

2. Our performance

Calculating our performance

Targets and outcomes in this section are rounded to the nearest whole percentage point. Where standards are shown these are for the most recent year shown. Timeliness standards are set and calculated in working days.

2.1 Headline targets and performance 2010-2015

Headline target	2010-2011	2011-2012	2012-2013	2013-2014	2014-2015
Advice and assistance applications	97%	97%	97%	97%	97%
Civil legal aid applications	97%	97%	97%	97%	97%
Criminal legal aid applications	99%	99%	99%	99%	99%
Children's legal aid applications	99%	98%	97%	96%	96%
Advice and assistance accounts	97%	97%	97%	97%	97%
Civil accounts	98%	97%	97%	97%	97%
Criminal accounts	98%	97%	97%	97%	97%
Children's accounts	97%	97%	97%	97%	97%
Headline performance	2010-2011	2011-2012	2012-2013	2013-2014	2014-2015
Advice and assistance applications	99%	100%	100%	100%	100%
Civil legal aid applications	97%	97%	98%	98%	99%
Criminal legal aid applications	97%	99%	100%	99%	100%
Children's legal aid applications	99%	99%	97%	98%	100%
Advice and assistance accounts	97%	98%	99%	99%	99%
Civil accounts	98%	98%	99%	98%	98%
Criminal accounts	99%	98%	99%	99%	99%
Children's accounts	99%	98%	99%	99%	98%

2.2 Headline targets and performance

Applications	Target	Actual	
	2014-2015	2014-2015	2013-2014
Timeliness advice and assistance applications	96%	100%	100%
Accuracy advice and assistance applications	98%	100%	100%
Headline advice and assistance applications	97%	100%	100%
Timeliness civil legal aid applications	96%	99%	96%
Accuracy civil legal aid applications	98%	99%	100%
Headline civil legal aid applications	97%	99%	98%
Timeliness criminal legal aid applications	99%	100%	99%
Accuracy criminal legal aid applications	98%	100%	100%
Headline criminal legal aid applications	99%	100%	99%
Timeliness children's legal aid applications	93%	100%	99%
Accuracy children's legal aid applications	98%	99%	98%
Headline children's legal aid applications	96%	100%	98%

Accounts	Target	Actual	
	2014-2015	2014-2015	2013-2014
Timeliness advice and assistance accounts	97%	99%	98%
Accuracy advice and assistance accounts	98%	100%	99%
Headline advice and assistance accounts	97%	99%	99%
Timeliness civil legal aid accounts	97%	98%	96%
Accuracy civil legal aid accounts	98%	99%	99%
Headline civil legal aid accounts	97%	98%	98%
Timeliness criminal legal aid accounts	97%	100%	99%
Accuracy criminal legal aid accounts	98%	99%	99%
Headline criminal legal aid accounts	97%	99%	99%
Timeliness children's legal aid accounts	97%	99%	99%
Accuracy children's legal aid accounts	98%	98%	99%
Headline children's legal aid accounts	97%	98%	99%

2.3 Corporate targets

	Standard (days)	Target 2014-2015	Actual 2014-2015	Actual 2013-2014
Initial complaints handling	20	-	100%	78%
Frontline complaints handling	5	-	96%	-
Investigation complaints handling	20	-	79%	-
Payment for goods and services	10	95%	95%	95%

2.4 Advice and assistance

Advice and assistance applications

Headline	Weighting	Target 2014-2015	Actual 2014-2015	Actual 2013-2014
Timeliness	0.5	96%	100%	100%
Accuracy	0.5	98%	100%	100%
Headline		97%	100%	100%

Timeliness

Percentage of applications actioned within service standard time	Standard (days)	Target 2014-2015	Actual 2014-2015	Actual 2013-2014
Requests for increase in authorised expenditure using a template	2	96%	100%	100%
Requests for increase in authorised expenditure not using a template	5	96%	100%	100%
Requests to reconsider a decision by SLAB	5	96%	100%	99%
All application types	within standard	96%	100%	100%

Note

1. All figures exclude Children's ABWOR

Accuracy

Percentage of decisions that are free of material errors	Standard	Target 2014-2015	Actual 2014-2015	Actual 2013-2014
All application types	error free	98%	100%	100%

Advice and assistance accounts

Headline	Weighting	Target	Actual	
		2014-2015	2014-2015	2013-2014
Timeliness	0.5	97%	99%	98%
Accuracy	0.5	98%	100%	99%
Headline		97%	99%	99%

Timeliness

Percentage of accounts actioned within service standard time	Standard (days)	Target	Actual	
		2014-2015	2014-2015	2013-2014
Advice and assistance account types (excluding negotiated payments)	30	97%	99%	99%
Negotiated payments	20	93%	94%	89%
All account types	within standard	97%	99%	98%

Accuracy

Percentage of decisions that are free of material errors	Standard	Target	Actual	
		2014-2015	2014-2015	2013-2014
All account types	error free	98%	100%	99%

2.5 Civil legal aid

Civil legal aid applications

Headline	Weighting	Target	Actual	
		2014-2015	2014-2015	2013-2014
Timeliness	0.5	96%	99%	96%
Accuracy	0.5	98%	99%	100%
Headline		97%	99%	98%

