

# 77660154 - Alison Connell

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 If you choose the second or third option, a name is still required, but it will not be published.

Alison Connell

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**

Front facing retail sector staff often take the brunt of people's aggression and are not protected in the same way as

Public Sector Service staff are by their employers and by the rules and regulations. No person should ever feel for their safety when going to work.

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

Either

**Please explain the reasons for your response**

If it becomes common knowledge that the abuse brings with it a restriction or punishment then they may think twice about doing 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?

Either

**Please explain the reasons for your response**

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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.**

An obligation on employers to provide staff on dispute resolution and resilience. Helping them diffuse the situation at an early stage might help and by offering them follow up assistance when it happens will speed recovery, better than knowing the perpetrator has been punished.

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** - Broadly cost neutral

**Q5.2. (b) Businesses** - Broadly cost neutral

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

**Please explain the reasons for your responses.**

The increased cost to business from training and prosecution will be mitigated by the prevention of lost an hours following stress leave etc.

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.**

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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?

Slightly positive

**Please explain the reasons for your responses.**

Despite the current legislation these are the groups that will tend to be targeted. I think that there might be some doubling up and it would need to be carefully considered whether the prosecution is carried out under which guise if a member from one of these groups is targeted

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

If an employer has considered all the protection afforded by the Equality Act then the person will not have been placed in a position where the new legislation is needed to protect them. The employer needs to risk assess the role of the person and put measures in place.

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.**

I think there will be some upfront costs and it's sustainability can only be measured after time.

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?

*i'm surprised that it only covers retail staff and not front facing service sector employees.*

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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