

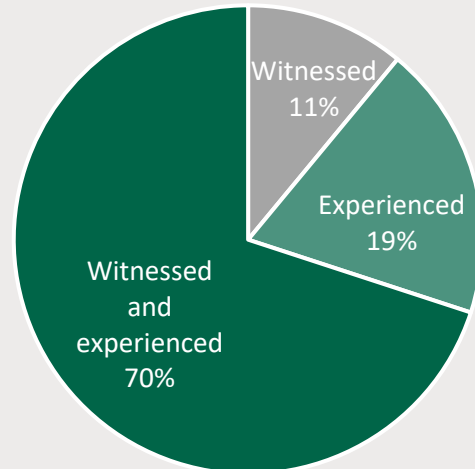
Have you experienced violence and abuse whilst working in retail?

12,667 Respondents

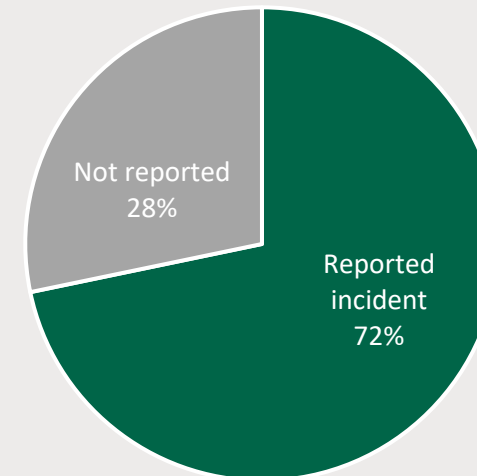
96% Retail workers

56% work in supermarkets

The majority of respondents had both witnessed and experienced abuse at work



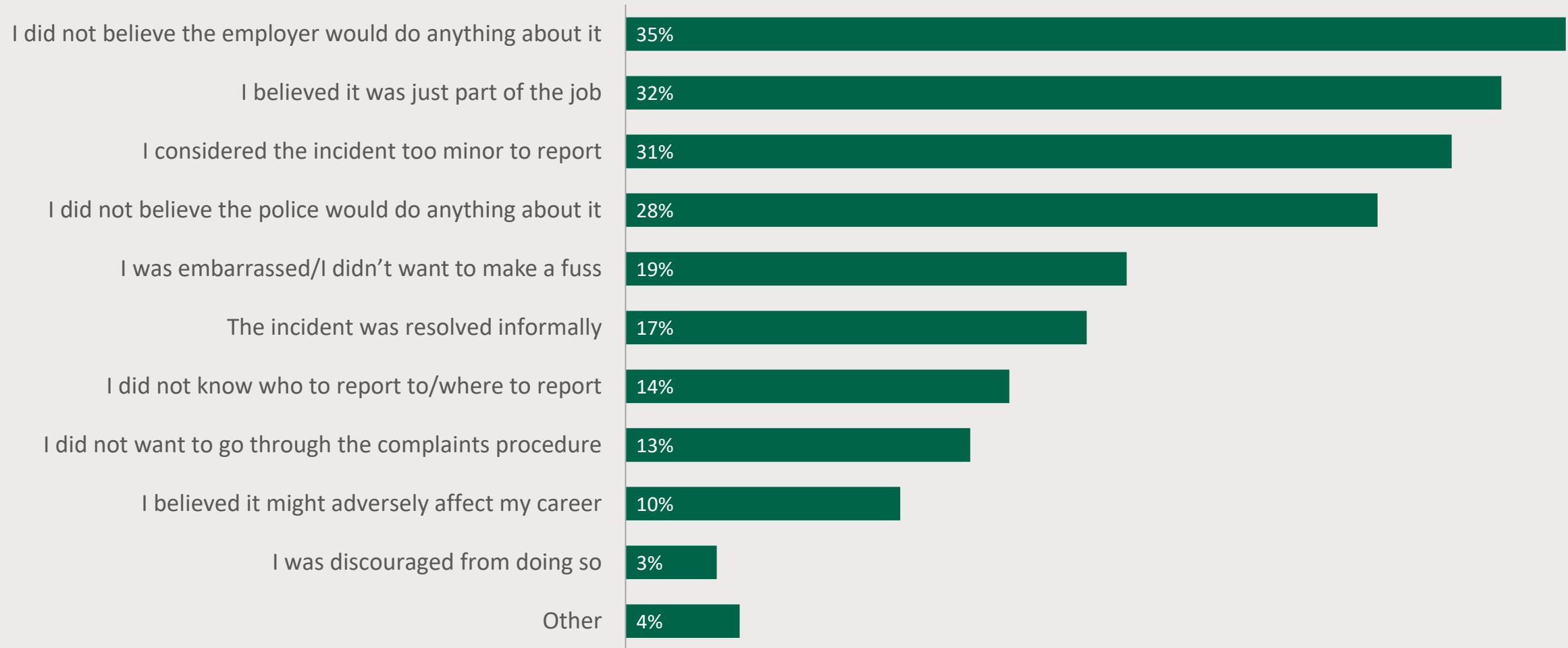
Nearly three-quarters had reported the incident(s)



