

The magazine of the Union of Shop, Distributive and Allied Workers

# arena

Spring 2011

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Union learning rep in focus

## SIGN UP AND CASH IN



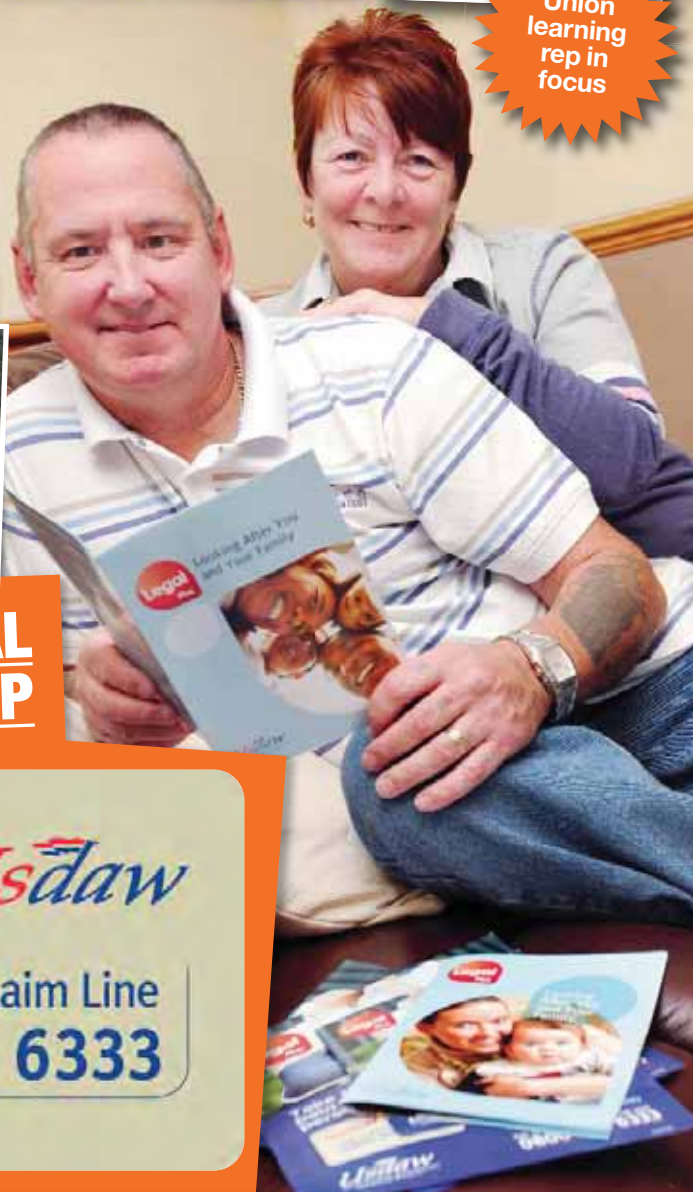
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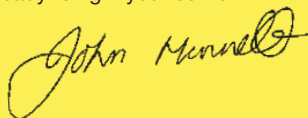
You'll have noticed a handy FirstCall Usdaw card on the cover and you'll also find numerous case studies inside this issue to show just how successful and efficient it is. If you or any of your colleagues have been injured in work or outside of work call the number for help.

In these difficult recessionary times I want to reassure our members that Usdaw will continue to stand up for you and your families. I also want to remind you that you can make us much stronger if you recruit one of your workmates. Our membership has continued to climb in the last 14 years but we need more of your colleagues to join us. The bigger we are the more influence we have both with employers and in our efforts to lobby the Government on the

issues that affect you and your families.

This year threatens to be every bit as tough as the last one and it will be made worse by the Government's desire to cut back ruthlessly on benefits and public spending.

However despite the political and economic gloom Usdaw is ready to fight your corner.



**John Hannett**  
General Secretary

**U**sdaw  
*Union of Shop, Distributive  
and Allied Workers*  
[www.usdaw.org.uk](http://www.usdaw.org.uk)

**U**sdaw Members' Helpline:  
0845 6060640



**W**

elcome to the first issue of **Arena** 2011, you'll find it packed with good news stories about how Usdaw has helped its members win fairness and justice in the workplace.

Last year we recovered more than £17m for members who were injured or treated unfairly at work. Most of this came from our groundbreaking dedicated claims system FirstCall Usdaw, which has revolutionised the way injured workers can claim compensation.

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### **PRINT**

Polestar UK Print.

Paper produced from ecologically sustainable sources.

Arena is the membership magazine of the Union of Shop, Distributive and Allied Workers (Udaw). Published quarterly, Arena is distributed to Usdaw members.

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## Planning pensions

General secretary **John Hannett** has joined a new commission set up to review private sector pensions and to recommend better ways people can safely save for their retirement.

The fully independent Commission has been set up by the National Association of Pension Funds and its findings will be published later this year.

John Hannett said: "Millions of workers currently face the prospect of a retirement in poverty or hardship because they will either have no income apart from the shrinking state pension or because their occupational pension schemes have not produced the level of income they expected.

"The auto-enrolment scheme due to start in October 2012 is a welcome step forward. However, the Coalition's proposal to increase to £7,475 a year the amount workers will need to earn before they qualify for the scheme means that up to nine million people still won't be saving anything for their retirement.

"Campaigning by Usdaw has greatly increased awareness of pension issues among workers but we now need

to build upon this and create a system that will deliver for everyone."



**[MORE INFORMATION AT:  
WWW.WRICOMMISSION.ORG.UK]**

# Workers' rights under threat

Usdaw has slammed Government proposals that

will allow employers to unfairly sack thousands of workers and leave them without any recourse to an Employment Tribunal.

In a consultation

paper published earlier this year, the Tory-led coalition says it intends to increase the qualifying period for unfair dismissal claims from one to two years

and may also force workers to pay an upfront fee before they can submit a claim to a tribunal.

General secretary John Hannett said: "The economy is shrinking, 2.5 million people are out of work and retailers are sounding the alarm bells about jobs in the sector.

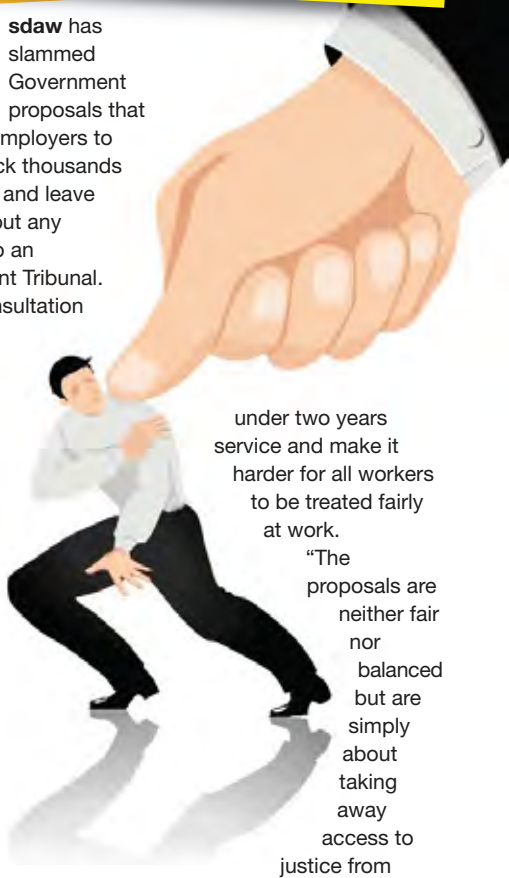
"It is unbelievable that the government's strategy is to allow employers to unfairly sack people with

under two years service and make it harder for all workers to be treated fairly at work.

"The proposals are neither fair nor balanced but are simply about taking away access to justice from

millions of people, with women, young people and the low paid likely to suffer most. This will give rogue employers the green light to exploit them.

"Good employers who treat their staff fairly and with respect know they have nothing to fear from employment law and the notion that you can only create jobs by trashing workers' rights should be firmly rejected."



# Will you get a wedding present?

**T**he Royal Wedding will take place on Friday, 29 April 2011 and while the day has been declared a public holiday, many people assume that they will be entitled to an additional day's paid leave but this may not be the case.

The prime minister announced that the date of the Royal Wedding would be an additional Public Holiday but he has not implemented any increase to the **statutory holiday entitlement** that would give workers a legal right to an extra day off.

In the absence of this right to an extra day's leave, employees' rights to

additional paid time off will depend on their **contracts of employment**, staff handbooks and workplace agreements.

Udaw wants employers to increase annual leave entitlement by an extra day, so that anyone scheduled to work on the public holiday should have the **option** of taking paid time off and anyone choosing to work should be entitled to premium payments.

Employers are in the process of announcing their plans for the Royal Wedding Public Holiday but as there is no legal obligation to give staff an additional paid day off there may be a whole range of approaches.

## Poor kids lose out

**U**daw has condemned the Coalition Government's decision to scrap the Educational Maintenance Allowance (EMA), saying it will hit the poorest young people hardest and put at risk their chance to improve their lives through education.

General secretary **John Hannett** said: "The EMA has proved vital in helping young people from low income families stay on in education and training, so scrapping a policy that not only achieves its aim but pays for itself in doing so is nothing less than an act of ideological vandalism.

"Most families fear they will find it impossible to plug the financial gap caused by the abolition of EMA. Young people in low income families will have no way to cover the considerable costs of further education.

"Once again, despite all the spin about us all being in it together, it is lower and middle income families who are expected to take another hit, while the wealthy remain free to avoid tax and the bankers look forward to their bonus bonanza."



Image © Getty Images



Julie Adams at the National Organising Awards

# Skills provider at Co-op

*Distance no object for learning rep Julie*

**A**ctivist **Julie Adams** is a busy woman juggling her full-time job as a training officer with her determination to deliver learning opportunities to her members as part of her work as a Union Learning Rep (ULR).

The 46 year-old, who works for Chelmsford Star Co-op in Essex, has her work cut out as the Co-op's stores are spread far and wide across the county but she's determined to succeed.

"We're currently working with the Co-op to finalise a learning agreement and we've already secured access to the training centre so things are progressing," said Julie. "I've set up some informal learning groups among the membership

which has increased since we started promoting the lifelong learning agenda. It's amazing how many people still think unions are just about disciplinaries and grievances. Getting involved in learning has helped dispel those myths.

*Learning helps both the employee and the employer so it's a win-win situation*

"I've had fabulous support from project worker Phil Gander and mobile ULR Helen King. I've completed Stage 1&2 of the ULR course and members

have completed the Skills For Life course so there's a lot going on but we've still plenty to do.

"Because we're spread geographically getting people to the courses will be challenging but anything I can do to deliver learning to the members and get them interested in returning to learning will be done.

"Personally I've learned a great deal since I became a ULR last year. It's the perfect job for me because I love meeting people. Learning helps both the individual employee and the company so it's a win-win situation for both.

"I'm keen on doing a sign language course and even becoming qualified to teach it so I'm planning ahead."

# The **co-operative** funeralcare is pleased to support Usdaw

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# Outstanding reps hono

Eight national prizes were up for grabs at the annual National Organising Awards Night held at a top Manchester hotel in January, *arena* caught up with the winners

**U**sdaw honoured its hard-working reps at the annual Organising Awards night in January when activists from across the UK gathered at a top Manchester hotel to compete for eight national awards.

