

79709355

Proposed Protection of Workers (Retail and Age-Restricted Sales etc.) (Scotland) Bill

Page 2: About you

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

No Response

Please choose one of the following:

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

Page 7: Your views on the proposal - Aim and approach

Q1. Which of the following expresses your view of creating a new offence of assault against a worker in the retail sector?

Fully supportive

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

Retail and public service workers should feel safe in their work and should be given protections against unnecessary abuse from members of the public. My partner and I have both dealt with very aggressive

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

customers in our line of work and there have been occasions that we have both felt very threatened and upset by antagonistic behaviour.

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

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

Page 11: Financial impact

Q5. Taking account of both costs and potential savings, what financial impact would you expect the proposed Bill to have on:

	Significant increase in cost	Some increase in cost	Broadly cost neutral	Some reduction in cost	Significant reduction in cost	Unsure
(a) Government and the public sector			X			
(b) Businesses			X			
(c) Individuals			X			

Q6. Are there ways in which the Bill could achieve its aim more cost-effectively (e.g. by reducing costs or increasing savings)?

Unsure

Page 13: Equalities

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

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

By careful attention to detail by the authorities ensuring that a breach of the peace or untoward behaviour is addressed but also so that simple reasonable angry response from a member of public to service issues is tolerated.

Page 15: Sustainability

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

Page 16: General

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?

Further equality and respectful citizenship responsibility to be promoting through media, education and work training.

Page 17: Personal Experience - Optional questions

Q11. Which of the following describes your retail-sector experience (please tick all that apply)?

Working in premises selling alcohol for consumption off the premises (e.g. shop)

Working in premises selling other age-restricted products (e.g. tobacco, knives etc.)

Working in other retail premises

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 verbal abuse

Q12. Which of the following describes your experience of violence or verbal abuse in the retail sector (please tick all that apply)?

I have witnessed colleagues being subjected to verbal abuse

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)

Threatened violence to myself and staff members after being refused refund with purchased item. A man threatened to get friends and beat us up outside. This thankfully was not followed through. Also intimidating behaviour making you feel you can't do your job or that you are not up to the customer's standards of expectation (i.e. they make you feel stupid and that you know nothing)