

# Low Paid Retail Workers Survey

21/10/2015

Prepared on behalf of Tooley Street Research

# Methodology

## Fieldwork Dates

6<sup>th</sup> – 20<sup>th</sup> October 2015

## Data Collection Method

The survey was conducted via online panel. Invitations to complete surveys were sent out to members of the panel. Differential response rates from different demographic groups were taken into account.

## Population Sampled

All retail workers aged 18+ in the UK

## Sample Size

1,031

## Data Weighting

Data were weighted to the profile of UK adults aged 18+ working in retail and earning less than £8.05 per hour. Data were weighted by age, sex and student status. Targets for the weighted data were derived from Tooley Street's cluster analysis of data from the Understanding Society Database.

## Margin of Error

Because only a sample of the full population was interviewed, all results are subject to margin of error, meaning that not all differences are statistically significant. For example, in a question where 50% (the worst case scenario as far as margin of error is concerned) gave a particular answer, with a sample of 1,031 it is 95% certain that the 'true' value will fall within the range of 3.1% from the sample result. Subsamples from the cross-breaks will be subject to higher margin of error, conclusions drawn from crossbreaks with very small sub-samples should be treated with caution.

## Question presentation

All data tables shown in full below, in order and wording put to respondents, including but not limited to all tables relating to published data and all relevant tables preceding them. Tables for demographic questions might not be included but these should be clear from the cross-breaks on published tables. In all questions where the responses are a list of parties, names or statements, these will typically have been displayed to respondents in a randomising order. The only questions which would not have had randomising responses would be those in which there was a natural order to maintain – e.g. a scale from “strongly agree” to “strongly disagree”, a list of numbers from 0 to 10 or questions which had factual rather than opinion-related answers such as demographic information. “Other”, “Don't know” and “Refused” responses are not randomised.

Not all questions will have necessarily been asked to all respondents – this is because they may be follow-on questions from previous questions or only appropriate to certain demographic groups. Lower response counts should make clear where this has occurred.

Data were analysed and weighted by Survation.

For further information please contact:

Koran McAuliffe

0203 818 9664

[koran.mcauliffe@survation.com](mailto:koran.mcauliffe@survation.com)

If you are interested in commissioning a poll from us, please contact [researchteam@survation.com](mailto:researchteam@survation.com) for a prompt response to your enquiry and we'll call you right back with the appropriate person.

Sign up for our press releases at <http://eepurl.com/mOK8T>

Follow us on twitter:

[www.twitter.com/survation](https://www.twitter.com/survation) for our regular survey work and political polling

[www.twitter.com/damiansurvation](https://www.twitter.com/damiansurvation) for Damian Lyons Lowe's twitter feed

Survation are a member of The British Polling Council and abide by its rules:

<http://www.britishpollingcouncil.org>

Survation Ltd Registered in England & Wales Number 07143509

**Low Paid Retail Workers**  
Prepared on behalf of Tooley Street Research

**Table 1**  
**Q1. Normal weightings**  
**Q1. To what extent do you agree or disagree with the following statement? I'd be happy if I had the same job two years from now.**  
Base: All respondents

