

# [ScotRail forks out £2k a day in compensation to disgruntled passengers](#)

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- ScotRail forks out £2k a day in compensation to disgruntled passengers

18 Feb 2017



Train passengers are handed more than £2000 a day in compensation from Scotrail amid complaints of cancellations and delays.

Figures obtained by the Scottish Conservatives have revealed £587,527 was paid out by bosses between April and December 2016 to commuters.

The majority of these payments were for delayed trains, as transport minister Humza Yousaf faced pressure on the quality and reliability of Scotland's trains.

Of the half-million total, £340,000 was given to those who complained of delay, with £52,000 handed to others as a "gesture of goodwill".

The Freedom of Information request also showed there was £178,000 paid out under various Scotrail "policies", which the organisation describes as full or partial refunds given out to those passengers who feel the agreed level of service wasn't reached.

In total, more than 40,000 people successfully sought compensation in nine months.

The table also shows a radical increase in both passengers affected and the amount of money paid.

In April, there were 1963 people who claimed £24,244 in compensation.

But by December, when the trains crisis began to intensify, that rose to 9224 claiming £94,878.

**Scottish Conservative transport spokesman Liam Kerr said:**

"The rising cost of compensation appears to reflect the nosedive in quality and reliability experienced by passengers on Scotland's trains.

"It's no surprise the bill has surpassed £500,000 for the last nine months when you consider the problems on our railways.

"As well as passengers, you have to feel for the staff who are doing their best with no help from the Scottish Government, and they will be wondering

how transport minister Humza Yousaf ever allowed it to get this bad.

“And even if this cost isn’t coming directly from the public purse, passengers and taxpayers – including those who never even use a railway – will end up paying.

“It’s vital the situation on Scotland’s railways is sorted out.

“What worries me the most is, as with so many other public services, the Scottish Government has been completely neglectful, focusing on a renewed drive for independence rather than the day job of running the country.”

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## [Social media and mental health conference set to take place](#)

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- Social media and mental health conference set to take place

17 Feb 2017



A conference on how social media can help young people access mental health support in Scotland is to take place on Monday.

The event will bring together social media organisations, MSPs, experts and charities to explore how online firms can do more to assist those seeking information on psychological matters.

It has been co-organised by Scottish Conservative mental health spokesman Miles Briggs and Twitter, and will be attended by both leader Ruth Davidson and mental health minister Maureen Watt.

The Edinburgh event was organised after Mr Briggs called on social media firms to offer free mental health advertising on their platforms last October.

That sparked contact between the Lothians MSP and Twitter, with the firm saying it will support the best campaign ideas which emerge on the day.

**Scottish Conservative mental health spokesman Miles Briggs said:**

“Last year I called for social media companies to offer free advertising for mental health organisations so more of our young people would know where to access mental health information and support.

“Surveys have shown the vast majority of youngsters don’t know how or where to access such support.

“I am delighted Twitter took up my call and have worked with me to arrange this event.

“It will bring together mental health charities, youth organisations, academics, design experts, MSPs and the Scottish Government.

“It’s brilliant news that Twitter has pledged to support the best campaigns that come out of the day, ensuring they will reach young people across Scotland and potentially inspire other ideas around the UK and beyond.”

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**DAY** – Monday, February 20, 2017

**TIME** – 10am-4pm

**PLACE** – The Hub, Castlehill, Edinburgh EH1 2NE

All media are invited to attend. Both Miles and Ruth will be available for interview and photographs.

Miles urged social media firms to do more to help youngsters coping with mental health challenges last year:

<http://www.scottishconservatives.com/2016/10/social-media-firms-should-offer-free-mental-health-adverts/>

For more information on the event visit:

<https://blog.twitter.com/en-gb/2017/how-can-social-media-help-address-mental-health-public-policy-goals>

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## [Staff shortages see troubled police call centre pay £4k a week in overtime](#)

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- Staff shortages see troubled police call centre pay £4k a week in overtime

17 Feb 2017



Police Scotland have forked out more than £4000 a week in overtime payments for a troubled call-handling centre since it absorbed the work of two other facilities.

The Bilston Glen centre, which was at the centre of the M9 tragedy controversy, took on the work of other facilities in Stirling and Glenrothes in April 2015.

And since then, more than £350,000 has been paid to police staff working overtime to fill gaps in the rota and deal with the increased demand.

The Scottish Conservatives, who obtained the data through Freedom of Information, said it proved the centre has been inadequately resourced from the start, and another example of bad forward-planning by the SNP.

