

74470672

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".)

Professional with experience in a relevant subject

Please select the category which best describes your organisation

-

Please choose one of the following:

I would like this response to be anonymous (the response may be published, but no name)

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

Have worked in retail for over twenty years, and some customers believe it is perfectly okay to verbally abuse staff, and humiliate them in front of other customers. Also shoplifters who are inclined to push and thump staff when approached as they think they have the right to steal, and police can take weeks to appear for statements

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

It's become acceptable to treat shop workers as second class citizens, even children think nothing of it

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

It has become acceptable to abuse shop workers, people don't give it a second thought, even children are getting in on it

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.

Half the time, it takes so long to go to court that you can no longer identify the person, or you are given a name on a citation which you didn't know, but are expected to remember your statement for a year sometimes, and they get off scot free, as you either can't remember or pic you have been shown is so old it bears no resemblance to the actual person.

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 - Significant reduction in cost

Q5.2. (b) Businesses - Significant increase in cost

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

Please explain the reasons for your responses.

An actual deterrent in place and being actioned, immediately would deter customers and shoplifters from taking the risk

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.

If it were a real deterrent then costs to businesses due to loss and sickness would go down, a few court cases with actual results and not just a slap in the wrist, then less people would attempt

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.

I have an Indian girl who works with me, and the verbal abuse she can receive is shocking

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

Don't think there are any negatives, is about time something was in place to protect shop workers

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.

We need strong deterrents to discourage this type of behaviour, and is about time that retail was taken into account

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?

Anyone whose job is in direct contact with the public, hospital staff already have a system in place, everyone has the right to go to work and be safe

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)	Yes
Working in premises selling other age-restricted products (e.g. tobacco, knives etc.)	Yes
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	Yes
I have been the victim of verbal abuse	Yes
I have witnessed colleagues being subjected to physical violence	Yes
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)

A number of years ago, i was attacked by a shoplifter and had a head injury, we dialled 999, but police never appeared. At Christmas one of my staff received a right mouthful from a customer, another member of staff intervened, but customs just worked off, last week one of my staff was grabbed by a shoplifter, could share hundreds of incidents

