

79521067

Proposed Protection of Workers (Retail and Age-Restricted Sales etc.) (Scotland) Bill

Page 2: About you

Are you responding as an individual or on behalf of an organisation?

an individual

Which of the following best describes you? (If you are a professional or academic, but not in a subject relevant to the consultation, please choose "Member of the public".)

Professional with experience in a relevant subject

Please select the category which best describes your organisation

No Response

Please choose one of the following:

I am content for this response to be attributed to me or my organisation

Please insert your name or the name of your organisation. If you choose the first option above, this should be the name as you wish it to be published. If you choose the second or third option, a name is still required, but it will not be published.

Phoebe Reeve

Page 7: Your views on the proposal - Aim and approach

Q1. Which of the following expresses your view of creating a new offence of assault against a worker in the retail sector?

Fully supportive

Please explain the reasons for your response

Having worked in the hospitality industry for 7 years I have frequently be subjected to abuse, threats of violence and attempts at actual violence purely in response to me fulfilling my job description and legal requirements. It is entirely unacceptable that so many patrons of hospitality and retail establishments feel it is appropriate to behave in this way and are allowed to do so with very little consequence. This type of behaviour would never be allowed in any other industry and must be stopped from happening in ours. Where alcohol is involved, situations can quickly escalate and so every member of our community needs

Q1. Which of the following expresses your view of creating a new offence of assault against a worker in the retail sector?

to be made aware that abuse, regardless of severity, will not be tolerated - not by staff, not by management, and not by the laws that govern us. I wholeheartedly support the prosecution of those who choose to behave in such a manner - no one should ever have to fear for their safety in the work place due to the behaviour of customers.

Q2. Which of the following would you support as a way to respond to assaults on workers upholding statutory age-restrictions?

Unsure

Please explain the reasons for your response

Not sure of difference between 'offence' and 'aggravation'

Q3. Which of the following would you support as a way to respond to abuse, harassment, threatening or obstruction of workers upholding statutory age-restrictions?

Unsure

Please explain the reasons for your response

Unsure of difference between 'offence' and 'aggravation'

Q4. Do you think that there are other steps which could be taken (either instead of, or in addition to, legislation) to achieve the aims of the proposal?

Yes

Please explain the reasons for your response.

Protection for management in industries where alcohol is supplied to use reasonable force against customers threatening violence. Currently I don't feel as though I can physically remove a customer due to threatening behaviour due to fear of being reprimanded. This fear means that, as a venue manager, I feel unable to properly protect my staff and other customers from violence and my only option in the face of threats is to call the Police. Whilst the Police are always responsive and helpful, on many occasions it would be more effective to be able to remove the offending party from the building before the situation was able to escalate. Of course proper training and certification would be required to ensure that this position of responsibility was not abused. I strongly believe that in venues and on nights where door staff are not present, the on-duty manager should be properly trained and supported in the removal of abusive patrons.

Q5. Taking account of both costs and potential savings, what financial impact would you expect the proposed Bill to have on:

	Significant increase in cost	Some increase in cost	Broadly cost neutral	Some reduction in cost	Significant reduction in cost	Unsure
(a) Government and the public sector		X				
(b) Businesses				X		
(c) Individuals			X			

Please explain the reasons for your responses.

Gov/public sector; may cause increase due to greater number of prosecutions however longer term costs hopefully may be reduced as people's attitudes change. Businesses; costs reduced as less chance of staff being off sick due to stress/injury, less complimentary products for other customers affected by abusive patrons, less damage to property

Q6. Are there ways in which the Bill could achieve its aim more cost-effectively (e.g. by reducing costs or increasing savings)?

Unsure

Page 13: Equalities

Q7. What overall impact is the proposed Bill likely to have on equality, taking account of the following protected groups (under the Equality Act 2010): race, disability, sex, gender re-assignment, age, religion and belief, sexual orientation, marriage and civil partnership, pregnancy and maternity?

Positive

Please explain the reasons for your response.

Abuse of workers frequently takes racial or sexual form - a general reduction in levels of abuse would help improve equality.

Q8. In what ways could any negative impact of the proposed Bill on equality be minimised or avoided?

No Response

Page 15: Sustainability

Q9. Do you consider that the proposed Bill can be delivered sustainably i.e. without having likely future disproportionate economic, social and/or environmental impacts?

Yes

Please explain the reasons for your response.

Abuse of workers in other industries (e.g transport) is prosecuted without long term negative implications. I see no reason why this would be different in the licensed trades.

Page 16: General

Q10. Do you have any other comments or suggestions on the proposal, for example, other trigger points for violence and abuse, and other workers who should be covered?

Trigger points;
Refusal of service due to intoxication (this is the single biggest cause of abuse in the licensed trade)
Refusal of service due to lack of identification
Requests for groups to control their volume/behaviour due to negative effect on others

Page 17: Personal Experience - Optional questions

Q11. Which of the following describes your retail-sector experience (please tick all that apply)?

Working in premises selling alcohol for consumption on the premises (e.g. pub)

Q12. Which of the following describes your experience of violence or verbal abuse in the retail sector (please tick all that apply)?

I have been the victim of physical violence

I have been the victim of verbal abuse

I have witnessed colleagues being subjected to physical violence

I have witnessed colleagues being subjected to verbal abuse

Q13. Please give details of any personal experience that you would wish to share. (Please avoid naming any other person or giving information that would allow another person to be identified)

No Response