



The Proof

The quarterly newsletter
of the Offices of the Court of Session

December 2008

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Telephone: 0131 225 2595 - email: officesofcourt@scotcourts.gov.uk

Customer Satisfaction Survey - 2008

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Every year we ask you for feedback on the service we provide. This allows us to check our performance and gives us the opportunity to make improvements.

For example, based on the feedback you provided we now wear name badges and give the department and our names when we answer the telephone.

This year the survey is a little different. Firstly it's shorter and the questions are based on areas of our service that you have told us are most important to you. Secondly it's on-line which makes it quicker and easier to submit. You can either use the link below to complete the survey or use the PC which will be in the General Department from January 2009.

https://www.surveymonkey.com/s.aspx?sm=XBMc9g1I2lwwQmgQ_2bEDoEQ_3d_3d

The survey is in seven sections and you must answer each question before you proceed to the next section.

We want to hear from you - whatever your relationship is with the Offices of Court. The survey will be open until the end of January and we look forward to receiving your feedback.

Thank you for your help.

If you have any questions please get in touch with Grahame Simpson at gsimpson@scotcourts.gov.uk or on 0131 240 6882.

Auditor of the Court



The Auditor of the Court moved to the old HM Love building on the Cowgate on 29 September 2008.

If you want to lodge a motion in a case that is currently at the Auditors please follow this procedure:

1. Ask the counter staff to check to ensure the case is at the Auditors. They can do this by checking the Auditors' book.
2. Once it has been confirmed the case is at the Auditors, staff will phone them to ask for the process explaining agents require the process to allow them to lodge a motion into the action. The process can then be put into the Auditors' bag service, which runs twice a day, 10:30am and 2:30pm.
3. If the process is required urgently, this urgency would be treated on its own merits and decided by the section Line Manager or whoever is covering as to whether this was an urgent matter. Again, staff would phone the Auditors and explain that a messenger would come and uplift the process. Counter staff would then phone the messengers and arrange for them to uplift the process

The above procedure is currently in place within the Offices of the Court of Session.

Please contact Grahame Simpson if you need any further information - [see page 1 for contact details](#).

Proposed changes to the General Department

We are proposing to re-structure the General Department to introduce more specialised sections.

The amount of technical knowledge required by counter staff is being stretched currently by the breadth of procedures they need to know about.

The introduction of a specialised personal injuries clerk to support the Chap. 43 procedure has been successful and we propose to build on that service.

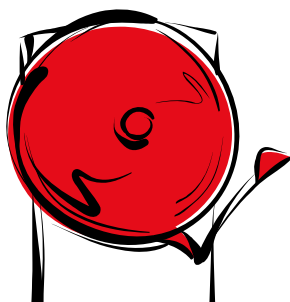
It is our intention to replace the existing 4 sections with three specialised sections: an appeals section for all sheriff court, statutory appeals and reclaiming motions; a personal injury section and an ordinary/family section.

We would not expect this to affect queuing times and hope that it would speed up individual transactions.

Your views on this proposal would be very welcome

The views of regular court users on this proposal would be very welcome.

If you have any feedback please contact Grahame Simpson - [contact details on page 1](#) - and/or complete the relevant question in the Customer Satisfaction Survey.



Fire alarm and evacuation

Your normal route for leaving Parliament House may not be the safest in the event of a fire.

If the fire alarm sounds when you are in the offices, court staff will lead you to the best escape route. Please follow their instructions.

Fee Exemption

The Fee Exemption form has been amended to include an extra box called **Income based - employment support allowance**. This came into force in October 2008.

The amended form should be used when lodging a new Summons, Petition or Appeal in the Offices of the Court of Session. It should also be used when marking the pursuer or defender in an action as being Fee Exempt.

The new forms are available in the department. Alternatively, use the link below.

http://www.scotcourts.gov.uk/library/civil/docs/fee_exemption_app.pdf

If you do not use the amended Fee Exemption form we will not accept the form and you could be fee'd incorrectly.

For further information please contact Grahame Simpson - [contact details on page 1](#).

Choices

It is important to us that we meet your needs and a key part of this is making sure that the service we provide offers you choice.

Could we improve the choices we offer?

Please let us know by filling in the Customer Satisfaction Survey (see page 1) or by getting in touch with Shaeron Clacher
sclacher@scotcourts.gov.uk



Participating firms

Two further firms are now participating within the pilot scheme, Drummond Miller and Dundas & Wilson. A list of firms and their generic email addresses are as follows:

Anderson Strathern	motions@andersonstrathern.co.uk
Balfour & Manson	ph@balfour-manson.co.uk
Biggart Baillie	ph@biggartbaillie.co.uk
Brodies	motions@brodies.co.uk
Digby Brown	phteam@digbybrown.co.uk
Drummond Miller	Cosprojectteam@drummond-miller.co.uk
Dundas & Wilson	phclerks@dundas-wilson.com
McGrigors	motions@mcgrigors.com
Simpson & Marwick	PHDepartment@simpmar.com
Thompson	motions@thompsons-scotland.co.uk

Additional firms are currently considering joining the scheme and information on this will be sent to all participants as it happens.

