



# The Proof

The quarterly newsletter  
of the Offices of the Court of Session

June 2009

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## Charter Mark success for the Offices of the Court of Session

### INSIDE THIS ISSUE

- 1 Charter Mark
- 2 Office restructure
- 2 Office opening times
- 3 You said / we did
- 4 Court Motions Team
- 7 Offices of Court Report
- 9 Vending machine
- 10 Telephone contact details
- 11 What do you think?

Charter Mark is a national standard for customer service excellence. It aims to help us focus on - and improve - all areas of customer service. The Offices of the Court of Session first achieved Charter Mark status in 2005 and since then we have been re-assessed every year to make sure that our standards haven't slipped.

The independent assessor - Harry Nicol - was with us recently 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 the department in action and by speaking to customers and staff.

We're delighted to say that the assessment was successful and that we have held onto our Charter Mark status for another year. In his report Harry said "**Observation of service delivery was a pleasure and the relationships between staff and customers excellent.**"

The work doesn't stop here though. We still have one area - *out of a total of 63* - where we didn't fully meet the standard and one area where our 'compliant plus' score slipped to 'compliant'. Over the next year we will focus on these areas and at the same time make sure that we maintain and improve our performance against all the other criteria too.



CUSTOMER SERVICE EXCELLENCE

## Restructure of the Offices of Court

It's more than three months since we restructured the Offices of the Court of Session and we want to know what you think.

Have the three specialised teams improved the service we provide? Are the transaction times at the counter better? Do our staff display a greater level of knowledge?

If there is anything you want us to know please contact Yvonne Anderson or Susan Brodie. Alternatively you can fill in a yellow comment card and post it in the red box in the department.

You'll find full details of the background to the restructure in the March 2009 edition of The Proof.

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*Tell us what you think  
about the restructure  
of the Offices of the  
Court of Session*

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## Office opening times

The Offices of the Court of Session open 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 we remove the sign from the door.

You should instead wait in the canteen or in the area at the lifts.



## You said – we did



<p>The self serve computerised archive index is too slow.</p>	<p>We have ordered a new computer base unit. This should speed up access to OCOS archived actions.</p>
<p>There are out of date forms on the website.</p>	<p>We have set up a group to carry out updates to the website. The group will deal with areas such as out of date forms and rules of court. This process will be on-going.</p>
<p>The pay phone is out of order.</p>	<p>We have informed the relevant person in the Administration Unit that the phone is out of order. We have also put details on the phone of who to contact if it is out of order in the future.</p>

Your feedback is important to us. It gives us the opportunity to put things right or tell you why we can't change the situation.

Please continue to give us your comments by filling in the yellow comment cards in the department - and remember to give us your contact details if you'd like a personal response.

## Participating Firms

No further parties have joined the Pilot Scheme for Disposal of Motions since the last edition of The Proof. However Brodies LLP have changed their generic email address during May 2009.

The participating firms and their up to date generic email addresses are as follows:

Anderson Strathern	<a href="mailto:motions@andersonstrathern.co.uk">motions@andersonstrathern.co.uk</a>
Balfour & Manson	<a href="mailto:ph@balfour-manson.co.uk">ph@balfour-manson.co.uk</a>
Biggart Baillie	<a href="mailto:ph@biggartbaillie.co.uk">ph@biggartbaillie.co.uk</a>
Brodies LLP	<a href="mailto:motions@brodies.com">motions@brodies.com</a>
Digby Brown	<a href="mailto:phteam@digbybrown.co.uk">phteam@digbybrown.co.uk</a>
Drummond Miller	<a href="mailto:Cosprojectteam@drummond-miller.co.uk">Cosprojectteam@drummond-miller.co.uk</a>
Dundas & Wilson	<a href="mailto:phclerks@dundas-wilson.com">phclerks@dundas-wilson.com</a>
HBM Sayers	<a href="mailto:courrunner@hbmsayers.com">courrunner@hbmsayers.com</a>
McGrigors	<a href="mailto:motions@mcgrigors.com">motions@mcgrigors.com</a>
Simpson & Marwick	<a href="mailto:motions@simpmar.com">motions@simpmar.com</a>
Thompsons	<a href="mailto:motions@thompsons-scotland.co.uk">motions@thompsons-scotland.co.uk</a>

Due to the recent restructuring of the Offices of the Court of Session, we have not invited any additional agents on board the Pilot Scheme or held any further information sessions. We hope to invite further parties to participate during Summer Recess 2009.

