

# The Proof

The quarterly newsletter  
of the Offices of the Court of Session

Court of Session



December 2011

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## INSIDE THIS ISSUE

- 1 Customer Service Excellence
- 2 Court User's Guide
- 3 Customer Suggestion Boxes
- 3 Customer Complaints
- 3 Court Motions Team
- 4 Court Motion Team Festive Period Dates
- 5 CMT Report
- 5 General Department Queue times
- 6 Judicial Studies Conference
- 7 Customer Liaison Meeting
- 8-11 Offices of Court Report
- 12-13 Offices of Court Staff changes
- 14 Telephone contact details
- 15 What do you think?

## Customer Service Excellence

Customer Service Excellence is the Government's customer service standard. It builds on the legacy of Charter Mark and aims to help us focus on - and improve - all areas of customer service.

There are five CSE criteria. They are:

- Customer Insight
- The Culture of the Organisation
- Information and Access
- Delivery
- Timeliness and Quality of Standards.

Within these five criteria sit 57 elements for which applicants must provide three pieces of evidence along with written justification.

The independent assessor - Harry Nicol - was with us in November to review the evidence that we gathered to support our application. As well as looking at the documented evidence, Harry spent time making sure that we 'walk the talk'. He did this by observing us in action and by speaking to customers and staff.

We're delighted to say that the assessment was successful. Only five elements were rated 'Partially Compliance' and three elements were rated 'Compliance Plus'.

The work doesn't stop here though. We must maintain our standards and focus on the five areas which were not fully compliant. We will strive to do this - not for the purposes of CSE accreditation but to provide you with the best service possible.

## Court User's Guide

The Court Users Guide continues to provide court users new and old with helpful information about court procedures, so please ensure you have the most up to date copy available, which currently is February 2011.

Meantime there are now some hard copies of the guide available at each section along with some spare copies placed on the desks. If you need any further assistance the counter staff will be more than willing to help. You can also obtain a copy of the guide from the following link:

<http://www.scotcourts.gov.uk/professional/index.asp>

Remember, this guide is especially helpful to new court runners and trainees, while at the same time, also proving to be very useful to the regular users of the court.

As always, I am happy to receive your comments and suggestions and the easiest way to do that is to contact me via email on [CAnderson2@scotcourts.gov.uk](mailto:CAnderson2@scotcourts.gov.uk).

Many Thanks  
Craig Anderson



## Customer Suggestions Boxes

There have been no general customer/staff comments or suggestions made since the last edition of the Proof.

Customers and staff are encouraged to continue to use this service as it ensures suggestions and complaints are taken through the appropriate channels.

Many Thanks

Eilidh Hunter

## Customer complaints

There have been no formal customer complaints made in the Offices of the Court of Session during the period 1 September 2011 - 30 November 2011.

## 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 enrolling a motion to appoint the cause to further procedure in an Ordinary Action** please remember that the motion requires consent from the other side. This should be marked in the body of your motion.

🔗 **When any changes are made to the intimation or opposition dates on your motion sheet** please remember that we require an email from the other parties in the action confirming that they are not opposing your motion.

🔗 **When enrolling a motion to continue the cause on the adjustment roll or to restore to the adjustment roll** please attach an adjusted print enclosing all adjustments to date by all parties or mark up the motion sheet stating "no adjustments to date".

## Court Motions Team Festive Period Dates

The CMT Office will be closed on:

Friday 23 December 2011 from 12.30pm  
 Monday 26 December 2011  
 Tuesday 27 December 2011  
 Monday 2 January 2012 and  
 Tuesday 3 January 2012.

Please find below details of motions to be intimated, opposed and enrolled over the festive period:

| Intimation Date | Opposition Date  | Enrolment Date  |
|-----------------|------------------|-----------------|
| 20/12/11        | 22/12/11         | 23/12/11 (9.30) |
| 21/12/11        | 23/12/11 (12.30) | 28/12/11        |
| 22/12/11        | 28/12/11         | 29/12/11        |
| 23/12/11(12.30) | 29/12/11         | 30/12/11        |
| 28/12/11        | 30/12/11         | 4/1/12          |
| 29/12/11        | 4/1/12           | 5/1/12          |
| 30/12/11        | 5/1/12           | 6/1/12          |

Normal procedure continues.

