



# Freedom From Fear

Delivering for Usdaw Members



# Recent Progress in the Campaign



**Usdaw's Freedom From Fear campaign has ensured that the issue of violence and abuse towards retail workers remains at the top of the political agenda. Our extensive research, and the incredible efforts of our reps, have resulted in legislative changes for retail workers.**

This campaign goes right to the heart of why workers need unions - because it can never be acceptable to tolerate abuse at work.

Although we finally have a Labour Government committed to tackling retail crime, we will continue to campaign for the protection of retail workers and supporting those who have experienced abuse and violence at work.

## Legislation to Protect Retail Workers

Since the introduction of the Protection of Workers Act in Scotland in 2021, over 6,000 incidents have been investigated by police. The Labour Government has committed to tackling retail crime, making it a specific offence to assault a retail worker and introducing stronger measures to tackle low-level shoplifting.

Usdaw is clear that legislation on its own will not resolve the issues of violence and abuse facing retail workers. We must also create a culture of respect towards retail workers through ensuring that our campaign remains highly visible

to the public and in our workplaces. We need to make sure all incidents of abuse are reported, so that the legislation can be effective.

We will also continue to campaign in Northern Ireland and call for Stormont to adopt their own legislation to protect all retail workers.

## Our Work with Employers

Usdaw has worked with employers to protect our members. A key theme behind our campaign is 'Report It. Sort It!' which ensures that employers, police and local authorities are aware of the scale of the issue so that they can allocate appropriate resources.

The campaign is also active in workplaces and has secured changes in employer policies to make working lives safer. Usdaw has highlighted the need for improved security measures in stores, such as body-worn cameras and proper risk assessments for affected colleagues, as well as improving incident reporting structures - a crucial element in tackling violence towards retail workers.





## Our Work with Police

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There are encouraging pilot projects in place with some police forces to improve reporting of incidents to the police, and using the evidence gained to deal with prolific offenders. Usdaw has been building relationships with Police and Crime Commissioners to ensure that tackling the violence and abuse of retail workers is their priority.

## Legal Support

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If you're a victim of violence where you suffer serious injury in the UK, call FirstCall Usdaw on **0800 055 6333** to start your claim. Usdaw Legal Plus can help members to claim compensation from the Criminal Injuries Compensation Authority, a state-funded scheme.

To qualify for compensation, your injuries must be sufficiently serious to justify the minimum amount of compensation (£1,000); you must personally report the incident to the police within 48 hours and get a crime reference number; and you must see a doctor immediately for treatment of physical injuries as well as psychological ones such as stress or shock.



## Assault at Work Grant

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Usdaw has introduced an Assault at Work Grant for members who sustain an injury arising from an act of violence whilst in the course of their work.

The grant is subject to a number of qualifying conditions, including:

- Reporting the incident formally at their place of work;
- Attending their GP or A&E to ensure a proper record was taken;
- Having a continuing physical and/or temporary anxiety condition which lasts at least 6 weeks and which is supported by medical records;
- Reporting the incident to the police and getting a crime reference number;
- Registering the incident as a potential claim through FirstCall Usdaw within 2 years of the date of the incident.

The grant can only be claimed through a personal injury claim. Once the claim is registered, Usdaw will identify potential claims and contact the member. If reps are aware of any members who may be eligible then they should advise them to register their personal injury claim with FirstCall Usdaw on **0800 055 6333**. All payments of the grant are at the discretion of the Union and if any subsequent claim is successful and the member receives compensation for their injuries, the grant is repayable by the member.

Further information and the qualifying criteria can be found on our website at:

[www.usdaw.org.uk/cashbenefits](http://www.usdaw.org.uk/cashbenefits)

# How Joining Usdaw Can Help

- Usdaw National Officers work with companies to agree clear policies that support and protect retail workers.
- Reps and Area Organisers are available to offer advice and support for workplace issues.
- Usdaw works with companies to clarify, support and enforce policies on age-restricted sales.
- Usdaw offers support through FirstCall Usdaw for accidents and injuries sustained while at work.
- The Retail Staff Survey helps Usdaw make a better case to employers and politicians to ensure stronger protections. Share your experiences and suggestions here: [www.usdaw.org.uk/fffsurvey](http://www.usdaw.org.uk/fffsurvey)


## Join Usdaw

The more members we have, the stronger our case is with companies for better policies and better protections. Usdaw has a large number of retail workers as members and understands the issues that they face in the workplace.

For immediate membership and full protection, simply complete a membership form and return it to Usdaw's Head Office. Just write FREEPOST USDRAW on the envelope and put it in the post.

You can also join online at: [www.usdaw.org.uk/JoinUs](http://www.usdaw.org.uk/JoinUs)



  
Scan to  
join today

For further information, call our Helpline on **0800 030 80 30** or visit: [www.usdaw.org.uk/fff](http://www.usdaw.org.uk/fff)



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