

71945454 - Raymond Dillon

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

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 If you choose the second or third option, a name is still required, but it will not be published.

Raymond Dillon

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

As a worker in the hospitality sector with 19 years experience I believe this Bill is relevant and overdue. I am aware

that legislative protection exists in the form of Licencing Law for this industry, however, I feel more can be achieved to help protect workers vulnerable to abuse, intimidation and violence.

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

A strong approach must be considered when a worker is assaulted carrying out their lawful obligations. Through my 19 years I have been assaulted on countless occasions, even at this moment I am recovering from a broken/dislocated shoulder as a result of saying "No" to a member of the public.

A specific offence will bring confidence to those at risk of such violence. Not only confidence in the preventative aspect but in the seriousness placed on an offender's actions.

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?

Either

Please explain the reasons for your response

Either would work but I would favour a Statutory Offence.

I believe a strong approach would bring confidence in workers carrying out legislative obligations. However, as a preventative tool it would rely on the general public being aware of such offences. Such offences exist in Licencing Law, although in my experience the majority of the public are unaware of them and the prevention aspect (which is vastly preferred) does not function.

A Statutory Offence should allow the police to act more precisely when in attendance instead of a general approach. For example, in my experience it is common for those refused service to obstruct, intimidate and abuse staff from outside the premises. Police in attendance will march them on but once the police move on the offender returns only to continue their abuse resulting on another call to police.

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.

Offenders of abuse, intimidation and violence may leave the premises but will often continue outside the front door or windows of the business. They are clearly continuing their antisocial behaviour and any such Bill might consider the outside vicinity of the worker's place of employment.

On occasion staff may need to stand at their doors in order to stop the offender entering or obstructing entry to others. This is time consuming but necessary and takes them away from proper staff duties adversely affecting the business.

From my experience I have stood outside a business having to "put up" with abuse, intimidation, obstruction and the threat of violence many times and is considered "part of the job" which I find in modern times ridiculous.

Offending persons may stand in the most adverse weather condition for hours, repeatedly disappearing and returning before police arrive. Unless arrested the police can only walk them away and warn the offender. This is no guarantee they will not return. They often do.

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 - Broadly cost neutral

Q5.3. (c) Individuals - Unsure

Please explain the reasons for your responses.

Introducing a Bill such as this will need more police, CCTV and council support participation to enforce. I can see how this may impact and increase a financial budget.

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 feel that such a Bill's real power is in prevention and such if the message is received by the youth in society it could impact in future savings by less offending and less government spending.

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 can see this have a positive impact as in my experience offenders will commonly target aspects of the work they find easy to insult such as race, gender, etc.

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

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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.

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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?

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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	Yes
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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)

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