

# The Proof

The quarterly newsletter  
of the Offices of the Court of Session

Court of Session



June 2010

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## Final Charter Mark Assessment for the Offices of the Court of Session

Charter Mark (CM) is a national standard for customer service excellence. The Offices of the Court of Session first achieved CM status in 2005 and since then we have been re-assessed every year to make sure that we haven't let our standards slip.

The independent assessor - Harry Nicol - was with us recently and we're delighted to say that the assessment was again successful. In his report Harry said "A further rolling programme assessment demonstrates the commitment to customer service that runs through this organisation."

This was our final CM assessment as it will close on 30 June 2011. It has been replaced by a new standard - Customer Service Excellence (CSE).

The ground rules of good customer service have not changed and these provide the basis for CSE. However CSE will test in greater depth, areas which research showed are a priority for customers. CSE also focuses on developing customer insight, understanding the user's experience and measuring satisfaction levels.

As Harry recognised, we are dedicated to providing excellent customer service and we have already started working towards achieving the new standards set by CSE.



CUSTOMER SERVICE EXCELLENCE

## Practice and Procedure Updates



### Motions for form 30.2

If an agent withdraws from acting, the first motion for a form 30.2 should be enrolled in the Court Motions Team (CMT). This motion should not be intimated upon the party as the interlocutor pronounced by the court allows intimation of the form 30.2.

### Decree in Absence

Motions where no appearance entered or defences lodged do not require to be intimated upon the party and therefore should be enrolled in the CMT. Any further motions of this nature, attempting to be lodged in the general department will be refused.

### Lodging productions at signet

When lodging productions at signet stage please ensure they are securely fastened and numbered correctly in terms of Rule of Court 4.5.2.

### Lodging Caveats

If lodging a large volume of caveats (over 10) after 4pm it would be helpful if you could contact the Petitions Department to let them know. This ensures that there are enough resources within the offices to make sure the caveats are processed on the day of receipt.

### Renewal of Caveats

To renew a caveat the petition department require a copy of the caveat with the original caveat number stated upon it. A copy of the caveat ensures that the caveat can be effectively lodged, even if one year has passed since the previous caveat lodged.