The ceremony – known as the Usdaw Oscars – recognises the dedication and commitment shown by the union’s activists during the year and has become an important event in the Usdaw calendar.

Master of ceremonies was general secretary John Hannett. “The success of the union depends on our reps and it’s right we hold this very special event to recognise their achievements,” he said. “While not all of our reps can be at the night, every divisional nominee was a winner in their own right and has helped make Usdaw the fastest growing union in the UK.

“We had our biggest number of nominations this year, around 670, which reflects on the high

quality and quantity of reps we have and the growing awareness of the awards night.

“We all know 2011 will be tough for working families, but I’m confident with such an array of talent in our ranks we are well placed to meet whatever challenges come our way this year.

“Congratulations to all of the nominees and a special well done to the national winners. I want to remind all activists that they can nominate themselves for this year’s awards and they should look out for more information later in the year.”



John Hannett

Paddy Lillis and Jeff Broome



# ured at sparkling event

[YOU CAN VIEW MORE PICTURES AT:  
[WWW.USDAW.ORG.UK/GALLERY](http://WWW.USDAW.ORG.UK/GALLERY)]



The eight national winners celebrate after receiving their awards

## What the winners said:

National Union Learning Rep Award

**Michael Clee**

"An absolutely brilliant night. Great to see so many like-minded people working together for the members"

**Anthony Berry**

National Health & Safety Rep Award

"It shows just how highly Usdaw appreciates its reps. I was surprised and humbled to win"

National Individual Recruitment Award

**Kirti Shah**

"A fabulous way of thanking the reps for what we do Everyone was pleased for me and I was delighted to win"

**Mohammed Rizwan**

National Campaigns Award

"I was impressed with the whole night, very well organised. I really appreciated it and the news has gone down well at my store"

**Terry Hamp**

National Individual Organising Award

"Good to see the union rewarding its reps and the standard was very high. Everyone enjoyed it"

Most Promising New Activist Award

**Phil Monaghan**

"Fantastic, a really glitzy and glamorous night. Exceeded all my expectations, you could see a lot of work had gone into making it such a special night"

**Rodney Vincent & Alan Loy**

Team Recruitment & Organising Award

"We didn't expect to win but when we did it was a massive bonus. Really enjoyed it"

# AWARDS NIGHT



South Wales & Western division (A)

Scottish division (G)



## Roll of honour

### Most Promising New Activist Award

Debbie Wilson (Plymouth Tesco)  
Stuart Ross (Fenland Tesco)  
**Phil Monaghan (Tesco DC Hinckley)**  
David Owens (Sainsbury Sunderland)  
Sarah Channon (Co-op Stornoway)  
Sachin Patel (Waitrose West Surrey)  
Alison Roberts (Tesco Wrexham)

### Individual Recruitment Award

Dee Solomon (Exeter General)  
**Kirti Shah (Tesco Harrow)**  
Richard Meek (Co-op Midlands, retired)  
James Postings (Tesco Hexham)  
Stephen Murphy (Tesco Ullapool)  
Rosaria Sansone (Tesco Gatwick)  
Ellen Jane Shaw (Tesco Longton)

### Individual Organising Award

Mandy Davies (Swansea West)  
Liz Gumble (Tesco Potters Bar)  
**Terence Hamp (CRL Alfreton)**  
Jayne Knight (Morrisons Hunslet)  
Susan Coutts (Tesco St Rollox)  
Debby Dolan (Tesco Andover)  
Kevin Hudson (McVities Manchester)

### Campaigns Award

Morrisons reps Bodmin  
Marion Leverett (Tesco Witham)  
Avon Cosmetics reps Corby  
Kelly Hyde (Co-op Durham)  
Keith Kivelehan (Morrisons Edinburgh)  
Angela Croft (Tesco Guildford)  
**Mohammed Rizwan (Morrisons Blackburn)**



North Eastern division (F)



North West division (K)

**Next year it could be you.**  
Look out for the start of this year's nomination process for the 2011 Organising Awards, which starts in the summer.

**VIEW THE AWARDS**  
[www.usd](http://www.usd)



Southern division (H)

Nominees with national winners in bold

**Union Learning Rep Award**

- Sharon Mason (Sainsbury Cwmbran)
- Julie Adams (Chelmsford Star Co-op)
- Richard Cook (Tesco DC Peterborough)
- Bharti Dhamecha (Primark Leeds)
- Kate Cumming (Sainsbury Aberdeen)
- Anthony Connelly (Keystone Distribution Basingstoke)
- Michael Clee (Shop Direct Salford)**

**Health and Safety Rep Award**

- Ann Marie Terry (Tesco Port Talbot)
- Jane Pakes (Tesco Dunstable)
- Grace Wilkes (Tesco Solihull)
- Jens Strain (Vion Malton)
- John Scott (Morrisons Dunoon)
- Anthony Berry (Palmer & Harvey Fareham)**
- Grant Cathcart (Milk Link Oswestry)

**Equalities Award**

- Anne Meacock (Swansea General)
- Mark Contheg (Tesco South Tottenham)
- Nash Kumar (United Biscuits Ashby)
- Peter Golding (Tesco York)
- Graham Newport (Tesco Irvine)**
- Imraan Molvi (Boots Brixton)
- Jackie McNeill (Co-op Group Northern Ireland)

**Team Recruitment & Organising Award**

- Tesco Distribution reps Bristol (A)**
- Tesco Extra reps Bedford (C)
- Wincanton reps Northampton (E)
- Co-op Retail Logistics reps Birtley (F)
- Tesco Extra reps Galashiels (G)
- Tesco Dotcom reps Aylesford (H)
- JD Williams reps Salford (K)



Eastern division (C)



Midlands division (E)

NIGHT PICTURE GALLERY AT:  
[AW.ORG.UK/GALLERY](http://AW.ORG.UK/GALLERY)

# Drastic cuts could kill

Massive cuts in public spending and benefits, and tax hikes makes the outlook for workers and their families look grim in 2011



**John Hannett** says: "I'm worried about what

this Government's cuts will mean for Usdaw members and their families, and for the whole country. That's why I'm going to be joining the march against the cuts on 26 March in London. Will you march for jobs, growth and justice too?

"Government spending cuts will damage public services that many Usdaw members rely on and will put more than a million people out of work.

"It is the lower paid who will lose most. Wealthier people can pay for private nurseries, healthcare, education, etc. But working people like our members are reliant on the state providing these crucial services.

"Ministers say there is no alternative. But these are political choices, not economic necessity and, by the way, nobody voted for them at the general election."

To register you are going to the march please visit:

[www.unionstogether.org.uk/marchwithme](http://www.unionstogether.org.uk/marchwithme)



### The Cuts: Facts Not Myths

Deep spending cuts are dangerous, unfair and unnecessary. This **myth-buster** sets out to expose some of the myths about government debt and the cuts.

**MYTH: Government should balance its finances – just like a household.** **Fact:** The

Government isn't a household. All governments borrow – and the recession would have been worse if the last Government hadn't intervened. After a recession, when households and businesses cut back on spending, only the Government can invest to create the demand to get the economy going again.

**MYTH: If we don't make massive cuts we will face economic disaster.**

**Fact:** There is a danger that the opposite could be true – deep cuts now could damage the fragile economic recovery. Workers who fear for their jobs will cut back on spending in shops. If unemployment rises the Government's tax take falls and benefit bills rise.

**MYTH: Cuts can be made without damaging 'frontline' services.** **Fact:** The cuts risk

turning back the clock to the 1980s when hospital waiting lists soared and children were taught in crumbling school buildings. As resources are stretched and people are

# I not cure the patient



asked to deliver more for less with fewer staff, that inevitably damages frontline services.

## **MYTH: The cuts will be fair.**

**Fact:** The cuts are already hitting the poorest people in society far harder than the richest. They will also hurt women more than men and be worse for some parts of the UK than others. That is unfair.

Timothy and Alison Morris



## *Families will lose out*

**Baby Benefits** are being cut by up to £1,500 for families expecting a baby after April 2011.

**Timothy Morris** works for Tesco in Altrincham. He and his wife Alison are expecting their first baby in April and will be among the first families to be affected by the Government's cuts. Timothy said:

*"We were lucky that Alison saw her midwife on 31 December so she had her Health in Pregnancy grant application signed on the last possible day. But our baby will not receive the £250 Child Trust Fund payment from the Government, and we won't receive the baby element of tax credit which was worth £545. That would have made a lot of difference in helping Alison to take as much maternity leave as she can."*

## *Teenage cash help cut*

**Education Maintenance Allowance** helps thousands of young people from middle and lower income families to meet the costs of staying in education until they are 18 to gain qualifications and improve their chances in life.

**Margaret Fielden** is a shopworker from Chorley, she said:

*"My son got EMA for 2 years and it definitely encouraged him to stay on in education and the bonuses helped to make sure he always attended. He got 4 AS and 2 A levels and now he's in the Royal Engineers. EMA made him feel it was worthwhile going to college and I think it's an absolute crime that it's now being abolished."*

# Standing up for you



Carwyn Jones with Nick Ireland and members during Respect Week

Only Labour Delivers for Usdaw members

**With elections due in May for the Scottish Parliament and Welsh Assembly, members need to know what Labour stands for.**

Divisional officer for South Wales and Western **Nick Ireland** said: "Labour members of the Welsh Assembly have always been extremely supportive of Usdaw, especially the Freedom From Fear campaign. Most of the Labour members support Usdaw's annual Respect for Shopworkers Week events.

"Labour's actions in government in Wales to bring in free prescriptions, free hospital parking and to continue Education Maintenance Allowances for teenagers in low income households shows that they are on the side of ordinary working people who struggle every day to get by." Labour's First Minister for Wales **Carwyn Jones** is particularly supportive due to his own

experiences as a shopworker. "Usdaw was the first union that I joined when I worked in Tesco in Bridgend. I am more than happy to support the Freedom From Fear campaign. It is exceptionally important that people in all walks of life, and shopworkers in particular, get the respect that they deserve, and should not be subject to any form of abuse."

Scottish divisional officer **Lawrence Wason** said: "Before Christmas the SNP voted against shopworkers and all workers getting extra protection from assaults by the general public.

"Labour's Hugh Henry MSP promoted a Bill giving stiffer sentences for those who assault workers in the course of their duties, thereby acting as a deterrent.

"The SNP

decided that there was 'no need for this legislation' and voted it down immediately.

"This is the second time that the SNP have scuppered an Usdaw supported Bill in the Scottish Parliament. The SNP's first act in Government was to scrap the ban on shops opening on New Year's Day.

"Only Labour is committed to protecting workers on the frontline and stopping large stores from opening on New Year's Day in Scotland. That is why I would urge our members to vote Labour in May 2011."



Lawrence Wason (right) with Labour leader Iain Gray

You can now have your say on the new arena letters page, please keep it brief and no longer than 250 words

## Racial abuse

### Fantastic night

**O**n behalf of the branch, I'd just like to thank **Usdaw** for the fantastic day and evening Beryl Collier and myself had at the Organising Awards on Saturday January 15 at The Radisson Hotel, Manchester.

It's a brilliant way to **acknowledge the commitment** of the activists who were present. I watched people who attended alone feeling awkward and who left the next morning with a whole new group of friends and that's what I love about Usdaw.

So **thanks** again Usdaw and here's hoping this relatively new social event will long continue.

Would you be so kind as to extend my thanks to everyone who helped organise the evening.

