

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

arena

Spring 2012

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Politics is important for all of us – all the time



elcome to the first **arena** of 2012, a year which is already proving to be very tough for our members and their families.

Job losses have continued with more companies going into administration. Store and depot closures have followed and, in addition to the redundancies, many more people are fearful for their jobs.

It's clear the economy is flat-lining at best and may tip back into recession as the Government's austerity cuts bite deeper into the economy

and take money out of the pockets of hard-working families.

All of this means that Usdaw has to continue to argue its case not only with employers but also in the political world too. That's why we have launched a new initiative to encourage our members to join us in our involvement in politics and to make sure our concerns are voiced in the strongest possible terms. You don't have to be a member of a political party or spend hours and hours of your time. But I would urge everyone to think seriously about making that first step to getting involved.

For many people politics is all about Westminster and policies that are often formulated by out-of-touch politicians. The forthcoming changes to working tax credits is a prime example of this and

could see thousands of families up to £4,000 a year worse off. The Tory-led Coalition think that our members will be able to increase their hours to remain eligible at a time when employers are cutting hours and jobs. The Spotlight Day on March 21 will draw attention to this and I urge you to get involved, you'll find more details on pages 26&27.

John Hannett
General Secretary

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Company news

Usdaw is set to hold

meetings with **Robert Wiseman Dairies**, the UK's biggest milk producer, after it announced it had accepted an offer from

German multi-national Müller Dairy in a cash deal worth £280m.

Meanwhile, clothing retailer **Peacocks** has entered administration after attempts by the company to restructure its £240 million debts finally failed. The company employs nearly 10,000 people and has already sold its Bonmarché division.



U

sdaw has won compensation worth up to a massive **£67.8**

million for over 24,000 former employees of Woolworths made redundant when the firm collapsed at the end of 2008.

The iconic high street retailer went into administration on 27 November 2008 and by early January 2009 the administrators had closed all of Woolworths stores, offices and distribution centres and made nearly 30,000 people redundant in the process.

Usdaw made a claim on behalf of its members for a **Protective Award** after the administrators failed in their legal duty to consult with the union before making redundancies.

After many months of legal wrangling, the employment tribunal finally heard the case involving members employed in England, Scotland and Wales in

late November 2011.

In a judgement released today, the employment tribunal in London found that the administrators had failed in their legal obligations to consult with Usdaw and awarded its members **compensation of 60 days pay**, capped at £400 a week, the maximum payable in these circumstances.

Unfortunately, as occurred in a similar case involving former employees of Ethel Austin, the compensation award excludes all former employees who happened to work in smaller stores where fewer than 20 redundancies were made. This means around **3,000 employees** who worked in 199 of the 814 stores covered by the judgement **may never receive compensation**.

Usdaw has already made a separate and successful claim for its members formerly employed by Woolworths in Northern Ireland. As no employees in Northern Ireland worked in stores with less than 20 staff, all former employees received compensation of 60 days pay.

General Secretary John Hannett said: "My delight at the award for the vast majority of our members is tempered by the clear **injustice** that workers in smaller stores will miss out.

"Usdaw thinks the UK's current interpretation of the law on collective redundancies is both unfair and possibly a breach of the European Directive which seeks to protect workers in large scale redundancy situations."

[MORE INFORMATION:]
WWW.USDAW.ORG.UK/NEWS



For more details on the Woolworths payout turn to pages 10&11

Holiday firm in closure plans

Wembers employed by the joint venture (JV) between Thomas Cook retail and the Co-op Group and Midlands Co-operative Society's travel businesses are coming to terms with plans to close **115 high street stores**, putting up to **661 jobs** at risk.

The proposals follow the completion of the joint venture's review of its UK store network that commenced immediately after it formally started operations in October. Usdaw has been told that the stores earmarked for closure have been selected on the basis of lease expiry dates, financial performance, proximity to other stores and the profile of their customer catchment area.

The proposals are subject to a statutory **90 day consultation period** and no closures or redundancies are expected before **17 March** this year.

National officer Sharon Ainsworth said: "We knew the creation of the JV was likely to lead to some rationalisation and job losses but have reluctantly accepted this because we remain convinced the JV provides the best way to secure the long term future of the Co-op's travel businesses.

"Thomas Cook is **fully consulting** with Usdaw and our key priority will be to keep the number of compulsory redundancies to an absolute minimum. Hopefully there will be opportunities for redeployment and we'll be trying to maximise these and do everything else we can to **support** and **represent** our members through this very difficult time.

The combined group had 1,240 stores in October 2011. The closures threaten 60 stores from Thomas Cook/Going Places, 47 stores from the Co-op Group and eight stores from the Midlands Co-op.



Victims punished



Victims of violent crime will lose out on compensation after the Government announced it intended to reform payouts made by the Criminal Injuries Compensation Authority (CICA).

Thousands of **innocent victims** will lose out and others will see their compensation cut substantially.

General secretary John Hannett slammed the proposals. "This is a **disgraceful attack** on the innocent victims of violent crime," he said. "Many of our members are in the frontline of these incidents dealing with aggressive and violent shoplifters and could lose out on thousands of pounds in compensation."

One estimate claims that based on the last two years, if the proposals become law, more than 17,000 claims totalling in excess of £25m for injuries including sprained ankles, broken toes and dislocated jaws would no longer qualify for compensation.

"There is **no excuse** for trying to take money out of innocent victims' pockets," added John Hannett.

■ See pages 24&25 for more information on the CICA.

Compulsory retirement

Usdaw helped Philip Thacker in his claim against being forced to retire against his will, because now the law no longer allows age discrimination

F ormer storeman **Philip Thacker** was left 'very happy' after Usdaw helped him win his age discrimination claim after his company forced him to retire from work last June.

The 65 year-old was guided through the complexities of the law, which changed in April last year and now affords workers a measure of protection from being compulsorily retired at 65.

"I didn't want to finish work and was under the impression I wouldn't have to," said Philip. "I applied to continue working beyond my 65th birthday but the company didn't respond until close to my birthday.

"It was then made clear they were unwilling to let me stay on. I wasn't very happy at all, in fact I was disgusted. I hadn't even made plans to retire."

Philip appealed the decision but this was rejected and he left the company with an 11 year unblemished employment record. He was advised to contact the union and his case was taken up by the legal department.

"Things moved really quickly when Usdaw became involved," added Philip. "Once my claim was lodged the company made an offer which I rejected. It then made an improved one, which I was happy to accept.

"I'm very grateful to Usdaw and really appreciated the support I had. The claim was due to go to tribunal in January this year but it was settled 'out-of-court' before Christmas which was an added bonus."

General secretary **John Hannett** said: "The change to the law means it is much more difficult for



Happy couple . . . Philip Thacker with his wife Kathleen

employers to dismiss someone on retirement grounds simply because they have reached 65. Dismissal for this reason can now be both age discrimination and unfair dismissal, unless the employer can justify the dismissal

(for example, on safety grounds such as someone performing surgery or flying aeroplanes). Union members should contact their local rep or official if they feel they have been unfairly forced to retire."

on age grounds illegal

FIND OUT MORE ON THE DEFAULT
RETIREMENT AGE AT:
WWW.USDAW.ORG.UK/DRA



What the law says

Since October 2011 employers can no longer legally compulsorily retire workers once they reach the age of 65. Prior to this date, employers could retire staff at 65 and this was known as the **Default Retirement Age (DRA)**.

However, now the law allows workers to retire when they want to and enforced retirement will only be possible if it can be objectively justified. This means the employer must be able to prove an employee is not physically or mentally fit for the job, for example, a driver whose deteriorating eyesight prevents him from safely being able to carry on driving.

If an employee's ability to do his/her job is diminished as a result of ageing then an employer can fairly dismiss the employee on the grounds of capability – but not on the grounds of age.

Since October last year, any contractual agreements with your employer about a future retirement date are unlikely to be legally enforceable.

Marge Carey remembered

General secretary **John Hannett** led the tributes to the former Usdaw president and one of the most influential women trade unionists in modern times **Marge Carey**, who died in January after a three year battle with motor neurone disease. She was 73.

"We were all left deeply saddened by the news of Marge's death. She had a major influence particularly in Usdaw but also in the trade union and labour movement. Marge undoubtedly led the way, and helped open the doors, for the many women trade unionists who were inspired by her fantastic example and followed her into the movement both industrially and politically. She never lost sight of her roots and always put the members first. She was instrumental in encouraging many activists to get more involved. Marge was a trailblazer and trade unionists – men and women – owe her a lot."