	Total	Gender		Age					Region6 + 1						Education				Student		Single Parent		
		Male	Female	18-24	25-34	35-44	45-54	55+	London	Midlands	North	South	England	Scotland	Wales	No Quals	GCSE	A-Level	Degree	Student	Non-Student	Yes	No
Unweighted Total	1031	266	765	208	202	193	224	204	68	198	261	344	871	77	65	19	470	245	28	80	951	96	935
Weighted Total	1031	309	722	333	181	173	173	170	80	203	256	337	875	77	62	17	432	276	30	129	902	103	928
1	185	57	127	87	35	26	16	21	14	27	56	69	167	9	8	3	54	58	4	34	151	16	169
	17.9%	18.6%	17.7%	26.1%	19.2%	15.1%	9.3%	12.2%	17.8%	13.5%	21.9%	20.6%	19.1%	11.3%	12.6%	15.3%	12.5%	20.9%	13.1%	26.1%	16.8%	15.4%	18.2%
2	190	68	122	82	41	25	31	11	22	48	38	47	156	22	9	1	77	53	8	42	148	22	168
	18.4%	22.1%	16.9%	24.5%	22.4%	14.6%	18.0%	6.7%	28.0%	23.7%	15.1%	14.0%	17.8%	29.2%	14.1%	6.1%	17.9%	19.2%	28.3%	32.6%	16.4%	21.4%	18.1%
3	155	50	105	42	32	32	25	24	19	17	38	54	129	15	6	5	63	34	5	8	147	11	143
	15.0%	16.1%	14.5%	12.6%	17.8%	18.4%	14.2%	14.1%	24.4%	8.4%	15.0%	16.1%	14.8%	19.9%	9.7%	29.9%	14.5%	12.3%	17.9%	6.2%	16.3%	11.1%	15.4%
4	278	79	199	76	44	49	55	55	17	67	70	86	240	11	25	1	132	79	6	32	246	31	248
	27.0%	25.6%	27.6%	22.8%	24.0%	28.5%	31.7%	32.1%	21.0%	33.0%	27.4%	25.5%	27.4%	14.4%	40.9%	8.9%	30.5%	28.6%	21.9%	25.2%	27.3%	29.6%	26.7%
5	223	55	168	47	30	40	47	59	7	43	53	80	184	19	14	7	106	53	6	13	210	23	200
	21.6%	17.6%	23.3%	14.0%	16.5%	23.4%	26.9%	34.9%	8.8%	21.4%	20.7%	23.8%	21.0%	25.3%	22.8%	39.8%	24.6%	19.1%	18.8%	9.8%	23.3%	22.4%	21.5%
Mean Score	3.2	3.0	3.2	2.7	3.0	3.3	3.5	3.7	2.8	3.3	3.1	3.2	3.1	3.1	3.5	3.5	3.4	3.1	3.0	2.6	3.2	3.2	3.2
SIGMA	1031	309	722	333	181	173	173	170	80	203	256	337	875	77	62	17	432	276	30	129	902	103	928
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%

**Low Paid Retail Workers**  
Prepared on behalf of Tooley Street Research

**Table 2**  
**Q1. Normal weightings**  
**Q1. To what extent do you agree or disagree with the following statement? I'd be happy if I had the same job two years from now.**  
Base: All respondents

	Total	Tax Credits		Earner Status			Employment Status		SEG				Ethnic Group	
		Yes	No	Main Earner	Second Earner	Joint Earner	Full Time	Part Time	AB	C1	C2	DE	White	BME
Unweighted Total	1031	228	725	343	430	258	343	688	39	218	53	721	958	65
Weighted Total	1031	204	722	316	464	252	342	689	41	221	55	713	938	82
1	185	35	129	59	91	35	70	115	5	44	4	131	168	15
	17.9%	17.2%	17.8%	18.6%	19.7%	13.8%	20.4%	16.7%	12.9%	20.1%	7.0%	18.4%	17.9%	18.9%
2	190	39	126	49	95	46	57	133	7	40	10	133	170	20
	18.4%	19.2%	17.5%	15.6%	20.5%	18.2%	16.7%	19.3%	15.9%	18.3%	17.9%	18.7%	18.1%	24.7%
3	155	31	108	51	72	31	54	100	9	32	6	107	141	9
	15.0%	15.3%	14.9%	16.3%	15.5%	12.5%	15.8%	14.6%	22.7%	14.3%	11.2%	15.1%	15.0%	11.2%
4	278	54	203	90	118	71	91	188	11	60	21	186	253	25
	27.0%	26.2%	28.1%	28.4%	25.5%	28.1%	26.4%	27.3%	26.9%	27.0%	38.9%	26.1%	27.0%	30.9%
5	223	45	156	67	87	69	71	152	9	45	14	155	206	12
	21.6%	22.2%	21.7%	21.1%	18.9%	27.4%	20.6%	22.1%	21.5%	20.3%	25.0%	21.8%	22.0%	14.3%
Mean Score	3.2	3.2	3.2	3.2	3.0	3.4	3.1	3.2	3.3	3.1	3.6	3.1	3.2	3.0
SIGMA	1031	204	722	316	464	252	342	689	41	221	55	713	938	82
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%