## Offices of the Court of Session – Staff Changes

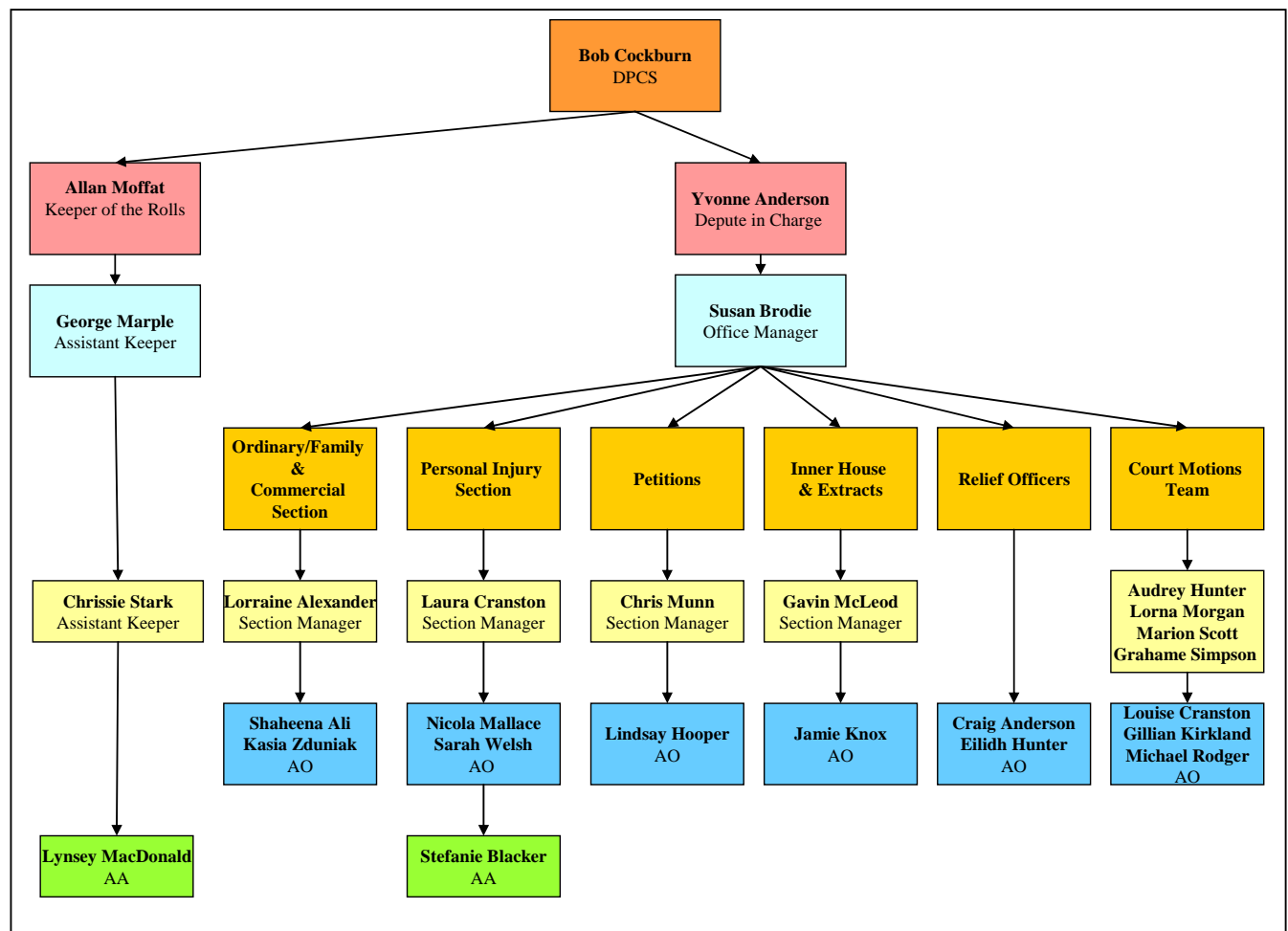
There have been a few staff changes within the Offices of the Court of Session. We have a new Administrative Assistant - **Stefanie Blacker** - within the Personal Injury section of the General department. The Keeper of the Rolls Office also has a new Administrative Assistant - **Lynsey MacDonald**.

An internal review has taken place regarding the Ordinary, Family and Commercial section in the General department. Due to the effect of the roll out of the e-motion procedures, the Ordinary, Family and Commercial section no longer require an Administrative Assistant. This post has now been transferred to an Administrative Officer post based in the Court Motions Team and **Michael Rodger** successfully passed a promotional board to fill this new post.

**Kelly Jack** who was based within the Personal Injury section, has now been rotated to Justiciary Office. **Nicola Mallace**, from Justiciary Office is now based within the Personal Injury section. Nicola is currently training within the department and at the public counter and your patience is greatly appreciated.

Finally, **Eilidh Barbour** has recently got married and her new name is now **Eilidh Hunter**.

An up-to-date organisational chart is below.



## Court Motions Team

### Practices and Procedures

Please follow these practices and procedures to ensure interlocutors can be drafted and distributed as quickly as possible.

🔒 When emailing a motion if one of the parties is fee exempt, please remember to scan the abbreviated (small) fee exemption certificate and attach this with the email. This allows us to accurately fee as fee exempt.



🔒 When emailing Closed Records/Records, please ensure that the interlocutors at the back have the CMT Clerks identified as Assistant Clerks of Session rather than Depute Clerks of Session.