**Linda Craven (N.W. J.D.Williams K200 convenor/branch secretary)**

You can write or email your thoughts to; the editor, arena, Usdaw, 188 Wilmslow Road, Manchester M14 6LJ or arena@usdaw.org.uk

**I** am subjected to regular racial verbal abuse from two youths who walk past the shop where I work. Recently they entered the shop and I immediately requested they leave. They ignored me and I removed them. They started **threatening me with violence**. My manager, the police and the local security did nothing to help.

A week later an allegation was made against me by the mother of one of the youths claiming that I had removed them without good reason. The incident caused an existing health complaint to flare up and eventually I had to go home sick.

My rep helped me draft a letter of complaint to my HR department and following this my area manager dropped the matter. I was later **dismayed** to find that the contact details left by the mother of the youth who made the allegation turned out to be false. I'm also disappointed by the fact that since the incident I

have received no aftercare whatsoever from my employer, not even a simple 'are you alright?' Since this incident I have had trouble sleeping and the **occasional flashback**.

The police say they can't do anything. This abuse is still continuing.

However, I recently spoke to the operations manager of the shopping centre who has said that it is perfectly OK to ban the youths, and he will speak to the security supervisor regarding this.

**Name withheld**

### Cost of living

**I** am writing with regard to the current cuts being made by the Coalition Government. Everyone will **sadly** be affected by the recent hike in VAT and what concerns myself and my family more is the extraordinary rise in tuition fees which has already put both my young daughters off going to university. The above inflation rise in train fares will cut into my salary, as will the freeze on child benefit.

Also all the cuts to the local authorities will impact particularly on the old and needy. This Government is walking all over the people of this country.

I am so frustrated with this Tory Government and the **appalling** way it is rushing through so many cuts, yet promising many benefits to come into force in four years time – just before the next general election so they can boast about the good measures they have brought in. Absolutely appalling!

**Sharon Hopson, H106, Southern Andover Sata**

### Helpful union rep

**M**ay I thank my union rep Andy Stott of Morrisons Northwich for his help and support. Last year I was diagnosed with breast cancer and Andy told me of the benefits available through Usdaw, he handed me the forms too.

Thank you for the **financial help** as it came in very handy to help with bills to travel to Christie's hospital in Manchester.

**Joan Rogerson, Cheshire**

# You're a union member



ould you recruit a work colleague into Usdaw? Use Arena's advice below and you'll find it a lot easier. Once you've taken it on board give it a try and use our Recruit A Friend competition overleaf and you could be quids in!



## First things first

When people ask you why they should join the union tell them that Usdaw offers:

- Representation at work on problems with grievances or discipline issues.
- Legal help with accidents anywhere in the UK.
- A collective voice on pay and other terms and conditions like holidays, pensions and working hours.
- Improved health and safety at work.
- Opportunities to get involved in lifelong learning
- The chance to be a rep with first-class training and education giving you the chance to help others, make work more interesting and giving you an added boost.

## Did you know?

- Usdaw recovered more than £17m for its members who were injured or treated unfairly at work in 2010.
- Usdaw has more than 10,000 reps who have been trained to a high standard so they can represent you at work.
- Usdaw has 22 offices across the UK staffed by 97 full-time organising staff.
- As an Usdaw member you are eligible to access the union's special offers with its affinity partners on anything from insurance to fitness centres and much more.

## Did you know?

- Usdaw campaigns for more protection for staff from abusive customers as part of its **Freedom From Fear** campaign and has won widespread support from the workforce, the shopping public and a large number of MPs.

Unity is strength and with nearly 400,000 members Usdaw is the fastest growing union in the UK





# – are your workmates?



## Did you know?

- Usdaw's **Supporting Parents & Carers** campaign lobbies government for increased support for working families and people who look after relatives. The union is pressing for an immediate increase in the amount of Carer's Allowance and for changes in the rules and regulations on eligibility.
- Usdaw also campaigns for **young workers** and wants to see the National Minimum Wage paid at 18 and not 21 as it is now. It is also lobbying for the Government to reinstate the **Education Maintenance Allowance** that helps students from low income households continue in education.

## Challenge the myths

**There are some commonly held myths about trade unions, which are either out-of-date or just plain wrong. Here are just three of them:**

- Unions – are all about going on strike – **wrong** – the vast majority of Usdaw members in the last 20 years have not even considered going on strike. Usdaw's approach is to solve work-related problems as early as possible and through **negotiation not confrontation**. Although the union retains the option of industrial action the reality is that it is very rarely called on to settle a dispute.
- Unions – are just trouble makers – **wrong** – the opposite is true as Usdaw is a **problem-solving** union always keen to tackle issues very early on in the grievance or disciplinary procedures rather than let things fester and blow up at a later stage.
  - Unions – don't have any power or influence these days, they're dying – **wrong** – Usdaw has almost 400,000 members and has been **growing steadily** for the last 14 years. Union members on average are better paid and work in safer environments than their non-union counterparts. As for influence the union was instrumental in winning important benefits for members from government including the National Minimum Wage, Working Tax Credits, access to occupational pensions and improved rights at work.

## RECRUIT A FRIEND

# Sign up and cash in!



Winner...  
Frank  
Rourke

## MEMBERSHIP MATTERS

**F**

rancis 'Frank' Rourke thought it was a joke when he was informed he'd won **£500 in the arena recruit a friend competition**. "I never expected to win in a million years," he said.

Frank, 61, has worked for Co-op Funeralcare in Eccles, Manchester for eight years now and still enjoys the job as much today as he did when he started.

"It's a very rewarding job, it has its stressful days as you might imagine but I work with a great bunch of people and I really enjoy it," he said.

"I've been a member of Usdaw since I started at Co-op Funeralcare and I'd highly recommend it, I look forward to receiving **arena** each issue and reading about what members are up to across the country."

Frank signed up colleague Paula Mahon – his first recruit – which just shows that one new member is all it takes to be in with a big chance of winning the cash prize. Frank doesn't know what he'll do with the money yet but a treat for Paula is definitely on the cards.

Frank Rourke  
with Paula  
Mahon

## Enter the draw now

The weekly rates are **£2.14 for Scale A** (applicable to full-time and part-time workers) and **£1.34 for Scale C** (applicable to part-time workers only)

There are now **even more chances** to win with **Usdaw's new Recruit A Friend Competition** as we're now offering **FIVE PRIZES OF £100 EACH**. All other terms and conditions remain the same so all you have to do is sign up a work colleague, family member or friend using the form opposite and send it to **Usdaw Freepost Nat 19525, Manchester M14 7DJ**. Closing date is **April 22, 2011**.

Please complete and return to

Arena Prize Draw, Usdaw, FREEPOST NAT19525, Manchester M14 7JD

FOR OFFICE USE ONLY

Branch No. \_\_\_\_\_

Membership No. \_\_\_\_\_

Please use **BLOCK LETTERS** and complete this form as fully as possible.

Please tick the appropriate box

MS  Miss  Mrs  Mr  Female  Male

Surname \_\_\_\_\_

Forename \_\_\_\_\_

Member's Signature \_\_\_\_\_

Date \_\_\_\_\_

Full Postal Address \_\_\_\_\_

Postcode \_\_\_\_\_

Tel. No. (inc. STD) \_\_\_\_\_

Email \_\_\_\_\_

Age \_\_\_\_\_

Date of Birth \_\_\_\_\_

Company Name \_\_\_\_\_

Workplace Address \_\_\_\_\_

Location Number \_\_\_\_\_

Employee No. \_\_\_\_\_

Occupation \_\_\_\_\_

**NOTICE**

Trade Union and Labour Relations (Consolidation) Act 1992

Data Protection Act 1992

Usdaw collects and maintains personal information in order to carry out its functions as a trade union, provide membership services and comply with certain statutory obligations. All personal information is treated with the utmost confidentiality and with appropriate levels of security. By joining Usdaw you agree that we may use the information about you which we hold on our records for the purposes of the union's business as set out below; this is called processing and includes what is classed as sensitive personal information such as the fact that you are a trade union member. The personal data will be used for a range of union-based activities relating to the running of the union, including the maintenance of records, monitoring for equal opportunity purposes, assisting with employment disputes, ballots, injury claims, etc and other services and benefits. All information (updated as appropriate) will be kept throughout membership and, to the extent necessary, for such reasonable period after membership as may be necessary to enable the member to access any post-membership benefits. It will be available to our employees, officers and officials, both at headquarters and branch/regional offices and other associations all associated with the union, including our strict instructions. From time to time we may wish to use the information together with any other for analysis and/or marketing purposes. In particular, this may benefit you as the union can use its collective bargaining strength to negotiate attractive terms and the provision of a wide range of additional member benefits and to contact you with details of any that we feel may be of particular interest. Members have the right to object to and stop direct marketing in any form by organisations contacting them on behalf of the union. If they wish to exercise their right to stop such direct marketing then they should write to Central Treasurer requesting that such mailings be stopped, or alternatively, write to the organisation in question direct. Please, however, understand that this may preclude you from receiving details of any of these additional member benefits and offers in the future. Under the Data Protection Act 1998 you also have the right to ask for a copy of your information (for which a small fee can be charged of £10) and to request correction of any incorrect information held. This notice will be amended from time to time and will be regularly published by the union in Arena, Network and the Usdaw website.

Recruiter's Name \_\_\_\_\_

Recruiter's Membership No. \_\_\_\_\_

Please tick the appropriate box

Have you been a member of Usdaw before? Yes  No

Please tick the appropriate box

Have you been a member of any trade union before? Yes  No

If so please give details \_\_\_\_\_

Union \_\_\_\_\_

Date joined \_\_\_\_\_

Date Left \_\_\_\_\_

Contribution rate per week \_\_\_\_\_

Please tick the appropriate box

If you do not select a scale of contributions you will automatically be entered as Scale A in order to take advantage of the full range of benefits

Scale A

Full or Part-time workers

Amount per week \_\_\_\_\_

Scale C

Part-time workers only

Amount per week \_\_\_\_\_

I apply to join Usdaw. As a member of Usdaw I undertake to abide by the rules and regulations of the Union and to pay contributions regularly. I hereby authorise my employers for the time being, or their representatives, to deduct from my salary or wages the amount of contributions payable by me under the Union's Rules, as amended from time to time. I also authorise the deduction of any arrears which may accrue during my employment and agree where appropriate that my employers, or their representatives, shall notify the Union of any future changes in my home address to enable the Union to maintain a register of the names and proper addresses of its members. I give my explicit consent to the processing of data under the Data Protection Act 1998 as specified overleaf.

**The responsibility for keeping payments up to date rests with the member.**

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M&C Received

**LEGAL**

# FirstCall Usdaw

FirstCall Usdaw

Free Accident Claim Line  
**0800 055 6333**

**T**he union's groundbreaking streamlined claims system – **FirstCall Usdaw** – is celebrating its third birthday as it continues to revolutionise the way members lodge a claim following an accident.

The scheme has been an unqualified success and helped the union deliver more than £17m to members who were either injured, involved in an accident, developed a work-related condition or were a victim of a violent crime. The scheme also offers assistance to family members involved in a road traffic accident.

Head of Usdaw's legal department Kate O'Neill said: "We're delighted **FirstCall Usdaw delivers for members** and lives up

to its promise of **No Forms No Fuss No Delay**. Within just 36 months we have hundreds of members who have already had their claim settled which is a massive plus because legal procedures can be very lengthy.