Timeliness

Percentage of applications actioned within service standard time	Standard (days)	Target	Actual	
		2014-2015	2014-2015	2013-2014
Initial applications	32	96%	99%	94%
Reviews of refusal of initial application	29	96%	97%	93%
Special urgency cases	2	97%	100%	99%
Sanctions to employ counsel, expert witnesses or incur unusual costs	6	96%	100%	99%
Requests to change solicitor	7	96%	100%	99%
Requests to extend the scope of the case within 14 day intimation period	20	96%	99%	98%
Requests to extend the scope of the case within 28 day intimation period	28	96%	-	-
Reassessments of financial eligibility	28	96%	98%	87%
Stage reports	12	96%	100%	96%
All application types	within standard	96%	99%	96%

Accuracy

Percentage of decisions that are free of material errors	Standard	Target	Actual	
		2014-2015	2014-2015	2013-2014
All application types	error free	98%	99%	100%

Civil legal aid accounts

Headline	Weighting	Target	Actual	
		2014-2015	2014-2015	2013-2014
Timeliness	0.5	97%	98%	96%
Accuracy	0.5	98%	99%	99%
Headline		97%	98%	98%

Timeliness

Percentage of accounts actioned within service standard time	Standard (days)	Target	Actual	
		2014-2015	2014-2015	2013-2014
Civil account types (excluding negotiated payments)	30	97%	98%	97%
Judicial expenses accounts (excluding negotiated payments)	15	97%	99%	96%
Negotiated payments	20	93%	94%	89%
All account types	within standard	97%	98%	96%

Accuracy

Percentage of decisions that are free of material errors	Standard	Target	Actual	
		2014-2015	2014-2015	2013-2014
All account types	error free	98%	99%	99%

2.6 Criminal legal aid

Criminal legal aid applications

Headline	Weighting	Target	Actual	
		2014-2015	2014-2015	2013-2014
Timeliness	0.5	99%	100%	99%
Accuracy	0.5	98%	100%	100%
Headline		99%	100%	99%

Timeliness

Percentage of applications actioned within service standard time	Standard (days)	Target	Actual	
		2014-2015	2014-2015	2013-2014
Initial applications in summary cases	5	99%	100%	98%
Reviews of refusal of initial application	5	99%	99%	99%
Special urgency cases (summary first instance and appeals)	2	99%	100%	100%
Applications to make an appeal in court	5	99%	100%	100%
Sanction to employ counsel, expert witnesses or incur unusual costs	5	99%	100%	100%
Requests to change solicitor	5	99%	99%	100%
Requests to reconsider a decision by SLAB	5	99%	100%	100%
Exceptional cases	5	99%	100%	100%
Solemn cases	5	99%	100%	100%
All application types	within standard	99%	100%	99%

Accuracy

Percentage of decisions that are free of material errors	Standard	Target	Actual	
		2014-2015	2014-2015	2013-2014
All application types	error free	98%	100%	100%

Criminal legal aid accounts

Headline	Weighting	Target	Actual	
		2014-2015	2014-2015	2013-2014
Timeliness	0.5	97%	100%	99%
Accuracy	0.5	98%	99%	99%
Headline		97%	99%	99%

Timeliness

Percentage of accounts actioned within service standard time	Standard (days)	Target	Actual	
		2014-2015	2014-2015	2013-2014
Fixed fee account type (excluding negotiated payments)	15	97%	100%	100%
Detailed account type (excluding negotiated payments)	30	97%	100%	99%
Negotiated payments	20	93%	96%	94%
All account types	within standard	97%	100%	99%

Accuracy

Percentage of decisions that are free of material errors	Standard	Target	Actual	
		2014-2015	2014-2015	2013-2014
All account types	error free	98%	99%	99%

2.7 Children's legal aid

Children's legal aid applications

Headline	Weighting	Target	Actual	
		2014-2015	2014-2015	2013-2014
Timeliness	0.5	93%	100%	99%
Accuracy	0.5	98%	99%	98%
Headline		96%	100%	98%

Timeliness

Percentage of applications actioned within service standard time	Standard (days)	Target	Actual	
		2014-2015	2014-2015	2013-2014
Legal aid applications				
Special urgency cases	2	97%	100%	100%
Initial applications	10	93%	100%	99%
Applications to make an appeal to Sheriff Principal or the Court of Session	10	93%	100%	91%
Sanction to employ counsel, expert witnesses or incur unusual costs	5	96%	100%	98%
Requests to change solicitor	5	96%	100%	100%
Requests to reconsider a decision by SLAB	5	96%	99%	97%
ABWOR applications				
Grants for unspecific hearings	5	93%	100%	98%
Standard request for increase in authorised expenditure	5	93%	100%	100%
Requests to reconsider a decision by SLAB	5	93%	100%	99%
All application types	within standard	93%	100%	99%

Note

1. Grants for unspecified hearings includes Section 81 determinations and Section 79(2) pre-hearing panels.

Accuracy

Percentage of decisions that are free of material errors	Standard	Target	Actual	
		2014-2015	2014-2015	2013-2014
All application types	error free	98%	99%	98%

Children's legal aid accounts

Headline	Weighting	Target	Actual	
		2014-2015	2014-2015	2013-2014
Timeliness	0.5	97%	99%	99%
Accuracy	0.5	98%	98%	99%
Headline		97%	98%	99%

Timeliness

Percentage of accounts actioned within service standard time	Standard (days)	Target	Actual	
		2014-2015	2014-2015	2013-2014
Children's legal aid account types (excluding negotiated payments)	30	97%	99%	99%
Negotiated payments	20	93%	96%	90%
All account types	within standard	97%	99%	99%

Accuracy

Percentage of decisions that are free of material errors	Standard	Target	Actual	
		2014-2015	2014-2015	2013-2014
All account types	error free	98%	98%	99%