**Low Paid Retail Workers**  
Prepared on behalf of Tooley Street Research

**Table 3**  
**Q2. Normal weightings**  
**Q2. To what extent do you agree or disagree with the following statement? I feel ambitious to progress my career.**  
Base: All respondents

	Total	Gender		Age					Region6 + 1						Education				Student		Single Parent		
		Male	Female	18-24	25-34	35-44	45-54	55+	London	Midlands	North	South	England	Scotland	Wales	No Quals	GCSE	A-Level	Degree	Student	Non-Student	Yes	No
Unweighted Total	1031	266	765	208	202	193	224	204	68	198	261	344	871	77	65	19	470	245	28	80	951	96	935
Weighted Total	1031	309	722	333	181	173	173	170	80	203	256	337	875	77	62	17	432	276	30	129	902	103	928
1	182	55	127	20	16	33	50	63	8	35	43	66	151	19	11	3	89	41	5	3	179	4	178
	17.7%	17.9%	17.5%	5.9%	8.6%	19.2%	28.8%	37.3%	10.1%	17.1%	16.8%	19.4%	17.2%	24.2%	17.5%	21.0%	20.6%	14.7%	18.6%	2.4%	19.8%	4.0%	19.2%
2	244	63	181	46	36	56	51	56	14	44	75	80	213	13	14	6	106	66	9	26	218	25	218
	23.6%	20.3%	25.0%	13.7%	19.8%	32.3%	29.2%	32.7%	17.9%	21.7%	29.3%	23.6%	24.3%	17.6%	22.6%	37.5%	24.6%	23.7%	30.4%	19.9%	24.2%	24.4%	23.5%
3	150	47	103	33	29	39	29	20	11	25	37	50	124	15	8	4	70	39	4	10	141	13	137
	14.6%	15.2%	14.3%	9.8%	16.1%	22.6%	17.0%	11.9%	14.3%	12.4%	14.6%	14.8%	14.1%	19.4%	12.5%	21.7%	16.2%	14.1%	12.0%	7.7%	15.6%	12.7%	14.8%
4	287	86	201	140	62	31	29	25	27	67	66	88	248	15	18	3	103	88	5	54	233	33	254
	27.8%	28.0%	27.8%	42.1%	34.4%	17.9%	16.5%	14.6%	33.7%	33.2%	25.8%	26.1%	28.3%	20.1%	29.4%	15.3%	23.8%	31.7%	18.2%	42.2%	25.8%	31.8%	27.4%
5	168	57	110	95	38	14	15	6	19	32	35	54	140	14	11	1	64	43	6	36	132	28	140
	16.3%	18.6%	15.3%	28.5%	21.1%	8.0%	8.5%	3.4%	24.1%	15.7%	13.5%	16.1%	16.0%	18.7%	18.0%	4.5%	14.8%	15.7%	20.8%	27.8%	14.6%	27.0%	15.1%
Mean Score	3.0	3.1	3.0	3.7	3.4	2.6	2.5	2.1	3.4	3.1	2.9	3.0	3.0	2.9	3.1	2.4	2.9	3.1	2.9	3.7	2.9	3.5	3.0
SIGMA	1031	309	722	333	181	173	173	170	80	203	256	337	875	77	62	17	432	276	30	129	902	103	928
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%

**Low Paid Retail Workers**  
Prepared on behalf of Tooley Street Research

**Table 4**  
**Q2. Normal weightings**  
**Q2. To what extent do you agree or disagree with the following statement? I feel ambitious to progress my career.**  
Base: All respondents

