

71946910 - Sharon Wade

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".)

Professional with experience in a relevant subject

Please select the category which best describes your organisation

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 If you choose the second or third option, a name is still required, but it will not be published.

Sharon Wade

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 have been a bar manager for the past 7 years and in this time I have been assaulted at work 5 times and threatened numerous times.

Despite giving police statements none of the offences against me have ever resulted in an arrest against the person responsible, making me feel completely hopeless and that it is just something to be expected in my job role.

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

A new statutory offence

Please explain the reasons for your response

An offence would make workers feel like reporting a crime against them will be taken more seriously and will also result in more people reporting the crimes against them rather than feeling like its just part of your job.

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 offence (for all these types of behaviour)

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?

Yes

Please explain the reasons for your response.

Further training to police on how to deal with staff members reporting a crime.

When reporting an assault against myself while at work, I was once asked by the police if I really wanted to make a statement as "its a lot of trouble to go to for a little slap"

There was also an occasion where I was forced to call 999 for a customer threatening to glass me and instead of sending someone out I received a call back 1 hour later telling me that they would come take a statement from me in 2 days time as "she didnt physically hurt you" all the time the customer was still on the premises!

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.

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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.

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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.

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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?

Yes

Please explain the reasons for your responses.

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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?

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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)	Yes
Working in premises selling alcohol for consumption off the premises (e.g. shop)	No
Working in premises selling other age-restricted products (e.g. tobacco, knives etc.)	No
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	Yes
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)

I was once head butted by a customer after telling her that she would not be served any more alcohol as I believed she was too drunk

I was once punched in the face by a customer after asking him to leave the premises

I have also previously been in the head by a chair while trying to stop a customer arguing with another staff member.

I have had a customer spit his blood in my face after refusing him service due to the fact he had just been in a fight outside the premises and was bleeding.

I have had a customer threaten to glass me in the face after refusing her service due to being too drunk.

I have had a customer throw a glass at my head after asking him to leave the premises.