"We still have some work to do to ensure all of our members call **FirstCall Usdaw** and not one of the 'No Win No Fee' companies advertised on TV and in the press. Quite often these companies will charge an insurance fee, take only the most straightforward cases and put off potential claimants from pursuing their claim. Our members can trust **Usdaw** to give them the best legal service available with no hidden fees from our nationwide panel of solicitors."

## *Myth of the compensation culture*

**A** new study of more than 1,150 adults has suggested that despite the fact that over 120,000 injuries were reported in the workplace in 2009, a quarter of those surveyed would not make a claim if they were seriously injured by faulty or unsuitable equipment.

The survey showed a real reluctance from staff to make a claim in cases of negligence.

It cited the rapport built up with the employer as a barrier for some individuals who may feel embarrassed or think that there may be a stigma attached to pursuing a claim for compensation. Others feared that if they made a claim their career may be put at risk or that they might be looked upon as a troublemaker.

The survey disproves once again the claim that the UK has a 'compensation culture' and

proves what **Usdaw** has been saying for years that there is a high level of under-reporting of accidents. Head of **Usdaw's** legal department Kate O'Neill said: "We've been aware for some time that not all accidents are being recorded and investigated. Employees need the union to support them when taking a legal claim against their employer because it can be a very costly and time consuming procedure. **Usdaw** members get legal representation on this, and other matters, for the price of their subscriptions and, most importantly, they get to **keep every penny of their compensation**. Usdaw does not make a deduction or take a percentage."

Meanwhile, safety experts have warned that the Government's decision to cut back on safety inspections and enforcement could lead to higher risks of workplace injuries.



"FirstCall was very quick and very efficient"



"Unbelievable - settled within nine months"



"It couldn't have been easier to make a claim"



"Within no time I had a solicitor on my case"

**FirstCall** *Usdaw*

## What you should do

If you have an accident at work you should:

- ✓ Record it in the accident book
- ✓ Inform your rep
- ✓ Call FirstCall Usdaw on 0800 055 6333 to lodge your claim
- ✓ A solicitor will contact you within two working days of your call

The following information or evidence

will also be helpful:

- ✓ Are there any witnesses?
- ✓ Was it caused by faulty equipment? Poor lighting? A spillage or blockage?
- ✓ Had there been similar incidents or near-misses?

## What you should Not do

- ✗ Don't use a 'no win no fee' company like the ones advertised on TV
- ✗ Don't ignore the accident and 'grin and bear it'
- ✗ Don't put off seeking medical attention

## Stress-free claim for Liz

**F**irstCall Usdaw helped take the pain out of a claim for part-time deli assistant **Liz Cole** when she slipped and broke her kneecap at the Tesco store in Cheshunt in Hertfordshire.

Her case was settled 16 months later and she received a cheque for £21,350.

"I was surprised how quickly it was settled," said Liz, 61. "I rang the number on the front of my FirstCall card and the lady took some details and within no time I had a call back from a union solicitor who made an appointment to see me."

The accident happened in 2009 when Liz slipped on water by the fish counter. The store first-aider entered the details in the accident book and called an ambulance and Liz was taken to hospital.

"I had an x-ray and was told I'd broken my kneecap and needed an operation the next day. My



knee was wired and pinned and I was in plaster from my ankle to my thigh for eight weeks and off work for five months. I need a further operation to remove the pins and wires.

"I'm so grateful to the union. It's been a tough time but the help and support I had throughout the short time it took to settle my case really helped ease the stress."

## All smiles for Pauline



**D**ealing with FirstCall was a piece of cake for part-time bakery assistant **Pauline Jones** after she fell and injured her knee at work. Her case was looked after by a union appointed solicitor and her claim was settled 14 months later.

"I was delighted with my settlement and the

service. Everything was dealt with quickly and efficiently. It couldn't have been easier," said the 43 year-old from Glenrothes in Fife. "Thankfully I had my FirstCall card handy in my purse, I rang the number on the card and within no time I got a call back and a solicitor on the case."

The accident happened in June 2009 when Pauline worked for Greggs the Bakers. She fractured the tibia and fibula in her right knee when she fell on the shop floor. She couldn't stand for six weeks and had to use crutches and a wheelchair to get around and was off work for twelve months.

"It was a very painful time, my family had to help with everything at home, they were marvellous. And FirstCall looked after everything else, it was a very professional and friendly service all the way through. I tell everyone FirstCall is just a phone call away – so keep your card handy."

# and No Delay

FirstCall *Usdaw*

## LEGAL ROUND-UP

LEGAL PLUS BACKS UP MEMBERS'

CLAIMS NO MATTER HOW BIG OR SMALL

**A** quick call to FirstCall and it was full speed ahead for Tesco's **Eddie Hebdictch** after she was injured in a car crash. Her case was settled within 14 months and she received £7,750 in compensation.

"I had a marvellous service," said Edie, 55, from Poole in Dorset. "Everything was dealt with quickly and efficiently. My solicitor was so patient and I was kept up-to-date with everything."

The accident happened in July 2009 when Edie, a union rep, was on her way to a union training course in Andover. A car travelling on the other side of the road careered across the carriageway and crashed into her car.

"It all happened so quickly. I was badly shaken and my car was in a mess. At the time I thought I was suffering from shock, but the next day I was in absolute agony.

"My GP said I had severe whiplash. I had an intensive course of physiotherapy and a counsellor to help me deal with the shock.

"I tell everyone about my own experience and how wonderful FirstCall is when I'm recruiting. I'm so pleased I was a union member."

Edie's pleased



*Maria Martin*

**Age:** 40

**Employer:** Sainsbury's

**Location:** Rayleigh, Essex

**Injury:** Back

**Date of accident:** November 2009

**Case settled:** September 2010

**Award:** £3,100

*Matthew Carr*

**Age:** 22

**Employer:** Morrisons

**Location:** Manchester

**Injury:** Bitten by tropical spider

**Date of accident:** April 2009

**Case settled:** September 2010

**Award:** £900

*Judith Martin*

**Age:** 60

**Employer:** Morrisons

**Location:** Cleethorpes, Grimsby

**Injury:** Knee injury

**Date of accident:** December 2009

**Case settled:** September 2010

**Award:** £2,750

FirstCall *Usdaw*

Free Accident Claim Line  
0800 055 6333

## Peace of mind for Carol

**L**egal Plus came to **Carol Stephenson's** rescue after she had an accident at work two years ago and won her £7,000 in compensation.

"I can't believe how straightforward it was," said Carol, 49, from Tyne and Wear. "After the accident my union rep advised me to contact the union and they arranged for a local solicitor to get in touch.

"It was all very personal and very professional and it didn't cost me a penny."

The accident happened in 2008 when Carol strained her upper body while working in the restaurant at IKEA in Gateshead.

"I was in a lot of pain and was off work for



two weeks.

"Having the union on my side was a big relief. I always say join the union, it's such a small price to pay for real peace of mind."

## Terrific service for Karen



**W**hen Boots pharmacy dispenser **Karen Baker** joined the union little did she know she would have an accident at work and would call the union within a matter of weeks for expert legal help. Union solicitors took care of her claim and she received a cheque for £15,000.

"I'd been a member for less than a month when the accident happened in 2008," said the 37 year-old from Norfolk. "At the time I was so new to the union that I didn't realise I was covered from the minute I joined until a colleague pointed it out and suggested I give Usdaw a ring. I'm delighted I did, I had an excellent service all the way through."

The accident happened when Karen was working at the store in the Market Gates shopping centre in Great Yarmouth.

"I was busy putting medicines away when a delivery man arrived and hit me full on the side of the neck with a box and I was knocked completely off my feet and into shelving.

"The union organised specialist examinations and tests and I was told the accident had brought on a condition called lumbar spondylosis. In the end I couldn't return to my job.

"I don't know what I'd have done without the union, it was terrific and I'll always pay my subs even though I'm not working."



# never alone

First Call *Usdaw*

## LEGAL ROUND-UP

LEGAL PLUS BACKS UP MEMBERS' CLAIMS NO MATTER HOW BIG OR SMALL



GV driver **Peter Jackson** knows the real value of Legal Plus after Usdaw won him £12,000 in compensation following an accident at work which left him with a fractured finger and long-lasting damage to his hand.

"The union stuck by me throughout," said 51 year-old Peter from March in Peterborough. "I wouldn't have had the money or the strength to proceed on my own but when I contacted the union the legal team looked at my case and decided to take it."

The accident happened in 2006 when Peter worked for Tesco distribution in Peterborough. He was moving a cage of cardboard when the cage door swung back and hit him, he fell and injured his finger.

"It was a terrible time, it was a long process and was even lodged with the courts and in the middle of it all I had a heart attack. I felt very lucky to have the union's support.

"My case was finally settled late last year.

"After my experience I now look upon my membership as an insurance policy which is great value for money."

Helping hand for Peter



### Walter Death



**Age:** 84  
**Employer:** Retired  
**Location:** Essex  
**Injury:** Shoulder  
**Date of accident:** December 2007  
**Case settled:** September 2010  
**Award:** £3,100

### Christine Skeavington



**Age:** 56  
**Employer:** Co-op  
**Location:** Nottingham  
**Injury:** Crushed toe  
**Date of accident:** July 2009  
**Case settled:** September 2010  
**Award:** £2,500

### Sheila White



**Age:** 57  
**Employer:** Tesco  
**Location:** Billingham, Stockton-on-Tees  
**Injury:** Ankle  
**Date of accident:** February 2010  
**Case settled:** October 2010  
**Award:** £2,600

First Call *Usdaw*  
Free Accident Claim Line  
**0800 055 6333**

# Legal expertise *whatever*

Security for Sean



Sean Birch has had to adapt to having a prosthetic leg and (inset) with his wife Maggie

# the problem

Serious workplace accidents can turn a worker's life upside down but thankfully Sean Birch could rely on Usdaw to be right beside him

F

ormer union rep **Sean Birch** will never work again but thanks to Usdaw he has financial security for the rest of his life following a

**substantial payout** after a horrific workplace accident.

The fork-lift truck driver had to have his left leg amputated after he was hit by another truck at the Unilever site in Leeds in April 2007. Sean had been made permanent at the site in February 2006 and immediately joined Usdaw at the well-organised workplace.

"It was devastating at the time," said the 47 year-old. "But despite a couple of operations to try and save my leg there was no real choice in the end and I had to have it amputated above the knee. It all happened within eight days of the accident and I've been getting used to my prosthetic leg ever since. Within eight weeks I was up walking again.

"I knew the union could help me. Usdaw appointed Simon Allen of Russell Jones & Walker to handle my case and he was brilliant. He made sure all of the medical complications and future consequences were accounted for. His advice was priceless and when we finally settled in October this year I was delighted with the award. I knew it would be a lengthy process but **when it was settled it was a huge weight off my mind.**

"I also benefited from the union's sick pay and industrial injury payments which helped financially early on in my recovery. My wife Maggie, who still works for Unilever, has been great and like the union – very supportive. I still use crutches so my mobility is restricted but I'm working on that.

"Usdaw's legal service was marvellous and the compensation paid for our Christmas holiday to the Maldives last year. We're looking to the future now and I'm keen to move on and get on with my life – thanks to Usdaw."