	Total	Tax Credits		Earner Status			Employment Status		SEG				Ethnic Group	
		Yes	No	Main Earner	Second Earner	Joint Earner	Full Time	Part Time	AB	C1	C2	DE	White	BME
Unweighted Total	1031	228	725	343	430	258	343	688	39	218	53	721	958	65
Weighted Total	1031	204	722	316	464	252	342	689	41	221	55	713	938	82
1	182	26	152	69	70	43	66	116	3	33	4	142	181	1
	17.7%	12.9%	21.0%	21.8%	15.1%	17.1%	19.4%	16.8%	7.5%	14.7%	7.5%	19.9%	19.3%	1.8%
2	244	53	176	74	117	52	62	182	7	36	10	191	229	12
	23.6%	25.9%	24.3%	23.5%	25.3%	20.7%	18.1%	26.4%	17.5%	16.1%	18.3%	26.7%	24.5%	14.3%
3	150	35	99	48	60	42	50	101	3	30	7	111	139	10
	14.6%	17.3%	13.7%	15.2%	13.0%	16.8%	14.6%	14.6%	7.7%	13.4%	12.7%	15.5%	14.8%	12.1%
4	287	63	185	85	129	73	104	183	19	70	19	179	247	37
	27.8%	31.0%	25.7%	26.8%	27.9%	29.1%	30.5%	26.5%	45.5%	31.5%	35.1%	25.1%	26.3%	45.7%
5	168	26	110	40	86	41	60	108	9	54	15	90	142	21
	16.3%	12.9%	15.2%	12.7%	18.7%	16.4%	17.5%	15.7%	21.9%	24.4%	26.4%	12.7%	15.2%	26.1%
Mean Score	3.0	3.1	2.9	2.9	3.1	3.1	3.1	3.0	3.6	3.3	3.5	2.8	2.9	3.8
SIGMA	1031	204	722	316	464	252	342	689	41	221	55	713	938	82
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%

**Low Paid Retail Workers**  
Prepared on behalf of Tooley Street Research

**Table 5**  
**Q3. Normal weightings**  
**Q3. To what extent do you agree or disagree with the following statement? This is not the job I want, but it's the only work I could find.**  
Base: All respondents

	Total	Gender		Age					Region6 + 1						Education				Student		Single Parent		
		Male	Female	18-24	25-34	35-44	45-54	55+	London	Midlands	North	South	England	Scotland	Wales	No Quals	GCSE	A-Level	Degree	Student	Non-Student	Yes	No
Unweighted Total	1031	266	765	208	202	193	224	204	68	198	261	344	871	77	65	19	470	245	28	80	951	96	935
Weighted Total	1031	309	722	333	181	173	173	170	80	203	256	337	875	77	62	17	432	276	30	129	902	103	928
1	185	39	146	45	27	29	32	51	8	32	47	66	153	15	13	6	78	37	7	25	160	18	167
	17.9%	12.6%	20.2%	13.6%	14.9%	16.5%	18.8%	30.2%	10.1%	15.9%	18.3%	19.5%	17.5%	19.2%	21.4%	34.0%	18.1%	13.4%	24.2%	19.4%	17.7%	17.6%	18.0%
2	224	74	150	64	41	40	41	38	11	58	54	67	189	16	17	2	103	53	6	21	203	27	198
	21.8%	24.0%	20.8%	19.2%	22.8%	23.0%	23.7%	22.4%	14.3%	28.4%	20.9%	19.8%	21.6%	21.1%	27.0%	14.0%	23.8%	19.3%	19.5%	16.3%	22.5%	26.0%	21.3%
3	162	44	118	44	32	26	38	21	14	29	44	51	138	10	11	3	66	42	6	14	148	12	150
	15.7%	14.3%	16.3%	13.3%	17.7%	15.3%	21.7%	12.6%	17.3%	14.2%	17.2%	15.2%	15.8%	13.0%	17.1%	20.7%	15.3%	15.3%	19.9%	11.0%	16.4%	11.9%	16.1%
4	283	92	191	109	45	52	40	37	29	52	80	85	246	20	13	4	121	80	10	45	238	24	259
	27.5%	29.7%	26.5%	32.6%	24.6%	30.2%	23.2%	21.8%	37.0%	25.5%	31.1%	25.2%	28.1%	25.6%	21.9%	25.5%	27.9%	28.9%	33.9%	34.8%	26.4%	23.7%	27.9%
5	177	60	117	71	36	26	22	22	17	33	32	68	149	16	8	1	64	64	1	24	153	22	155
	17.2%	19.5%	16.1%	21.2%	19.9%	15.0%	12.7%	13.0%	21.2%	16.1%	12.4%	20.3%	17.1%	21.1%	12.6%	5.8%	14.9%	23.0%	2.5%	18.4%	17.0%	20.9%	16.7%
Mean Score	3.0	3.2	3.0	3.3	3.1	3.0	2.9	2.7	3.4	3.0	3.0	3.1	3.1	3.1	2.8	2.6	3.0	3.3	2.7	3.2	3.0	3.0	3.0
SIGMA	1031	309	722	333	181	173	173	170	80	203	256	337	875	77	62	17	432	276	30	129	902	103	928
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%