Marge Carey joined Usdaw in the early '70s when she worked at Vernons Pools on Merseyside and soon became an energetic activist. She was appointed to the organising staff in 1978 and was promoted to divisional officer in the North West division 12 years later. In 1998 she was elected president, a role she held until 2006, presiding over nine Annual Delegate Meetings (ADM). She was awarded the MBE in the 1998 New Year's Honours list for her services to industrial relations. She retired from the union's employment in 2001 but remained active in her presidential role and in the Labour Party and TUC.

"Our deepest condolences go out to Marge's family and friends," added John. "She will be sadly missed."



Marge Carey at the 2006 ADM

PEOPLE LIKE YOU

usdaw



Jackie with colleagues during a recruitment drive

Top woman

Active rep Jackie Dalton is part of a busy team at her Sainsbury's store and is already spreading her wings

Sainsbury's checkout operator **Jackie Dalton** is using her strongly developed communication skills to organise and recruit in her own workplace and beyond.

The 44 year-old, who is one of three reps at the Sydenham store in South East London, has also spent

time signing up members in other stores nearby.

"I enjoy chatting to people about the benefits of being in the union," said Jackie. "In fact my sister-in-law says I could talk the hind legs off a donkey! And she's probably right, but I also like listening too.

"The reps' team work well together and we're very proud that membership has grown steadily over the last few months.

"My major roles are dealing with disciplinary hearings, investigations, grievances, health and safety issues, speaking with members and management, all of which put you to the test. Every day is a learning curve for me.

"I've really enjoyed

going to other stores. It's hard work at times when you visit a new store and you can't get people interested, but that doesn't bother me it just makes me more determined to go back and get a result.

"Being the youngest of 13, my parents' advice when I was growing up was 'if you want it, go for it, but you have to work for it'.

"Being a rep can be hard work but it's also challenging and interesting and very rewarding.

"When you help people's lives to change for the better and you know you've played your part, it's a great feeling."

Calling members to action
www.usdaw.org.uk/bearep



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† Offer is made up based on average policy premium of £201 and includes; Home Emergency Cover (worth £48), Interest Free Direct Debits (worth up to £20 on a typical policy), 5% combined discount (worth on average £10) and the 25% discount (worth £50 on an average policy). 25% off Home Insurance and free Home Emergency Offer is subject to our usual acceptance criteria and is only available when the reference **Arena112** is quoted. Certain Postcode restrictions apply. To be eligible for the offer a quote must be requested before 24.04.12. Please note that the free Home Emergency Offer may be withdrawn at any time. Offer only available to new customers. Usdaw is an Introducer Appointed Representative of UIA (Insurance) Ltd, which is authorised and regulated by the Financial Services Authority. Usdaw Insurance is a trading name of UIA (Insurance) Ltd.

Vital information for W

arena provides answers to some commonly asked questions

Q What's in it for me?

You may be entitled to receive a sum of money from the Redundancy Payments Service from the National Insurance Fund.

Q How much am I likely to receive?

The maximum amount of money you will be entitled to receive from the **Redundancy Payments Service** is up to eight weeks' wages, which is limited to £400 a week giving a total potential **maximum payment of £3,200**. The final payment may be subject to deductions of income tax and national insurance contributions and reductions if you received Jobseeker's Allowance and other benefits.

Although there may be similarities between individuals' entitlements, each claim has to be looked at **separately** to ensure that the correct payment is made.

You will be provided with full details of the payment being made, including deductions.



Q What do I have to do?

If, after the company entered into administration in November 2008, you submitted a form **RP1** claiming redundancy and/or arrears of wages and/or holiday pay and/or pay in lieu of notice, you will soon receive a separate claim form, called PA-plus, to claim your **protective award**. You should complete the form and return it with as much of the requested information as you can provide.

If, after the administration of the company, you did not submit a form RP1, you should contact the Insolvency Service for further information (see panel below 'Further information').

Q How long will it take for me to receive a payment?

This is **dependent** upon a number of factors but we would hope to see payments made towards the end of February 2012.

Usually, payments are made within three to six weeks of receiving a fully completed claim form.



Further information (including RP1 forms).

If you require further information, including a form RP1 to complete, you should **contact The Insolvency Service's insolvency enquiry line on 0845 602 9848** (Mon-Fri. 8-5) or by email: wpa@insolvency.gsi.gov.uk. Information will also be published at: www.bis.gov.uk/insolvency

[MORE INFORMATION AT: WWW.BIS.GOV.UK/INSOLVENCY]



Woolworths employees



At a glance

- **Usdaw** has won the **protective award application** for some but not all members employed by Woolworths.



- 60 days pay has been awarded for staff who worked in establishments of **20 or more**, ie the depots and stores with 20 or more staff.
- Members in small stores of less than 20 employees will get nothing and Usdaw is planning to appeal this decision.
- Because the company is insolvent the payments to those who have won will have to be met by the **Redundancy Payments Office/Insolvency Unit (RPO)**.
- The RPO has been sent a copy of the judgment and it is normal practice for them to work with the administrator and contact those employees who are entitled to a protective award directly. It is not usual for members to have to do anything.

Q Why can't my claim be paid now?

The Redundancy Payments Service has to consider the decision of the employment tribunal. Each claim has to be **considered individually**.

It is likely that as many as 24,000 former employees of the company will claim, making this the largest single case on which claims for a protected award have been handled by the Redundancy Payments Service. Additional resources have been obtained to enable the claims to be considered as quickly as possible.

Changes of name, address or bank account.

If you have changed your name, address or bank account since submitting a claim form RP1, you should contact The Insolvency Service.

- **Members can expect to be paid:**
 - 60 days' gross pay capped at a maximum weekly pay of up to £400 according to the RPO;
 - less anything that they have already received by way of unpaid wages from the RPO;
 - less state benefits for income support and jobseekers allowance in the protective award period – which is 60 days after the dismissal date.
- We cannot say when members can expect to be paid. This is the largest insolvency that the RPO have had to deal with.
- **Members from small stores will not receive anything (unless Usdaw succeeds with its appeal).**
- If any member from a depot or from a larger store who is entitled to a protective award receives a letter from the RPO saying that they will not be paid or saying that they will not be paid as much as they should get, then they need to **contact the union immediately**.

Don't let the bullies r

arena considers what you can do if you are being bullied at work



Image © O Driscoll Imagining/Shutterstock

Don't suffer in silence if you're being bullied at work

Bullying and harassment looks set to increase as the economic

downturn continues, experts have warned, putting more pressure on already over-stretched and stressed out staff.

What is bullying at work?

Bullying and harassment means any unwanted behaviour that makes someone feel intimidated or degraded or humiliated or offended. It is not necessarily always obvious or apparent to others, so it can happen at work without an employer's awareness.

Bullying or harassment can be between two individuals or it may involve groups of people. It might be obvious or it might be insidious. It can also occur in written communications, by phone, email and not just face-to-face actions.

A bully is a person who deliberately intimidates or persecutes someone they work with. The HSE says that while there is no legal definition, bullying can take many forms and can involve:

- Ignoring or excluding someone
- Spreading malicious rumours or gossip
- Humiliating someone in public
- Giving someone unachievable or meaningless tasks
- Constantly undervaluing someone's work performance

uin your working life

What's the difference between bullying and harassment?

The difference between bullying and harassment is that harassment is unwanted conduct that is related to one of the following: age, disability, pregnancy and maternity, race, religion or belief, sex and sexual orientation. Harassment is unlawful under the Equality Act 2010.

People do not always feel able or confident enough to complain, particularly if the harasser is a supervisor or senior manager. Sometimes they will simply resign. It is therefore very important for employers to ensure that staff are aware of procedures available to them to deal with potential bullying or harassment, and that these remain confidential.

Should my employer attempt to protect me from bullying at work?

Your employer should ensure that all workers understand that offensive, intimidating, malicious or insulting behaviour, an abuse or misuse of power intended to undermine, humiliate, denigrate or injure another employee will not be tolerated.

It should also be clear that the recipient's feelings about the situation is important, even if the perpetrator does not realise it is unacceptable. An employer should also take all reasonable steps to

demonstrate that employees and their managers will not tolerate such actions and will deal with issues promptly and confidentially. Usdaw has successfully negotiated an anti-bullying policy in many companies.

What can I do about being bullied or harassed?