We are also happy to report that various firms are noting their interest in the pilot and the CMT are happy to arrange information sessions for them.



Rules of Court update

The Lord President's Office are continuing their work on the changes required to the Rules of Court to compliment the Pilot Scheme for Disposal of Motions and for the full roll out to all users of the Offices of the Court of Session.

Time

The following table shows the maximum time, minimum time and average time it has taken, from a motion being enrolled to firms receiving an interlocutor during the months of September and October 2008.

This includes interlocutors being sent to a Lord Ordinary, in the overnight bag service, for signature.

	Sept 08	Oct 08
Maximum	98 hrs 30 minutes	50 hrs 15 minutes
Minimum	35 minutes	15 minutes
Average	16 hrs 30 minutes	16 hrs 40 minutes

Queries

If you have any queries regarding any items within this newsletter or any area of the Pilot Scheme for Disposal of Motions or you wish an item to be placed on a future newsletter, please do not hesitate to contact any members of the CMT noted below.

Motion Clerks

Susan Brodie
Grahame Simpson

email us at

supremecourts.motions@scotcourts.gov.uk

call us on

0131 240 6882



Offices of Court Report – November 2008

Management Information & Workload

	<u>NOV 07</u>	<u>NOV 08</u>
Petitions lodged	275 (147 Seq's)	134 (No Seq's)
Summonses lodged	329 (245 PI) (64 Ord) (7 Family) (13 Commercial)	352 (245 PI) (77 Ord) (6 Family) (24 Commercial)
Appeals lodged	16	20
Total Actions	620	506 (difference nos of seq's)

See Appendix A below for trends over 1 year.

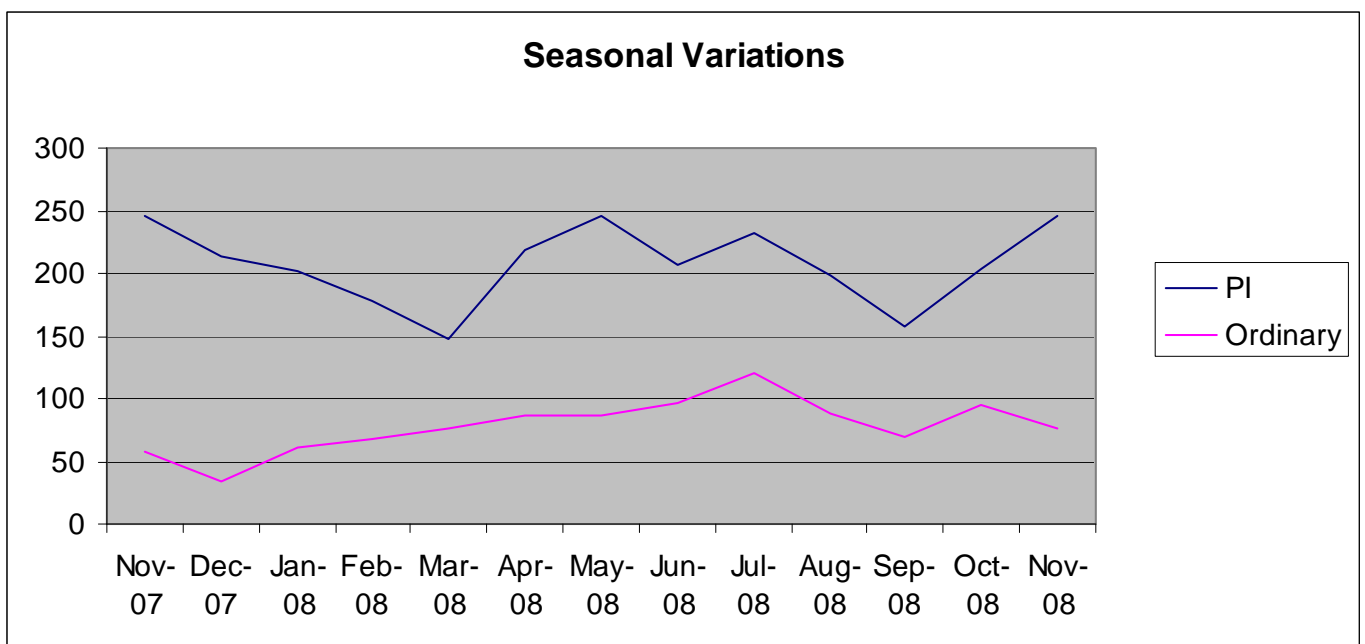
Waiting period (court service indicator) for PI Proofs stands at 10.5 months (from date defences lodged). We are currently allocating for 20th October 2009.