**Low Paid Retail Workers**  
Prepared on behalf of Tooley Street Research

Table 6

Q3. Normal weightings

Q3. To what extent do you agree or disagree with the following statement? This is not the job I want, but it's the only work I could find.

Base: All respondents

	Total	Tax Credits		Earner Status			Employment Status		SEG				Ethnic Group	
		Yes	No	Main Earner	Second Earner	Joint Earner	Full Time	Part Time	AB	C1	C2	DE	White	BME
Unweighted Total	1031	228	725	343	430	258	343	688	39	218	53	721	958	65
Weighted Total	1031	204	722	316	464	252	342	689	41	221	55	713	938	82
1	185	30	141	52	76	57	59	126	8	41	10	127	172	9
	17.9%	14.7%	19.6%	16.5%	16.3%	22.7%	17.3%	18.2%	19.3%	18.3%	17.8%	17.7%	18.4%	11.5%
2	224	50	156	76	101	47	69	156	8	53	14	150	206	15
	21.8%	24.4%	21.7%	24.2%	21.7%	18.9%	20.0%	22.6%	18.5%	23.8%	25.8%	21.0%	22.0%	18.3%
3	162	32	110	47	72	43	56	106	8	27	8	119	151	10
	15.7%	15.5%	15.2%	14.8%	15.5%	17.2%	16.3%	15.4%	18.2%	12.4%	15.3%	16.6%	16.1%	11.9%
4	283	54	200	88	138	57	93	190	11	53	12	207	257	24
	27.5%	26.3%	27.7%	27.9%	29.8%	22.6%	27.1%	27.6%	26.1%	24.0%	21.7%	29.0%	27.5%	29.4%
5	177	39	115	52	78	47	66	111	7	47	11	111	151	24
	17.2%	19.1%	15.9%	16.6%	16.7%	18.6%	19.2%	16.1%	18.0%	21.5%	19.3%	15.6%	16.1%	28.9%
Mean Score	3.0	3.1	3.0	3.0	3.1	3.0	3.1	3.0	3.1	3.1	3.0	3.0	3.0	3.5
SIGMA	1031	204	722	316	464	252	342	689	41	221	55	713	938	82
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%

**Low Paid Retail Workers**  
Prepared on behalf of Tooley Street Research

**Table 7**  
**Q4. Normal weightings**  
**Q4. To what extent do you agree or disagree with the following statement? I took this job because I need flexibility around my other commitments.**  
Base: All respondents

