

80156413

## 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".)

Professional with experience in a relevant subject

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

**Please explain the reasons for your response**

Not enough is being done to protect hospitality staff. Threats and abusive / violent behaviour seem to be accepted as the norm. No point involving police as nothing will be done.

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

A new statutory aggravation

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

**Please explain the reasons for your response**

Age restrictions are the law, so it is coming sense to assume that there should be a law to provide protection for those upholding 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?

A new statutory aggravation for threatening or abusive behaviour or harassment; and a new statutory offence of obstructing a worker upholding an age-restriction.

**Please explain the reasons for your response**

To be clear, the issues are not specific to age-restriction. In bars / pubs it is mostly as a result of refusing service for intoxication.

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.**

Posters / TV advertising / Facebook campaigns Start by sending a message that this will not be tolerated

## 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	

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

Save money as a result of the deterrent through the following... Covering shifts for staff members who have been injured as a result of these offences Staff turnover is high because staff can't stay in jobs where they feel unsafe. Repeatedly hiring new staff = more time and money spent training new staff = wage percentage increases Less money spent dealing with police / ambulance calls because of the deterrents

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

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

Attacks, primarily verbal, often come laced with prejudicially loaded language in order to insult the victim

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

Clear planning and carrying out

Make a decision and stick to it

## 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

## 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?

Trigger points in hospitality -

Refusal of service

ID checks

Closing time

Enforcement of licensing restrictions RE under 18's

Dealing with loud / foul language / disruptive customers

All have the potential to flail out of hand. Verbal abuse in particular is seemingly commonplace in hospitality

## 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 on the premises (e.g. pub)

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

I have witnessed colleagues being subjected to physical violence

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)

*No Response*