## Time

The following table shows the maximum time, minimum time and average time it has taken, from a motion being enrolled to parties receiving an interlocutor during the months of March 2009 to May 2009. This includes interlocutors being sent to a Lord Ordinary in the overnight bag service for signature.

	March 09	April 09	May 09
Maximum	118hrs	77.45hrs	62.10hrs
Minimum	10 mins	15 mins	10 mins
Average	18 hrs	22.30 hrs	22.05hrs

## Rules of Court Update

The draft Rules of Court to formalise the Pilot Scheme for Disposal of Motions has now been sent to participating parties for consultation. Bob Cockburn sent the following email to all participants on 5 June 2009:

“Draft rules of court and an accompanying practice note have now been prepared by the Lord President's Private office.



Our perception, based on feedback from users and data we have collected about the performance of the new system, is that the pilot scheme has worked well and we have adapted it in practice to address some of the teething problems that were experienced. As far as I'm aware, the only real issue of current concern is whether motions should be intimated directly to fee earners as well as to the generic email address used for intimation under the scheme.

Our proposal for dealing with this matter is, to recommend that this should be done as a matter of good practice where the personal email address of the fee earner is known. We do not think we can go further than this and the general formal requirement will remain as it currently is (in both the pilot scheme and the existing rules) to intimate to the other party/parties. This is not a matter that we can effectively 'police' or check, nor do we think it is necessary to do so for the purposes of the court when dealing with a motion.”

We will keep you informed about the future roll out of the pilot scheme as information becomes available.

## The Court Motions Team

Changes have taken place within the Court Motions Team.

Susan Brodie has now temporarily moved to cover the Office Manager post within the Offices of Court of Session and Louise Cranston has joined the team as full time Assistant Clerk.

The team now consists of 2 full time Motion Clerks - [Marion Scott](#) and [Grahame Simpson](#) - 1 full time Assistant Clerk - [Louise Cranston](#) - 1 part time Assistant Clerk - [Eilidh Barbour](#) - and [Linda MacKay](#) assisting within the team when required.

Susan will also assist the CMT when she is available to do so.

## Queries

If you have any queries about anything in this newsletter or any area of the Pilot Scheme for Disposal of Motions or you wish to place an item in a future newsletter, please contact any member of the CMT.

**Motion Clerks** Marion Scott  
Grahame Simpson

**call us on** 0131 240 6882

**Assistant Clerks** Louise Cranston  
Eilidh Barbour  
Linda MacKay

**call us on** 0131 240 6662

**email us at** [supremecourts.motions@scotcourts.gov.uk](mailto:supremecourts.motions@scotcourts.gov.uk)



## Offices of Court Report – May 2009

### Management Information & Workload

	May 08	May 09
<b>Petitions lodged</b>	118	172 (increase in liq notes for leave, knock on from pleural placques)
<b>Summonses lodged</b>	363 (246 PI ) (98 Ord ) (3 Family ) (16 Commercial)	440 (337 PI - increase due to pleural plaque cases coming in, 138 this month) (87 Ord) (5 Family) (11 Commercial)
<b>Appeals lodged</b>	20	14
<b>Total Actions</b>	501	626

See Appendix A below for trends over 1 year.

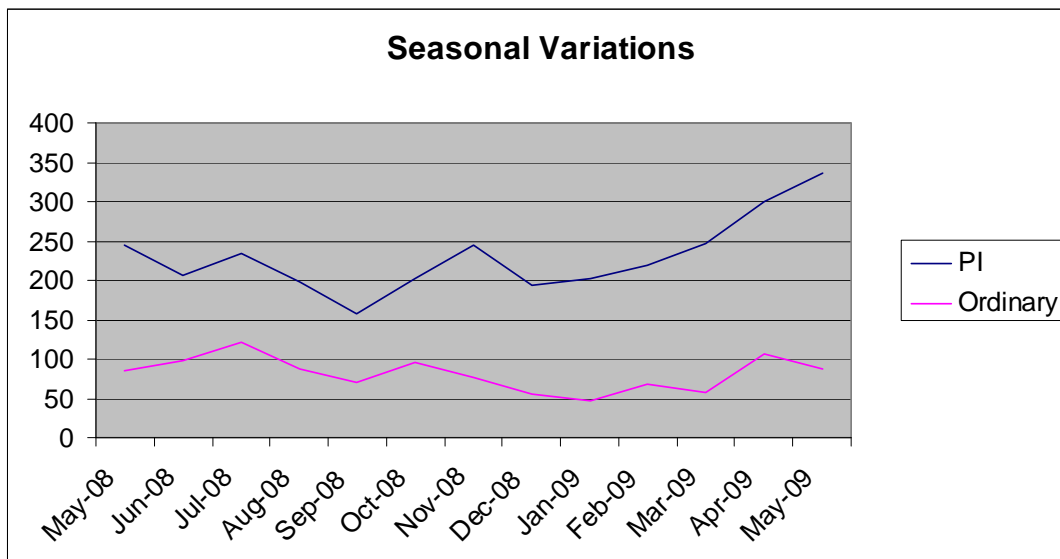
Waiting period (court service indicator) for 4 day PI Proofs stands at 10 months (from date defences lodged). We are currently allocating for 23 March 2010 (last term week, will move out to end September).