	Total	Gender		Age					Region6 + 1						Education				Student		Single Parent		
		Male	Female	18-24	25-34	35-44	45-54	55+	London	Midlands	North	South	England	Scotland	Wales	No Quals	GCSE	A-Level	Degree	Student	Non-Student	Yes	No
Unweighted Total	1031	266	765	208	202	193	224	204	68	198	261	344	871	77	65	19	470	245	28	80	951	96	935
Weighted Total	1031	309	722	333	181	173	173	170	80	203	256	337	875	77	62	17	432	276	30	129	902	103	928
1	154	55	99	48	26	18	27	36	10	33	34	47	124	16	12	3	61	35	2	3	151	11	143
	14.9%	17.8%	13.7%	14.3%	14.3%	10.4%	15.4%	20.9%	12.6%	16.1%	13.4%	13.8%	14.1%	20.4%	18.9%	20.0%	14.0%	12.6%	5.5%	2.6%	16.7%	10.5%	15.4%
2	197	80	118	68	39	35	30	25	15	45	47	64	170	12	14	3	90	48	6	15	183	18	180
	19.1%	25.8%	16.3%	20.5%	21.4%	20.4%	17.5%	14.4%	18.4%	22.0%	18.3%	19.1%	19.5%	15.3%	23.5%	15.3%	20.9%	17.5%	18.7%	11.5%	20.2%	17.2%	19.4%
3	124	40	83	32	20	28	21	23	14	17	39	36	106	8	6	5	61	28	3	8	116	10	114
	12.0%	13.0%	11.5%	9.7%	11.0%	16.0%	12.0%	13.5%	17.2%	8.4%	15.2%	10.7%	12.1%	10.6%	10.3%	30.3%	14.2%	10.3%	8.5%	6.2%	12.8%	9.4%	12.3%
4	310	83	227	105	51	45	53	56	20	72	71	99	261	28	19	4	130	85	11	61	248	37	272
	30.0%	26.8%	31.4%	31.6%	28.3%	25.9%	30.5%	32.7%	25.1%	35.3%	27.6%	29.4%	29.9%	36.8%	30.2%	23.9%	30.1%	30.8%	36.1%	47.7%	27.5%	36.3%	29.3%
5	246	51	195	80	45	47	43	31	21	37	65	91	214	13	11	2	89	80	9	41	205	27	219
	23.9%	16.5%	27.0%	23.9%	24.9%	27.3%	24.7%	18.4%	26.8%	18.1%	25.5%	27.0%	24.5%	16.9%	17.2%	10.5%	20.7%	28.8%	31.3%	31.9%	22.7%	26.6%	23.6%
Mean Score	3.3	3.0	3.4	3.3	3.3	3.4	3.3	3.1	3.3	3.2	3.3	3.4	3.3	3.1	3.0	2.9	3.2	3.5	3.7	3.9	3.2	3.5	3.3
SIGMA	1031	309	722	333	181	173	173	170	80	203	256	337	875	77	62	17	432	276	30	129	902	103	928
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%

**Low Paid Retail Workers**  
Prepared on behalf of Tooley Street Research

**Table 8**  
**Q4. Normal weightings**  
**Q4. To what extent do you agree or disagree with the following statement? I took this job because I need flexibility around my other commitments.**  
Base: All respondents

	Total	Tax Credits		Earner Status			Employment Status		SEG				Ethnic Group	
		Yes	No	Main Earner	Second Earner	Joint Earner	Full Time	Part Time	AB	C1	C2	DE	White	BME
Unweighted Total	1031	228	725	343	430	258	343	688	39	218	53	721	958	65
Weighted Total	1031	204	722	316	464	252	342	689	41	221	55	713	938	82
1	154	24	115	54	58	42	82	72	7	47	3	97	145	6
	14.9%	11.6%	15.9%	17.2%	12.4%	16.6%	23.8%	10.5%	15.8%	21.2%	6.2%	13.6%	15.5%	7.5%
2	197	34	144	65	78	55	95	102	9	49	6	133	182	14
	19.1%	16.7%	20.0%	20.6%	16.7%	21.8%	27.8%	14.8%	22.2%	22.3%	11.4%	18.6%	19.4%	16.5%
3	124	24	87	45	53	26	43	81	8	17	7	91	114	7
	12.0%	11.9%	12.1%	14.2%	11.4%	10.3%	12.5%	11.7%	19.9%	7.9%	12.9%	12.7%	12.2%	9.1%
4	310	55	217	88	151	70	77	233	13	52	27	218	277	31
	30.0%	26.8%	30.1%	27.9%	32.6%	28.0%	22.5%	33.8%	30.5%	23.6%	49.2%	30.5%	29.5%	38.0%
5	246	67	159	63	124	59	46	201	5	55	11	175	219	24
	23.9%	33.0%	22.0%	20.0%	26.8%	23.3%	13.3%	29.1%	11.6%	25.0%	20.3%	24.5%	23.3%	28.8%
Mean Score	3.3	3.5	3.2	3.1	3.4	3.2	2.7	3.6	3.0	3.1	3.7	3.3	3.3	3.6
SIGMA	1031	204	722	316	464	252	342	689	41	221	55	713	938	82
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%

**Low Paid Retail Workers**  
Prepared on behalf of Tooley Street Research

**Table 9**  
**Q5. Normal weightings**  
**Q5. To what extent do you agree or disagree with the following statement? My personal health is such that this is the only job I felt comfortable doing.**  
**Base: All respondents**