Opposed Motions will be heard as follows:

Opposed Motions enrolled on 23/12/11, 28/12/11

These will be heard on Thursday 29/12/11.

Opposed Motions enrolled on 29/12/11, 30/12/11 and 4/1/11 These will be heard on Thursday 5/1/11.

## CMT Report

|         | <b>Lodged</b> | <b>Disposed</b> | <b>Dropped</b> | <b>Starred Motions</b> | <b>Average Time (motion received to interlocutor delivered)</b> |
|---------|---------------|-----------------|----------------|------------------------|---|
| Sept 11 | 1385          | 1205            | 121            | 59                     | 14:07   |
| Oct 11  | 1368          | 1254            | 114            | 77                     | 13:49   |
| Nov 11  | 1234          | 1135            | 99             | 78                     | 15:22   |

## General dept queue times

The average queue times on the public counters in the departments within the Offices of the Court of Session, over the past three months are:

|  | <b>September</b> | <b>October</b> | <b>November</b> |
|--|------------------|----------------|-----------------|
| <b>Ordinary/Family &amp; Commercial</b>            | 4 mins           | 4 mins         | 3 mins          |
| <b>Personal Injury</b>                             | 11 mins          | 13 mins        | 9 mins          |
| <b>Petitions &amp; Inner House &amp; Exts dept</b> | 4 mins           | 5 mins         | 5 mins          |

The above times are calculated as the average waiting time of each section over each month; therefore customers may find they can wait a lot longer than the times shown. The sections within the department continually monitor the queue system and times and feedback from our customers is always greatly appreciated. Please speak to a member of staff or alternatively complete yellow suggestion cards which are situated throughout the department waiting areas.

## NOTICE

### JUDICIAL STUDIES CONFERENCE WEDNESDAY 6<sup>TH</sup> JUNE – FRIDAY 8<sup>TH</sup> JUNE 2012

This gives the court users advance notice of the fact that the High Court of Justiciary and the Court of Session will sit for urgent business only on the abovementioned dates. In that week the Lord President has authorised the attendance of Senators at a conference organised by the Director of Judicial Studies.

In consequence:-

- There will be no appeal court sittings on these dates for either criminal or civil appeals
- The High Court of Justiciary will sit to deal with bail appeals and cases at first instance that require to run to a conclusion or would otherwise be time-barred only; and
- The Court of Session will sit only to deal with urgent motions, [and if necessary to conclude long proof hearings commenced in earlier weeks].

Where diets have already been fixed to commence during the week of 4<sup>th</sup> June 2012 parties should attend the Keeper's Office to make alternative arrangements.

It is hoped that by giving notice of this event at this stage court users will be able to make alternative plans for the use of their own time during the week in question.

Please note that Monday and Tuesday the 4<sup>th</sup> and 5<sup>th</sup> of June 2012 are public holidays on which the court shall not sit.

Any question regarding this notice should in the first instance be addressed to the Office of the Keeper of the Rolls.



## Customer Liaison Meeting Wednesday 7 December 2011

The Court Users Liaison meeting of Wednesday 7 December 2011 has been cancelled due to no issues required to be raised by the Customer Representatives.

The following note is for your information and follows the standard areas covered at the quarterly meetings.

1. Previous minutes - previous minutes of meeting of 14 September 2011 to be agreed at next meeting in March 2012.
2. No action points from September's minutes.
3. Proof Newsletter - There will be an edition of the Proof released before the Festive break.
4. CMT update - Update will be available as an article in the Proof
5. Comments & suggestion cards - All comments and suggestion cards have had personal responses with the exception of two which were regarding receiving a good service from a specific member of staff on the day of the industrial action.
6. Staff Changes - It is planned Gillian Prentice may take up post as Depute Principal Clerk of Session around February 2012. Eilidh Hunter will continue to be OFC manager until Chris' return from Keepers office on 23 January 2012. Craig continues to be the Petitions manager until Gavin's return. Craig will move to Keepers Office having been successful at a promotional board, on 16 January 2012. Two new members of staff will start within the OCoS in January 2012.
7. Customer Bell - When attending the public counters and no staff are present at the public counters, please ring the bell. These are placed at either side of the general dept counter. A member of staff will then know you are waiting on the list to be served.
8. Next meeting - The next Customer Liaison meeting is now set down to take place on Wednesday 7 March 2012 at 4pm in -1 meeting room.