- Try and deal with it as quickly as possible. There are a number of options to consider:
- Don't suffer in silence – talk to your union representative
- Talk to colleagues to find out if anyone else has been subjected to similar treatment or has witnessed what's happened to you
- Keep a diary of all incidents: record dates, times, witnesses, your feelings, etc
- Keep copies of anything relevant, eg letters, memos, emails, notes of meetings
- Inform your employer of any medical help you seek
- If you are able, tell the person to stop whatever it is they are doing that causes you distress, as they might be unaware of its effects – you might want to ask someone else to act on your behalf
- Consider writing a memo to this effect if you can't confront the person
- If you make a

formal complaint, follow your employer's procedures – ask your rep to help you prepare your case

Will I be protected from harassment by people not employed by my company?

Workers are sometimes harassed by third parties, such as customers or clients. Your employer should where possible protect you from such harassment and take reasonable steps to deal with any situations like this.

What are my legal rights on bullying?

There is no specific 'anti-bullying' law in the UK. But other parts of the law can usually provide protection and your employer can usually be held legally responsible for the ill effects of bullying that you may suffer. If you decide to take legal action against your employer, the options include:

- Using employment protection legislation to claim unfair constructive dismissal, or
- Discrimination on the basis of gender, race, nationality, disability, sexual orientation, religion, belief or age or
- A personal injury claim.

Remember:

- Always consult your local rep or official first. It is always recommended you seek advice before taking any action.



Facing financial pressure

1 Don't bury your head in the sand

If you can't pay someone, tell them before the deadline and try to arrange something. It might be the opposite of what you want to do but it will nearly always make it much easier to sort out.

2 Get good free advice:

- **The Consumer Credit Counselling Service** offers advice, support and counselling for anyone who is worried about debt. You can call the helpline free on **0800 980 8271**.
- **The Citizens Advice Bureau** offers confidential advice by phone and face-to-face. Visit: www.citizensadvice.org.uk to find your local office.
- **The National Debtline** provides information and resources for coping with debt. You can call the helpline on **0808 808 4000**.
- **Money Saving Expert** provides up to date information on reclaiming Payment Protection Insurance (PPI): www.moneysavingexpert.com/reclaim/ppi-loan-insurance

3 Prioritise your debts: Who is it most important to pay?

Don't pay people just because they send you the most letters or ring you up. Some payments are more important than others – simply because of what can happen if you do not make arrangements.

- **Mortgage or Rent** – most mortgage lenders and social landlords do not want to throw you out. If you approach them in time and are honest about your problem, they will usually come to an arrangement with you that works for everyone.
- **A secured loan** – is like another mortgage but the law is slightly different and you may want to get advice about that. Reputable lenders will want to work with you to find a reasonable solution.
- **Council Tax** – contact your council tax office and try to come to an arrangement if you are in arrears.
- **Utilities** – gas and electricity supplies can be cut off if you cannot pay for them but you may be able

to get them cheaper by changing suppliers, see <http://usdaw.UChange4better.co.uk>

- All companies must offer a range of ways to pay so you can pay smaller amounts regularly and avoid getting into arrears.
- If you do get into arrears, the companies must let you pay them off at a rate you can afford.

The rest can wait:

First sort out the above debts. Others like credit cards, money lenders, catalogues and most bank loans will have to wait their turn if you cannot pay them straight away. If you can't, write to them to explain your problem, tell them you are getting help and get advice to help you sort it all out. These people might take you to court but it is not a crime to owe money and the court will not order you to pay money you cannot afford to pay – get advice straight away if you get letters about going to court.

4 Don't run up more credit

Talk to the standard reputable sources first – your high street bank and building society and credit unions.

Do not take out more credit on cards. Keep away from high interest lenders and credit sharks. Be very careful about securing loans against your home.

5 Manage your Money

You may find the following websites useful in budget planning.

- www.moneysavingexpert.com/budgetcalculator.phtml
- www.nationaldebtline.co.uk/

Maximise your income

Make sure you have claimed all the benefits that you are entitled to.

Harassment

People who you owe are not allowed by law to harass you - or chase you in an unreasonable way - like ringing you repeatedly at unreasonable times or making threats. If you feel this is happening, get advice.



Are you? Help is at hand . . .



The more money you have coming in, the less likely you are to have trouble with your payments. Make sure that you are claiming all the benefits you are entitled to.

Benefits and Tax Credits Get a full benefits check

Contact your local Jobcentre Plus office for benefits advice and ask them to do a full benefits check for you.

If you have lost your job the key benefits are Income Support and Job Seekers Allowance. You can make a telephone claim on **0800 055 6688**. You can also claim online. You can also claim these benefits if you are laid off in some circumstances.

If you are in work make sure that you are claiming all your Tax Credits:

- **Working Tax Credit** – people without children can claim and people with children can claim it – it is a benefits top up for people on low incomes.
- **Child Tax Credit** – income based benefit for people with children, who earn less than around £32,000 (from April 2012).
- **Childcare Tax Credit** – income based help with childcare costs for working parents.
- **Child Benefit** – universal non means-tested.
- Call the **Tax Credit Helpline** for more advice **0345 300 3900** and to make a claim.
- Further information can be found at: **www.entitledto.co.uk**
- Use the HMRC calculator at: **<http://taxcredits.hmrc.gov.uk>**
- Visit: **www.usdaw.org.uk** and have a look at the Supporting Parents & Carers campaign area for information on forthcoming benefit changes.



Housing

Help with rent: If you pay rent you may be entitled to housing benefit.

This is a means-tested benefit administered by your local council. Please contact your local authority housing benefit office for advice on how to make a claim.

Help with mortgages: The Government is introducing new schemes to help with mortgages. Further information can be found at:

- Homeowner Mortgage Support Scheme - **www.hm-treasury.gov.uk**
- Direct Gov - **www.direct.gov.uk**

STRUGGLING TO COPE WITH DEBT?

free expert help is available

2012 promises to be another difficult year, with high inflation, rising household bills and low wage growth all chipping away at your disposable income.

The important thing to know is that if you are struggling to keep on top of your credit cards, loans and other debts - no matter how large or small - free help and support is available from **debt charity Consumer Credit Counselling Service (CCCS)**.

With nearly 20 years experience of giving free, non-judgmental and confidential debt advice, last year **CCCS** was contacted by around **400,000 people**.

The charity offers a comprehensive service that looks at the person, not just the problem, and its debt counsellors are always there to help every step of the way until you become **debt free**.

DEBT



If you are struggling to cope, you can get free advice by contacting the freephone **CCCS helpline on 0800 980 8271** (open Monday to Friday, 8am to 8pm) or visiting Debt Remedy, the charity's anonymous online debt counselling tool, at **www.cccs.co.uk**

Worried about Money?



This leaflet is one in a range of leaflets Usdaw has published to better support members who are juggling paid work with raising a family. It outlines:

- Changes to Tax Credits from April 2012.
- Some basic benefit and money advice.
- Where to go for free, independent money advice and support.



Need a
Helping
Hand?

Talk
to

Usdaw

Download
a copy now through
the link below or order
a copy from your
local office.



Scan the code with your smartphone to view the latest campaign resources on your mobile*



WWW.USD.AW.ORG.UK/HELPINGHAND

William Waite with colleagues at the Watford Tesco store



Skills for life

Tesco rep William on how he juggles his union role with work, family and much more

William Waite is a very busy man combining his work duties with being a rep, a parish councillor, cub scout leader and family man.

He also found the time to fit in six months on the union's elite organising Academy last year.

"That was a great experience," said the 42 year-old general assistant, who works at the Watford Tesco Extra store in Hertfordshire. "I've learned a lot and I'm more confident in everything I do. My friends and family agree the Academy was good for me. And my wife says I'm better organised, which is great as we have four kids.

"Since finishing the Academy I've been out on stand-down

helping to raise awareness by running store campaigns in different workplaces in my division.

"I ran a very successful Freedom From Fear campaign in the Co-op in South Oxhey, where I am also a local parish councillor and some of my fellow councillors came along to show their support.

"I'm also vice-chair of the local Labour Party branch in South Oxhey as well as union liaison for the branch.

"The local Labour Party agreed to carry a piece about the campaign on their website with the campaign logo and a link to Usdaw's website. It had a lot of hits from many of the residents who work in retail in the area.

"I've learned something from every union course and activity I've been on.

"You could say I've developed skills for life. As a leader for the 14th Bushey & Oxhey Cub Scout group I've been able to use my new skills to help them in their badge work and to emphasise the importance of learning.

"I appreciate all the help and support I've had and I want to continue developing and learning. I'd like to thank everyone at Usdaw for giving me this golden opportunity."

Calling members to action
www.usdaw.org.uk/bearep

RECRUIT A FRIEND

Sign up to cash in!