Take  
the pain  
out of  
personal injury

Legal  
Plus

Free Accident Claim Line for:

- Accidents any time and any place in the UK.
- Road traffic accidents.
- Work related diseases and conditions.
- Injuries caused by violent crime or armed robbery.
- Family members living with you, if they're injured in a road traffic accident.



No forms, no fuss, no delay

Fast, expert help is only a free call away

**0800 055 6333\***

\* This is **NOT** a general Usdaw helpline. The call centre will only process applications for assistance in accident, disease and injury claims.

Usdaw solicitors –  
working on your behalf,  
nationwide

**CAMPAIGNS**

# Brave women back unio

**Armed robberies are rare but they leave a devastating impact on their victims and many do not return to retail as three members from Merseyside explain**

**T**hree retail workers from Merseyside were so traumatised after being involved in a number of violent incidents during the last ten years, including an armed robbery, they could not face going back behind the counter.

Members Cheryl Scott, Irene Burke, and Michelle Johnson, with more than 50 years of retail experience between them, have spent the last seven years trying to rebuild their shattered lives after they were held up at gunpoint by three masked men during an armed raid at the store

in January 2003. The three women no longer work in retail.

"It was 10am and Michelle and I were on the shop floor," said Cheryl, 50, who worked at the store for 15 years. "The guards arrived to fill the cash machine from inside the shop when three armed men in balaclavas burst in screaming and shouting 'get down'."

**Beaten**

"Two of the guards ran to the back of the store but the other guard was jumped on by the robbers and severely beaten up. Irene managed to press the panic alarm behind the



Usdaw supporters . . . (l-r) Michelle Johnson, Irene Burke and Cheryl Scott

counter to alert the police and the robbers fled with boxes of cash.

"It was horrific. I never want to go through anything like that ever again. We were severely traumatised by the ordeal.

"We were ordinary people, just trying to do our job, but after the robbery we changed completely.

We had flashbacks, sleepless nights and we were jumpy, nervous and constantly looking over our shoulder."

**Punched**

Unfortunately the armed robbery was not an isolated incident. Irene worked in retail for 26 years and this was her third major incident in 18 months. In August 2004 she was

*Usdaw support*

**All three women were backed by Usdaw. The union appointed Sue Graham of John A Behn Twyford Solicitors in Liverpool to pursue a claim on their behalf. "We were delighted with Usdaw's backing, we couldn't have done it without the union. We were very happy with our settlements."**

# n's drive to cut attacks



inside the store when masked raiders tried to smash their way in and in May 2005 she was held up at knifepoint.

"That incident was the final straw. I'd had enough," said Irene, 62. "I was working alone at the front of the store filling the cigarettes when suddenly a hooded thug jumped over the

counter, grabbed and punched me and demanded I open the till.

"When he said he had a knife I froze. Somehow I managed to hit the panic alarm and he fled.

"It was all over in a matter of minutes but it felt like hours. I'll never be the same again. It stays with you. I can't go out

alone and I can't stay in a shop for any length of time for fear of being the victim of another robbery and reliving the trauma all over again."

All three were offered counselling which proved vital in their recovery process. "I would be a recluse today if it wasn't for the expert help of a specialist psychiatrist,

Dr Finlay," said Michelle. "He put my life back together. I had no enthusiasm for anything. I couldn't go out. I became introverted and withdrawn. I didn't even communicate with my family.

### Trauma

"Usdaw's appointed solicitor arranged for us to see Dr Finlay, who specialises in trauma disorders. After only one session I started to make a massive improvement, it was a miracle.

"And now I'm a different person. I have a new job working with the police supporting victims of crime and working in crime prevention. I wouldn't have believed it seven years ago."

**■ If you have been a victim of violent crime in the last two years, you can make a claim to the Criminal Injuries Compensation Authority (CICA). Call FirstCall Usdaw on 0800 055 6333.**

# Redundancy or transfer

**arena** takes a quick look at common workplace problems

## Snowed in

### Introduction

**T**he recession and Government cut backs mean it is even more important members know their rights. (But remember *Arena* cannot provide a definitive guide to the law and you should speak to your rep or official if you have any work-related problems)

**Q** During the severe winter weather I couldn't get into work because the roads were blocked, the buses weren't running and it's too far to walk. I rang in and told my boss and he said I'd lose a day's pay. Is that right? I did all I could to get in.

Unless your contract specifically states that you will be paid under these circumstances it's likely your boss is right.

While there is no statutory legal right to payment under the circumstances you outline, many companies now have policies which deal with this scenario and usually offer employees either the chance; to work at a nearby site if applicable, to make up the hours at a later date, or to take the time off as holiday. Have a word with your boss to see if any of these are available to you.

However, if your employer tells you not to come into work because the workplace has had to close, or it's not safe to travel or they don't need as many people because of the bad weather, you are entitled to be paid, even if you could have travelled in. As long as you are willing and able to work and there is no lay-off clause in your contract, applicable in the circumstances, then you should be paid.

**Q** Our company has just introduced a policy whereby staff cannot park their cars close to the premises in the car park and have to leave them free for customers. We have been allocated an area right at the back of the car park which is a bit of a trek and a bit scary when it's dark. What can we do?

### Parking pain

This is not an uncommon problem among staff and raises serious safety issues especially for lone workers, shift workers, disabled and women workers. In an Usdaw survey last year having to park away from staff entrances was mentioned as a key concern for many women workers.

In the first instance you should talk to your rep and arrange a meeting with the management to outline your concerns.

If that part of the car park is badly lit or not covered by CCTV or bordered or obstructed by trees or bushes this can raise worries for staff.

Similarly it's unfair, and possibly discriminatory under the Equality Act, to expect a worker with mobility problems to trek across the car park unnecessarily. Speak to the management and hopefully

'common sense' will prevail and they will take on board your safety concerns.



# ? Make the right choice

*Tough choice*

**Q** Our store has just been sold to another company and staff have been transferred over. Within a few weeks we were told because of trading difficulties there would be redundancies although an offer of a transfer to another store in the area was mentioned as an alternative. Do we have to take this offer? The other store is about 10 miles away and because we're on low pay it wouldn't be worth my while to travel. Can we choose redundancy?

Under the law your previous employment contract will be protected under the Transfer of Undertakings (Protection of Employment) Regulations, known as 'TUPE'. This may have a specific section on redundancy and how it will be dealt with by the company.

Whether the alternative job that your employer offers you is suitable will depend on a number of things. These include: the sort of job it is, the pay, the hours, where the job is located, your skills, abilities and personal circumstances.

The offer of alternative employment must be made before your current job ends. The offer can be made in writing or verbally. You must be given enough details about the new job so you know what the difference is between this one and your current job.

If your employer offers you a suitable alternative job and you turn it down without a good reason, you may lose any right you may have to redundancy pay.

You and your employer may disagree about whether the job is suitable or whether your refusal is unreasonable. If this is the case, you should speak to your local rep or local official to help sort it out.



If you're considering the offer of an alternative job with your employer, you have a right to try out the job before you decide whether or not to take it.

You can work in the new job for a trial period of four weeks. The trial period will start immediately after your previous job ended.

If you decide the new job isn't suitable, you can give notice during the trial period without affecting any right you might have to redundancy pay. If you haven't given notice by the end of the trial period, your right to redundancy pay ends.

Ultimately if agreement isn't reached you can ask an employment tribunal to decide whether you are entitled to redundancy pay.

In most instances this type of problem can be sorted out before it has to go to a tribunal and in most cases any reasonable employer would rather pay redundancy than seek to force reluctant staff to relocate.



Anthony Goulding recruiting and ready for action



# Anthony's all action

No barriers for active young recruit

**T**esco customer service manager and part-time army volunteer **Anthony Goulding** is set to be a high flyer as he puts his skills to good use for both Usdaw and the UK.

Anthony joined the union three years ago and was then elected firstly as a rep, then branch secretary and later as a lifelong learning rep.

"I enjoy a challenge and I like to keep busy," said the 22 year-old, who lives in Cardiff with his wife and young son, and spends his spare time with the Territorial Army (TA).

"My role as a rep and with the TA both require very similar skills and attributes. I'm a driver with the Royal Logistics Corps but over the last 18 months I've been working with the

recruitment team supporting new recruits through their training and development.

"At work, as well as recruiting and advising members I also encourage them to get involved in learning for their own personal development and to help them further their careers.

"More recently I've been out on stand-down working in a variety of different workplaces.

*"I've come along way in three years, it's all about team work, motivation and commitment"*

It's been a great experience I've learned a lot.

"I'm very self-motivated and

since the birth of my son, I'm more determined than ever.

"I was delighted to win a union award recently for the most improved activist, that shows me I'm moving in the right direction.

"Our workplace is very well organised. We have a great team of 13 reps who are all very supportive of each other and are keen to get involved and do their best for the members.

"Organising outdoor charity events like the Welsh Three Peaks Challenge last year also gave me the chance to put my skills to good use and was great for team morale as well as raising valuable funds for charity. I've come a long way in three years. Team work, motivation and commitment – that's what it's all about."



# A day in the spotlight

The Tory-led Coalition Government is planning to cut in-work benefits for working people – join Usdaw’s campaign to help parents & carers

Members are being urged to back

Usdaw’s annual **Spotlight Day** on **March 23**, which this year will highlight the forthcoming cuts in tax credits for working people and at the same time encourage members to make sure they are claiming what they are entitled to.

The Day will be

supported by specially-produced merchandise featuring a mole and the campaign slogan ‘In the dark about benefit changes? Usdaw can help’.

General secretary John Hannett said: “From April this year, many, possibly the majority, of our members will see changes in their family income. This is because the Tory-led Government has announced big changes to tax and benefits. Some of the biggest changes are around benefits paid to families with children.

“That’s why Usdaw will be using this year’s Spotlight Day, part of our Supporting Parents and Carers campaign, to make sure members know about the changes and how they will be affected.



“These Spotlight Days give reps and members the chance to organise activity in their workplace, helping to make the union more visible and giving members and non members the chance to see Usdaw in action on an issue which affects almost every worker.

“Getting involved doesn’t have to be hard work – you can do as much or as little as you like. You could put the campaign poster up on your union noticeboard, give out leaflets, ask members to fill out the campaign

survey or get your team of reps to talk to members and non-members about the union’s campaign.

“The changes being made to benefits and tax credits are far reaching. The majority of our members with children are entitled to benefits and it is vital they find out what’s going on.”

**In the Dark**  
about Benefit Changes?



# Health

Fumes and dust  
from laying floor tiles

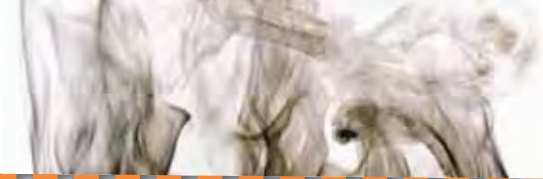
Your health and your safety at work is a vital part of Usdaw's service.  
For more advice visit: [www.usdaw.org.uk](http://www.usdaw.org.uk)

**Q** I work on the nightshift in a superstore. Last week contractors turned up to lift some damaged floor tiles in the produce aisle and lay new ones. There was a lot of noise and dust at first, but things got worse when they mixed the adhesive for the new tiles as it gave off a lot of fumes. My mate and I both suffered headaches and I had an asthma attack the next day. When I asked if the fumes were harmful, the manager just told us to get on with our work. Is this right?

