

# Operational Performance Overview Reports (SOPOR): March 2024

## **APPLICATIONS**

CIVIL															
	Current Benchmark	Better is	Apr-23	May-23	Jun-23	Jul-23	Aug-23	Sep-23	Oct-23	Nov-23	Dec-23	Jan-24	Feb-24	Mar-24	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	Better than	Met	Met	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			100%	100%	100%	99%	99%	99%	99%	99%	99%	99%	99%	99%	]

CRIMINAL															
	Current Benchmark	Better is	Apr-23	May-23	Jun-23	Jul-23	Aug-23	Sep-23	Oct-23	Nov-23	Dec-23	Jan-24	Feb-24	Mar-24	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	Met	Worse than	Worse than	Worse than	10%
First Decision % Granted (Solemn)	85%	Higher	Met	Met	Met	Met	Met	Worse than	Worse than	Met	Met	Met	Met	Worse than	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	Worse than	Met	Met	Met	Met	Met	Met	Met	Worse than	Worse than	Worse than	10%
First Decision % Granted (Summary)	79%	Higher	Met	Better than	Better than	Better than	Met	Met	Met	Better than	Better than	Better than	Better than	Met	2%
% First Decision with Further Work (Summary)	15%	Lower	Met	Better than	Met	Met	Met	Met	Met	Met	Met	Better than	Better than	Better than	10%
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Solicitor satisfaction			-	-	-	-	-	-	-	67%	-	-	-	-	1
Accuracy			98%	98%	98%	98%	98%	99%	99%	99%	99%	99%	99%	99%	

CHILDRENS															
	Current Benchmark	Better is	Apr-23	May-23	Jun-23	Jul-23	Aug-23	Sep-23	Oct-23	Nov-23	Dec-23	Jan-24	Feb-24	Mar-24	Current Zone defn
First Decision Average Duration (Sheriff Court)	7.5	Lower	Better than	Better than	Better than	Met	Better than	Met	Worse than	Worse than	10%				
First Decision % Granted (Sheriff Court)	81.0%	Higher	Met	Met	Met	Met	Better than	Met	Better than	Better than	Better than	Better than	Met	Met	4%
% First Decision with Further Work (Sheriff Court)	10.0%	Lower	Better than	10%											
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Solicitor satisfaction			-	-	-	-	-	-	-	80%	-	-	-	-	1



# Operational Performance Overview Reports (SOPOR): March 2024

## **ACCOUNTS**

CIVIL								-							
	Current Benchmark	Better is	Apr-23	May-23	Jun-23	Jul-23	Aug-23	Sep-23	Oct-23	Nov-23	Dec-23	Jan-24	Feb-24	Mar-24	Current Zone defn
Average Calendar days to bank:															
Civil A&A & ABWOR	19.0	Lower	Met	Met	Met	Met	Worse than	Worse than	Worse than	Worse than	Met	Met	Better than	Met	10%
Civil legal aid	25.0	Lower	Met	Worse than	Met	Met	Met	Better than	10%						
Negotiations	29.0	Lower	Better than	Met	Better than	Met	Better than	Worse than	Worse than	Worse 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	10%										
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Solicitor satisfaction			-	-	-	-	-	-	-	64%	-	-	-	-	1
Accuracy			-	-	-	-	-	-	-	-	-	-	-	-	1

CRIMINAL															
	Current Benchmark	Better is	Apr-23	May-23	Jun-23	Jul-23	Aug-23	Sep-23	Oct-23	Nov-23	Dec-23	Jan-24	Feb-24	Mar-24	Current Zone defn
Average Calendar days to bank:															
Criminal A&A	8.0	Lower	Better than	Better than	Met	Better than	Met	Better than	Met	Met	Worse than	Worse than	Worse than	Worse than	10%
Criminal ABWOR Automatic	6.2	Lower	Met	Met	Met	Met	Met	Met	Met	Met	Met	Worse than	Worse than	Met	5%
Criminal ABWOR Non-automatic	12.3	Lower	Worse than	Met	Met	Better than	Better than	Met	Better than	Better than	Met	Met	Met	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	Worse than	Worse than	Worse than	10%
Solemn	18.1	Lower	Met	Worse than	Worse than	Worse than	Worse than	Worse than	Worse than	Worse than	Worse than	Worse than	Worse than	Worse than	10%
Negotiations	29.0	Lower	Met	Met	Met	Met	Met	Worse than	Worse than	Worse 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	4.0%	Lower	Worse than	Worse than	Worse than	Worse than	Worse than	Worse than	Worse than	Worse than	Met	Better than	Met	Met	10%

Solicitor satisfaction	-	-	-	-	-	-	-	64%	-	-	-	-
Accuracy	-	-	-	-	-	-		-	-	-	-	-

CHILDRENS															
	Current Benchmark	Better is	Apr-23	May-23	Jun-23	Jul-23	Aug-23	Sep-23	Oct-23	Nov-23	Dec-23	Jan-24	Feb-24	Mar-24	Current Zone defn
Average Calendar days to bank:															
Childrens A&A & ABWOR	17.0	Lower	Better than	Met	10%										
Childrens legal aid	20.0	Lower	Better than	10%											
Negotiations	29.0	Lower	Better than	7.5%											
Initial Assessments % paid in full	55.0%	Higher	Met	Better than	Better than	Better than	Met	5%							
Ratio of Negotiations to Initial Assessments	35.0%	Lower	Better than	10%											
Solicitor satisfaction				-	-	-	-	-	-	55%	-	-	-	-	1
Accuracy			-	-	-	-	-	-	-	-	-	-	-	-	1



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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.