Five lucky members are celebrating after they each **won £100** in the **Recruit a Friend** competition.

- **Christopher Ellis** from Morrisons in Walsall recruited colleague **Stephen Lane**.
- **Adam Gibbons** from Hastings Poundland signed up workmate **Chris Sills**.
- **Lesley Bowler** from Poundland in Coalville also signed up her colleague at the store, **Steven Billington**.
- **Jean Papworth** signed up **Diane Cohen**, both work at the Morrisons store in Sandown on the Isle of Wight.
- T&S Stores' **Sharon Charters** recruited her partner **Chris Ainsley** who works at Tesco. They live in North Shields.

By doing your bit for the recruitment drive you'll be building the union, helping your workmates get the many benefits of Usdaw membership and potentially putting some much needed cash into your own pocket.

The prize draw is open to all members and all you have to do is recruit a friend, relative or colleague using the form opposite and send it in to the address below. **The first five out of the hat will each win £100.**

Enter the draw now

The weekly rates are **£2.18 for Scale A** (applicable to full-time and part-time workers) and **£1.36 for Scale C** (applicable to part-time workers only)

There are **five chances** to win with Usdaw's **Recruit A Friend Competition** as arena is offering **FIVE PRIZES OF £100 EACH**. (Terms and conditions apply). 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 NAT19525, Manchester M14 7DJ**. Closing date is **2 April, 2012**.



Adam Gibbons and Chris



Sharon Charters and Chris Ainsley



Christopher Ellis



Jean Papworth

Five lucky winners!!

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.

Every member of the Union who does not object to contribute to the separate fund for payments in furtherance of political objects within the meaning of the Trade Union and Labour Relations (Consolidation) Act 1992, will contribute to that fund. Every member of the Union has the right to be exempt from contributing to it. A form of exemption notice may be obtained by or on behalf of any member either by application at, or by post from, the Central Office or any branch office of the Union. Copies may also be obtained on request from the Certification Office for Trade Union's and Employer's Associations. Such form, when filled in, should be handed or sent to the secretary of the branch to which the member belongs. An exemption notice given within one month after the date on which a new member is admitted to the Union will take effect as from the date on which it is given. Should a notice be given AFTER one month from that date it will operate as from the following 1st January.

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.



Legal report



The union's Legal Plus and FirstCall Usdaw service recovered £21,724,859, on behalf of members last year – an increase on the previous year's total.

Compensation for members with personal injuries totalled £17,953,421-213 while awards for individual employment cases came to £3,765,43.

"This is an excellent service for our members," said general secretary **John Hannett**. "I'm delighted that we continue to provide such expertise as part of our membership package.

"However, in terms of personal injury, our aim is to ensure that every member who has a potential claim makes it through FirstCall. In 2011 there were fewer claims than in previous years since FirstCall was launched. This

suggests that the message is still not reaching all our members and some may not be making the claims they are entitled to.

"During 2011 there were **13,545 applications for legal assistance**, which means that one in 30 members called upon the legal services for advice and assistance. This aspect of Legal Plus continues to be very popular with members. During the year there were 3,638 free will applications and 3,002 non-work related applications for advice."

FirstCall – first class



When Marks & Spencer's part-time sales assistant **Jacqueline Warner** had an accident at work in December 2009 she called FirstCall.

Within minutes she received a call from a local union appointed solicitor who handled her claim. Her case was settled two years later and she received a cheque for £2,750.

"It was an accident waiting to happen," said Jacqueline, 55, from Manchester. "I slipped on a pool of water left on the floor by the ladies toilet after the cleaner had washed the floor.

"The cleaning machine was prone to leaking and there wasn't a sign to say the floor was wet. The problem had been reported to the cleaning company before but nothing was done.

"I've been a member for seven years and this is the second time I've used the union and once again I had an excellent service.

"I tell all my colleagues to join the union, it's great value for money, there are so many benefits and help and advice when you need it most."

s and falls

LEGAL ROUND-UP

FirstCall was just the ticket for **Linda Dunn** when she tripped over a pothole while running for a bus on her way home from work two years ago.

Usdaw helped her with her claim and she was awarded £18,000.

"My solicitor was brilliant. I had a very professional service from start to finish," said Linda, 65, a part-time shop assistant at Boots the Chemist in Plymouth.

"I injured my shoulder when I fell. I didn't know whether I'd be covered for an accident outside of work so I rang the FirstCall number on my card, which I keep in my purse.

"It couldn't have been easier. I was asked for a few details about myself and the accident, and within minutes I got a call back from one of Usdaw's solicitors who arranged to visit me.

"I had an operation on my shoulder to insert a metal plate and lots of physio which has really helped.

"I get angry when people say they don't need to join the union, especially other part-time workers like me. I'm so happy with the help and support I had – I couldn't have done it by myself."



Linda's laughing

Damien Fletcher

Age: 36

Employer: Morrisons

Injury: Foot

Date of accident: September 2010

Case settled: August 2011

Award: £3,975

Quote: "I recommend the union to all."

Matthew Gleave

Age: 32

Employer: Tesco

Injury: Hand

Date of accident: November 2009

Case settled: November 2011

Award: £4,000

Quote: "Real peace of mind – priceless."

Emma Theasby

Age: 28

Employer: Tesco

Injury: Hand

Date of accident: January 2011

Case settled: August 2011

Award: £1,600

Quote: "Amazed it was settled so quickly."

Barrie Bladon

Age: 60

Employer: Tesco Distribution

Injury: Shoulder

Date of accident: June 2008

Case settled: March 2011

Award: £6,250

Quote: "I couldn't afford to pursue it by myself."

FirstCall 

Free Accident Claim Line
0800 055 6333

Timely membership



It's never too late to join the union, said 62 year-old part-time cleaner **Kath Jarvis** who signed up just five months before she had an accident at work.

The union's legal team looked after her claim and 18 months later she received a cheque for £1,350.

"I rang FirstCall and a union solicitor came out from Manchester to see me," said Kath who works for the Co-op in Astley, Greater Manchester.

"I remember a local rep coming in to tell us about the union and saying 'you never know when you might need it'. I thought it was very good advice as did my colleagues and we all joined there and then. I was glad I did."

The accident happened in June 2010 when Kath sustained an injury to her mouth when an industrial sized bin lid fell on her head.

"I had a first-class service, that's why I tell everyone to join," added Kath.

Vital help for Diane

FirstCall Usdaw's help and support was invaluable according to **Diane Sing** after she had an accident at work three years ago. A local union solicitor handled her claim and she received a cheque for £2,500.

"Although I was in no doubt I could win, it would have been difficult for me to take it forward on my own," said Diane, 53, from Liverpool. "Not only would it have been expensive, but ordinary workers like myself don't have the experience or the knowledge to deal with the legal process or the length of time it can take. My case went all the way to court."

The accident happened in March 2009. Diane burnt her arm when steam was released from the oven on the hot deli counter at the Tesco store in West Derby. "After the accident my union rep advised me to contact the union. It was good advice. I was very happy with the service."



Financial support

LEGAL ROUND-UP



Jean Miner

Age: 66

Employer: Co-op

Injury: Wrist

Date of accident: August 2010

Case settled: August 2011

Award: £4,900

Quote: "My solicitors were excellent."

Wendy Lemare

Age: 49

Employer: Tesco

Injury: Finger

Date of accident: October 2009

Case settled: August 2011

Award: £1,750

Quote: "My rep advised me to ring FirstCall."

Mark Scott

Age: 49

Employer: Booker

Injury: Back

Date of accident: April 2010

Case settled: August 2011

Award: £4,500

Quote: "The legal service is top notch."

Heidi Rushton

Age: 43

Employer: Martins Newsagents

Injury: Leg

Date of accident: April 2008

Case settled: November 2011

Award: £9,000

Quote: "I had a first-class service every time."

Nick Gale can look forward to a much brighter future thanks to FirstCall Usdaw after it won the former security manager £8,500 after he tripped at work and injured his back.

"People need the union more than ever these days," said Nick, 44, from Bournemouth. "I know from personal experience that it's money well spent."

The accident happened on Boxing Day in 2009 when Nick worked for Next in Castlepoint in Bournemouth.

"It was the start of the sales and we couldn't get the stock onto the shop floor quick enough. The sensor lighting wasn't working in the staff locker room and I slipped on a piece of bubble wrap that had been left lying around on the floor. I was in agony. I was carried out of the store on a stretcher and taken to my local A&E."

Nick was eventually made redundant from Next. "I'll never be without my union membership though, the help I had was extremely valuable for me and my family."