It is unlikely that you will have suffered any long-term damage to health from one exposure to fumes from the adhesive. However, your employer should have checked with the contractor to make sure a **risk assessment** was done before the tiles were laid.

Your health and safety rep should be entitled to see a copy of the risk assessment and should be able to confirm that no long-term damage has been done. It is not surprising that you were concerned about the health effects if you were given no warning about the work. And it is certainly possible that the irritation from the fumes contributed to your **asthma attack**. So it would have been better if management had checked in advance whether there was anyone with breathing problems who might be affected by the fumes and moved you to some safer work while the tiles were being laid.

Often the problem is that your local manager is not informed about the planned work and any possible risk, so they are as much in the dark as you are. If employers did inform the manager and staff before the work was done, there would be fewer problems.



No water

**Q** In the recent freezing weather the water supply to our store went off for most of the day. The management eventually shut the store to customers but we were told to carry on working. Is this legal?

Strictly speaking, your employer has a duty to provide toilets, washing facilities and an **adequate supply** of drinking water at all times. However, when something happens beyond their control (and freezing pipes are beyond their control) they may need to make temporary arrangements until the normal supply can be resumed.

Closing the store is sensible because there are no facilities for workers to wash their hands after handling food and produce. But it is important that your employer also makes temporary arrangements to protect staff. For example, arranging toilet access with neighbouring shops or using buckets to

**Q** My 15 year-old son has been offered a Saturday job with our local butcher, is it safe work for him to do?

The employment of children under the minimum school leaving age (16) is well regulated and in most cases requires a work permit from the local authority.

In butchering, children under 16 are **prohibited** from slaughtering, butchering or preparing meat (including cutting meat) so the range of duties available is limited.

Your son could serve, wrap products, take money and do general duties like that. The employer would have to carry out a risk assessment specifically for

fill cisterns in some toilets, supplying bottled water for drinking and to provide **hot water** for drinks in the canteen, supplying disinfectant hand-wipes, supplying packed foods for the staff canteen, etc. It also helps if



management keep workers informed about what is going on and how long they are likely to have to put up with the disruption.

Provided they do take the necessary emergency measures to cope with a temporary break in the supply, it will usually be acceptable for people to carry on working. However, if the **disruption** lasts for more than a few hours and they have closed the store they should consider sending people home.

### Butcher's boy

young people under 18 years-old and inform the local authority that he is employing your son. The local authority in conjunction with the education department will decide if the work is appropriate.

There is also a **restriction** on the number of hours he would be allowed to work on Saturday and this is eight hours with a one hour minimum break after four hours.

Check with your local authority to see if they have any bylaws restricting your son's employment as they differ between authorities.



### Sleepy driver

**Q** I am a delivery driver and recently have found that as the day wears on I have started to nod off at the wheel. My mate has said it could be something called 'sleep apnoea' and if it is I will be stopped from driving. Can you advise me please?

There could be all sorts of reasons why you are not getting enough sleep or rest, but the most common medical



condition that causes day-time sleepiness is **Obstructive Sleep Apnoea (OSA)** as your mate suggests.

OSA stops your breathing while you are asleep. The interruptions can last 10 seconds or longer and occur when the muscles around the throat relax too much during sleep. This causes loud snoring, but if the airway narrows more than normal, it actually stops you breathing. Fortunately, the brain briefly wakes you enough to re-start breathing, but the process can become a continuous cycle that can go on hundreds of times a night, every night. You may not be aware of what is happening, but will feel un-refreshed when you get up. Partners may be more aware of it happening because of the loud snoring and interrupted breathing.

This chronic **sleep deprivation** results in daytime sleepiness, slow reflexes, poor concentration, and an increased risk of accidents. OSA can also increase the risk of serious health problems over time such as diabetes, high blood pressure, heart disease, and stroke.

If it is sleep apnoea then you will need to have it diagnosed and treated as driving with this condition can be a serious cause for concern. The good news is that the problem can be **controlled** with treatment.

Drivers who know they have OSA must inform the DVLA but your licence will not normally be suspended while you are being treated.

### Remember!

Usdaw has its own health and safety section full of useful information, advice and a reps' forum at: [www.usdaw.org.uk](http://www.usdaw.org.uk)

If you have any questions for Arena's health experts write to: the editor, arena, Usdaw, 188 Wilmslow Road, Manchester, M14 6LJ or email: [arena@usdaw.org.uk](mailto:arena@usdaw.org.uk)

# Membership services

Members can check out the latest deals from our team of affinity partners who provide a range of special offers. Find out now if your union membership can save you and your family money.



Usdaw provides a range of services and benefits for members, from savings and tax refunds to insurance and mortgages.

More special offers, including prize draws, can be found on the Usdaw website at: [www.usdaw.org.uk/member\\_services](http://www.usdaw.org.uk/member_services)

## BRITANNIA RESCUE



We've been providing breakdown recovery since 1983 so we know what's important to you when it comes to your car breakdown cover

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- New members get a further £5 off by applying online

Call free on **0800 591 563**

Apply online: [www.britanniarescue.com/usdaw](http://www.britanniarescue.com/usdaw)

Lines open Mon-Fri 8am-8pm, Sat-Sun 8am-5pm calls may be recorded. Britannia Rescue is a registered trademark and is a trading style of the Liverpool Victoria Group of companies. 21017636 12/10

## USDW HEALTH & DENTAL PLAN

### Usdaw Health Plan

Low cost alternative to private medical insurance. Get 100% of your money back on optical, dental, therapist and specialist treatments. To apply online visit: [www.usdawhealth.co.uk](http://www.usdawhealth.co.uk) or call **0800 037 2094**

### Usdaw Dental Plan

Get 100% of your money back on the cost of your dental treatment. NHS and Private plans available. White fillings and crowns covered. To apply online visit: [www.usdawdental.co.uk](http://www.usdawdental.co.uk) or call **0800 037 2092**

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## HOME, MOTOR & TRAVEL INSURANCE

As a member of Usdaw, you are entitled to great value, low cost insurance from UIA. Members can choose from home, motor, travel or pet insurance.



Call UIA free on **0800 376 0300** quoting reference USDG or visit [www.usdawinsurance.co.uk](http://www.usdawinsurance.co.uk) to buy and receive up to **15% online discount** on home and travel insurance.

Usdaw is an Introducer Appointed Representative of UIA Insurance Ltd. UIA is authorised and regulated by the Financial Services Authority.

## TAX FREE SAVINGS

The Usdaw Unisaver is a safe way to save for the future. Starting from just £10 per month, you and your family can save tax exempt, and at the end receive a **TAX FREE** payout. It includes Life Cover and no medical is required.

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Unisaver is underwritten by Coventry Assurance Society. Authorised and regulated by the Financial Services Authority. All information and prices are correct at the time of printing



## NEW AND USED CARS

Risk free, hassle free car purchase scheme for Usdaw members and their families.

- Massive choice
- Save ££££s
- Total peace of mind
- Convenience
- Nationwide delivery

Part exchange welcome  
Finance available



To enquire online visit:  
[www.usdawdrive.co.uk](http://www.usdawdrive.co.uk) or call **0845 122 6916**

## SAVE ON GAS AND ELECTRIC

Uchange4better can help you save on your gas and electricity bills. Try our free and unique **100% impartial energy search engine** which allows you to compare the prices of all gas and electricity suppliers and find the very best deal for your home. You can compare by savings alone, CO<sub>2</sub> savings, customer service standards or a combination of all three.

Simply key in your postcode, your current supplier and charges and the site will do the rest for you. **It couldn't be easier.**

To see how much money you can save  
visit: [usdaw.uchange4better.co.uk](http://usdaw.uchange4better.co.uk)  
or call 0845 652 1683



## TAX REFUND SERVICE

Over 85,000 members have used this service and so far received tax refunds in excess of **£2.6 million**. Refunds average **£167.94** each!

**TAXrefundCo.**  
...No Refund - No Fee

To find out if you are due a refund, go to  
[www.taxrebates.com/ref/usdaw](http://www.taxrebates.com/ref/usdaw),  
call the application information line **0845 058 2288**  
or send a SAE for an application form to:

The Tax Refund Co. 43-47 Middle Hillgate, Stockport, SK1 3DG.

## DEBT REMEDY

Usdaw and **Consumer Credit Counselling Service (CCCS)** have launched a new service providing debt advice and solutions for all Usdaw members

CCCS provides free and immediate debt advice and solutions to individuals and families in times of financial distress. In addition to its unique online counselling service, Debt Remedy, CCCS offers a free telephone counselling service available Monday to Friday.

If you are an individual struggling to repay your debts use the CCCS Debt Remedy on-line assessment of your financial circumstances: <http://www.cccs.co.uk/usdaw>

Telephone debt counselling  
Freephone 0800 138 1111  
Monday to Friday 8:00am-8:00pm



## GYMSTASTIC OFFERS

Discounted rates on Gym Membership  
exclusive to Usdaw Members  
Save up to 30%

Visit the following Usdaw websites for more information:

Fitness First: [www.usdaw.org.uk/fitnessfirst](http://www.usdaw.org.uk/fitnessfirst)  
LA Fitness: [www.usdaw.org.uk/lafitness](http://www.usdaw.org.uk/lafitness)  
Nuffield Health: [www.usdaw.org.uk/nuffield](http://www.usdaw.org.uk/nuffield)

Fitness First

You're better off with  
LA Fitness

Nuffield Health

## THE CO-OPERATIVE FUNERALCARE

Our caring staff are on hand to give you individual support, care and reassurance when it matters most. Usdaw members and their families are entitled to a £25 discount off our funeral plans and 10% discount on professional services fees on funeral arrangements.

The co-operative funeralcare Visit [www.co-operativefuneralcare.co.uk](http://www.co-operativefuneralcare.co.uk)  
for your nearest Co-operative Funeralcare or call 0800 083 6301

Terms and conditions: 10% discount applies to Funeral Director professional services fees only (as detailed on the price list and estimate form provided at the time of arranging a funeral) and excludes discounts on supplementary services, coffin/casket selection, additional services and payments made on your behalf (e.g. clergy, doctors fees, crematorium/ burial charges). 10% discount is not applicable on funeral plans. Both offers cannot be used in conjunction with any other offer. Offers valid to Usdaw members and their families until 31 December 2011. All offers are not retrospective. Our business terms and conditions apply. This does not affect your statutory rights.

## BRITANNIA

With Britannia, Usdaw members benefit from a great range of mortgage products and an exclusive instant access savings account.

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To find out more call free on **0800 156 2838\***,  
Visit [britannia.co.uk/usdaw](http://britannia.co.uk/usdaw) or visit your local Britannia Branch.

\*Our lines are open 8am-8pm weekdays and 9am-12noon Saturdays. Calls may be recorded and/or monitored. Calls from landline phones are free however mobile providers may charge.  
Britannia is the trading name of the Co-operative Bank plc.

**Britannia**

## UK TOP ATTRACTIONS

Usdaw members can make great savings on the following UK attractions and theme parks:

Alton Towers Resort, Chessington World of Adventures, LEGOLAND Discovery Centre Manchester, LEGOLAND Windsor, Madame Tussauds London, SEA LIFE centres & Sanctuaries, the Dungeons, THORPE PARK and Warwick Castle.