If you wish to raise any issues please inform your PH representative or a member of staff.

If you would like to become a PH representative please confirm with Susan Brodie.

Customer Representatives are:

Paula Moffat  
Vicky Crawford  
Mary Galloway

Balfour & Manson LLP  
Scottish Government  
Brodies LLP

## Offices of Court Report

### Management Information & Workload

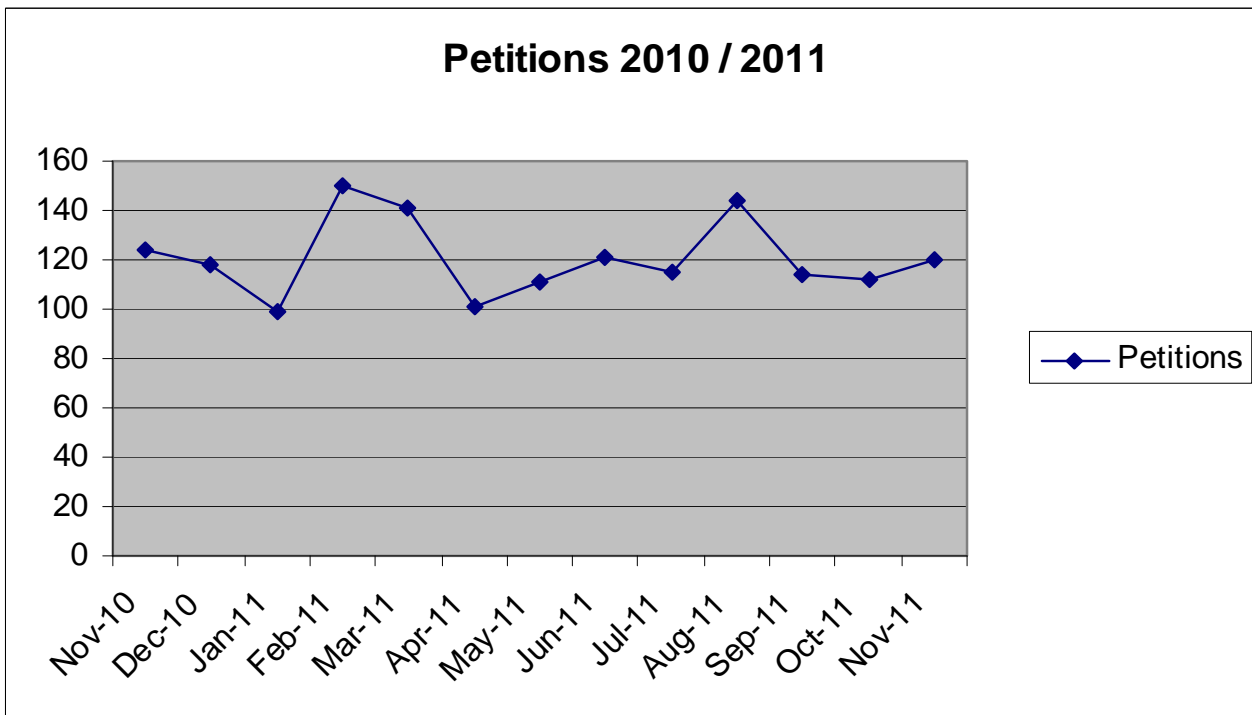
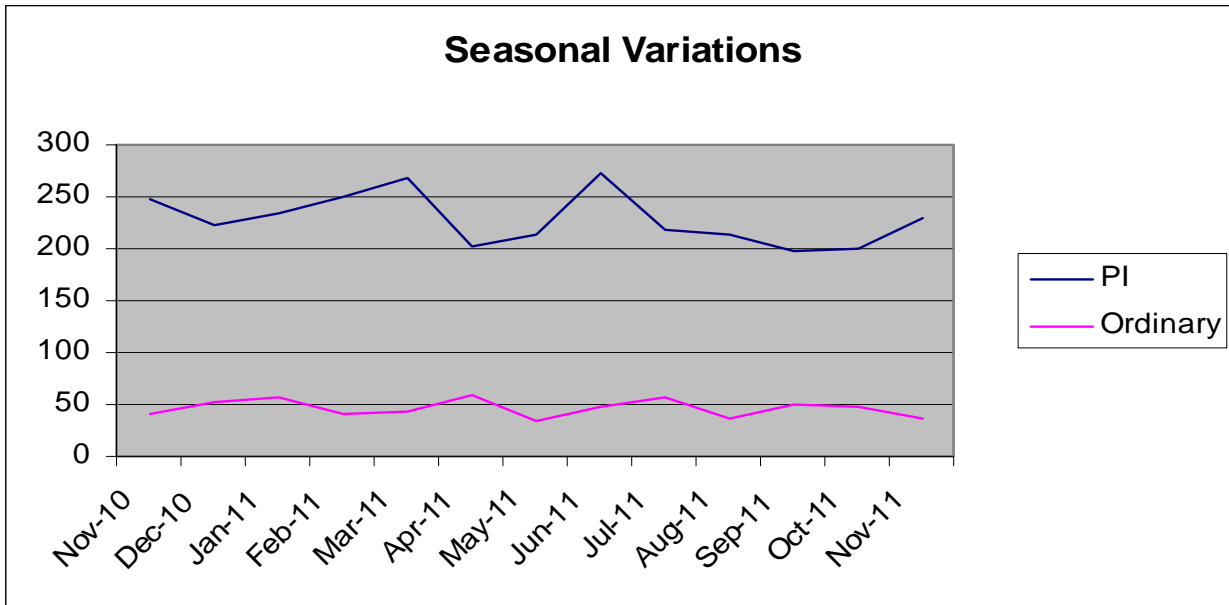
|                      | Sep 2010           | Oct 2010           | Nov 2010            |  | Sep 2011            | Oct 2011           | Nov 2011           |
|----------------------|--------------------|--------------------|---------------------|--|---------------------|--------------------|--------------------|
| Petitions lodged     | 131                | 117                | 124                 |  | 114                 | 112                | 120                |
| Summons lodged       | 315                | 289                | 321                 |  | 274                 | 274                | 229                |
| (PI)                 | (237)              | (218)              | (248)               |  | (198)               | (201)              | (229)              |
| (Ordinary)           | (53)               | (39)               | (48)                |  | (50)                | (48)               | (36)               |
| (Family)             | (8)                | (19)               | (12)                |  | (14)                | (15)               | (11)               |
| (Commercial)         | (17)               | (13)               | (13)                |  | (12)                | (10)               | (8)                |
| Appeals lodged       | 17<br>(5<br>R/M's) | 26<br>(5<br>R/M's) | 18<br>(11<br>R/M's) |  | 18<br>(11<br>R/M's) | 16<br>(7<br>R/M's) | 14<br>(4<br>R/M's) |
| <b>Total Actions</b> | <b>463</b>         | <b>432</b>         | <b>463</b>          |  | <b>406</b>          | <b>402</b>         | <b>418</b>         |