**[FOR MORE INFORMATION VISIT:
WWW.USDAW.ORG.UK/FIRSTCALL]**

Help available for vic



hat is
the
CICA?

The Criminal Injuries Compensation Authority (CICA) is a state funded scheme to compensate people who have been the innocent victims of a criminal assault or injured in connection with a crime.

The CICA application must be submitted within two years of the date of the incident. It is very important that your form is completed and sent in as quickly as possible. The sooner the form is submitted, the sooner the CICA can begin their investigation.

What happens next?

- The CICA will investigate your application.

- Its investigation will take a number of months.
- It will get reports from the police and medical reports.
- It will write to us with their decision on whether to make you an award and how much you will be offered.
- We will inform you of its decision and advise you whether we think it should be accepted or rejected and the next steps.

You must do the following:

Report the incident to the police

You must report the incident personally to the police within two days of the incident and fully co-operate with them in their investigations. If you did not report the incident within two

days of it taking place, you will have to explain why to the CICA.

Work-related incidents

If you suffer a criminal injury in the course of your work, you should record it using your employer's reporting procedures.

See your doctor

You should go to see your GP about your injury as soon as possible. It is very important that your GP has a record of the incident, as the CICA will more than likely request a medical report from your GP during the course of their investigations.



You can download

- Legal Plus Members' Handbook
- Usdaw guide to the Criminal Injuries Compensation Authority (CICA 001)
- or contact the legal department at central office.

[MORE INFORMATION:]
WWW.USDAW.ORG.UK

times of violent crime

Attacked by violent shoplifter

Christine Hoyne was grateful for the union's help after she was injured by a shoplifter at the Tesco store in Chadderton in Oldham in June 2010.

Usdaw helped Christine submit a claim to the Criminal Injuries Compensation Authority (CICA) and 12 months later she received a cheque for £2,000.

"It was early evening and the store was fairly busy," said Christine, 55. "I was working as part of the security team when I had a call to go to a holding room at the back of the store to assist the manager who had apprehended a 15 year-old shoplifter.

"I was left on my own with him while the manager went to check the prices of the goods he had tried to steal. The teenager

then made a run for it. I tried to stop him but he got the better of me and pushed me to the floor injuring my right arm and leg. After the attack I gave a statement to the police and they gave me a crime number.

"I also spoke to my union rep and my area organiser and they advised me to ring FirstCall, which I did. A legal advisor from the union's legal department contacted me and helped me fill in my claim form to the CICA.

"Having this help and support at the time was exactly what I needed. I was kept up-to-date with everything, nothing was too much trouble."

■ The CICA is under threat from the Tory-led Coalition with victims facing significant cuts in the level of compensation. See page 5 for more details.

Gun raid terror

Part-time cashier **Ashley Smith** feared for her life after a gun was held to her head during an armed robbery at the Tesco store in Milton Keynes in December 2010.

"It was very, very frightening," said the 27 year-old. "It was just before Christmas. I was working on the cigarette kiosk, it was about 10.30pm, when suddenly three hooded men burst into the store.

"One of them had a gun, he pulled me by the back of the hair and held the gun to my head screaming 'give me the money and cigarettes'.

"I froze solid. The whole thing lasted just a few minutes but at the time it seemed like an eternity.

"The police were called and later I gave them a full statement.

"I was off work for three weeks. Tesco arranged counselling for me and my doctor

gave me sleeping tablets and referred me to a psychologist.

"While I was off work I rang the union's freephone number for advice and I was told Usdaw would help me put a claim in to the Criminal Injuries Compensation Authority (CICA).

"My legal adviser from Usdaw's head office in Manchester talked me through everything and reassured me every step of the way and when my claim was settled I received a cheque for £1,000. I was really well looked after.

"However, the incident is still very fresh in my mind, at times I get very anxious and impatient. I have good and bad days. Loud noises make me jump and I'm very wary in public places especially when I see someone wearing a hooded top.

"I'm a big supporter of the Freedom From Fear campaign. If my story can help just one more person I'll be happy."

CAMPAIGNS

How to handle change

A new phase in the Supporting Parents and Carers campaign is set to be launched in March with the emphasis on changes to hours and benefits

Changes to members' working hours is one

of the most commonplace issues facing workers nowadays and the Spotlight Day on March 21 will offer important advice on this key topic.

The day is part of the union's award-winning Supporting Parents and Carers campaign and will see reps engaged in promotional events to highlight this and changes in working tax credits and other benefits due in April.

General secretary **John Hannett** said: "We want as many reps and members to take part in the Spotlight Day.

"We have produced some excellent leaflets and other campaign material not only to inform members, but

also to find out what's happening on the shop floor in workplaces across the UK.

"Changes to hours has become more intense since the recession and as the Tory-led Coalition is also intent on cutting in-work benefits our members are being hit from both sides. It's important Usdaw is involved in the consultations over any changes and this is where our network of reps play a vital role.

"The Spotlight Day will raise the union's profile and once again show that the important issues for members are the important issues for Usdaw. I'd urge everyone to **get involved** in whatever way they can."

- **Look out for the Octopus logo on all of the campaign's new materials.**

[MORE INFORMATION AT:]
WWW.USDAW.ORG.UK/SPC



New campaign material has been produced and mailed to all reps

s at work

Important points

When employers want to change working hours members and reps should consider the following key points:

- Has there been **proper consultation**? This doesn't mean a 'take it or leave it' attitude from the employer but meaningful discussions about all of the options. Reps should accompany members during these discussions.
- Has the business case for changing the members' hours been properly explained? Reps will want to be sure that there is a genuine business need for the change.
- Is there an **agreement** covering how hours changes should be handled? Reps are advised to check with their area organiser to find out whether a process has been agreed nationally or locally with the union and the company as to how changes in hours should be handled.
- Have **other options** been considered? Is there an alternative, could it be temporary, could extra hours be covered by overtime, is the change reasonable?
- Is the member **disabled**? If so, the company will need to take into account the member's rights under the Equality Act 2010.
- Is the member **pregnant or a new mother**? If the member is being asked to change her hours there are important health and safety issues to consider.
- Is the member a **parent or carer**? Members who are parents or carers have the right to have their family and caring commitments taken into account when decisions about new hours are being made.
- What will be the **impact** of the change on the members' overall income? Will members lose out, say with in-work benefits which may make them substantially worse off should their hours be cut?
- All of these points are in the campaign materials. www.usdaw.org.uk/spc

Scan the code with your smartphone to view the latest resources on your mobile



Reps are the celebrities

Usdaw believes in its reps and is the only union in the UK to hold a special evening to recognise their achievements and say a big 'thank you' to all of its small army of activists



celebrating the hard-work, commitment and dedication

of the union's activists saw some of the best Usdaw reps assemble at a top Manchester hotel in January for the annual awards night – Usdaw's very own Oscars.

Master of ceremonies general secretary John Hannett led the tributes to the divisional nominees who were competing for eight national awards at the sparkling event, now in its eighth year and unique among British trade unions.

"Usdaw is the fastest growing union in the UK because we have a strategy for growth and the reps to deliver for our members despite all of the economic turmoil we've seen over the last few years," he said.

"Everyone in the room tonight is a winner but they also represent

the thousands of reps who can't be here but who continue to do a great job probably during the most difficult times we've seen in almost 100 years.

"And I would urge more members to put themselves forward as a rep and we will ensure they receive the best training and support available to anyone in the trade union movement.

"Usdaw values its reps and this is just one example of that. Congratulations once again to all the nominees who have done a fantastic job for our members."

Below (l-r) Philip Jennings, John Hannett, Paddy Lillis and Jeff Broome celebrate after Usdaw was given an award from global union UNI for breaking through the 400,000 membership barrier



es at glittering event



National winners said:

Most Promising New Activist: Denise McCusker

"It was a very well organised event and I couldn't fault anything about it."

Union Learning Rep: Carol Gill

"Our team had a great night. We were impressed by the professionalism of it all."

Individual Recruitment:

Patrick Gyamfi & Ellen Jane Shaw

"This showed me that as reps we're not alone and gave us the chance to network with others." (Patrick Gyamfi)

"Everyone in the room was a winner so it was extra special to get the national prize." (Ellen Jane Shaw)

Individual Organising: Ann Lloyd

"I was so proud to win. The union has been a big part of my life and I'm dedicated to it."

Health & Safety: Sam Rougé-Pledge

"I had a brilliant night and I've had a lot of support from other reps and officials."

