

77739340 - Ian Williams

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

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 If you choose the second or third option, a name is still required, but it will not be published.

Ian Williams

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

Workers in the retail sector are directly in contact with the public/customers and are seen to be responsible for

decisions, actions and practices which they did not design. This exposes them to anger and aggression in a situation for which they have no responsibility. They might not have sufficient information or support to defuse the situation.

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

If the law protecting workers in the retail sector is introduced I don't see a need to list all the situations that could lead to the assault. It might be helpful in drafting the bill to give some examples.....so that for example assaults occasioned by staff upholding the law and those arising from implementation of company policy are separately identified but both are included?

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?

Neither

Please explain the reasons for your response

See answer to the last question. Workers are equally vulnerable whether following legal demands or company demands when these are not accepted by the customer.

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?

Unsure

Please explain the reasons for your response.

Situations in the retail sector are very diverse. In some training for staff in handling disruptive or aggressive behaviour might be sufficient (it should in any case be standard practice). In other situations panic alarms could be helpful. In situations assessed as high risk, security cameras, alarms and safety barriers could be mandatory. Each establishment should be bound to undertake a risk assessment specific to a range of possible situations and to formulate policies that will ensure the safety of staff

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 - Significant increase in cost

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

Please explain the reasons for your responses.

Change in staffing levels and training could be costs borne by businesses and customers. Government might have to train an inspectorate and increase staffing

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 suppose the Criminal injuries compensation might be reduced but I am not aware enough of the cost of the practicalities

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?

Unsure

Please explain the reasons for your responses.

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

I am not clear about the nature of any negative impact. Workers and customers should benefit.

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?

Unsure

Please explain the reasons for your responses.

There might well be some adverse financial and visual impact of some possible changes but confrontational and aggressive even violent behaviour is hardly attractive or cost free.

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?

See above

Workers in transport are similarly vulnerable eg late night bus drivers

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)	No
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	No
None of the above	Yes

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

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)

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