3,444 respondents did not report the incident(s)

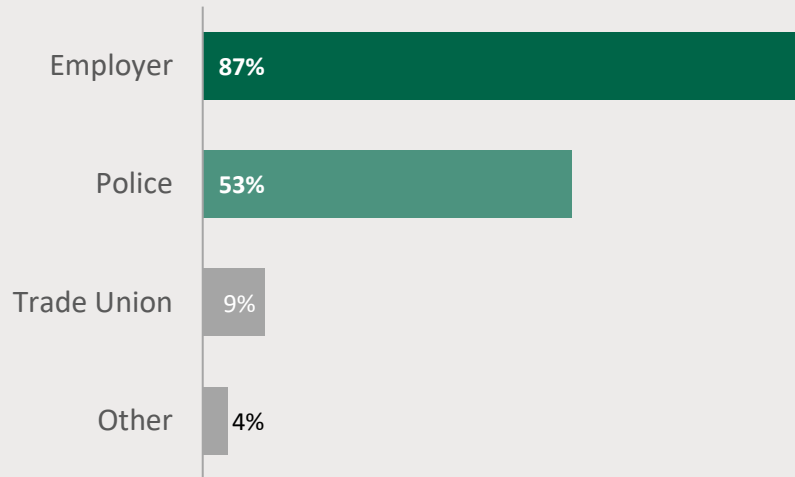
The top three reasons for not reporting the incident all suggest respondents thought it was minor, or a part of the job

Q: Why wasn't the incident reported?



8,742 respondents did report the incident(s)

Reported to:



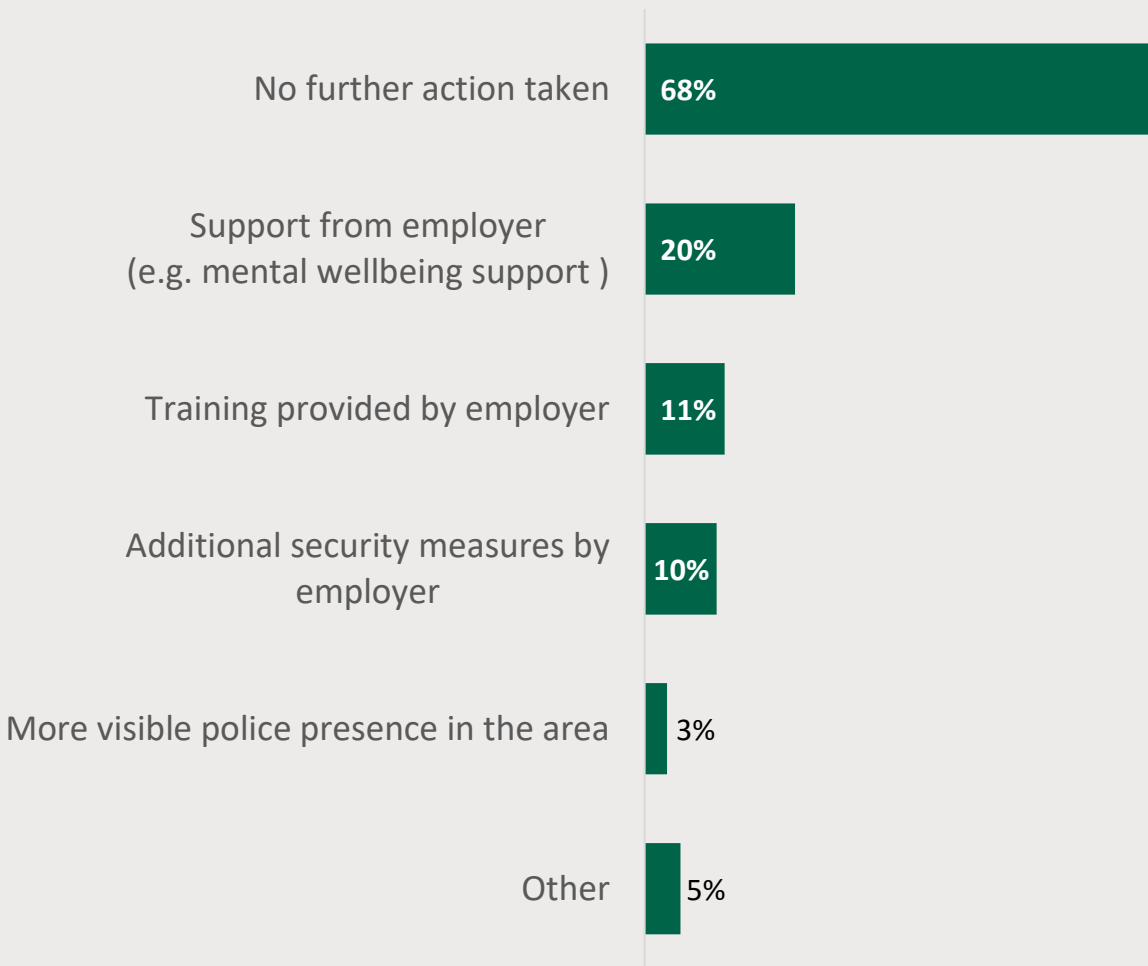
Official actions taken following report:



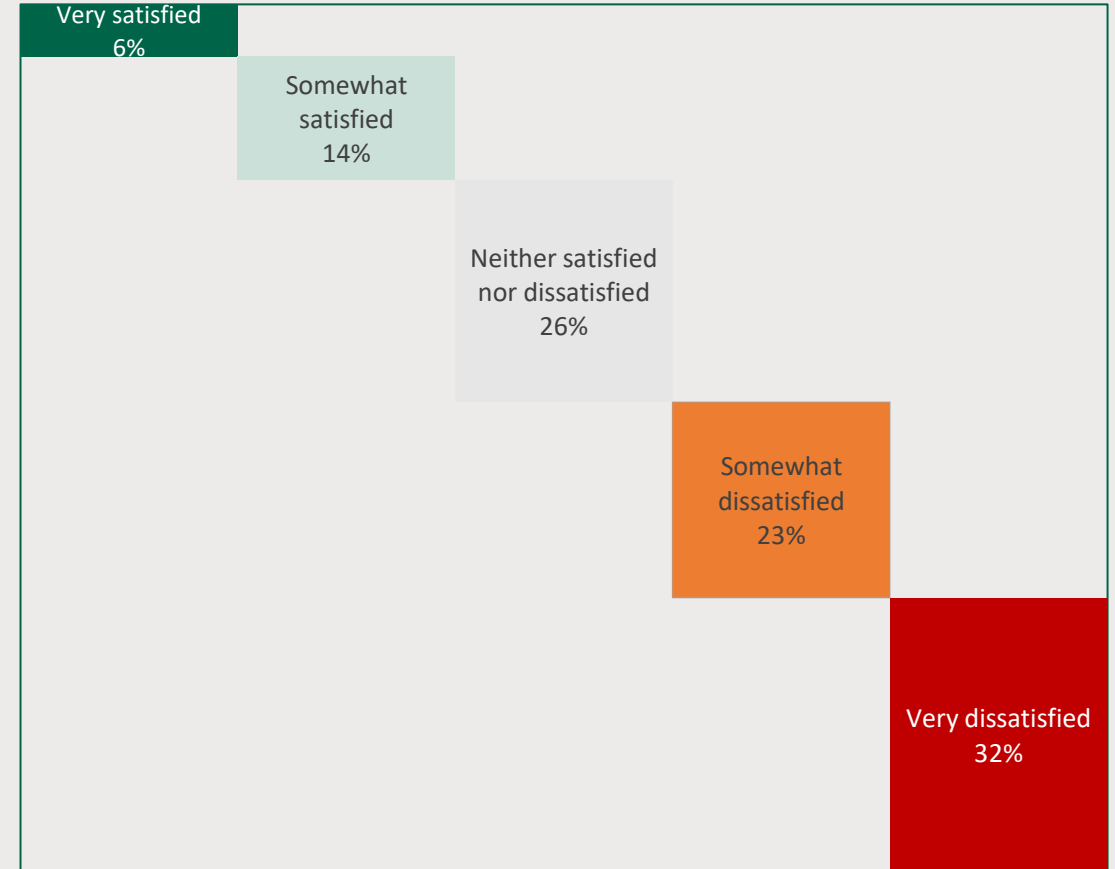
- In 87% of the incidents the employer was informed, but in 45% no action was taken.
- In 53% of cases the police were informed; in 20% no action was taken, and in 12% arrests were made.
- In 4% of reported incidents the offender still received no penalty.