🔒 When emailing a motion to the CMT, in the subject matter of the email, please note as unopposed or opposed followed by the name and case reference, for example:

**Subject: Opposed motion Andrew Smith v David Jones A312/10**

🔒 When enrolling a motion to open a confidential envelope, it would be helpful and good practice if the letter to the haver gives

- specific information of the date the motion is to be enrolled with the Court and
- the date/whom and time they can do this by, if they wish to oppose the motion.

🔒 Motions to further adjust or restore to the adjustment roll, please note on the motion sheet /email no adjustments to date. This can be noted in part 6 or 7 of the motion sheet. If there are adjustments please attach adjusted print or hand a hard copy into CMT on the day of enrolling the motion.

🔒 When enrolling a motion and the case is in the basement, please order up the process prior to the motion being enrolled. In the email to the court, agents should inform CMT that this is in the relevant basement bowl. We understand there may be exceptional circumstances where this is not possible, but this would be treated on its own merits.

Interlocutors produced from the following motions automatically require a judge's signature. As of the 1 July 2010 we will not email agents to inform them these interlocutors are away for signature. The motions are:

- Minute of Tender and Acceptance
- Joint Minute
- Decree in Absence/ Decree of Dismissal
- Additional Fee
- Vary the timetable
- Specification of Property
- Approval of Issue/Counter Issue
- Dispensing with the intimation period
- Sist awaiting the outcome of the appeal in the Judicial Review
- Any motion dealing with expenses in the action
- Commission of evidence

## You said – we did

Once again we haven't received any customer or staff comments or suggestions recently.

We're ready to listen so if you have something to tell us please fill in the yellow comment cards in the department - and remember to give us your contact details if you'd like a personal response.



## Customer Liaison Group

The next Customer Liaison Group Meeting will be held at 4 o'clock on Wednesday 15 September 2010 in the meeting room on -1 Parliament House. All customers are welcome to attend.

If you would like more information please contact Yvonne Anderson or Susan Brodie.

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*The next meeting will  
be held  
15 September 2010*

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## Offices of Court Report – May 2010

### Management Information & Workload

	April 2009	May 2009		April 2010	May 10
<b>Petitions lodged</b>	<b>151</b>	<b>172</b>		<b>128</b>	<b>113</b>
<b>Summonses lodged</b>	<b>428</b> ( 300 PI ) ( 113 Ord ) ( 4 Family ) (11 Comm )	<b>444</b> ( 338 PI ) ( 90 Ord ) ( 4 Family ) (12 Comm )		<b>292</b> ( 226 PI ) ( 48 Ord ) ( 3 Family ) (15 Comm )	<b>273</b> ( 224 PI ) ( 27 Ord ) ( 5 Family ) (17 Comm )
<b>Appeals lodged</b>	<b>17</b>	<b>14</b>		<b>14</b>	<b>12</b>
<b>Total Actions</b>	<b>596</b>	<b>630</b>		<b>434</b>	<b>398</b>

