

79508094

## 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

**Please explain the reasons for your response**

By the nature of the job Retail Sector workers are required to deal with members of the public on a daily basis. These members of the public (customers) have a right to expect that they will be dealt with in a professional manner and with courtesy. Similarly Retail Sector workers should rightly expect to be able to carry out their roles in a safe environment without the fear of being verbally or physically abused. Although thankfully in the minority, still far too many customers appear to feel that they can act unlawfully with impunity. Giving RS workers special recognition would help to re-educate these offenders that their behavior is unacceptable and will result in serious consequences.

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

**Please explain the reasons for your response**

Legislation is currently in place to deal with cases of assault however Retail Sector workers have a greater level of exposure to incidents of violence and there should be recognition of this. Assault against RS workers should be considered as an aggravating factor and sentencing guidelines should reflect this.

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**

Please refer to previous answer

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 in schools etc. Ongoing campaigns such as Freedom from Fear etc.

## 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			

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

Government:- potential increase in cost in changing the legislation and running campaigns etc.  
 Businesses:- potential reduction in cost by reducing incidents of assault shoplifting and damage. Also less loss of staff time through court attendance etc

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?

Slightly positive

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

Unfortunately Race and sexual orientation are often trigger points for incidents of violence. By reducing these incidents of violence overall it follows that there should be a reduction of these aggravating factors.

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

## 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

## 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 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*