

72699712 - Akasha Enterprises Ltd

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

Are you responding as an individual or on behalf of an organisation?
on behalf of an organisation

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".)
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Please select the category which best describes your organisation
<i>Commercial organisation (company, business)</i>

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 If you choose the second or third option, a name is still required, but it will not be published.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

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
I feel that retail staff are often mistreated and if a customer is unhappy they feel they can be verbally aggressive at best or physically at worst to try to get their own way. People will also take advantage of a retail worker on their own.

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
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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
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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?
Unsure
Please explain the reasons for your response.
I'm not sure what has been done previously other than standard legislation regarding assault etc.

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 - Some increase in cost
Q5.2. (b) Businesses - Unsure
Q5.3. (c) Individuals - Unsure
Please explain the reasons for your responses.
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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.

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.

I do not see the relationship between the issues. Unless someone who would be being charged under the proposed Bill tried to counter it someone saying it was discrimination under the Equality Act.

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

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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?

When asking a suspected shoplifter to leave and/or hand over any stolen goods there is a risk of assault. Asking a disruptive customer to leave the premises.

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

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

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)

My business is located on Morningside Road and we quite often have patients from the Royal Edinburgh hospital as customers. Many of them are excellent customers and are polite and respectful. However, many of them (who are unwell obviously) seem to treat the shops in Morningside as extensions of their care team and can be very rude and demanding. I have had to remove someone from my shop who was inhaling butane gas (I believe) under their sleeve. I am a 5'2 woman and this was a very tall man. He threatened to hit me and once outside he picked up my A frame and tried to hit me with it. I have worked in my family's shop since I was a teenager and I have had many personal threats over the years and I do feel it is because retail workers are treated with contempt at times and can be used as an emotional punching bag or even a physical one.