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

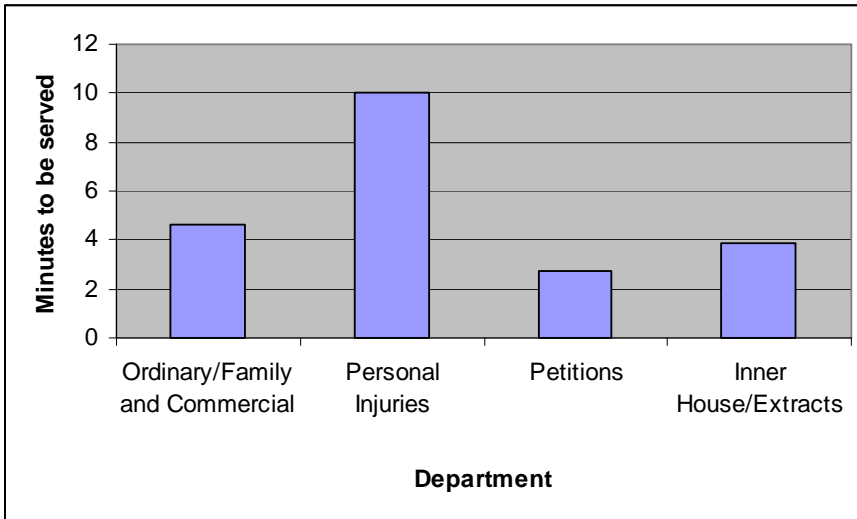
**Appendix A -  
Trends of Personal Injury, Ordinary & Appeals Lodged 2009/10**

	PI	Ordinary	Family	Appeals	Total (OH)	%PI
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%
Dec 08	193	55	2	16	250	77%
Jan 09	202	47	7	17	256	79%
Feb 09	219	69	9	24	297	74%
March 09	247	58	6	11	311	79%
April 09	299	107	4	17	410	73%
May 09	337	87	5	14	429	79%
<b>Total</b>	<b>2984</b>	<b>1057</b>	<b>63</b>	<b>233</b>	<b>4104</b>	<b>73%</b>

**Seasonal Variations**



## Average queuing times - May 2009



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## Vending machines

The vending machines have been removed from all levels of Parliament House. This is in response to a recent Health and Safety inspection.

Some of the machines are now in the canteen and others have been removed.



## Telephone contact details

### Offices of the Court of Session

All numbers should be preceded with 0131 240

#### Personal Injuries Section

Lorna Morgan	6878
Kelly Jack	6853
Kasia Grzonek-Jastrzebska	6667
Pamela Jackson	6742

#### Ordinary, Family and Commercial Section

Lorraine Alexander	6741
Sarah Welsh	6879
Shaheena Ali	6880
AA Vacancy	6669

#### Inner House and Extracts Department

Gavin McLeod	6748
Jamie Knox	6748

#### AO Section Floater

Laura Cranston	6745
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#### Petitions Department

Chris Munn	6747
Craig Anderson	6747

#### Court Motions Team

Marion Scott	6882
Grahame Simpson	6882
Eilidh Barbour	6662
Louise Cranston	6662

#### Office Manager for the Offices of the Court of Session

Susan Brodie	6743
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#### Depute in Charge of the Offices of the Court of Session

Yvonne Anderson	6740
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We have put cards in agents' boles showing contact details for each section.

## 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

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

### Email

[sbrodie@scotcourts.gov.uk](mailto:sbrodie@scotcourts.gov.uk)

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