

77715707

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 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

Having worked on the front line and management in banking for a number of years, I have been witness to and received extreme verbal abuse. I feel that aggressive behaviour is getting worse, it is very upsetting for customer service providers and there seems to be no accountability...it seems to be 'just part of the job', but it is unacceptable.

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

There needs to be a real disincentive to behave aggressively to people in their workplace. At work, staff should be safe and protected.

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

Threatening and aggressive behaviour should not be tolerated anywhere, so if it is a criminal offence when perpetrated in the home or the street, why should it be allowed in our shops, banks and public offices.

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.

Education in respect. Posters and leaflets supporting this in public places.

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 reduction in cost

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

Please explain the reasons for your responses.

Jail sentences are costly, as is taking these cases to court, however absences through stress are a high cost to businesses and it can impact on an individual's personal wellbeing and mental health, which creates additional cost to the health service.

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.

Perhaps sentencing which excludes perpetrators from returning to the retailer/locality may be a lesser cost than jail time.

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.

Perpetrators of this type of aggressive behaviour regularly make the abuse personal and insult the staff member based on their ethnic or sexual identities. If the bill is successful in reducing this type of crime, hopefully a reduction in hate crimes would

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

I can't see any negative impact on equality that would be created by this bill. If retail staff used it to refuse to serve someone on the basis of their identity, rather than their aggressive behaviour that would be a different matter....

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.

The bill should go some way in changing society and the environment for the majority of citizens for the better.

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?

All workers should be protected....those in hospitals, schools, social workers, public office. Trigger points may happen when the individual is feeling stressed and frustrated; with money issues, ill health, and while this should be taken into account, a zero tolerance should be preferred.

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	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)

Shouting, swearing, personal insults, threatening behaviour.

