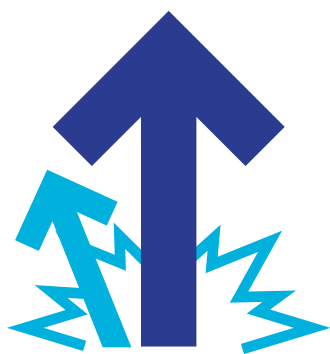




# VIOLENCE

v#rba! @buse!  
towards shop workers

As part of the Safer Colleagues, Safer Communities campaign, we commissioned Dr Emmeline Taylor to produce an independent report on violence and verbal abuse towards shopworkers.



Assaults and threats towards retail staff are the highest since 2012

70% of shop theft is committed by frequent users of class A drugs



25% of incidents occur from encountering thieves

42,000 violent incidents in the industry in 2019 =

115 shop workers attacked daily

24hr

4 MAIN SCENARIOS: encountering shoplifters, enforcing age-restrictions, hate-motivated incidents and armed and unarmed robberies.

AT THE CO-OP, IN THE FIRST 90 DAYS OF 2019 THERE HAVE BEEN:

10,500 incidents

1,690 of them were violent

And 410 involved a weapon

Every day, 60 colleagues are subject to violence and abuse. Of these, nine are attacked - at least two of them being attacked with a weapon.

## Recommendations

- ✓ A public campaign to raise awareness of the impact of violence and abuse against shop workers
- ✓ Improve legislation to better protect shop workers
- ✓ Better services and legislation to tackle the root cause of crime, such as drug use and homelessness
- ✓ Improve the gathering and co-ordination of information and data