To find out more or to book call **0871 222 4001** and quote **REWARDS** for your special discount or visit [www.usdaw.org.uk/merlin](http://www.usdaw.org.uk/merlin)



## £25,000 WOMEN'S CANCER COVER

- Covers 7 female-specific cancers (including breast, ovarian, cervical)
- £25,000 cash sum paid directly to you on diagnosis to help with bills, childcare, private drugs etc.
- Or £1,000 for cancers usually treatable by day surgery
- Advice and support from the **Care Advisory Service**
- £10 Boots voucher (sent within 28 days of receipt of first premium)
- The WellWoman Plan from Usdaw approved partner UNAT Direct

For an information pack, call 0800 072 6178

UNATDirect

Lines are open 8.00am to 8.00pm Monday to Friday (excluding public holidays). For security and training purposes calls will be recorded and may be monitored.

# All your questions an

**arena** takes a look at how pensions are changing

## Introduction

**P**ensions have dominated the

employment debate for years and this shows no signs of changing. *Arena* continues with its mission to keep members fully informed of just what's going on in the pensions sector.



State pay out

**Q** When will I start getting my state pension?

It used to be that women could start claiming state pension at 60 and men at 65.

But this summer the Government will pass laws that will increase state pension age for men and women to 66 by April 2020.

Women's state pension age was already going up from 60 to 65 to bring them into line with men. This was originally to be phased in over

Company choice

**Q** Is it worth me joining my employer's pension scheme?

Financial experts and trade unions agree that the best way to save for retirement is to join a company pension scheme.

Most Usdaw members have access to good company pension schemes where the employer offers to match whatever you pay into it – or in some cases pay double your own contribution.

You might choose instead to rely on the means-tested Pension Credit but that is risky because somebody else decides whether you qualify for it or not. Just recently the Government has been talking about bringing means-tested retirement benefits to an end.

At least with a **company pension** the money is your own and in most cases you can choose when to start drawing it anytime after you are 55.

10 years between 2010 and 2020.

But the new government is speeding up the increase so that **women's state pension** age will reach 65 two years earlier – by 2018. Then, between 2018 and 2020, men's and women's state pension age will rise together from 65 to 66. These changes should affect anybody born between April 1953 and April 1960.

It's also expected that plans for a faster rise in the state pension age up to 67 then 68 will be announced in the next few years.



**Q** Are there changes to how state pensions will increase in future?

Yes, last year the Conservative-led Government promised better increases to the state pension in future. It would increase by whichever was the higher of the rise in price inflation, or the rise in average earnings or 2.5 per cent.

But, since then the Government has decided to use a different measure of price inflation (known as the Consumer Price Index), which is lower because it doesn't include housing costs like mortgage payments or rent when working out the cost of living. This cost-cutting measure will unfairly **penalise pensioners** on the lowest incomes.

Any growth?

# answered on pensions



Secure cash

**Q** How safe is a company pension?

The biggest risk for company pension schemes is the

**employer going bust** and no longer being able to pay money into the fund.

Since 2005 though, members of defined benefit-type pension schemes (like the schemes at Tesco and the Co-op) are protected by the government's Pension Protection Fund (the PPF) if the employer becomes insolvent.

The PPF currently offers pension compensation of 100 per cent if you're over 65 and up to 90 per cent if you're under 65.

If your employer runs a money purchase-type pension scheme where the money is paid into your own individual pension pot then, as long as the contributions are up to date, there should be no risk of losing your money if your employer becomes insolvent.



Leaving age

**Q** Can I choose to work on past my retirement age?

At the moment, the law allows your employer to compulsorily retire you when you get to 65. You have the right to ask your employer if you can carry on working past 65 and they have to consider your request but, ultimately, if they want to, they can dismiss you.

But, **the law is due to change** this year so that from October 2011 onwards, an employer will no longer lawfully be allowed to dismiss somebody just because they have reached 65 or any other age.

**Q** What will I get from the Government when I retire?

Looking ahead

From April 2011, a full state pension for a single pensioner is **£102 a week**.

To qualify for the full amount you must have paid 30 years worth of National Insurance contributions. You get NI credits which count towards your state pension for any years spent out of work either bringing up children or providing care for somebody sick or disabled.

If you have an incomplete NI record this can reduce the amount of state pension you will get. In some circumstances, it is possible to fill the gaps in your NI record and boost your state pension by paying Voluntary NI Contributions. More information about Voluntary NI Contributions can be found at **www.direct.gov.uk**

If you have no other sources of income in your retirement then you might qualify for the means-tested Pension Credit, which can top your income up to £137 a week if you're a single pensioner or £209 a week for a married couple.



More information

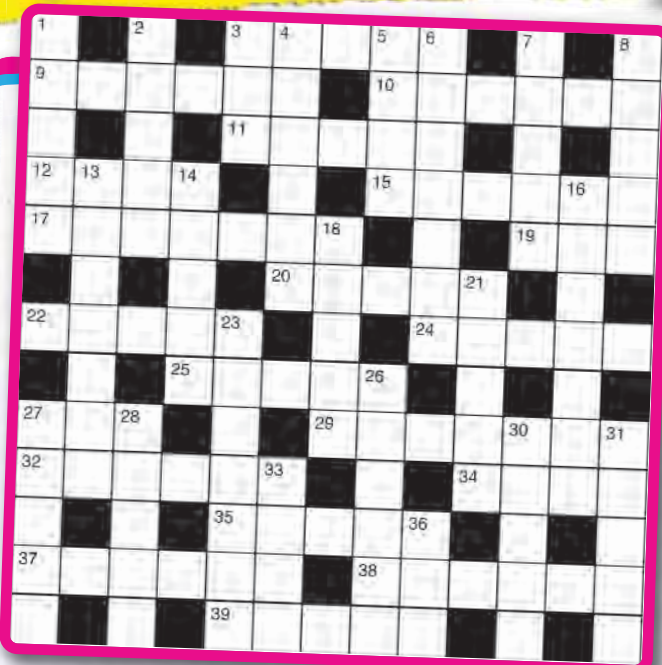
- More information about pensions is available from [www.usdaw.org.uk/pensions](http://www.usdaw.org.uk/pensions) or by ordering the Usdaw Pensions Guide from our stationery department.
- Usdaw members can also sign up for our free Understanding Pensions Home Study course by contacting the education department.
- Other useful sources of information are: [www.direct.gov.uk/pensions](http://www.direct.gov.uk/pensions) or [www.pensionsadvisoryservice.org.uk](http://www.pensionsadvisoryservice.org.uk)

**TRY OUR**

# CROSSWORD

**Win £50!**

Three lucky members will win £50 each if they answer correctly the crossword clues below. Closing date 29 April, 2011. (Not open to Usdaw staff)



Have fun with our puzzle page & you could win £50!

Send your completed crossword with your details to: the editor, Xword Comp, Arena, Usdaw 188 Wilmslow Road, Manchester, M14 6LJ.

## ACROSS

3. Drained of colour (5)
9. Swarm in, overrun (6)
10. Antenna (6)
11. Money bag (5)
12. Counterpart (4)
15. Eatable (6)
17. Six-sided figure (7)
19. Habitual drunkard (3)
20. Refute (5)
22. Guide (5)
24. Having or bringing

25. Frogman (5)
27. Mythical monster (3)
29. Rebirth (7)
32. Harmony (6)
34. Hood (4)
35. Accepted (5)
37. Skilled in deception (6)
38. Ass (6)
39. Willow (5)

16. Tetanus (7)
18. At no time (5)
21. Soldier's jacket (5)
23. Rice-based dish (7)
26. Ebb (6)
27. Unit of weight (5)
28. Panatella, for example (5)
30. Russian spirit (5)
31. Boy's name (5)
33. No votes (4)
36. And not (3)

## DOWN

1. Circumference (5)
2. Attach (5)
3. Venomous snake (3)
4. Dazed state (6)
5. Facility (4)
6. Necessary (7)
7. Arms or legs (5)
8. Swift (5)
13. Horse opera (7)
14. Without clothes, nude (5)



The winners of the Arena Winter crossword were:  
**Janet Hatton**  
 Nottingham Area Tesco E82  
**Elaine Willingale**  
 Durham & Teesside Co-op F77  
**Pauline James**  
 East Anglia Co-op C102





(l-r) Campbell Clark, Shawney Hind and David Owens at the National Youth Weekend

## Question time [ MORE INFORMATION AT: [www.usdaw.org.uk/youngworkers](http://www.usdaw.org.uk/youngworkers) ]

Activist is keen to promote young workers

**The best thing about the union is....** it helps everyone, whether you're a member or an active rep like me, there's always someone to offer advice and support on all kinds of things.

**I joined....** as soon as I started work. I knew from my family it's the right thing to do. It doesn't matter how many hours you work, we all need protection and the more members we have means the union is stronger and can work towards making more improvements for all its members.

**The union...** has been great for my development, I've had lots of encouragement and support. Getting involved has not only improved my

knowledge but also my social and communication skills as well as my self-confidence. I've surprised myself.

**As a rep...** I've been on union training courses, divisional and national, weekends, summer school and the National Youth Weekend. And I'm looking to get more involved as a stand-down rep, attend the annual conference in Blackpool and organise more campaigns in my workplace.

**Benefits...** Members get a lot for their money, from the free Legal Plus and FirstCall personal injury service to lifelong learning

opportunities. And if you decide to become a rep, there are lots of training opportunities as well. There are discounts on holidays, theme parks, utility bills, insurance, funerals and even help with debt problems.

**Young people...** should stand up, get involved and fight for what they want. They are the future. **So why not get involved?**

### Fact file

**Name:** Shawney Hind  
**Age:** 20  
**Union:** Member for four years and union rep for two years  
**Employer:** Tesco, Hamilton, Leicester  
**Job:** Personal shopper – dot.com  
**Hours worked:** 7 ½ hours a week  
 6–9.45am Saturday and Sunday  
**Student:** Studying joint degree in Education and Psychology, De Montfort University

# Understanding Usdaw

Learn more about Usdaw in your own time and in the comfort of your own home

Usdaw's home study course is based on booklets which you complete in your own time at home. It's not about tests or lots of writing - but aims to help you find out more about Usdaw.

**Unit one is the foundation unit** and is called **Unity is Strength**. It looks at the advantages of joining a trade union and the benefits and services provided by Usdaw.