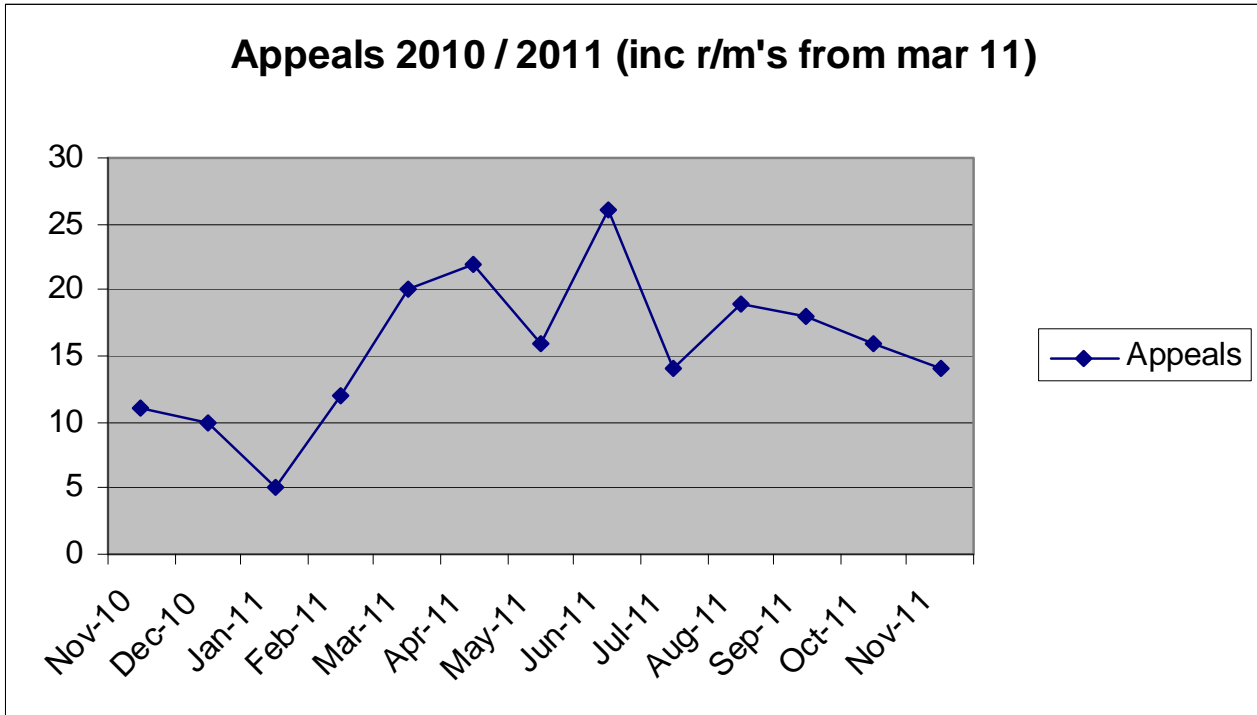
Waiting period (court service indicator) for 4 day PI Proofs stands at 12.5 months (from date defences lodged). We are currently allocating for 27 November 2012.

