

Just News

The newsletter of
the High Court of the Justiciary

High Court
of Justiciary



September 2011

High Court of Justiciary, Parliament House, Parliament Square, Edinburgh, EH1 1RQ
Telephone: 0131 225 2595 - e-mail: ihorne@scotcourts.gov.uk

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Supreme Courts Customer Charter

An updated Customer Charter has been published setting out the standards and quality of service you can expect from us.

You can get a copy of the charter from our public offices or on the Scottish Court Service website.

http://www.scotcourts.gov.uk/session/Customer_Charter/Custom er_Charter.pdf

If you have any comments on the information contained in the charter please get in touch by contacting Luz Sexto or using the yellow suggestion/complaints forms found in the waiting areas of the Offices.

You will find details of our standards for timeliness and quality in the Customer Charter

Supreme Courts Business Plan

Our business plan sets out what we aim to achieve and what you can expect to see us working towards.

The plan is made up of eight different objectives. Some of these are core tasks for the Supreme Courts, for example, monitoring the length of time being taken to deal with different types of business or meeting administrative targets set for processing documents lodged with the court. Others aim to advance our business through improved IT and staff development.

Click [here](#) for further details.

Computer system migration to COP2

First Instance work in Judiciary Office will be moving from the CMS (case management system) to the COP2 computer system.

COP2 is the criminal system that is in place in SCS apart from the High Court. It is a tried and tested system and will provide much greater functionality than the current system.

It has been piloted and tested from the end of June and staff will be trained throughout August before the new system is introduced on 20 September 2011.

COP2 will provide greater functionality than the current system



We do listen

If you have any ideas about improving our services then let us know by completing a Customer Comment card and handing it to a member of staff, or by completing the Comments/Suggestions Book at the Justiciary Office Counter or by contacting 0131 240 6913 or e-mail ihorne@scotcourts.gov.uk

Here are some of the things you said and we did...

You said: We would like information on easy to read posters in Witness Rooms rather than in a folder

We did: Designed and displayed information posters in witness rooms

You said: Judges' biographies need updated on the website

We did: New judges biographies added and existing biographies updated

Thank you to everyone who left comments or suggestions on how we could improve our services. And of course thank you to those who told us, when we got it right.

Performance

WAITING TIMES FOR CRIMINAL APPEALS AS AT 1 AUGUST 2011					
Appeal Type	Next Available Appeal Hearing	Forward Projection Waiting Period (calendar weeks)	Waiting Period (Term Weeks)	Waiting Period (Calendar weeks)	Waiting Period (leave to appeal granted to final disposal)
Solemn Sentence	5/10/11	9 weeks	n/a	8 weeks	8.5 weeks
Summary Sentence	4/10/11	9 weeks	n/a	8 weeks	8.5 weeks
Stated Cases	24/10/11	12 weeks	8 weeks	11 weeks	35 weeks
Solemn Conviction/Conviction & Sentence	11/10/11	10 weeks	18 weeks	20 weeks	48 weeks

	2005/06	2006/07	2007/08	2008/09	2009/10	2010/11
Indictments Registered	1104	1171	1005	920	789	730
Trials (Evidence led)	303	414	446	382	322	269
Solemn Appeals Lodged	925	954	953	765	870	820
Summary Appeals Lodged	1876	1770	1475	1546	1486	1393

Customer Complaints

Complaints received from 1 Jan 2011 to 31 July 2011	Received	Upheld	Ongoing
Error by SCS staff	4	3	
Error by non SCS staff			
Delay	1	0	
Lost papers			
Accommodation			
Lack of communication			
Attitude of staff			
Other	2	1	

Office Opening Times

Justiciary Office opens at 10.30 every Monday morning.

We use this time for our training and development. It is therefore important that, unless you have urgent business, you don't come into the department until then.

Justiciary Office opening hours are:

10.30 am - 5 pm Monday

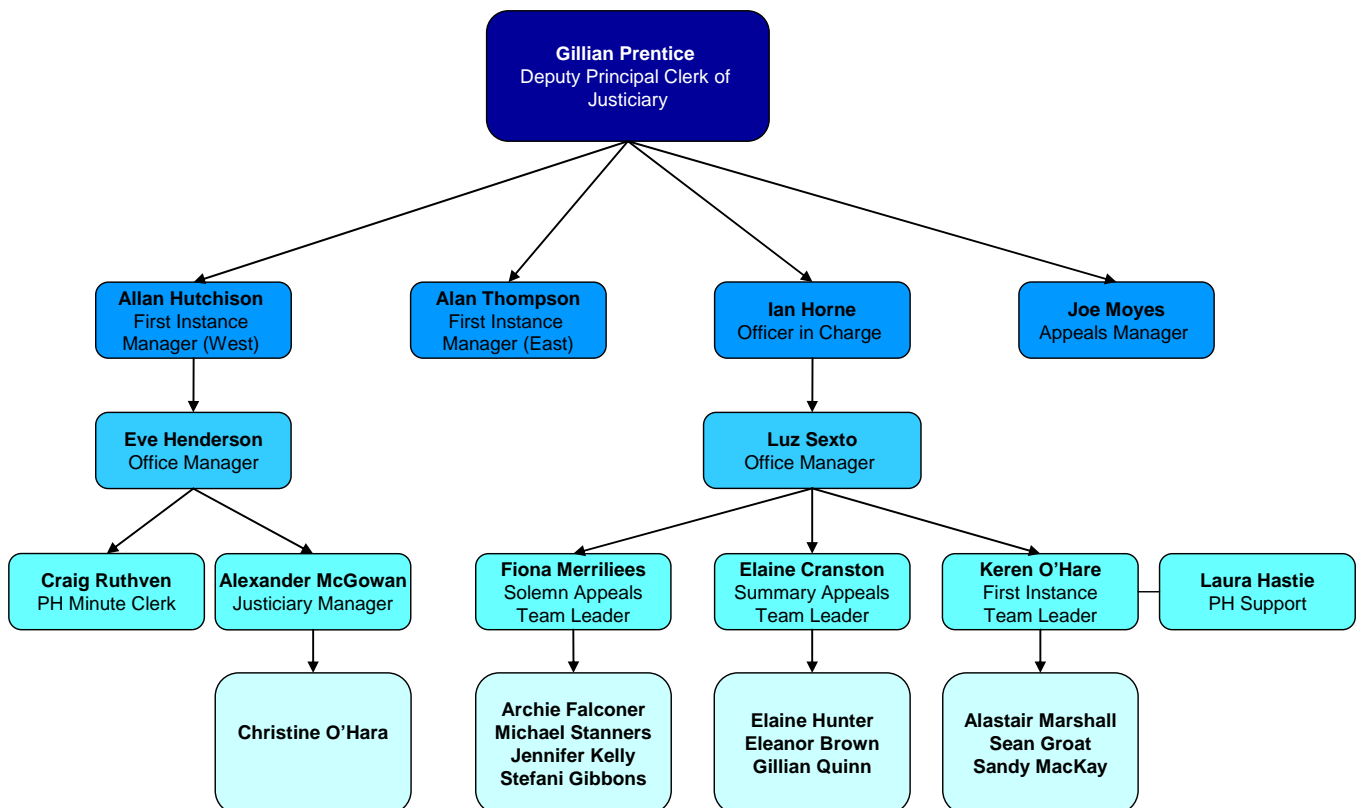
9.00 am - 5pm -Tuesday, Wednesday, Thursday

9.00 am - 4.45 pm Friday



The office will remain open between 1pm and 2pm but please remember that there will be limited staff cover during this period, so please be patient.

Structure Chart



Justiciary Office – Telephone Contact Details

Solemn Appeals Team

Team Leader -	Fiona Merrilees	0131 240 6909
	Archie Falconer	0131 240 6947
	Michael Stanners	0131 240 6910
	Jennifer Kelly	0131 240 6911
	Stefani Gibbons	0131 240 6958

Appeals in Sheriff & Jury/High Court cases, Solemn Bills of Advocation, Section 65 Appeals, Section 74 Appeals, Crown Sentence Appeals

Summary Appeals Team

Team Leader	Elaine Cranston	0131 240 6912
	Elaine Hunter	0131 240 6914
	Gillian Quinn	0131 240 6901

Notes of Appeal, Stated Cases from Sheriff & JP Courts, Bills of Suspension, Transcripts, Single Judges Preliminary Hearings, Nobile Officium Petitions

First Instance Team

Team Leader	Keren O'Hare	0131 240 6908
	Alastair Marshall	0131 240 6852
	Sean Groat	0131 240 6946
	Sandy McKay	0131 240 6953

Preliminary Hearings, Trials, Sentencing Diets, Jury Enquiries, extract Convictions

Office Manager

Luz Sexto	0131 240 6905
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Press Enquiries, Opinions, Transcription Contract

Officer in Charge

Ian Horne	0131 240 6913
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Press enquiries, FOI & Data Protection enquiries, customer complaints

Appeals Manager

Joe Moyes	0131 240 6902
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First Instance Manager (East)

Alan Thompson	0131 240 6928
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Deputy Principal Clerk of Justiciary

Gillian Prentice	0131 240 6869
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Glasgow High Court - Saltmarket

First Instance Manager (West)

Allan Hutchison	0141 559 4516
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Office Manager

Eve Henderson	0141 559 4577
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PH Minute Clerk

Craig Ruthven	0141 559 4544
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Justiciary Manager

Alexander McGowan	0141 559 4572
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Justiciary Officer

Christine O'Hara	0141 559 4553
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What do you think?

We continually seek to improve the service and choice for its customers and partners. In order to improve the quality of information we provide about our performance we would like to offer you the opportunity to comment on the content of this document. Please read the following questions and pass your views and comments to us by e-mail, telephone or letter using the details given below:

1. How well did you understand the contents of this document?
2. How well does this information meet your needs?
3. Did it cover aspects which you are interested in or you feel are relevant?
4. What other relevant issues or information do you feel you should be included or covered in the next issue?

Send your views to:

Letter

I Horne
High Court of Justiciary
Level - 2
Parliament House
Parliament Square
Edinburgh
EH1 1RQ

E-mail

ihorne@scotcourts.gov.uk

Telephone

0131 240 6913