It reveals overtime payments at Bilston Glen reached £289,728 in 2015/16, and £60,852 so far in 2016/17.

John Yuill and Lamara Bell died in 2015 when the car they were travelling in crashed off the M9.

And despite the car's location being reported to the single force's 101 number, it took three days for officers to arrive at the scene.

The delay was blamed on problems with logging calls at Bilston Glen, where staff complained of a lack of resources and insufficient training.

The Scottish Government was also accused of ignoring warnings about resources in call-handling centres for up to 18 months before the tragedy hit.

**Scottish Conservative shadow justice secretary Douglas Ross said:**

"Everyone accepts some overtime payments will be necessary in facilities the size of Bilston Glen.

"However, the sheer scale of these points to a major problem with staffing and resources there.

"If the Scottish Government had ensured these facilities were properly staffed to begin with, there wouldn't be a requirement for additional payments of this magnitude.

"The SNP was warned about this in advance of centralising these units, but as usual ignored them completely.

"Now we see the financial cost of that, not to mention a reduction in performance which has resulted in extremely damaging publicity for Police Scotland.

"This is something the Scottish Government needs to get under control as a matter of urgency."

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To see a copy of the Freedom of Information request, visit:

<http://www.scottishconservatives.com/wordpress/wp-content/uploads/2017/02/17-0045-Data.pdf>

Resources at the Bilston Glen facility came under the spotlight following the M9 tragedy:

<http://www.scottishconservatives.com/2015/09/ruth-snp-ignored-call-centre-warnings-for-18-months/>

<http://www.scottishconservatives.com/2015/11/report-reveals-police-call-handling-failings/>

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## [Mackay was warned about business rates crisis – and did nothing](#)

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- Mackay was warned about business rates crisis – and did nothing

16 Feb 2017



The SNP government was warned about business rates increases last year – but did nothing to help.

Leading business groups wrote to finance secretary Derek Mackay as early as October 2016 spelling out the damaging impact the revaluation would have on hotels, pubs and businesses in Scotland.

The British Hospitality Association said it would have a “severe impact” and “likely lead to an increase in rateable values, and rates payable, by hotels of between 30 and 50 per cent”.

And in November, the Scottish Retail Consortium warned a Holyrood committee: “It will be very difficult to absorb some of the potential costs.”

Cosla even offered to help the Scottish Government do some modelling work on the rates rise, an offer it said “has not been taken up”.

However, the SNP’s response was to insist the revaluation had nothing to do with the Scottish Government – and is still refusing to act in order to help.

The Scottish Conservatives are today repeating their call for Mr Mackay to make a statement to Holyrood next week, and to order an immediate review of the revaluation before it comes into effect.

The party has also slammed Mr Mackay’s comments in the press this morning, when he insisted it was for councils, not central government, to respond.

**Scottish Conservative shadow finance secretary Murdo Fraser said:**

“Business groups were warning about the impact of this revaluation last year.

“Yet, from the very start, the SNP’s response has been to pass the buck and insist it is nothing to do with them.

“It is a complete abdication of responsibility.

“Once again, we see a Scottish Government so obsessed with its campaign for independence that it has fallen asleep at the wheel on the issues that actually matter to people.

“Derek Mackay this morning has once again washed his hands of the matter and declared that it is for councils to act.

“This is from the man who has an extra £500m to spend next year, and who found nearly £200m down the back of the sofa two weeks ago in order to do a deal with the Greens.

“Mr Mackay should come before parliament to set out a clear statement that he will review this revaluation process before it is too late for firms which face going to the wall.

“Anything else will show that this SNP government has lost touch entirely with a crisis it knew was coming – but ignored.”

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The SNP government was repeatedly warned by business groups about the crisis, most prominently by the British Hospitality Association.

### **British Hospitality Association**

‘The 2017 rates revaluation in Scotland is likely to lead to an increase in rateable values, and rates payable, by hotels of between 30-50%. BHA has challenged this with the Assessors and has made known to the Scottish Government its concern over the impact of this on the profitability and sustainability of hotel businesses’ (*British Hospitality Association*, 18 October 2016, [link](#)).

