

80281747

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 If you choose the second or third option, a name is still required, but it will not be published.

Caroline Hickling

### 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

**Please explain the reasons for your response**

Facing abuse and violence at work is totally unacceptable, and a new law would provide a strong message to affirm that. Both victims and potential perpetrators would be aware that abuse and violence are illegal, and carry significant consequences, acting as a deterrent. It would also give victims confidence to report any abuse or violence, and make it clear it is not a part of the job they must endure.

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**

Either option would help raise awareness and help deter assaults.

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**

Again, either option would hopefully act as a deterrent.

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?

No

## 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
<b>(a) Government and the public sector</b>		X				
<b>(b) Businesses</b>				X		
<b>(c) Individuals</b>			X			

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

No

## 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?

Slightly positive

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

Female members of staff could be more likely to suffer assault, as more women than men work in retail.

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

*No Response*

## 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?

Yes

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

If people feel safe at work that could reduce staff turnover or absences - bringing benefits for staff and businesses.

## 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?

*No Response*

## Page 17: Personal Experience - Optional questions

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

None of the above

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)

In previous jobs I have seen many customers display a sense of entitlement that can make for difficult circumstances. Challenge 25 on a few occasions meant colleagues would ID someone who didn't have ID on them, as they claimed, and I saw customers raise their voices and shout abuse in staff member's faces a number of times. This wasn't very unusual.