

<b>Project Title</b>	Freedom from Fear, work-related violence, abuse
<b>Programme Of Work</b>	Continuous Improvement - Programme 2
<b>Industry Group</b>	Consumer Services
<b>Objective</b>	To protect shop workers from violence and abuse and to reduce the number of incidents.
<b>Description</b>	<p>USDAW launched a campaign in October 2002 at the Retail Trades Conference and asked delegates to complete an activists report to capture some of their knowledge and experience.</p> <p>The report 'Voices from the Frontline' is based on the results. It identified that 47 of the activists reported physical attacks in the last 12 months and 48% knew of examples where members had taken time off sick as a result. 41% were aware of members who had been forced to give up work or change jobs because of fear of violence. 57% said that members were not satisfied that their employer was doing all they could to protect staff from the risk of violence or abuse and 47% believed that members were dissatisfied with the support they receive from their immediate manager if there is an incident.</p>
<b>Project Cost</b>	£100,000 - £500,000
<b>Project Start Date</b>	01-10-2002
<b>Project End Date</b>	Ongoing
<b>Achievements</b>	<p>Examples show that making sure that the physical security measures are in place and are working properly can make a big difference.</p> <p>Panic alarms and c.c.t.v. can help give staff confidence and may be essential if a serious incident develops. But other basic security measures such as decent car park lighting, the location and height of counters, restricting customer access to the cash box on the till, etc., are also important.</p>
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<b>Project Title</b>	An investigation into workplace violence on London Underground Revenue Control Staff leading to the design of a preventive strategy.
<b>Programme Of Work</b>	Continuous Improvement - Programme 2
<b>Industry Group</b>	Railways
<b>Objective</b>	To analyse reported incidents of work place violence over a 5 year period on London Underground staff who check tickets and issue penalty fares. To produce a comprehensive profile of those staff who have suffered. To carry out investigations among the staff and their managers and to benchmark findings against organisations whose employees undertake a similarly interactive role. To recommend a series of measures which will help to reduce workplace violence to this group of staff.
<b>Description</b>	The findings showed where and when most incidents of violence took place. The length of interaction in dealing with a ticket irregularity and checking tickets in new areas increased the chance of violence. These and other findings helped to produce nine recommendations. These included valuing interpersonal skills and providing training on conflict management for staff. Management should be closer so that inappropriate behaviours are corrected. Ticket checks should be more widely communicated to customers and processes for dealing with irregular travel speeded up. Effective security measures should be installed at hotspot locations. Liaison with the British Transport Police was needed to establish what support can be expected at revenue incidents. The right of employees to work without fear should be publicised.
<b>Project Cost</b>	£10,000 - £50,000
<b>Project Start Date</b>	01-07-1998
<b>Project End Date</b>	31-01-1999
<b>Achievements</b>	Interpersonal and behavioural skills are part of the selection and recruitment process. Conflict management training has been updated. Closer monitoring of staff was introduced. The process of penalty fare has been speeded up with the introduction of hand held devices. The number of incidents against this particular group of operational staff has fallen from 17% in 1997/98 to 7% in 2001/02. In comparison total incidents of workplace violence on all London underground staff have risen year on year for the past 5 years.
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