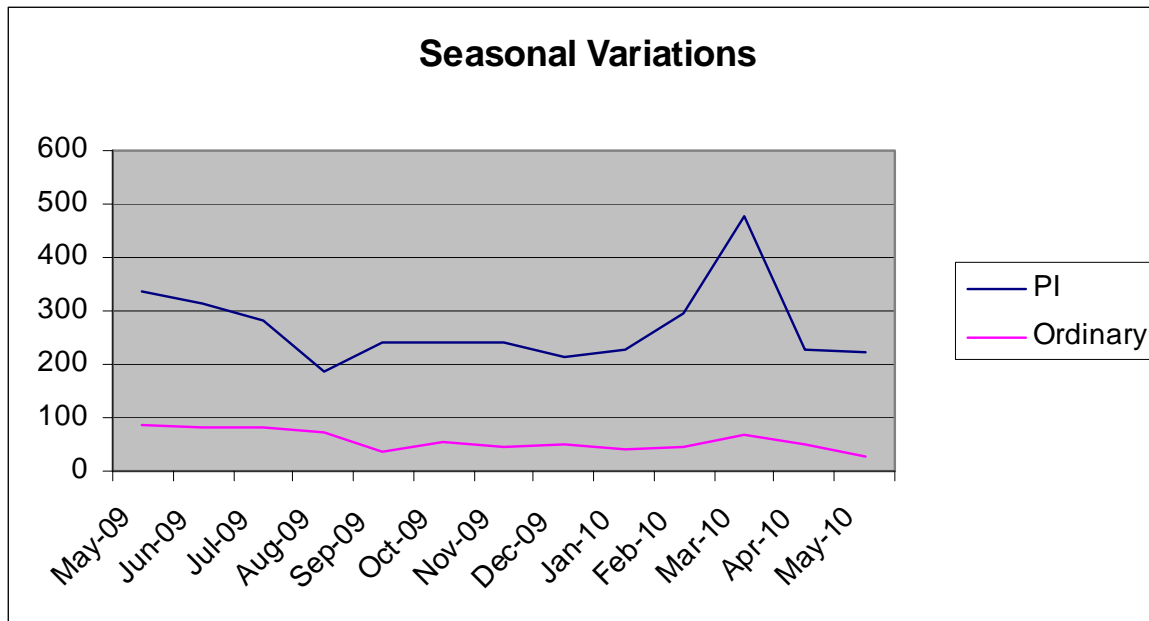
See Appendix A for trends from year to year.

Waiting period (court service indicator) for 4 day PI Proofs stands at just under 12 months (from date defences lodged). We are currently allocating for 31 May 2011

The allocation of Civil Jury Trials has now been increased to 5 per week. The first available date for a Jury Trial is currently 28 June 2011.

Appendix A

	PI	Ordinary	Family	Appeals	Total (OH)	%PI
May 09	337	87	5	14	429	79%
June 09	315	80	10	17	405	78%
July 09	280	83	9	22	372	75%
Aug 09	185	71	0	11	256	72%
Sept 09	242	36	4	16	282	86%
Oct 09	241	56	6	19	303	80%
Nov 09	242	47	3	10	292	83%
Dec 09	215	52	7	20	274	78%
Jan 10	229	41	5	6	275	83%
Feb 10	294	45	5	11	344	85%
Mar 10	478	69	10	21	557	86%
April 10	226	48	3	14	277	82%
May 10	224	27	5	12	256	88%
<b>Total</b>	<b>3508</b>	<b>742</b>	<b>72</b>	<b>193</b>	<b>4322</b>	<b>81%</b>



## Telephone contact details

### Depute in Charge

Yvonne Anderson 0131 240 6740

### Office Manager

Susan Brodie 0131 240 6743

### Personal Injury section

Manager Laura Cranston 0131 240 6878  
Sarah Welsh 0131 240 6667  
Nicola Mallace 0131 240 6853  
Stephanie Blacker 0131 240 6742

### Ordinary/Family & Commercial section

Manager Lorraine Alexander 0131 240 6741  
Shaheena Ali 0131 240 6880  
Katarzyna Zduniak 0131 240 6669

### Petition department

Manager Christopher Munn 0131 240 6747  
Lindsay Hooper 0131 240 6747

### Inner House & Extracts department

Manager Gavin McLeod 0131 240 6874  
Jamie Knox 0131 240 6748

### Court Motions Team

Asst Clerk Grahame Simpson 0131 240 6658  
Asst Clerk Marion Scott 0131 240 6662  
Asst Clerk Lorna Morgan 0131 240 6658  
Asst Clerk Audrey Hunter 0131 240 6662  
Louise Cranston 0131 240 6882  
Gillian Kirkland 0131 240 6882  
Michael Rodger 0131 240 6882

### Relief Officers

Craig Anderson 0131 240 6744  
Eilidh Hunter 0131 240 6745

## What do you think?

The Offices of the Court of Session 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 fax, email or letter using the details given below:

1. How well did you understand the contents of this report?
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 quarter's issue?

Send your views to:

### Letter

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### Email

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