The allocation of Civil Jury Trials has now been increased to 5 per week. The first available date for a Jury Trial is currently 21 May 2013.

**Trends of Personal Injury, Ordinary & Appeals Lodged 2010/11**

|                | <b>PI</b>   | <b>Ordinary</b> | <b>Family<br/>(inc<br/>simplified)</b> | <b>Appeals (inc's<br/>r/m's from mar<br/>11)</b> | <b>Total<br/>(OH)</b> | <b>%PI</b> |
|----------------|-------------|-----------------|--|--|-----------------------|------------|
| <b>Nov 10</b>  | 248         | 42              | 2                                      | 11   | 292                   | 85%        |
| <b>Dec 10</b>  | 223         | 53              | 10                                     | 10   | 286                   | 78%        |
| <b>Jan 11</b>  | 234         | 56              | 3                                      | 5  | 293                   | 80%        |
| <b>Feb 11</b>  | 250         | 40              | 4                                      | 11   | 294                   | 85%        |
| <b>Mar 11</b>  | 268         | 44              | 9                                      | 20   | 321                   | 83%        |
| <b>Apr 11</b>  | 202         | 59              | 9                                      | 22   | 270                   | 75%        |
| <b>May 11</b>  | 214         | 35              | 10                                     | 16   | 259                   | 83%        |
| <b>Jun 11</b>  | 273         | 48              | 18                                     | 26   | 339                   | 81%        |
| <b>July 11</b> | 219         | 56              | 9                                      | 14   | 284                   | 77%        |
| <b>Aug 11</b>  | 214         | 36              | 16                                     | 19   | 266                   | 80%        |
| <b>Sep 11</b>  | 198         | 50              | 14                                     | 18   | 262                   | 76%        |
| <b>Oct 11</b>  | 201         | 48              | 15                                     | 16   | 264                   | 76%        |
| <b>Nov 11</b>  | 229         | 36              | 11                                     | 14   | 276                   | 83%        |
| <b>Total</b>   | <b>2973</b> | <b>603</b>      | <b>130</b>                             | <b>203</b>                                       | <b>3706</b>           | <b>80%</b> |





## Offices of Court Staff Changes

Staff changes continue to take place within the Offices of the Court of Session. Since the last edition of the proof the following changes have taken place:

Christina Stark in the Keepers of the Rolls office was successful at a recent HEO board and started her training week commencing 31 October 2011.