### **William Macleod, British Hospitality Association**

‘BHA is concerned, from what is known about the impact on hospitality and hotel businesses of the potentially severe impact of the 2017 revaluation that TR is likely to be required in the hospitality sector to allow businesses to cope with significant (between 30-50%) increases in rates’ (*William Macleod, British Hospitality Association – Consultation Response: 2017 Non-domestic rating revaluation – consultation on possible transitional arrangements*, [link](#))

### **Councillor Keenan COSLA**

‘More than a year ago, we made an offer to the Government that we would do modelling work on business rates, because we realise that there would need to

be some equalising factor across areas, as some industrial areas can raise much more. We would look to do that work but, because that opportunity has not been taken up, we are probably a year or so behind where we could be. If that joint work was going on, we would have an indication of where the figures are.’ (Local Government and Communities Committee Official Report, 28 September 2016, [link](#)).

### **David Lonsdale, Scottish Retail Consortium**

‘Committee members will know some of our gripes about business rates, the large business supplement and the apprenticeship levy—I have a large list that I can bore the committee with at a later date, if you like. There will be some genuine challenges if retailers are to absorb some of those costs, so they will be looking for sharper deals with suppliers to see whether they can get a better price. They will also be shopping around, just as we advocate that consumers do, to see whether they can get the same quality of produce at better prices. As I said, it will be very difficult to absorb some of the potential costs, but it will be difficult to pass them on to consumers, given the current climate and the stiff competition out there.’ (Official Report, *Culture, Tourism, Europe and External Relations Committee*, 24 November 2016, p18, [link](#))

### **Scottish Retail Consortium**

‘It is far from clear why firms operating in Scotland should pay more in rates than firms in comparable premises elsewhere in the UK, particularly when many have options over where to invest elsewhere in the UK or indeed abroad. Next year’s rise in the headline poundage rate for all other firms should also be shelved. After all, stimulating business investment is more difficult when costs are rising as it means diverting cash and resources away from growing the business. The SRC supports the principle behind the new local discretionary rates relief in the interim period prior to fundamental rates reform. It is a welcome acknowledgement of the need to keep down costs for business. However, we remain to be convinced that its use by councils will either be widespread or substantive enough to be effective’ (Scottish Retail Consortium, *retail industry recommendations for the Scottish Government for its Budget & Spending review* 1 August 2016, p6, [link](#))

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## **[Half of Scotland’s courts now taking longer to process cases](#)**

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- Half of Scotland’s courts now taking longer to process cases

15 Feb 2017



Half of Scotland's sheriff courts are taking longer to process cases than they were a year ago, new figures have revealed.

In total, more than 30 per cent are now failing to hit the 26-week target from issuing a caution or charge to reaching a verdict.

That compares to 73 per cent for the same period the previous year, with eight courts failing to even get 60 per cent of cases concluded on time.

Only two facilities – in Portree and Stornoway – managed to get all cases wrapped up within the six-month timeframe.

And of Scotland's 40 sheriff courts, 19 are performing more poorly than a year ago.

It suggests courts across the country are struggling to cope with a series of closures embarked upon by the SNP in recent years.

One in five sheriff and justice of the peace courts closed, despite warnings of an increased workload for those remaining and inconvenience for victims and witnesses.

The statistics were revealed following a parliamentary question by Scottish Conservative chief whip John Lamont.

They show, in November 2016, 69.8 per cent of cases were dealt with in time, compared to 73.24 per cent for November 2015.

The Scottish Conservatives warned against court closures, arguing delays like this would occur, while lawyers have also been critical of the decision.

**Scottish Conservative shadow justice secretary Douglas Ross said:**

“This is another example of the SNP being warned against making a decision for a number of reasons, but blundering on anyway.

“Now it's taking longer to get cases through court, and many will feel that's a direct result of the SNP's closure programme.

“This doesn't just have an adverse impact on the staff left to sort this out, but it also creates inconvenience for witnesses and victims of crime.

“Now that the SNP has shut these courts right across the country, the least it could do is ensure those remaining have sufficient resources to see cases through to their conclusion in the target timeframe.”

**Notes to editors:**

To see a copy of the data obtained by the Scottish Conservatives, visit:



<http://www.scottishconservatives.com/wordpress/wp-content/uploads/2017/02/Copy-of-Court-cases-PQ.xlsx>

The Scottish Conservatives have consistently criticised the SNP for the programme of court closures:

<http://www.scottishconservatives.com/2015/09/sheriff-courts-less-efficient-in-wake-of-snp-closure-programme/>

<http://www.scottishconservatives.com/2013/03/snp-hasnt-thought-through-court-closures/>

Shadow justice secretary Douglas Ross quizzed Michael Matheson on the issue at a recent Holyrood justice committee:

<http://www.parliament.scot/parliamentarybusiness/report.aspx?r=10723>