

73319821 - Graeme Allan

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

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".)

Member of the public

Please select the category which best describes your organisation

-

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 If you choose the second or third option, a name is still required, but it will not be published.

Graeme Allan

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 various customer facing roles-including retail- I was and am appalled that people think it's ok to

speak to shop workers in an abusive way. I'm even more appalled that some think it's ok to physically attack workers as well. Often these w

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

A new statutory offence

Please explain the reasons for your response

If you have an issue with an age restriction on an item, take it up with your MSP or MP to make your case why you think this is wrong. It is not the shop worker who made the rules, they are merely abiding by them. Cause if they don't they will in all like

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?

A new statutory offence (for all these types of behaviour)

Please explain the reasons for your response

Same as previous statement.

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.

I would propose a carrot and stick approach as a further step to take.

If someone offends for a first time, educate them. Teach them about the realities of retail work and what effect abuse of any kind can and often does have on those working there. That's my carrot. As for my stick, quite simply put them in an environment where they can experience being on the receiving end of the abuse.

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

Q5.1. (a) Government and the public sector - Some increase in cost

Q5.2. (b) Businesses - Some reduction in cost

Q5.3. (c) Individuals - Significant reduction in cost

Please explain the reasons for your responses.

There would most probably be a slight cost in bringing this legislation into effect and enforcing it. For businesses happier staff would most likely see a drop in staff turn over rates. Most importantly for the individuals there would be a great reduction in the 'emotional cost' of facing and/or the fear of facing that abuse.

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

Unsure

Please explain the reasons for your responses.

I don't know enough about the costs of bringing in a Bill generally to be able to comment further.

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 responses.

Often abusers go for the most hurtful way to be abusive. Anything that stamps out prejudice of any and all kinds has to be welcomed.

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

I don't foresee there being such an issue with this Bill.

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 responses.

See my answer to the cost implementations of this Bill.

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?

Call centre staff, as per my e-mail query to Mr Johnson in relation to this Bill.

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)	Yes
Working in premises selling alcohol for consumption off the premises (e.g. shop)	No
Working in premises selling other age-restricted products (e.g. tobacco, knives etc.)	No
Working in other retail premises	Yes
None of the above	No

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	No
I have been the victim of verbal abuse	Yes
I have witnessed colleagues being subjected to physical violence	No
I have witnessed colleagues being subjected to verbal abuse	Yes
None of the above	No

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)

I don't wish to share them.