Chris Munn is temporarily covering her post in the Keepers office until week commencing 23 January 2012 when he will return to his own post as Ordinary, Family & Commercial section manager.

Eilidh Hunter is temporarily covering Chris's post until 23 January 2012 and will return to Relief Officer within the Offices of the Court of Session.

Craig Anderson was successful at a recent EO board and will take up his post in the Keepers office w/c 16 January 2012.

Gavin has recently been absent due to undergoing an operation but is back in his post as Petitions Manager over the festive period.

**Future changes within the Offices of the Court of Session are:**

New members of staff

David McCulloch will start with the Court Motions Team as an AO on 4 January 2012 and Lisa McPhee will start with the Personal Injury Section as an AO on 9 January 2012.

Staff Rotation

The following staff will be rotated within the department over the next few months:

As stated above Chris Munn will move back to Ordinary, Family & Commercial section manager.

Eilidh Hunter will become our Relief Officer/Trainer.

Stef Blacker currently Personal Injury AO will move to Ordinary, Family & Commercial section as an AO.

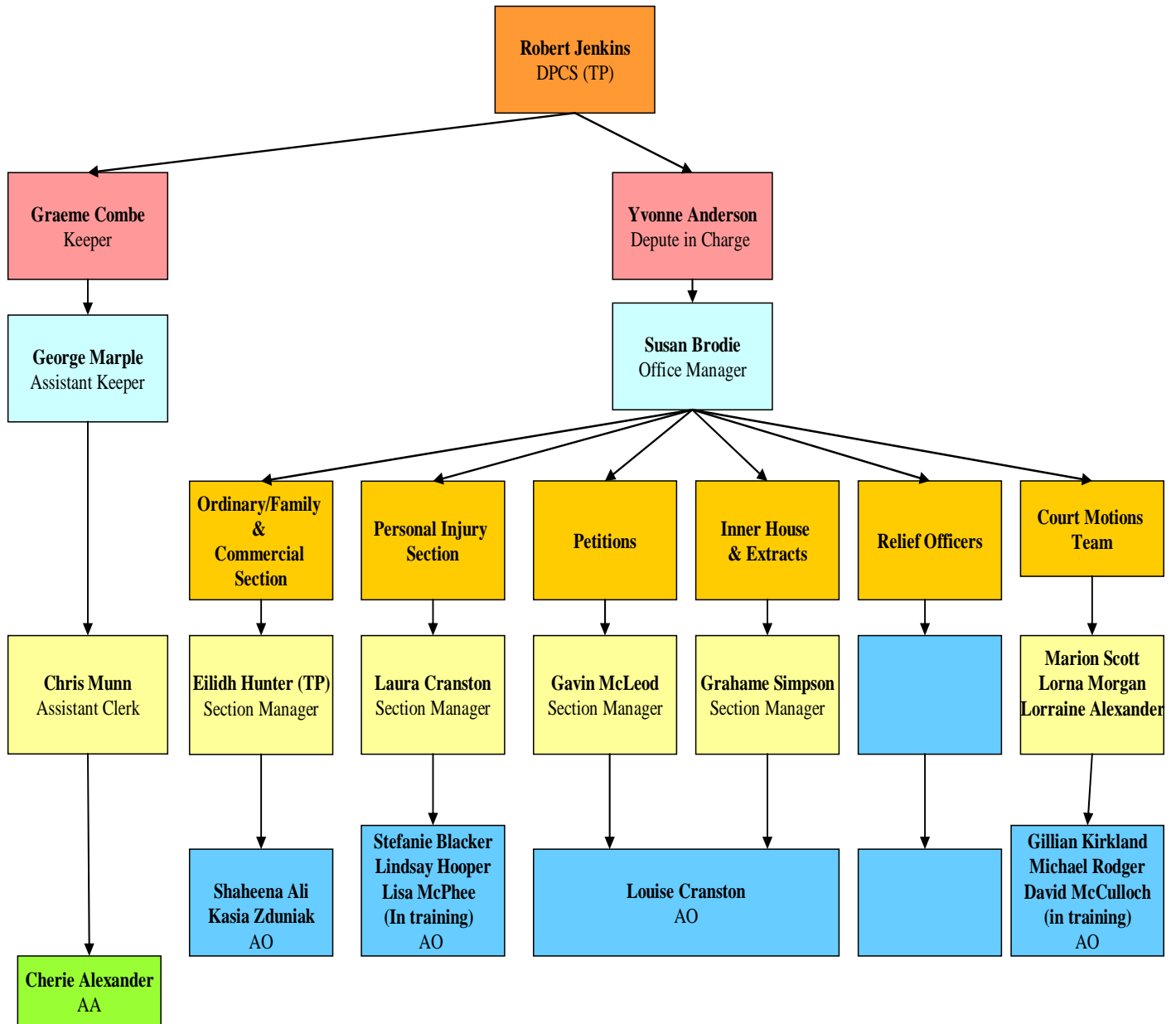
Shaheena Ali currently Ordinary, Family & Commercial AO will move to Court Motions Team as an AO.