Equalities: Rob Bell

"The night makes you feel very special. It was an honour to win."

**Campaigns: Scottish Youth Committee:
Dex Millar**

"This has spurred the team on to do even more this year."

**Team Recruitment & Organising: Tesco Extra
Reps Swindon, Adam Blake**

"Unfortunately we couldn't make it on the night but we were delighted to win."

National winners
celebrate at the
Organising Awards

AWARDS NIGHT



South Wales & Western division (A)



North Eastern division (F)



North West division (K)

Roll of honour

Individual Organising

Tracey Lowther (A)
 Richard Groves (C)
Ann Lloyd (E)
 Leanne Ewings (F)
 Paulene Watson (G)
 Edwina Fairbrass (H)
 Christopher Henders (K)

Equalities Rep

Peter Charles Bond (A)
 Paul Terry (C)
 Donna Lindsay (E)
 Martin Hutchinson (F)
 Julie Hollywood (G)
 Anas Ghaffar (H)
Robert Bell (K)

Most Promising New Activist

Kate Murphy (A)
 Gary Renwick (C)
Denise McCusker (E)
 Rehana Kosar (F)
 Rona Montgomery (G)
 Carl Chamberlain (H)
 Carole Dempsey (K)

Individual Recruitment

Kenneth Kenny (A)
Patrick Gyamfi (C)
 David Mason (E)
 Ann Jukes (F)
 Caroline Williamson (G)
 Carolin Barrett (H)
Ellen Jane Shaw (K)

Scottish division (G)



Southern division (H)

Divisional nominees -
National winners in red

Health and Safety Rep

Sam Rougé-Pledge (A)

- Barry Dickinson (C)
- Matthew Jones (E)
- Maureen Clough (F)
- Robert McQuade McLeary (G)
- Janet Harris (H)

Peter Ammundsen (K)

Union Learning Rep

- Alicia Oldfield (A)
- Phil Waite (C)
- Mark Halfpenny (E)
- Carol Gill (F)**
- Shona Wilson (G)
- Peter Chalklin (H)
- Kevin Sheldon (K)

Team Recruitment and Organising

- Tesco Reps Port Talbot (A)
- United Biscuits Reps Harlesden (C)
- Weetabix Reps Burton Latimer and Corby (E)
- Cavaghan & Gray Reps Carlisle (F)
- Tesco Reps Forfar (G)
- Tesco Extra Reps Swindon (H)**
- Iceland Distribution Reps Warrington (K)

Campaigns

- Terry Cummings (A)
- Anthea Motch (C)
- Pollie Simpson, Jenny Salisbury and Joshua Halliwell (E)
- Tesco Teesport Reps F109 (F)
- Scottish Youth Committee (G)**
- Maura Winchester & Sandra Crowhurst (H)
- NI Asda (K)



Eastern division (C)



Midlands division (E)

Health

Q I injured my back doing some lifting at work a couple of weeks ago. After a week's rest my doctor gave me a 'fit note' saying I can go back to work on light duties. My manager says there aren't any 'light duties' and I am either fit to return to my normal job or I am still sick. I want to get back. If my doctor says I can work surely I should be allowed to return?

Your health and your safety at work is a vital part of Usdaw's service. For more advice visit www.usdaw.org.uk/healthandsafety

Q We are getting lots of maggots around the cookers in our staff canteen. We clean regularly but they are still there and we are concerned about the health implications, what can we do?

They are probably the result of un-removed food waste around or behind the cooker. Flies lay eggs on **discarded food** and the result in time is maggots. Normal cleaning may not have reached the problem. A deep clean, including moving the cookers if you can't reach under and behind them, may be needed. The maggots are not, by



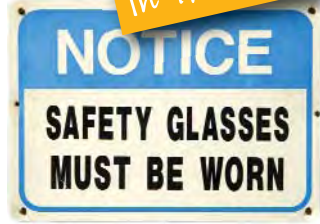
Fit for work?

'Fit notes' were introduced to encourage employers to look at how they can get people back to work as soon as possible. Research has shown that most people benefit from getting back as soon as possible, even if they cannot return to their full **normal duties**. Your employer should consider your doctor's advice carefully but it is just that – advice. If it is really true that there are no lighter duties then your employer has to treat you as unfit to work until you have recovered.

However, in most workplaces there are probably jobs you could do that avoid the need for heavy lifting. If you think this is true at your workplace, you need to explore the possibility with your manager. If you do persuade them that you can return on lighter duties it is **important** that they stick to the arrangement and do not try to force you to return to your normal duties too soon. You may need to raise a grievance and get your union rep involved to sort things out.

Q In the factory where I work there are a couple of areas where safety glasses have to be worn. Management have ruled that we have to wear safety glasses all the time even when we are not working in the immediate area. I am concerned they will affect my eyesight.

In the frame



If your employer has identified through risk assessment that you must wear safety glasses at all times then you should. There is **no evidence** to suggest that prolonged wearing of good quality safety glasses damages your eyes but failing to wear them when you should could lead to injury.

If you normally wear prescription spectacles then your safety glasses should have prescription lenses in them and as with any personal protective equipment if it becomes damaged (cracked, scratched or broken lenses) then they should be **replaced immediately**.

Maggots



themselves, a health risk, provided they do not come into contact with food. However once they hatch into flies there could be a problem.

Sewerage leak

Q We have recently had a problem with the sewers at work with stuff backing up in the staff toilets and the smell was awful. Can this make you ill as a lot of the staff were complaining of headaches and feeling sick?

While faulty sewers and drains can smell bad there is little danger unless you come into direct physical contact with the sewerage itself. The smell can be **nauseating** but there is no danger of infection from the smell alone.

Management should ventilate the area and get the mess cleaned up as quickly as possible. Larger areas of contamination may need specialist cleaners. If members of staff are expected to clean up themselves, they should be provided with the appropriate **protective clothing** (gloves, overalls, boots, etc.) and training on cleaning methods and disposal of waste to avoid contact with the contamination.



Remember

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

Q I am pregnant and have told my boss about it three weeks ago. He just said 'OK. Just carry on'. I am finding it difficult to do my usual job which involves a lot of handling, twisting and stretching. I have been told he has to do a risk assessment, does he and when?

Your employer should already have a **risk assessment** in place! If they employ women of childbearing age, they are required to identify any risks that could affect new or expectant mothers such as standing for long periods, heavy lifting, etc. Once you notified your manager, he should have checked the work that you do against the assessment. If there are any risks that can't be controlled by other means, he should have looked at finding alternative work. If there is no alternative, your employer should put you on paid leave for as long as is necessary to protect your health and that of your baby.

Your manager should also review the risk assessment if your circumstances change as your **pregnancy** develops. For example, if you work on the checkout, as you get larger in the later stages of the pregnancy it may not be possible for you to reach to scan the goods.

Safety first



MORE INFORMATION AT:
WWW.HSE.GOV.UK/MOTHERS

ARENA Letters

The union's victory for ex-Woolworths staff dominates the letters page in this issue

Great news!

Thank you for your successful fight for Woolworths employees. Keeping on my Usdaw membership is well worth it. Oh, and I hope you manage to get smaller stores included in the payout.

Patricia Swire, Shropshire (via email)

UK law unfair

I worked for Woolworths for nearly 30 years and received £5,000 redundancy. I now find out because I worked in a store with 15 people I'm not going to get anything from this latest decision. I would like to know what your plans are for the appeal you are going to take on my and 6,000 other workers' behalf. I'm absolutely gutted and ashamed of this country's ridiculous laws. Thank you.

Sharon Bayliss, West Midlands (via email)

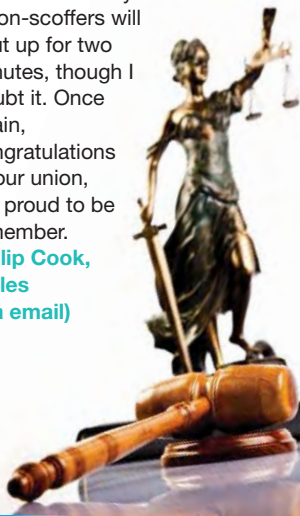
You can have your say on the arena letters page, please keep it brief and no longer than 150 words – £50 for the best letter *



Proud of Usdaw

A magnificent result achieved by the leaders of a union that has our interests at heart. It must have been a long hard slog to get the compensation for the redundant workers at Woolworths. Maybe now the union-scoffers will shut up for two minutes, though I doubt it. Once again, congratulations to our union, I'm proud to be a member.

Philip Cook, Wales (via email)



Remember

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

Why discriminate?

