



Welcome to The Proof. In this edition:

[Charter Mark](#)

Read about our recent success and the areas to be covered to further improve customer service in the next year.

[Fancy a bit of a bike ride?](#)

Office Manager John Curtis shares with us his passion for cycling – and looks for your support.

[The Annual Customer Satisfaction Survey 2007](#)

This is your chance to tell us what you think about the services we provide – and what we could do better.

[Offices of Court Report August 2007](#)

Management Information and Workload

[Request for re-signet in General Department](#)

Click here to find out how to have a summons re-signed.

[Court of Session Targets](#)

A reminder of our target timescales here in the Court of Session.

[Who to Ring?](#)

Details of how to get in touch with us by telephone.

[Live Link](#)

Click here to find out more about how witnesses, parties or representatives can participate from outside the court room.

[Urgent summonses](#)

An update on how we deal with urgent summonses.

[What do you think?](#)

We'd love to hear from you! Let us know what you think about the contents on this newsletter.

If you prefer not to receive this newsletter by email then let us know at officesofcourt@scotcourts.gov.uk



CUSTOMER SERVICE EXCELLENCE

September 2007

THE PROOF

**The Quarterly Newsletter of the
Offices of the Court of Session**



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The Court of Session raises their Charter Mark standard !

What's in this article?

- An outline of the areas to be covered to improve customer service in the next year.
- Contact details for comments and suggestions.

Many of you will by now have gathered that the Court of Session was successful in its surveillance visit from the Charter Mark assessors representing the Cabinet Office. This is a tough standard to achieve but we now hold **5 best practice awards** and have achieved the **highest level of compliance** with the standards of any court in Scotland.

Charter Mark is a dynamic standard and is undergoing some refocusing work to raise the standards even further. This means we will be undertaking even more work to improve the services you expect.

At the moment the Cabinet Office marks us on the following areas:

- Raise quality standards
- Identify what really matters to customers and then monitor performance
- Positively encourage genuine feedback
- Consider wearing name badges
- Engage special interest groups
- Review of all complaints

- Undertake comparison of similar processes with outside organisations
- Evaluate the value of community involvement

So, in essence, plenty achieved and plenty more to do. We will continue to discuss matters at the Court Users Liaison Group meetings as a way of gaining broad indications of customer views and seek individual feedback via a questionnaire in this edition of the Proof.

In the meantime if you wish to comment on any aspect of the service you receive you can fill in a yellow comment card (and post it in the red comments boxes in the Offices of Court), you can discuss your thoughts with a member of staff or Susan Brodie the Office Manager or alternatively you can email officesofcourt@scotcourts.gov.uk.

Many thanks for your support over the last 3 years of assessment and here is to the coming year and the challenges it inevitably brings!

John Curtis
Office Manager

Fancy a bit of a bike ride?

“My name is John and I ride bikes”. It sounds like the opening to a Cycling Anonymous self help group.

I have ridden, seriously but with a smile, for the last 5 months, primarily to shed a few pounds and to get/stay fit. I saw a “cycle to work” scheme poster and thought “why not”. I got a new bike (Jose, it’s a Carrera bike) from Halfords and with a huge amount of trepidation started planning how to commute the 6 miles into work and 6 miles home again.

As much as a physical effort it was the logistics of what to wear, what to take into work, where to change, where to shower, what to do about clean shirts, suits etc. It was like planning a military operation.

After 5 months of commuting the 12 miles a day, and doing anything up to 50 miles on a longer weekend ride, I have shed a pound or two and have just invested silly money in a carbon fibre beauty called Wili.



Ain't he purdy?

I don't race but ride about 100 miles a week and I have been enthralled over the summer with the "goings on" in the professional cycling circles, watching avidly the Giro d'Italia and the Tour de France. Those guys ride for 6 or 7 hours a day up mountains that normal people couldn't walk up. They ride at 35mph average and can reach speeds in excess of 50mph. They can cover anything up to 145 miles in a day and do so pretty much every day for 3 weeks.

Cycling is taking over my life! I have even started reading books about cycling (how sad, I hear you cry) and came across the legend that is Lance Armstrong. Here was a guy who was diagnosed with testicular cancer and came back from that to win the Tour de France an unprecedented seven times. Many of you may recall the "livestrong" bands that many people bought that raised millions of pounds for the Lance Armstrong Foundation (www.livestrong.org) raising awareness of cancer and its impacts and helping people to cope with it, both sufferers and their families.

In an unconnected summer development a criminal law lecturer from the University of Edinburgh mentioned to me that she was cycling from Lands End to John O'Groats, some 850 miles in 16 days.

I did some quick calculations and figured that if I train I could possibly do it in about 7 days, if I do a Tour de France size stage every day. 120 miles a day... Hmmmmm I love a challenge.

It won't be easy as I am sure you can imagine...

I wonder if I can raise a fairly good amount for Lance Armstrong's Cancer foundation, doing 7 x 120 mile stages just like Lance did?

I shall keep you updated with training news and progress.

Do you fancy joining me, for a bit of the journey or all of it??

Would you or your firm care to sponsor my madness?

Get in touch for more.

