

Legal advice efficiency—all law types

Average time taken in minutes to provide a legal advice service. Calculated by dividing the total time spent providing legal advices by the number of legal advice services.

Legal advice efficiency—Criminal law

Count of legal advice sessions and minor help (categorised by law type), in the reporting period. Legal advice sessions include face-to-face and telephone advice. If legal advice and minor help have been provided in the one session, a count is added to both legal advice sessions and minor help.

Legal advice efficiency—Family law

Count of the earliest approved extension on a file in the reporting period where the extension is the first extension on the file or where all previous extensions on the file are refusals. The count is categorised by the law type of the file. The count excludes grants of aid associated with the separately funded Civil Law Legal Aid Scheme (CLLAS).

Legal advice efficiency—Civil law

Average time taken in minutes to provide a Civil Law related legal advice service. Calculated by dividing the total time spent providing legal advices by the number of legal advice services.

Duty lawyer disposition rate

Percentage of Criminal law duty lawyer cases resolved by the duty lawyer without the need for further court hearings.

Duty lawyer efficiency—Criminal law

Average time taken per client to provide a Criminal law related duty lawyer service. Calculated by dividing the total time spent providing the service by the number of clients.

Duty lawyer efficiency—Family law

Average time taken per client to provide a Family law related duty lawyer service. Calculated by dividing the total time spent providing the service by the number of clients.

Grants accounts processed

The percentage of grants of aid related preferred supplier accounts that are processed by the Grants Division within 14 days.

Grants decisions overturned

The percentage of appealed decisions made in relation to grants of aid requests that are overturned on review.

Call Centre response time

The average time in minutes for the Call Centre to respond to phone calls.

Call Centre call time

The average talk time in minutes for Call Centre calls. Excludes switch and grants related calls.