I was a bit dismayed to see that the Woolworths decision only applies to employees in stores with over 20 staff. I worked at the store in Debden and I am sure our workforce was only about 15 when we were shut down. What I cannot understand is how this ruling came about, we at our little store with our very restricted workforce were treated as unfairly as those in the larger stores, in fact I would go as far as to say we probably worked harder because we had fewer staff. Can you help me in understanding this situation? Am I likely to get the same justice as those from the larger stores?

Karen Rowlett, Essex (via email) *

Fight for justice!

I worked in a small Woolworths store with less than 20 staff and if I am not eligible because of this I see this as a great injustice and hope you fight our corner!

Niall Higson, Lancashire (via email)

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Sign up to our email updates
and you could win a Kindle
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www.usdawinsurance.co.uk/offer
for a quote. Offer ends
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Subject to terms and conditions

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www.co-operativefuneralcare.co.uk

10% discount applies to funeral director professional services fees only (as detailed on 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). The funeral plan offer applies to new cremation and burial plans purchased through a Co-operative Funeralcare home. The offer does not apply to funeral plans paid for by the fixed monthly payment option. Offers cannot be used in conjunction with any other offer and are valid until 30/06/2012. All offers are not retrospective. Our business terms and conditions apply. This does not affect your statutory rights.



Member 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/offers



[MORE INFORMATION AT:]
WWW.USDAW.ORG.UK/OFFERS

Unisaver: The union no longer offers the Unisaver savings product as advertised on the member services pages of previous Arenas. Any members who have taken out a policy with Unisaver will not be affected by this change and existing policies will carry on as normal. If you have any queries please contact **Coventry Assurance Society** on **024 7622 3683**.

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



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Usdaw
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*Money back may differ on NHS dental plans in Scotland and Northern Ireland.

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 on our funeral plans and 10% discount on professional services fees on funeral arrangements.

The co-operative funeralcare Visit 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 2012. All offers are not retrospective. Our business terms and conditions apply. This does not affect your statutory rights.

TAX REFUND SERVICE

Over 94,000 members have used this service and so far received tax refunds in excess of **£3.2 million**. Refunds average **£160.51** each!

TAXrefundCo.

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To find out if you are due a refund, go to 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.

BRITANNIA

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*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

part of The Co-operative bank

FREE DEBT ADVICE

Usdaw and **Consumer Credit Counselling Service (CCCS)** are to continue their successful 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: www.cccs.co.uk/usdaw

Telephone debt counselling
Freephone 0800 980 8271
Monday to Friday 8:00am-8:00pm

CONSUMER CREDIT Counselling Service
A Registered Charity

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Quick Reads...

Short of time and inclination to read? Try these bite-sized books

W

What are Quick Reads?

If you're too busy for long books; want a quick read for the train, tube or bus, or think reading is difficult or dull, Quick Reads are for you.

Millions have fallen in love with reading again through Quick Reads, and here are some of the reasons why:

- They're brilliant, bite sized books by big name authors and celebrities
- Fast-paced and easy to read
- A great range of fiction and non-fiction titles
- The perfect, more satisfying alternative to a magazine or newspaper
- Available at bookshops, supermarkets, libraries and online
- Quick Reads can also be purchased as eBooks, downloadable direct to your mobile phone, eReader or computer
- At £1.99 they cost less than a DVD

Here's what people who tried Quick Reads liked about them:

- "I felt as though I had climbed a mountain. I was very proud because it was the first proper book I'd read."
- "I don't have the time to commit to regular books so these are a perfect alternative."

Good fun, entertaining, and informative

Quick Reads are the perfect introduction to reading for those who don't have the confidence or time to try other books. They have helped hundreds of employers and their staff to improve skills, productivity, attendance and morale, and have often encouraged readers to go on to further reading and learning.

Want to give one a try?

Arena has a limited number of quick reads books to give away to readers. 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.** It's first come first served, so don't delay!

Free copies

BOOKS
AVAILABLE



Full House by Maeve Binchy

Dee loves her children very much, but now they are all grown up, isn't it time they left home? Rosie, Helen and Anthony are happy at home, and surely their parents like having a full house? A touching tale of family troubles from famous bestseller Maeve Binchy.



The Cleverness of Ladies by Alexander McCall Smith

There are times when ladies must use all their wisdom and good sense to solve life's mysteries. Mma Ramotswe, owner of the No. 1 Ladies' Detective Agency, is just one of the capable ladies who will enchant you in these tales of love, heartbreak, hope and more...



The Little One by Lynda La Plante

Struggling journalist Barbara tricks her way into the home of former soap star Margaret. Instead of the scoop she was hoping for, Barbara finds a creepy house and little by little Margaret's haunting story is revealed and Barbara makes a chilling discovery. This spooky tale will make you sleep with the light on.



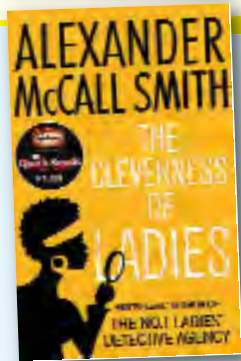
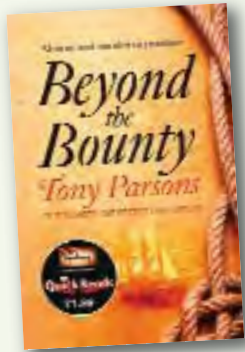
Amy's Diary by Maureen Lee

On 3rd September 1939 Amy Browning starts to write a diary. It is Amy's 18th birthday and the day Great Britain goes to war with Germany. Amy's fears for her friends and family soon grow as she realises that they all now live in a very dangerous world... A moving story of wartime struggle from bestseller Maureen Lee.



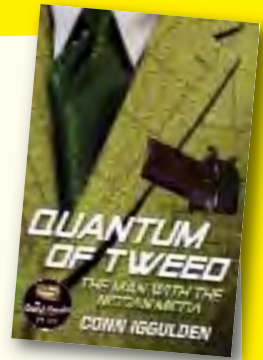
Beyond the Bounty by Tony Parsons

What happened after the crew of the Bounty cast their sadistic captain adrift? They swap cruelty and the lash for easy living in the island heaven of Tahiti. However, paradise turns out to have a darker side as the rebels' dreams turn to nightmares ... A tense and gritty historical novel from number one bestselling author Tony Parsons.



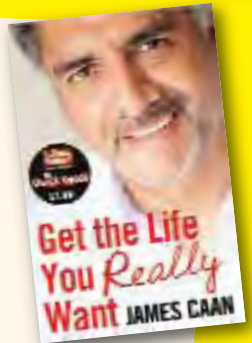
Quantum of Tweed: The Man with the Nissan Micra by Conn Iggulden

When Albert Rossi knocks a man over in his Nissan Micra he is amazed he doesn't hear from the police. Instead he gets a mysterious phone call telling him that his money will be left in the usual place. Albert Rossi's life is about to get a whole lot more interesting ... It will make you laugh out loud.



Get the Life You Really Want by James Caan

It is possible to get the life you really want. You just need to change the way you think. Whether you want to get back into work or start your own business, use this ten-point plan to help you achieve your dreams. Top businessman and bestselling author James Caan shows you how to use business sense in everyday life.



Doctor Who Magic of the Angels by Jacqueline Rayner

When the Doctor, Amy and Rory see an amazing magic act, the Doctor thinks he knows why so many young girls are going missing around London. Teaming up with the residents of an old people's home to discover the truth, the friends find themselves face to face with a deadly Weeping Angel. Whatever you do – don't blink!

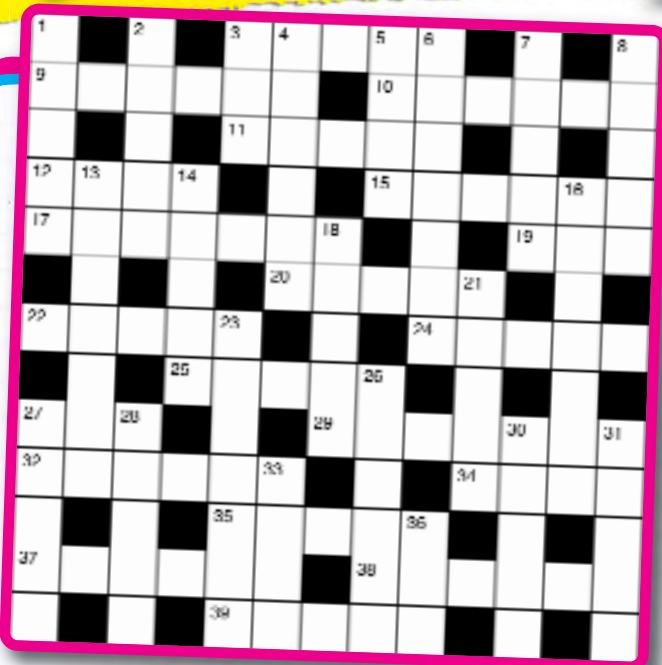


TRY OUR

CROSSWORD

Win £50!

