



# The Proof

The quarterly newsletter  
of the Offices of the Court of Session

September 2009

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## Offices of the Court of Session – Customer Charter

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The Scottish Court Service has a Court User's Charter. This is a corporate publication which tells customers what they can expect when they come to court. The charter is published at <http://www.scotcourts.gov.uk/courtusers/charter/index.asp> and hard copies are also available.

Taking this a stage further, the Offices of the Court of Session have produced a local customer charter. This sets out the quality of service you can expect from us. For example, it includes how we handle your written correspondence and telephone calls and what to expect when you visit us in person. It also explains how you can give us feedback and how we handle complaints.

It's important that we 'walk the talk' and have ways of measuring our performance. These measurements take different forms and include the annual customer satisfaction survey.

We have recently updated our local charter. You'll find it at [http://www.scotcourts.gov.uk/session/Customer\\_Charter/Customer\\_Charter.pdf](http://www.scotcourts.gov.uk/session/Customer_Charter/Customer_Charter.pdf) and copies are also available in the department. Please take a look and let us know if you have any comments or questions.

## Guidance for new court runners and trainees

In last year's customer satisfaction survey you told us that it would be helpful if there was some guidance for new court runners and trainees. Good news - we have been working on this and the final version will be available shortly.

It's important that the guidance fully meets your needs and so three firms have agreed to test it and give us feedback before we make it available for everyone.

We will let you know how this goes.

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*Guidance for new court runners and trainees will be available shortly*

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## Restructure of the Offices of the Court of Session



The new structure of the Offices of the Court of Session is still progressing well. We will be carrying out a full review shortly and will produce a report next year.

Your input to this review is important and so over the next few weeks we'll be asking you - customers and staff - what you think of the new structure.

If you are not lucky enough to be approached please give us your feedback by filling in a yellow comment card and posting it in the red box in the department. Alternatively you can give your feedback in person to Yvonne Anderson or Susan Brodie.

## You said – we did

We haven't received any customer/staff comments or suggestions since the last edition of The Proof.

Please continue to use this service as it ensures suggestions and complaints are taken through the appropriate channels. This then gives us the opportunity to put things right or tell you why we can't change the situation.



You can 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.

## Customer Liaison Group Meeting

The Customer Liaison Group meetings are held quarterly. They are informal meetings where staff representatives of all levels get together with customers to talk about what's happening in the Offices of the Court of Session.

These meetings provide an excellent opportunity for two way consultation. We discuss and look for ways to resolve any concerns or problems.

All customers are welcome to attend the meetings.

The next meeting will be held at 4 o'clock on Wednesday 2 December 2009 in the meeting room on -1 Parliament House. If you would like more information please contact Yvonne Anderson or Susan Brodie.

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*The next meeting will be held 2 December 2009*

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## Time

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



	May 09	June 09	July 09	Aug 09
Maximum	62.10hrs	101.35hrs	47.45hrs	98.35hrs
Minimum	10mins	10mins	15mins	30mins
Average	22.05hrs	31hrs	17.05hrs	17hrs

## Participating Firms

The participating firms are:

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:courtrunner@hbmsayers.com">courtrunner@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>

During the month of July a further five agents were invited to participate within the pilot scheme. Throughout August the CMT held four information sessions. Details will follow once commencement dates are confirmed.

## Rules of Court update

After the consultation on the draft Rules of Court, a further meeting between CMT and the Lord President's Office took place during July. The final draft Rules of Court to formalise the Pilot Scheme for Disposal of Motions is on course to be considered by the Rules Council at the end of September.



We will advertise and communicate the full roll out of the pilot scheme in due course.

## Court Motions Team

Further changes have taken place within the Court Motions Team.

Craig Anderson has now joined the team on a temporary basis.

The team now consists of two full time Motion Clerks - Marion Scott and Grahame Simpson - one full time Assistant Clerk - Louise Cranston - one part time Assistant Clerk - Eilidh Barbour with Craig Anderson and Linda MacKay assisting periodically.