	Total	Gender		Age					Region6 + 1						Education				Student		Single Parent		
		Male	Female	18-24	25-34	35-44	45-54	55+	London	Midlands	North	South	England	Scotland	Wales	No Quals	GCSE	A-Level	Degree	Student	Non-Student	Yes	No
Unweighted Total	1031	266	765	208	202	193	224	204	68	198	261	344	871	77	65	19	470	245	28	80	951	96	935
Weighted Total	1031	309	722	333	181	173	173	170	80	203	256	337	875	77	62	17	432	276	30	129	902	103	928
1	434	135	299	174	67	67	63	62	21	86	121	136	364	38	24	5	153	132	12	68	366	42	392
	42.1%	43.5%	41.4%	52.2%	37.0%	39.0%	36.5%	36.5%	26.5%	42.4%	47.1%	40.3%	41.5%	50.0%	39.4%	28.5%	35.5%	47.8%	40.0%	52.5%	40.6%	40.5%	42.2%
2	270	70	200	81	51	43	47	47	27	54	73	83	237	14	15	3	117	67	10	28	241	30	240
	26.2%	22.6%	27.7%	24.2%	28.3%	25.1%	27.2%	27.8%	34.0%	26.8%	28.4%	24.6%	27.1%	18.3%	23.9%	20.8%	27.0%	24.3%	35.5%	22.0%	26.7%	29.1%	25.8%
3	127	48	79	31	21	30	23	22	13	24	32	37	106	10	8	4	63	28	4	8	119	11	117
	12.4%	15.5%	11.0%	9.2%	11.4%	17.6%	13.5%	13.1%	16.1%	12.0%	12.5%	11.0%	12.1%	13.1%	12.6%	25.4%	14.6%	10.0%	14.1%	6.2%	13.2%	10.3%	12.6%
4	148	43	105	39	34	23	31	22	16	29	25	55	125	11	11	2	70	38	1	22	126	17	131
	14.4%	14.0%	14.5%	11.6%	18.7%	13.2%	17.8%	12.8%	20.2%	14.5%	9.7%	16.2%	14.3%	13.8%	17.4%	13.7%	16.2%	13.8%	5.0%	16.8%	14.0%	16.3%	14.2%
5	52	13	39	9	9	9	9	17	3	9	6	27	43	4	4	2	29	11	2	3	49	4	48
	5.1%	4.4%	5.3%	2.7%	4.8%	5.1%	5.0%	9.9%	3.2%	4.3%	2.2%	7.9%	5.0%	4.8%	6.7%	11.5%	6.7%	4.1%	5.4%	2.4%	5.4%	3.8%	5.2%
Mean Score	2.1	2.1	2.1	1.9	2.3	2.2	2.3	2.3	2.4	2.1	1.9	2.3	2.1	2.1	2.3	2.6	2.3	2.0	2.0	1.9	2.2	2.1	2.1
SIGMA	1031	309	722	333	181	173	173	170	80	203	256	337	875	77	62	17	432	276	30	129	902	103	928
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%

**Low Paid Retail Workers**  
Prepared on behalf of Tooley Street Research

Table 10

Q5. Normal weightings

Q5. To what extent do you agree or disagree with the following statement? My personal health is such that this is the only job I felt comfortable doing.

