

# 77683239

## 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

-

Please choose one of the following:

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

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

Partially supportive

**Please explain the reasons for your response**

I'm not sure if creating a new offence will make any difference, as the existing laws are so seldom actually enforced. Police will seldom attend for low value shop lifting, so shops often don't even bother to report it to them, and I've never heard of any shop manager reporting an abusive customer to the Police, and can't see the Police treating it as any sort of priority if they did.

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

Unsure

**Please explain the reasons for your response**

An already overstretched Police force are unlikely to respond in all but the most serious of physical 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?

Unsure

**Please explain the reasons for your response**

Again, the Police just do not have the resources to respond every time a shop worker faces abuse or harassment from a customer, and shop managers know that so will not even call them.

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.**

Education that such behaviour is unacceptable, and enshrining "Think 25" into law, so there is one single consistent and clearly understood check for all types of age related sales.

Provide the Police with the additional resources they would require to tackle the harassment and abuse, not just prioritising physical assaults as happens just now, and it may prevent such behaviours occurring or escalating.

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** - Unsure

**Q5.2. (b) Businesses** - Unsure

**Q5.3. (c) Individuals** - Unsure

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

Unfortunately, with no one to enforce it, I can't see it achieving much, so probably not costing much.

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

No

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

-

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?

Neutral (neither positive nor negative)

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

-

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

-

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.**

-

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?

*The emphasis should be on arresting and charging the person carrying out the violence or abuse, not on the occupation of the victim. Without the Police having the necessary resources to respond to these incidents, any new legislation becomes meaningless.*

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)	Yes
Working in premises selling other age-restricted products (e.g. tobacco, knives etc.)	Yes
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	No
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)

-