## Depute Clerks of Court

During recess CMT have carried out training with some Depute Clerks as they may be required to assist during periods of staff shortages after the full roll out.

# SCOTCOURTS MOTIONS MATTER

## Queries

If you have any queries about any item in 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 contact any members of the CMT.

### Motion Clerks

Marion Scott  
Grahame Simpson

### Assistant Clerks

Louise Cranston  
Eilidh Barbour  
Craig Anderson  
Linda MacKay

call on

0131 240 6882

email us at

[supremecourts.motions@scotcourts.gov.uk](mailto:supremecourts.motions@scotcourts.gov.uk)



## Offices of Court Report – August 2009

### Management Information & Workload

	August 08	August 09
<b>Petitions lodged</b>	107	110
<b>Summonses lodged</b>	309 (197 PI) 3 PP (93 Ord) (7 Family) (12 Commercial)	274 (185 PI) 14 Pleural PI (71 Ord) (0 Family) (18 Commercial)
<b>Appeals lodged</b>	26	11
<b>Total Actions</b>	<b>442</b>	<b>395</b>

See Appendix A for trends from year to year.

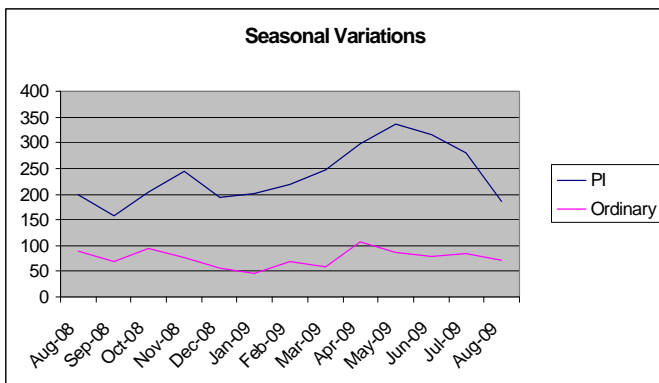
Waiting period (court service indicator) for four day PI Proofs stands at 10.5 months (from date defences lodged). We are currently allocating for 28 September 2010.

Civil Jury Trials now four per week. First available date for a Jury Trial is 18 January 2011.

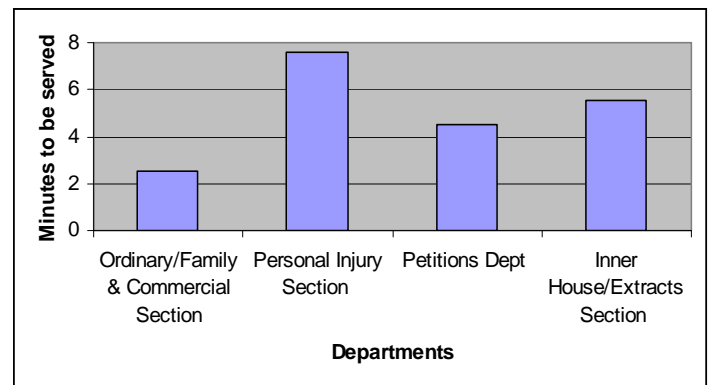
Appendix A -  
Trends of Personal Injury, Ordinary & Appeals Lodged 2009/10

	PI	Ordinary	Family	Appeals	Total (OH)	%PI
Aug 08	197	93	7	26	297	66%
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%
June 09	315	80	10	17	405	78%
July 09	280	83	9	22	372	75%
Aug 09	185	71	0	11	256	72%
<b>Total</b>	<b>3128</b>	<b>1044</b>	<b>71</b>	<b>242</b>	<b>4243</b>	<b>74%</b>

Seasonal Variations



Average queuing times - August 2009



## 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 Zduniak	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
Craig Anderson	6745

#### Petitions Department

Chris Munn	6747
Lindsay Hooper	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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## 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)

### Fax

0131 240 6746

### Telephone

0131 240 6743