

Survey of Violence and Abuse Against Retail Staff



Store size:	<input type="checkbox"/> Less than 30 staff	<input type="checkbox"/> 30-300 staff	<input type="checkbox"/> More than 300 staff
Employer:	Location:	First part of postcode:	Gender:
Age:	<input type="checkbox"/> 16-25	<input type="checkbox"/> 26-39	<input type="checkbox"/> 40-59 <input type="checkbox"/> 60+

1. In the workplace, how often have you been a victim of verbal abuse in the last 12 months?

1-2 times 2-3 times every month every week every day never

2. How often have you been threatened by a customer in the last 12 months?

1-2 times 2-3 times every month every week every day never

3. Have you ever been a victim of physical violence from a customer?

YES / NO

Please tick this box if you've been assaulted in the last 12 months

4. Can you tell us a little about the incidents of abuse/threats/violence you have experienced?

5. Have you ever reported an incident to your employer?

YES / NO

6. On a scale of 1 to 10, how supportive was your employer after you reported the incident?

UNSUPPORTIVE 1 2 3 4 5 6 7 8 9 10 SUPPORTIVE

7. What more could your employer do to support shopworkers after an incident of verbal abuse, a threat or physical assault?

8. On a scale of 1 to 10, how confident are you that reporting abuse, threats and violence will make a difference?

NOT AT ALL CONFIDENT 1 2 3 4 5 6 7 8 9 10 VERY CONFIDENT

9. What messaging is used in your store to urge customers to respect shopworkers? (Please tick all that apply)

Signs at the entrance Tannoy announcements Signs on tills #ShopKind materials

Usdaw Freedom From Fear materials in public places None Other (Please give details) _____

10. Do you feel able to resolve issues of abuse and violence on your own? YES / NO

11. Are you a member of Usdaw? YES / NO

13. Usdaw membership form (F1a) completed? YES / NO

12. If not, would you like to join? YES / NO

14. Are you prepared to share your experiences? YES / NO

Name: _____ Home Tel No. _____ Mobile Tel No. _____

email: _____ Postcode: _____

Please send completed forms to Usdaw's Head Office. Just write **FREEPOST USDAW** on the envelope and put it in the post.

Alternatively, complete this survey online at www.usdaw.org.uk/fffsurvey

UsdawUnion

The data you are providing us will be used for statistical purposes in supporting our campaign as well as updating any contact details held on your membership record (if you are an Usdaw member). This is in pursuit of the Union's legitimate activities stated in the Objects in the Rule Book and in order to fulfil our contractual obligations to you as a member. This processing involves your personal data and special personal data. The data that we collect about you here will be stored securely. The survey responses will be retained for the duration of the campaign and the membership record will be retained for the duration of your membership plus 20 years in line with our membership record retention schedule. For further information visit www.usdaw.org.uk/privacy