Civil Jury Trials now 4 per week. First available date for a Jury Trial is 2 March 2010.

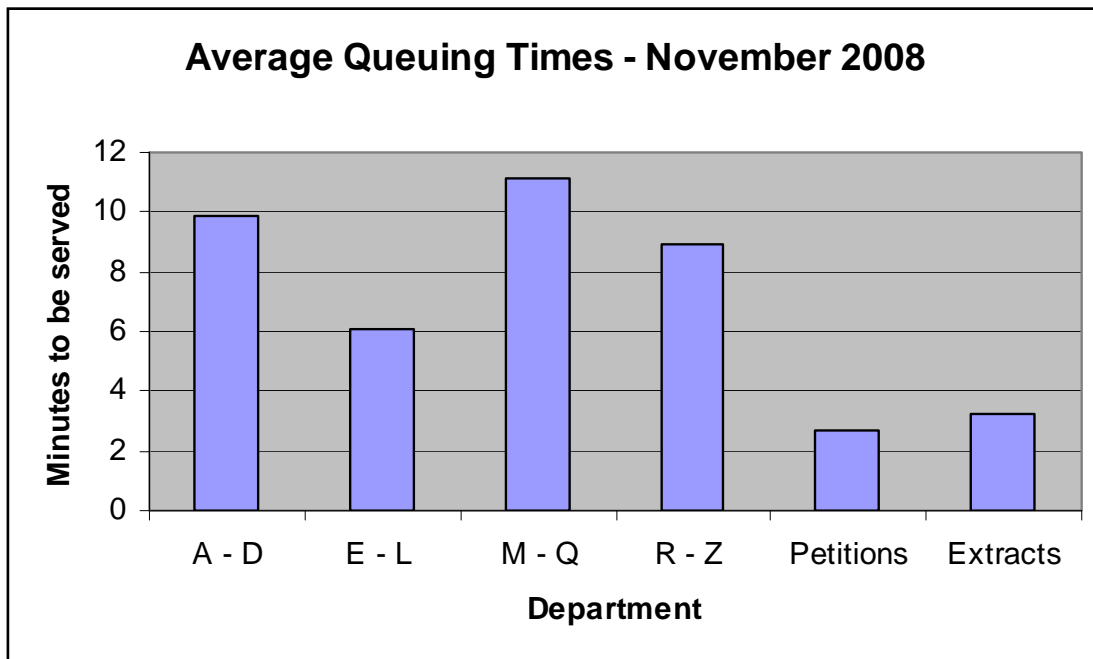
Appendix A -
Trends of Personal Injury and Ordinary Actions Lodged 2007/08

	PI	Ordinary	Family	Appeals	Total (OH)	%PI
Nov-07	245	57	6	16	308	80%
Dec-07	214	34	5	24	253	85%
Jan-08	202	61	4	13	267	76%
Feb-08	178	67	6	12	251	71%
Mar-08	147	76	3	11	226	65%
Apr-08	219	86	6	22	311	70%
May-08	245	86	3	20	334	73%
June 08	206	97	8	17	311	66%
July 08	233	121	1	15	355	66%
Aug 08	198	88	7	26	293	68%
Sept 08	157	70	2	24	229	69%
Oct 08	203	95	3	12	301	67%
Nov 08	245	77	6	20	328	75%
Total	2646	1001	62	223	3709	71%

Seasonal Variations



Average queuing times - November 2008



The Proof on-line

The Proof has been published on the Scottish Court Service internet site since December 2007.

Since then we have sent you a link to the electronic version and have also provided hard copies.

To avoid this duplication we will only issue The Proof electronically from now on.

This means that it is important that you let us know if there is any change to your e-mail address. If your address changes please get in touch with Shaeron Clacher
sclacher@scotcourts.gov.uk



Telephone contact details

Offices of Court

All numbers should be preceded with (0131) 240

General Dept

Section Manager A-D & E-L 6745
Section Manager M-Q & R-Z 6741

Section A-D 6743
Section E-L 6745
Section M-Q 6741
Section R-Z 6741

Personal Injury Desk 6742

Petitions 6747

Extracts 6748

Sequestrations 6853*

*This number is for all sequestrations initiated by H.M.R.C. (Her Majesty's Revenue and Customs). All other sequestrations should contact the petitions dept.

Depute in Charge 6740

Office Manager 6744

Courts Motion Team 6882

Keeper of the Rolls Office

Keeper of the Rolls 6736

Assistant Keeper 6737

Fixing Desk 6738

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

G. Simpson
Court of Session
Level -1
Parliament House
Parliament Square
Edinburgh
EH1 1RQ

Email

gsimpson@scotcourts.gov.uk

Fax

0131 240 6755

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