better is	Jan-23	Feb-23	Mar-23	Apr-23	May-23	Jun-23	Jul-23	Aug-23	Sep-23	Oct-23	Nov-23	Dec-23	Current Zone defn
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	Better than	10%
First Decision % Granted (AWI)	96.0%	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	1%
First Decision Average Duration (Other)	67.0	Lower	Met	Better than	Better than	Better than	Better than	Better than	Better than	Better than	Met	Met	Better than	Better than	5%
First Decision % Granted (Other)	72.0%	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)	12.0%	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	-	-	-	-	-	-	-	-	-	-	-	-	64%	-
Accuracy	99%	99%	99%	100%	100%	100%	100%	99%	99%	99%	99%	99%	99%	99%

CRIMINAL															
	Current Benchmark	Better is	Jan-23	Feb-23	Mar-23	Apr-23	May-23	Jun-23	Jul-23	Aug-23	Sep-23	Oct-23	Nov-23	Dec-23	Current Zone defn
First Decision Average Duration (Solemn)	5.10	Lower	Worse than	Worse than	Worse than	Worse than	Worse than	Worse than	Worse than	Worse than	Worse than	Worse than	Worse than	Met	10%
First Decision % Granted (Solemn)	85%	Higher	Met	Met	Met	Met	Met	Met	Met	Met	Worse than	Worse than	Met	Met	2%
% First Decision with Further Work (Solemn)	9%	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	10%
First Decision Average Duration (Summary)	9.00	Lower	Met	Met	Met	Met	Worse than	Met	Met	Met	Met	Met	Met	Met	10%
First Decision % Granted (Summary)	79%	Higher	Met	Met	Met	Met	Better than	Better than	Better than	Met	Met	Met	Better than	Better than	2%
% First Decision with Further Work (Summary)	15%	Lower	Met	Met	Met	Met	Better than	Met	Met	Met	Met	Met	Met	Met	10%

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

CHILDRENS															
	Current Benchmark	Better is	Jan-23	Feb-23	Mar-23	Apr-23	May-23	Jun-23	Jul-23	Aug-23	Sep-23	Oct-23	Nov-23	Dec-23	Current Zone defn
First Decision Average Duration (Sheriff Court)	7.5	Lower	Met	Met	Better than	Better than	Better than	Better than	Met	Better than	Better than	Better than	Better than	Better than	10%
First Decision % Granted (Sheriff Court)	81.0%	Higher	Met	Met	Better than	Met	Met	Met	Met	Better than	Met	Better than	Better than	Better than	4%
% First Decision with Further Work (Sheriff Court)	10.0%	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	-	-	-	-	-	-	-	-	-	-	-	-	80%	-
Accuracy	99%	99%	98%	99%	98%	99%	98%	99%	98%	99%	98%	98%	98%	98%



Operational Performance Overview Reports (SOPOR): December 2023

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.

BENCHMARKS 2023-2024

No applications benchmarks were changed for 23-24.

Three Civil Accounts and three Criminal Accounts benchmarks were changed from April 2023 onwards. These are highlighted in yellow. See text on **Bench Hist** tab for more info.

You can best see the changes by looking at the various charts, e.g. **Accts_BM_Chts** tab.