



Operational Performance Overview Reports (SOPOR): March 2024

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.