John Curtis

jcurtis@scotcourts.gov.uk

0131 240 6744



The Annual Customer Satisfaction Survey - 2007

Customer satisfaction is important to us and we aim to continually improve the service we provide.

We want to assess how we are currently performing and would be grateful if you would take part in the 2007 survey. The attached questionnaire may look long but don't be put off. It is made up of multiple choice answers that require no more than a tick over the symbol that most accurately reflects your view of the performance you receive. **THIS SHOULD TAKE NO MORE THAN 10 MINUTES!**

The Offices of the Court of Session are made up of the General Department, Petitions, Extracts, and the Keepers Office. The survey is consequently broken down into these specific areas to allow us to best understand how you feel each part performs.

It would be very helpful if you could spend a few minutes completing this questionnaire. Your answers will be submitted anonymously and treated in confidence. Your comments will be analysed and action taken to address performance issues.

Completed questionnaires should be either placed in the box marked "Completed Questionnaires" located on the shelves, at the end wall of the General Department, nearest to section A-D. Alternatively they can be posted back to:

**John Curtis
Court of Session
Level -3
Parliament House
Parliament Square
Edinburgh
EH1 1RQ**

Should you have any general comments about the way the Offices of Court have handled your enquiries then please email officesofcourt@scotcourts.gov.uk.

Many thanks.

John Curtis

The Offices of the Court of Session

OFFICES OF COURT REPORT

AUGUST 2007

1. Management Information & Workload

	<u>August 06</u>	<u>August 07</u>
Petitions lodged	290 (of which 161 are Seq)	258 (of which 139 are Seq)
Summonses lodged	303 (199 PI) (92 Ord) (4 Family) (8 Commercial)	270 (179 PI) (73 Ord) (5 Family) (13 Commercial)
Appeals lodged	29	20
Total Actions	622	548

Waiting period for PI Proofs stands at 10 months (from date defences lodged). We are currently allocating for 10 June 2008.

Civil Jury Trials now 4 per week. First available date for a Jury Trial is 11 November 2008.

Request for re-signet in General Department

When a summons requires to be re-signetted application should be made by letter addressed to The DPCS. The letter should include a statement confirming that the summons has not been served on any of the parties.

Court of Session Targets

Targets

- To process summonses, petitions and appeals from inferior courts within one working day of their acceptance
- To notify solicitors of returned citations on the date of their receipt
- To notify solicitor of custody reports on the date of their receipt
- To issue (a) all extract decrees of divorce on the first working day it would be competent to do so; (b) all other extract decrees within 5 working days of the request
- To secure accurate and timeous publication of the Rolls of Court and to deliver to practitioners in Edinburgh the weekly and daily Rolls of Court on the day of publication
- To hear Civil Appeals on the Summar Roll within 18 term weeks
- To hear ordinary proofs and jury trials within 19 term week of the allowance of the proof/trial

Telephone Contact Details

Offices of Court

All numbers should be preceded with (0131) 240

Depute in Charge 6740

General Dept

Office Manager 6744

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

Keeper of the Rolls Office

Keeper of the Rolls 6736

Assistant Keeper 6737

Fixing Desk 6738

Live Link

The Act of Sederunt No. 7 (Rules of the Court of Session Amendment) (Miscellaneous) 2007 added a new Rule 93.1 to the Rules of the Court of Session namely an application for “live link”.

The new rule allows a party to apply by motion for authority for the whole or part of the evidence of the party to be given, or a submission to be made, by live link.

Live link means a live television link or other such arrangement as may be specified in the motion by which the witness, party or representative as the case may be, is able to be seen and heard in the proceedings or heard in the proceedings and is able to see and hear, or hear, the proceedings while at a place which is outside the courtroom.

Any motion enrolled should (1) specify those whose evidence is to be taken, (2) by what means, e.g. video link, (3) the *locii*, i.e. the court and the place outside the courtroom, and (4) if known, the date on which the link is to be made.

It should be noted that at present Court 5 in Parliament House is the only Court with video conferencing facilities.

The Clerk of Court will email the interlocutor to the Keeper of the Rolls and to the Electronic Services Delivery Unit (ESDU) (0141-559-4590) for information purposes.

Agents should inform ESDU as soon as possible after the motion has been granted with details of their requirements.

“Urgent” summonses

The volume of summonses received in the General Department is fairly steady when a year on year comparison is done. However, recently a higher proportion of summonses are being presented as “urgent”, invariably due to time bar issues.

Every effort will be made to turn around truly “urgent” summonses as quickly as possible. However this may mean that a delay occurs as at peak times we can have a backlog of “urgent” summonses running into double figures.

A delay of 1 to 1.5 hours is not untypical during peak times. While this is unfortunate the nature of the checks we carry out is such that we must ensure quality of the processes we perform.

Please bear with us if we have a backlog. We will advise your representative when the summons is presented that a delay may occur and how long it is likely to be.

John Curtis

jcurtis@scotcourts.gov.uk

0131 240 6744

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 quarters issue

Send your answers to:

Letter

J. Curtis
Court of Session
Level -1
Parliament House
Parliament Square
Edinburgh
EH1 1RQ

Email

jcurtis@scotcourts.gov.uk

Fax

0131 240 6755