Following the official report of the incident

The majority of respondents suggested that no further help was provided after the official response



Only 20% of respondents said they were satisfied with what happened after the incident was reported; (It is not clear whether this was more likely to reflect action by the employer or by the police)



Diversity data is inconclusive

Around 61% of respondents identify as female

For both males and females:

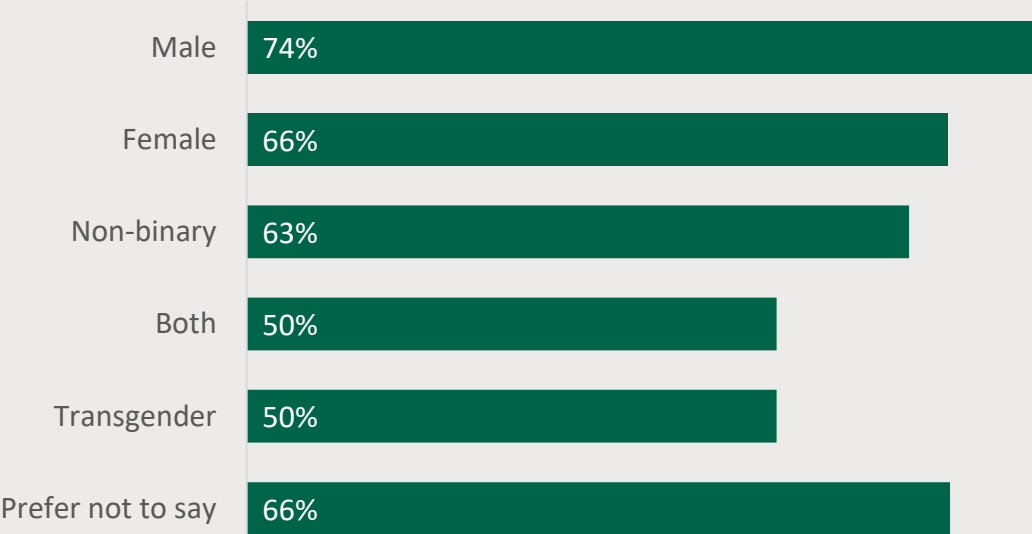
- 85% of respondents report experiencing some form of abuse
- 52% suggest they are scared at work.

However, males are more likely to report abuse

80% of respondents identified as “any white background”.

The limited data on other groups shows several were more likely to experience abuse and less likely to report it, when comparing to respondents from a white background – however, these are very small samples.

Q: Have you (or they) ever reported an incident you have witnessed or experienced?
(Respondents replying “yes”, by identified gender)



	Proportion of total survey responses	Higher proportion have experienced abuse	Lower proportion have reported incident
Asian - Indian	1.9%		-1%
Asian - Pakistani	0.9%		
Any other Asian background	0.9%	2%	-2%
Black - African	0.6%		
Any other Mixed background	0.6%		-8%
Black - Caribbean	0.6%		
Mixed - Black Caribbean and White	0.6%		
Mixed - Asian and White	0.6%		-8%
Asian - Bangladeshi	0.4%	7%	-15%
Asian - Chinese	0.2%		-5%
Latin American	0.1%	9%	-20%
Mixed - Black African and White	0.1%	15%	-7%
Gypsy or Irish Traveller	0.1%	2%	
Arab	0.1%	15%	
Any other black background	0.1%		
Roma	0.0%	N/A	N/A
Baseline		Proportion that have experienced abuse	Proportion that reported incident
Any White background	80%	85%	70%

Preventing future incidents

“Improved security” was the most popular response prevent future incidents of abuse from occurring:

Q: Which of the following do you think would help to prevent future incidents from occurring?

