



NewstrAid Retailer Support Scheme

Financial and emotional assistance for retailers and their staff

- Have you experienced retail crime?
- Are you struggling with household bills or financial commitments outside of your business?

NewstrAid, your charity, has a range of resources to support you, your family and your staff.



How we help



Support for staff affected by shoplifting

After shopworker Alina was violently threatened by a shoplifter during one of her shifts, she was finding it increasingly difficult to cope with being in the shop on her own and was suffering from severe anxiety. Her boss got in touch with NewstrAid to see what help we might be able to offer.

NewstrAid provided Alina with access to a range of online emotional support resources and the chance to call the free Wellbeing helpline and speak to a clinically trained counsellor who could help her to deal with her experience.

NB All beneficiary names have been changed

Support following violent crime

Bobby was seriously assaulted whilst working in his shop which his family had owned for many years. He sustained several life altering injuries including brain damage and spent a long time in hospital recovering. Bobby was not able to return to work and so the family decided to sell the shop to clear their business debts. However, until the sale went through, there was no money coming into the family home and it wasn't clear what benefits Bobby would be entitled to until he was discharged from hospital.

NewstrAid awarded a one-off grant from the Retailer Support Scheme to help the family meet living costs whilst benefits were being put in place.



How we help

Emotional support following assault

When Dev confronted a shoplifter, he and his staff were subjected to a torrent of verbal abuse and he was violently punched by the shoplifter as they made their getaway. The whole experience had a huge impact on his confidence and mental health and the staff who were present during the attack were also struggling with anxiety.

NewstrAid gave Dev and his staff access to a wide range of free emotional support resources to help them cope with what they had experienced and Dev was put in touch with a counsellor to help him deal with the traumatic experience.



Did you know... in 2023 we helped more than 1400 people from the newstrade.

Did you know... more than 60% of the people we help are from the independent retail sector including self-employed newsagents and shop assistants.



Benefits advice & mental health support

Julie had been a self-employed newsagent for more than 10 years but was forced to cease trading when a supermarket opened nearby, drastically reducing her trade. The stress of the business closure had impacted on her mental health, and she was diagnosed with depression and placed on medication.

NewstrAid immediately offered her guidance on state benefit entitlement and provided access to professional support to help manage her mental health. She was also awarded a grant to help her make ends meet until her benefits were processed.

Did you know... we don't just provide financial help but also offer emotional support and practical advice.

Bereavement support

Mazhar was fatally stabbed during an attack on his newsagency. Whilst the family came to terms with their loss the shop was closed for some time and his wife, Esha and three children were struggling financially. Esha was also the full-time carer for their youngest son who has learning disabilities. Once the shop reopened, her eldest son was trying to run it single handedly to generate income for the family.

Did you know... we have been helping news retailers for 185 years.



NewstrAid awarded a Retailer Support Scheme grant to the family to help them cover living costs whilst coming to terms with their loss and getting back on their feet.



Support for long-term disability

Andrew worked as a shop assistant and was attacked on one of his shifts which left him with multiple stab wounds and a broken leg which needed a plate in order to heal. He was facing extensive physiotherapy to enable him to walk again but there was a high chance he would not be able to return to work. His income dropped to nothing as his employer was not paying SSP and he was worried about how he would be able to pay for essentials over the coming weeks.



NewstrAid awarded Andrew with a one-off grant to help him meet living costs in the short term. In addition, following a visit from a NewstrAid welfare volunteer, it was clear he wouldn't be able to return to work so he was awarded regular benefit. Regular benefit is ongoing financial support paid in three equal instalments throughout the year.

Did you know...
all our grants are
non-repayable.



Support during illness

Self-employed newsagents, Nadeem & Shilpa, had recently closed their shop when Shilpa was diagnosed with advanced terminal cancer. Whilst waiting for a hospice bed to become available, Nadeem had to care for his wife at home whilst dealing with the business closure, which had been struggling for some time. Business debts had accumulated over time, and they were living off the proceeds from the sale of stock, which was running out fast.

NewstrAid gave immediate advice and guidance on state benefit entitlement and referred the couple to the Debt Advice Foundation for financial guidance. Access to emotional support was offered via our Wellbeing Suite and a Retailer Support Scheme grant was awarded to help them meet living costs until their state benefits were processed and their business premises sold.

Did you know... we can provide
one-off grants to fund the
purchase of essential household
appliances and home
improvements/repairs.



Financial & emotional support

Shop worker Mina contacted us because her landlord had drastically increased her rent and she could no longer afford to live in her shared flat. Mina also had ongoing issues with her mental health, which were exacerbated by the worry of her housing situation. Thankfully the council were able to offer her alternative accommodation that was within her weekly budget but her financial reserves had been used up to meet her rent and she had no means to fund essential items for her new home.

Following a financial assessment, NewstrAid awarded a one-off grant to help her buy essential appliances for her new home and she was also given access to a trained counsellor through the Wellbeing Suite and self-help materials to help her manage her mental health.



NewstrAid Retailer Support Scheme

Support we offer

If you have experienced financial difficulty as a result of **unexpected change**, **disability**, **bereavement** or **illness**, we may be able to support you with a **monetary grant**.

Support we offer:

- ✔ Grants to support dependant children
- ✔ Grants to help with household bills eg. rent, utilities or council tax
- ✔ Grants for disability aids
- ✔ Grants towards essential home items / repairs
- ✔ State benefits advice
- ✔ Mental health resources
- ✔ Debt advice
- ✔ Bereavement support

We cannot support with:

- ✗ Business Overdrafts
- ✗ Outstanding invoice payments to suppliers
- ✗ Business advice
- ✗ Funeral Grants
- ✗ Clearing credit card debt

All financial grants are non-repayable and won't affect any other benefit you are receiving.

Our welfare team is on hand to provide you with support and guidance.

Please contact us on **0800 917 8616** or apply for support via our website www.newstraid.org.uk/retailer-support-scheme/



Help us to spread the word!

Help us to promote the support we offer to the retailer community by posting our video on your social media platforms.



Other support schemes provided by NewstrAid

Cost of Living Crisis Fund

Grants to bridge the gap between income and costs due to the high cost of living.

Gus worked in a convenience store that sells newspapers and magazines. He noticed over recent months that finances were becoming tight and it was getting more difficult to meet his monthly bills.

After he completed an application form showing he was eligible for help, he was awarded a grant to support living costs. He was also signposted to the Debt Advice Foundation for budgeting advice and to the Wellbeing Suite for practical and wellbeing advice.



Help for Hobbies

Grants to help support children's hobbies and pastimes.

Priya had worked in a shop selling newspapers for several years and approached NewstrAid as she was finding it hard to pay her bills as well as her son's football subs.

As she fitted the eligibility criteria for the Help for Hobbies scheme, £250 was awarded to Priya which will allow her son to continue to play football for another year.