The other units are:

**Unit two** Democracy in Usdaw

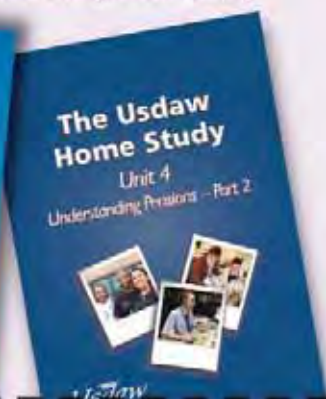
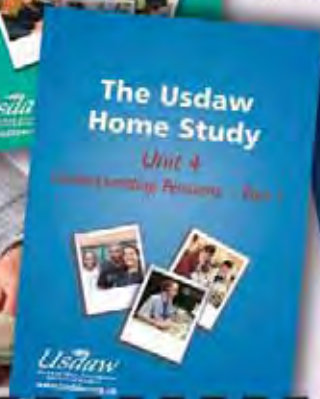
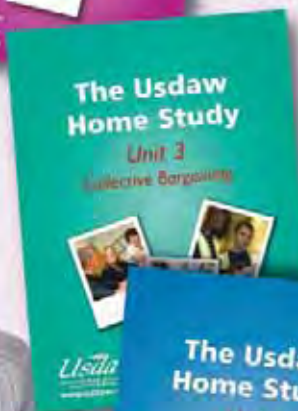
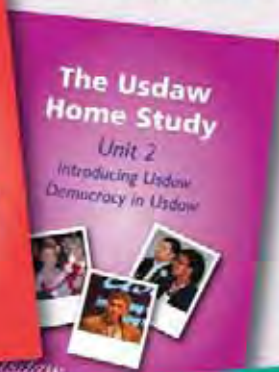
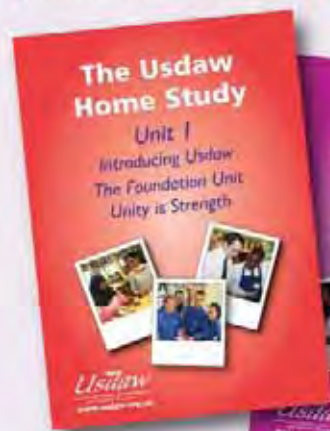
**Unit three** Collective Bargaining

**Unit four** Understanding Pensions Part 1

**Unit four** Understanding Pensions Part 2

If you'd like to know more about the Usdaw Home Study then either complete the slip below or visit:

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



**Please send me more information about the Usdaw Home Study**  
**My contact details are:**

**Name:** \_\_\_\_\_

**Address:** \_\_\_\_\_

**Postcode:** \_\_\_\_\_

**Branch:** \_\_\_\_\_

**Mobile No:** \_\_\_\_\_

**Email:** \_\_\_\_\_

Please complete and return this slip to: The Education Department, Usdaw, 188 Wilmslow Road, Manchester M14 6LJ

**USDAW**

# Cash benefits

*Help for you*

Usdaw really cares about you and your family and provides a range of cash benefits for times of need.

If you are ill, have an accident - or if the worst were to happen and you die - Usdaw's cash benefits will help ease financial worries for you and your family.

## SICKNESS GRANT\*

Scale	A	B	C
Payment after continuous period of 6 weeks	£30	£25	£15
Payment after 20 weeks	£100	£40	£30
Payment after 40 weeks	£75	£50	£35
Payment after 52 weeks	£100	£55	£40

\*Please note each Sickness Grant is a 'one-off' payment for the period stated and is not payable weekly.

## PERMANENT DISABLEMENT GRANT

Scale	A	B	C
Total	£4,000	£1,000	£1,000
Partial	£2,000	£500	£500

## MATERNITY/ADOPTION BENEFIT

Scale	A	B	C
Grant	£30	£25	£20

## PATERNITY/ADOPTION BENEFIT

Scale	A	B	C
Grant	£30	£25	£20

## DEATH GRANT

Scale	A	B	C
Funeral	£650	£210	£140
Industrial Accident	£6,000	£1,500	£1,500
Non-Industrial Accident	£2,000	£500	£500

## DISPUTE BENEFIT

Scale	A	B	C
Weekly Benefit	£50	£50	£50

**The weekly contribution rates are as follows:**

Scale	A	B	C
Weekly subs	£2.14	£1.88	£1.34

\*Correct at May 2010.

**Conditions apply:** Benefits can only be claimed (except dispute and victimisation benefit) after 12 months' continuous membership. Benefits are payable in accordance with the union rule book and any entitlement depends on paying your subscriptions regularly and not falling into arrears. Further information in connection with the claiming of these benefits can be obtained from your union representative.

## Letters of thanks from relatives

*"I'd like to thank you for the prompt and efficient way you have dealt with my application for the death grant. My husband was a union man through and through and would have appreciated what you have done."*

*"I wish to acknowledge receipt of the cheques from the union on the death of my husband and thank you for your attention in this matter. As you can imagine any help with funeral expenses is greatly appreciated."*

*"Thank you very much for the cheques. It was most kind of you to draw my attention to the fact that I was entitled to this money as I had no knowledge of it. I am also extremely impressed by the prompt payment."*

# Quick Reads...

Brilliant, short books by bestselling writers and celebrities

**T**hese exciting, dramatic and funny stories are ideal for adults who've stopped reading or find reading tough, and for regular readers who want a short, fast read.

Quick Reads have helped hundreds of thousands of people to pick up books and enjoy reading again.

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"If I've had a stressful morning, I can pick up a Quick Read, have some quiet time, and go back feeling refreshed."

"Quick Reads got me spending more time with the kids and reading with them."

## Also available:

**My Dad's a Policeman**  
by Cathy Glass  
**Tackling Life**  
Charlie Oatway

So what's stopping you?

It's time to get reading! And arena is offering you free Quick Reads books, simply write your name and address on the back of a postcard and send it to: **Arena Quick Reads book offer, Usdaw, 188 Wilmslow Road, Manchester M14 6LJ.** Limited availability – so it's only one book per request and first come, first served!

Free copies

BOOKS  
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## Bloody Valentine

by James Patterson

Jack Barnes and his wife Zee are very much in love, but their plans for Valentine's Day are about to be torn apart by the most horrific murder . . . This is a breathtaking thriller by one of the most successful writers of our time.



## Clouded Vision

by Linwood Barclay

When Ellie wakes strapped into her car and covered in blood, it is hard to believe there is worse to come. Then she realises she is in the middle of a frozen lake and the ice is cracking . . . So begins this terrifying crime story by the number one bestselling author.



## Follow Me

by Sheila O'Flanagan

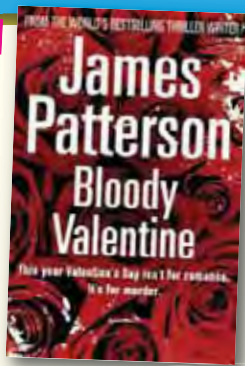
Pippa Jones is 20-something and single. She is a successful career girl – until someone starts stealing her clients. Then she keeps seeing the same gorgeous guy. Is he following her? Is it fate? And can Pippa Jones risk heartbreak again? Follow Me is a funny and romantic tale by a much-loved writer.



## Men at Work

by Mike Gayle

Ian Greening loves his job. He messes around with his mates all day and flirts with the girls from admin. Then Ian's girlfriend, Emma, gets a new job in his office and his great lifestyle is suddenly at risk. Ian wants Emma out, but can he do it without losing her or will it all end in tears? This is a sweet, funny novel by the hilarious Mike Gayle.



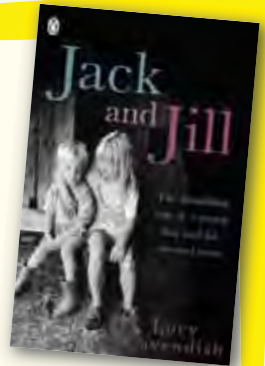
### Trouble on the Heath by Terry Jones

When Martin Thomas objects to a horrid new building that will block his favourite view, he has no idea of the troubles ahead. Suddenly he is all mixed up with depressed town planners, violent gangsters and a kidnapped concert pianist. Martin starts to realise that he would have been far better off keeping quiet when he finds himself upside down with a gun in his mouth . . . Trouble on the Heath is a hilarious story from the Monty Python star.



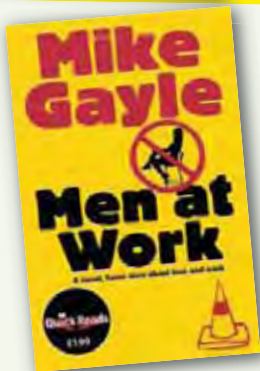
### Jack and Jill by Lucy Cavendish

Jack and Jill are unusually close, even for brother and sister. What's odd, though, is that nobody has ever heard Jack speak. Except Jill. Jack and Jill communicate in a secret language that nobody else can understand. Then Jill has a shocking accident. Will this finally move Jack to speak – or is it too late for both of them?



### Strangers on the 16:02 by Priya Basil

It's a hot crowded train. Helen and Kerm are jammed together in a crowded carriage. Then noisy school kids fill the train – and three of them are about to cause a whole heap of trouble. Catching a train? Read Strangers on the 16.02 and you'll never feel the same way about your fellow passengers again.



### Kung Fu Trip by Benjamin Zephaniah

In this crazy martial arts adventure, Benjamin Zephaniah travels to China to learn the secrets of Kung Fu. Is he going to be ripped off? Why does a strange woman keep insisting he kiss her? Who is Fat Thumb with his Smelly Finger? Why does everyone want him to sing like Eddy Grant? One thing's for sure, it's all a lot different to home.





# Employment tribunals

*Professional help when you need it most*

If you are dismissed or you have a problem at work, you should contact your rep straightaway for advice and assistance on pursuing your employer's procedures for appealing against dismissal or raising a grievance.

If a problem cannot be sorted out using your employer's procedures, you may wish to consider a complaint to an employment tribunal, in which case you must take the following steps under Usdaw's new procedures;

- Contact your local Usdaw office and ask for an **Employment Case Member Pack**.

- You must then complete and return the pack to your local office with all the relevant documents as soon as possible. Once we have

*“Last year Usdaw recovered more than £23m for members treated unfairly at work”*

received your completed pack, the union will check your eligibility for assistance and assess whether your claim is one which Usdaw will support.

The union's legal department will write to you directly and

confirm whether or not assistance has been granted.

The union cannot take any responsibility for your tribunal claim until you have been formally notified by the union's legal department that assistance has been granted. If assistance is granted, Usdaw will take over conduct of the case.

It is important to remember that an employment tribunal claim must be made on Form ET1. It is your responsibility to make sure that

your claim reaches the tribunal within the time limit. If your claim is put in outside the time limit the tribunal will almost certainly refuse to hear it. The time limit is three months less one day from the date of dismissal or the other act you are complaining about.

Remember that if you do put in a tribunal claim on Form ET1, it is important for you to keep a copy.

- Last year Usdaw's legal service **recovered more than £2.3m** for members who were treated unfairly at work.

# COMMUNICATION CHANNELS

*From Aberdeen to Plymouth  
Usdaw has offices across the UK*

**Glasgow**  
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E: glasgow@usdaw.org.uk

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E: aberdeen@usdaw.org.uk

## Contacts

**Always speak to your rep first if you need advice or support.** If you don't have a rep at your workplace contact your local Usdaw office as shown on the map. To locate your nearest office online use our **Local Office Finder** at [www.usdaw.org.uk/contacts](http://www.usdaw.org.uk/contacts)

Alternatively, you can ring our national helpline **0845 6060640\*** to be connected to your local office. \*Calls charged at local rate.

The union's head office is:

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e-mail: [enquiries@usdaw.org.uk](mailto:enquiries@usdaw.org.uk)**

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Kingswood,  
BS15 8LX  
T: 0117 961 6061  
E: [bristol@usdaw.org.uk](mailto:bristol@usdaw.org.uk)

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‡ Offer is made up based on average policy premium of £222 and includes; Home Emergency Cover (worth £48), Interest Free Direct Debits (worth up to £22 on a typical policy) and 12 months for the price of 10 (worth £37 compared to the average premium). Usdaw is an Introducer Appointed Representative of UIA (Insurance) Ltd, which is authorised and regulated by the Financial Services Authority. 12 months for the price of 10 and free Home Emergency Offer is subject to our usual acceptance criteria and is only available when the reference ARENA111 is quoted. Certain Postcode restrictions apply. To be eligible for the offer a quote must be requested before 30.06.11. Please note that the free Home Emergency Offer may be withdrawn at any time. Offer only available to new customers.