Gillian Kirkland currently in the Court Motions Team will move to Petitions & Inner House section as an AO.

Louise White currently in the Petitions & Inner House section as an AO will become a Relief Officer within the Offices of the Court.

Gillian Prentice, Depute Principal Clerk of Justiciary will become the Deputy Principal Clerk of Session around the end of February and Robert Jenkins will return to his post as Inner House Depute Clerk.

The current staff structure is set out below which includes our two new members of staff.



## Telephone contact details

### General Department

#### Depute in Charge

Yvonne Anderson 0131 240 6740

#### Office Manager

Susan Brodie 0131 240 6743

#### Personal Injury section

|         |                  |               |
|---------|------------------|---------------|
| Manager | Laura Cranston   | 0131 240 6878 |
|         | Stefanie Blacker | 0131 240 6853 |
|         | Lindsay Hooper   | 0131 240 6667 |
|         | Lisa McPhee      | 0131 240 6853 |

#### Ordinary/Family & Commercial section

|           |                          |               |
|-----------|--------------------------|---------------|
| Manager - | Eilidh Hunter/Chris Munn | 0131 240 6741 |
|           | Shaheena Ali             | 0131 240 6669 |
|           | Kasia Zduniak            | 0131 240 6669 |

#### Petition and Inner House & Extracts department

|                                   |                                 |                                |
|-----------------------------------|---------------------------------|--------------------------------|
| Petition Manager                  | Craig Anderson/<br>Gavin McLeod | 0131 240 6747                  |
| Inner House &<br>Extracts Manager | Grahame Simpson<br>Louise White | 0131 240 6748<br>0131 240 6874 |

#### Court Motions Team

|            |                    |               |
|------------|--------------------|---------------|
| Asst Clerk | Marion Scott       | 0131 240 6662 |
| Asst Clerk | Lorna Morgan       | 0131 240 6658 |
| Asst Clerk | Lorraine Alexander | 0131 240 6658 |
|            | Gillian Kirkland   | 0131 240 6882 |
|            | Michael Rodger     | 0131 240 6882 |
|            | David McCulloch    | 0131 240 6882 |

### Keeper of the Rolls Office contact numbers

#### Keeper

Graeme Combe 0131 240 6736

#### Assistant Keeper

George Marple 0131 240 6737

#### Assistant Clerk

Chris Munn 0131 240 6738

#### Administration Assistant

Cherie Alexander 0131 240 6794



## 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:

Was the content of this newsletter clear?

To what extent does the information meet your needs?

Did it cover aspects which you are interested in or you feel are relevant?

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

S Brodie  
Court of Session  
Level -1  
Parliament House  
Parliament Square  
Edinburgh  
EH1 1RQ

### Email

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### Fax

0131 240 6746

### Telephone

0131 240 6743