



Summary of Survey Results from ex Woolworths Staff

Overview

Prompted by Chris Choi and Chris Gibson at ITN, the WoolworthsReunited.com self-help job site surveyed their members between Thursday 28 May and Monday 15 June 2009 to find how much luck they have had in finding another job and to get their views on the service they have received from JobCentre Plus. A total of 951 people who were previously employed in roles from part-time sales assistant in-store to senior executive at Head Office responded, which is a good statistical sample at 4.13% of the firm's 23,000 permanent staff.

Headlines

- Six months after the last Woolworths store closed, 64.7% of the former workers have started in new jobs.
- Store Management are faring best. 77.6% of ex Store Managers have found new jobs along with 74.1% of Area Managers and 72.8% of Assistant Managers and Supervisors. But only 50.8% of office and distribution workers and 50.2% of store staff have found work so far.
- 68.4% of people seeking full-time roles are back at work but only 55.8% of part-timers.
- There is strong dissatisfaction with the service from JobCentre Plus. 278 people (34% of those responding) rated the service as 'Very Poor', with a further 224 people (27%) rating it 'Poor'. Only 11% thought the service was 'Good' or 'Great'.
- 54.9% of people took a pay cut, compared with just 28.4% getting more. 127 Store Managers (72.6%) took a pay cut, while 77% of Sales Assistants get the same or more, reflecting the fact that most were on the National Minimum Wage.
- In most cases the minimal statutory redundancy money was paid very quickly, but 14.1% of the workers did not qualify for anything (132 out of 822 who responded on this topic)
- 144 people indicated they would be happy to talk to the media with 743 more comfortable for their detailed responses to be shared either by name or anonymously
- Looking at the results geographically, it is workers in the South East who have found it hardest to find another job, with only 57.1% back to work.

The statistical sample

By job role	Total sample	Full-time	Part-time
Assistant and Department Managers	268	213	55
Store Managers	228	227	1
Sales Assistants	214	37	177
Store Stockroom/Office	51	28	23
<i>Sub-total: Store People</i>	761	505	256
Offices/Distribution	63	58	5
Area Managers / Regional Mgt	27	27	0
Head Office	84	48	36
<i>Sub-total: Non-store People</i>	174	133	41
Retired	17		
Total	952	638	297

NOTES:

1. For reference the total Woolworths permanent workforce at the time of the collapse was 23,000. In addition there were 4,000 seasonal contract workers who were employed for Christmas trading.
2. 17 (seventeen) responses were from recently retired former workers who were unable to answer the empirical questions

Success in finding another job

By job role	No. now in new job	% now in new job
Assistant and Department Managers	195	72.8
Store Managers	177	77.6
Sales Assistants	105	49.1
Store Stockroom/Office	28	54.9
<i>Sub-total: Store People</i>	505	66.4
Offices/Distribution	32	50.8
Area Managers / Regional Mgt	20	74.1
Head Office	48	57.1
<i>Sub-total: Non-store People</i>	100	57.5
Total	605	64.7

Rating of JobCentre Plus (No. of people responding, remainder said 'No comment')

Role	V. Poor (1)	Poor (2)	Average (3)	Good (4)	Great (5)	Total Replies	Average Rating
Assistant Managers	84	63	60	25	6	238	2.2
Store Managers	76	53	55	18	2	204	2.1
Sales Assistants	56	47	64	16	0	183	2.2
Stockroom & Office	14	9	17	6	2	40	2.4
<i>Stores sub-total</i>	230	172	196	65	10	673	2.2
Offices/ Distribution	18	21	15	4	2	60	2.2
Regional Mgt	8	5	4	3	0	20	2.1
HO	22	26	21	3	4	76	2.2
<i>Offices sub-total</i>	48	52	40	10	6	156	2.2
Total	278	224	236	75	16	829	2.2

% Rating of JobCentre Plus (Percentage of people responding)

Role	V. Poor (1)	Poor (2)	Average (3)	Good (4)	Great (5)	Average Rating
Overall	33.5%	27.0%	28.5%	9.0%	1.9%	Poor

Pay in new job role

Former Role	Pays Less		Pays The Same		Pays More	
	No.	%	No.	%	No.	%
Assistant Managers	115	62.8%	23	12.6%	45	24.7%
Store Managers	127	72.6%	24	13.7%	24	13.7%
Sales Assistants	22	20.8%	28	26.4%	56	52.8%
Stockroom & Office	6	23.1%	7	26.9%	13	50.0%
<i>Stores sub-total</i>	<i>270</i>	<i>55.1%</i>	<i>82</i>	<i>16.7%</i>	<i>138</i>	<i>28.2%</i>
Offices/ Distribution	20	62.5%	1	3.1%	11	34.4%
Regional Mgt	11	61.1%	2	11.1%	5	27.8%
HO	21	44.7%	13	27.7%	13	27.7%
<i>Offices sub-total</i>	<i>52</i>	<i>53.6%</i>	<i>16</i>	<i>16.5%</i>	<i>29</i>	<i>29.9%</i>
Total	322	54.9%	98	16.7%	167	28.4%

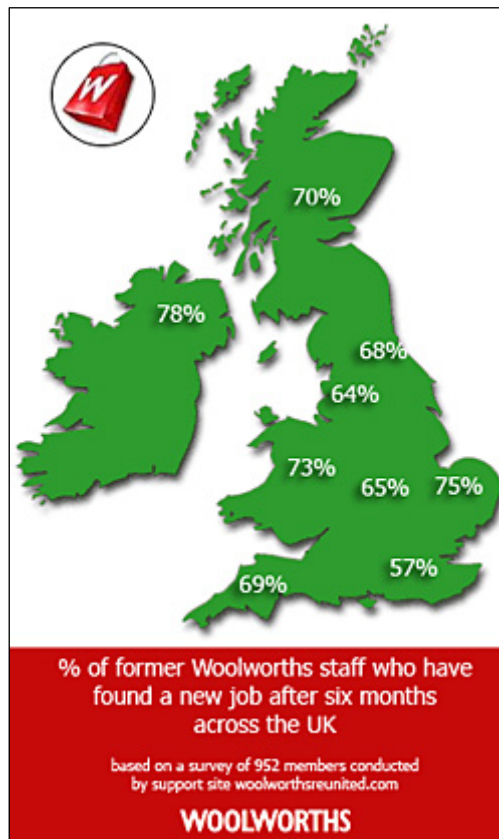
Claiming Benefits (Extract)

Colleagues ranked the benefit payment regime on a scale of 1-4 as follows:

1. I didn't qualify for anything
2. I got less than I expected
3. I got what I expected on time
4. I got more than I expected

132 out of 935 people who responded didn't qualify for anything (14.1%). Most reported that they were paid quickly, but with 25.7% getting less than they were expecting, overall 39.8% of colleagues were disappointed. Perhaps this reflects the fact that statutory redundancy for insolvent companies is capped at a maximum qualifying salary of £330 per week and a maximum qualifying service of 12 years.

Results by Geography



	Got another job		Still looking for work	
	No. of People	% of Total	No. of People	% of Total
Eastern England	33	75.0%	11	25.0%
Midlands	74	64.9%	40	35.1%
North East England	50	67.6%	24	32.4%
North West England	81	63.8%	46	36.2%
South East England	180	57.1%	135	42.9%
South West England	65	69.1%	29	30.9%
England Sub-total	483	62.9%	285	37.1%
Northern Ireland	7	77.8%	2	22.2%
Scotland	69	70.4%	29	29.6%
Wales	30	73.2%	11	26.8%
United Kingdom	589	64.3%	327	35.7%

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