

Accuracy

# 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	10%											
First Decision % Granted (AWI)	96.0%	Higher	Better than	1%											
First Decision Average Duration (Other)	67.0	Lower	Met	Better than	Met	Met	Better than	Better than	5%						
First Decision % Granted (Other)	72.0%	Higher	Better than	4%											
% First Decision with Further Work (Other)	12.0%	Lower	Better than	10%											
Solicitor satisfaction			-	-	-	-	-	-	-	-	-	-	64%	-	
Accuracy			99%	99%	99%	100%	100%	100%	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	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	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%	-	

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

98%

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	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	10%											
Solicitor satisfaction			-	-	-	-	-	-	-	-	-	-	80%	-	

99%

99%

98%



Accuracy

Solicitor satisfaction

Accuracy

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## **ACCOUNTS**

CIVIL	1														
	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
Average Calendar days to bank:															
Civil A&A & ABWOR	19.0	Lower	Met	Worse than	Worse than	Worse than	Worse than	Met	10%						
Civil legal aid	25.0	Lower	Worse than	Worse than	Worse than	Met	Worse than	Met	10%						
Negotiations	29.0	Lower	Better than	Better than	Better than	Better than	Met	Better than	Met	Better than	10%				
Initial Assessments % paid in full	70.0%	Higher	Better than	5%											
Ratio of Negotiations to Initial Assessments	14.1%	Lower	Met	Better than	Better than	10%									
Solicitor satisfaction			-	-	-	-	-	-	-	-	-	-	64%	-	İ
Accuracy			-	-	-	-	-	-	-	-	-	-	-	-	j

CRIMINAL	1														
	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
Average Calendar days to bank:															İ
Criminal A&A	8.0	Lower	Met	Met	Met	Better than	Better than	Met	Better than	Met	Better than	Met	Met	Worse than	10%
Criminal ABWOR Automatic	6.2	Lower	Worse than	Worse than	Met	Met	Met	Met	Met	Met	Met	Met	Met	Met	5%
Criminal ABWOR Non-automatic	12.3	Lower	Met	Worse than	Worse than	Worse than	Met	Met	Better than	Better than	Met	Better than	Better than	Met	10%
Criminal Automatic	6.2	Lower	Met	Met	Met	Met	Met	Met	Met	Met	Met	Met	Met	Met	5%
Criminal Non-automatic	12.7	Lower	Met	Met	Met	Met	Met	Met	Met	Met	Met	Met	Met	Met	10%
Solemn	18.1	Lower	Met	Met	Met	Met	Worse than	Worse than	Worse than	Worse than	Worse than	Worse than	Worse than	Worse than	10%
Negotiations	29.0	Lower	Better than	Met	Better than	Met	Met	Met	Met	Met	Worse than	Worse than	Worse than	Better than	10%
Initial Assessments % paid in full	93.0%	Higher	Worse than	Met	Met	Met	Met	Met	Met	Met	Met	Met	Met	Met	5%
Ratio of Negotiations to Initial Assessments	4.0%	Lower	Met	Met	Worse than	Worse than	Worse than	Worse than	Worse than	Worse than	Worse than	Worse than	Worse than	Met	10%
Solicitor satisfaction			-	-	-	-	-	-	-	-	-	-	64%	-	İ

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
Average Calendar days to bank:															
Childrens A&A & ABWOR	17.0	Lower	Met	Better than	Met	Better than	Better than	Better than	Better than	Better than	Better than	Better than	Better than	Better than	10%
Childrens legal aid	20.0	Lower	Met	Better than	Met	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	Better than	Better than	Better than	Better than	Better than	Better than	Better than	Better than	Better than	Better than	Better than	7.5%
Initial Assessments % paid in full	55.0%	Higher	Met	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%

55%



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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.

#### **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.