Three lucky members will win £50 each if they answer correctly the crossword clues below.
Closing date 16 April 2012.
(Not open to Usdaw staff)



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

ACROSS

3. Opposite of true (5)
9. Mend one's ways (6)
10. Edible bulbs (6)
11. Not old (5)
12. Top cards (4)
15. Look hastily or briefly (6)
17. American state (7)
19. Type of precipitation (3)
20. Brownd bread (5)
22. Nozzle (5)
24. Equine animal (5)
25. Hackneyed (5)
27. Irritate, vex (3)
29. Branch of mathematics (7)
32. Exceptional power or ability (6)
34. Another word for Christmas (4)
35. Short high-pitched sounds (5)
37. Supernatural (6)

38. Afternoon nap (6)
39. Anaesthetic (5)

DOWN

1. Cherished hope (5)
2. Frequently or repeatedly (5)
3. Cook in oil (3)
4. Quantity (6)
5. Ditty (4)
6. A language (7)
7. Pursue relentlessly (5)
8. Awry (5)
13. Liken (7)
14. Walk in a pompous manner (5)
16. Severe disapproval (7)
18. Major artery (5)
21. Voucher (5)
23. Bother (7)

26. To pass by (6)
27. Eskimo house (5)
28. Rap sharply (5)
30. Domineering, informally (5)
31. Assumed name (5)
33. Badger's burrow (4)
36. --- Alex Ferguson, football boss (3)



The winners of the Arena
Winter crossword were:
Graham Rudland
South Humberstone F15
Anthony King
Anglia Tesco C54
Steve Waite
Exmouth & East Devon A91



Paul Jackson during an in-store campaign day

In conversation with Paul Jackson

from Southern division



I joined Usdaw three years ago... because I was treated unfairly in a previous workplace and didn't want it to happen again. I knew I'd get the help and protection I needed by joining the union. I've built up a good working relationship with the management at our store.

I've been a rep for two years... it's a role that stretches and challenges me. I try to work with management and have regular meetings so that we can try to resolve issues before they are blown out of proportion. There's three reps covering different shifts and we're aiming to build up the membership.

My best moment so far... has to be the opportunity to spend six months with the union's organising Academy improving my skills and confidence. And now that I'm back at work people look at me in a more positive way and they have no problem coming to me to ask for advice and support.

The union has... helped me learn a lot more about myself. People have commented that I've come out of my shell and I'm more comfortable and at ease speaking to staff, managers and large groups of people. It's a good feeling.

Is it all work and no play?... certainly not. But I'm just as energetic away from my union work. And no matter what I'm doing I like to give it my all, whether it's making my voice heard supporting my beloved West Ham United or running the odd marathon or two!



Fact file

Paul Jackson

Age 35

Married and lives in Dartford

Night shift worker for Sainsbury's Dartford, Kent

Interests: Fishing, cooking, member of Dartford Road Runners, West Ham United

Recruitment drivers

Energetic reps sign up new members

From shops to factories and from drivers to distribution Usdaw's army of reps turned out in force to make January's Membership Week a big hit

The first of Usdaw's special Membership

Weeks was held in January with reps, activists and officials on the recruitment trail.

Events were held in shops and warehouses across the UK with non-members targeted with information and campaign material.

General secretary **John Hannett** said: "These Membership Weeks do work and have in the past seen thousands of new members signed up. We hold one in January

and the other in June with officials solely employed on recruitment activities during the two weeks.

"Of course the role of the reps is vital and I'm delighted to see so many have used our campaigns, like **Freedom From Fear, Supporting Parents & Carers, and Legal Plus Awareness** to show just what the union has to offer.

"We are still the fastest growing union in the UK and, because of our reps, I'm confident we can continue on this upward trend."



Tesco Inshes in Inverness Scottish division



Weetabix in Burton Latimer Midlands division



Sainsbury's in Lewisham Eastern division



Tesco Extra in Folkestone Southern division

Morrisons in Reddish North West division



Tesco Lee Mill in Ivybridge South Wales and Western division

CAMPAIGNS

Giving Usdaw memb

A

Almost 200 activists voiced their concerns for

their members and families when they enjoyed their very own private audience with senior Labour Party politicians at the National Political Conference in February.

Top of the list were cuts in benefits to working families, the attack on workers' rights and youth unemployment. There were also debates on pensions, health and safety, and public services. Eight senior Labour MPs attended the two-day event to listen to members' concerns about the damage being done by government cuts, and their ideas for future

Labour Party policies. "This was a great

opportunity to influence key decision makers and put the interests of our members at the very heart of Labour's future policy," said general secretary **John Hannett**.

Liam Byrne MP, Chair of Labour's Policy Review, was impressed with the level of debate and the suggestions. "The delegates' knowledge of workplace and community issues was invaluable. They came up with some great policy suggestions which we will be looking at as we start to shape Labour's next manifesto," he said.

The weekend also saw the launch of Usdaw's **Labour Supporters Network**, which will enable



members who are Labour supporters to help the union and the Party to campaign on political issues affecting our members.

"There's never been a more important time to strengthen Usdaw's political voice," said John Hannett. "The Tory-led Coalition has made our members worse off, in fear for their jobs and worried about their children's

employment prospects. To make our campaign even more effective, we need a network of activists who are prepared to take a few small actions from time to time, such as sign a petition, send an email to their MP, or let us know how the cuts are affecting them.

"There are so many problems to tackle that we need the help of as many members as possible."

If you would



John Hannett

Liam Byrne MP

Rachel Reeves MP

Yvonne Fovargue MP

ers a political voice

[MORE INFORMATION:
WWW.USDAW.ORG.UK/
USDAW4LABOUR]



Delegates at the conference

like to join the **Labour Supporters Network** to help campaign on issues that affect our members, simply email your name, and details to: **Usdaw4Labour@usdaw.org.uk**

Tax Credits

Government changes to tax credits mean that more than 200,000 low-income families will lose almost £4,000 a year

from April if they cannot increase their working hours, the shadow chief secretary to the treasury **Rachel Reeves MP**, told conference.

"Couples with children who currently work between 16 and 24 hours a week between them, will lose all their Working Tax Credit, worth £3,870, if they are unable to increase their

working hours to more than 24 hours a week," she said.

"Very few people in part-time work will be able to increase their hours by up to 50 per cent. This tax credit bombshell is now just a few weeks away. For thousands of families it means going out to work won't pay and they'll be better off on benefits. The Coalition must think again."

If you or someone you know may be affected by this rule change, **act now!**

1. Phone the Tax Credits helpline to check if you could lose your payments: **0845 300 3900**.
2. Try and increase your hours. Ask your Usdaw rep for advice.
3. Help Usdaw and Labour try and prevent these changes by letting us know how the loss of income will affect your family. Email: **Usdaw4Labour@usdaw.org.uk**

Top ten Tory hits

- **Vat increased to 20 per cent**, adding between £300-£450 to an average family's bills.
- **Child Benefit frozen** for three years since April 2011
- **10 per cent cut in childcare support** under tax credits April 2011
- **Education Maintenance Allowance** (worth £30 a week) for low income students **abolished** (Sept 2011)
- Changes to **Working Tax Credits** could see some families £4,000 a year worse off
- **Workers' rights** attacked with changes to unfair dismissal law and changes to tribunal system
- Police numbers **cut by 16,000** frontline officers
- **Compensation** to victims of crime cut
- **University fees trebled** to £9,000 a year
- Raising the **state pension age**



Kate Green MP



Hade Shoyemi



Dave MacFarlane

Usdaw

GO ONLINE FOR THE . .

Latest digital Arena

You can now view arena online at:
www.usdaw.org.uk/e-arena

As part of the union's evolving communications strategy you can now view arena online at anytime via your computer, mobile or tablet.

Just click to flick through the issue and take yourself on your very own Usdaw journey. The online version comes with additional photographs,

graphics and live links to other websites. It's a one-stop shop for everything that is happening in Usdaw, how you can get involved and what's coming up.

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COMMUNICATION CHANNELS

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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.

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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■ Let us know if your details change

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