Base: All respondents

	Total	Tax Credits		Earner Status			Employment Status		SEG				Ethnic Group	
		Yes	No	Main Earner	Second Earner	Joint Earner	Full Time	Part Time	AB	C1	C2	DE	White	BME
Unweighted Total	1031	228	725	343	430	258	343	688	39	218	53	721	958	65
Weighted Total	1031	204	722	316	464	252	342	689	41	221	55	713	938	82
1	434	83	297	113	208	113	148	286	17	87	12	317	398	28
	42.1%	40.7%	41.2%	35.9%	44.8%	44.7%	43.2%	41.5%	41.3%	39.5%	22.5%	44.4%	42.4%	34.5%
2	270	53	196	84	123	63	92	177	6	61	16	188	248	20
	26.2%	26.1%	27.1%	26.6%	26.5%	25.0%	27.0%	25.7%	14.3%	27.4%	28.5%	26.3%	26.5%	24.3%
3	127	27	90	49	55	23	42	86	7	23	8	89	115	11
	12.4%	13.1%	12.4%	15.7%	11.8%	9.3%	12.2%	12.5%	16.1%	10.5%	15.2%	12.5%	12.2%	13.8%
4	148	29	101	49	63	36	45	103	9	37	11	91	129	19
	14.4%	14.0%	14.0%	15.5%	13.6%	14.4%	13.2%	14.9%	20.8%	16.7%	20.5%	12.8%	13.7%	22.7%
5	52	13	39	20	15	17	15	37	3	13	7	29	48	4
	5.1%	6.1%	5.3%	6.4%	3.3%	6.6%	4.5%	5.3%	7.6%	5.9%	13.3%	4.0%	5.1%	4.8%
Mean Score	2.1	2.2	2.2	2.3	2.0	2.1	2.1	2.2	2.4	2.2	2.7	2.1	2.1	2.4
SIGMA	1031	204	722	316	464	252	342	689	41	221	55	713	938	82
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%

**Low Paid Retail Workers**  
Prepared on behalf of Tooley Street Research

**Table 11**  
**Q6. Normal weightings**  
**Q6. To what extent do you agree or disagree with the following statement? I want more hours in order to earn more money.**  
Base: All respondents

	Total	Gender		Age					Region6 + 1						Education				Student		Single Parent		
		Male	Female	18-24	25-34	35-44	45-54	55+	London	Midlands	North	South	England	Scotland	Wales	No Quals	GCSE	A-Level	Degree	Student	Non-Student	Yes	No
Unweighted Total	1031	266	765	208	202	193	224	204	68	198	261	344	871	77	65	19	470	245	28	80	951	96	935
Weighted Total	1031	309	722	333	181	173	173	170	80	203	256	337	875	77	62	17	432	276	30	129	902	103	928
1	140	39	101	16	15	21	35	52	6	27	27	57	117	15	8	3	71	28	2	8	132	4	136
	13.6%	12.8%	13.9%	4.8%	8.5%	12.3%	20.4%	30.7%	7.0%	13.5%	10.6%	16.8%	13.3%	19.1%	12.7%	15.3%	16.5%	10.1%	7.6%	6.0%	14.7%	4.0%	14.6%
2	204	62	141	60	33	34	37	39	17	41	55	68	181	12	7	5	87	54	7	28	176	17	186
	19.8%	20.2%	19.6%	17.9%	18.3%	19.8%	21.5%	23.2%	20.9%	20.4%	21.5%	20.1%	20.7%	16.1%	11.9%	30.6%	20.1%	19.7%	23.7%	21.3%	19.5%	17.0%	20.1%
3	129	50	79	34	25	30	19	21	7	24	37	43	112	8	4	1	58	34	3	10	119	16	113
	12.5%	16.1%	10.9%	10.2%	14.1%	17.2%	10.9%	12.1%	9.2%	12.0%	14.5%	12.8%	12.8%	9.9%	7.2%	5.8%	13.4%	12.2%	11.0%	7.4%	13.2%	15.2%	12.2%
4	322	80	243	121	62	51	55	34	31	63	78	102	274	20	25	5	134	89	11	50	272	39	284
	31.3%	25.8%	33.6%	36.2%	34.4%	29.2%	31.6%	20.0%	39.4%	30.9%	30.4%	30.2%	31.3%	26.2%	41.1%	28.6%	31.1%	32.2%	38.6%	38.9%	30.2%	37.5%	30.6%
5	236	78	158	103	45	37	27	24	19	47	59	68	192	22	17	3	82	71	6	34	202	27	209
	22.9%	25.2%	21.9%	31.0%	24.7%	21.4%	15.7%	13.9%	23.5%	23.2%	23.0%	20.1%	21.9%	28.6%	27.1%	19.8%	18.9%	25.9%	19.2%	26.4%	22.4%	26.3%	22.5%
Mean Score	3.3	3.3	3.3	3.7	3.5	3.3	3.0	2.6	3.5	3.3	3.3	3.2	3.3	3.3	3.6	3.1	3.2	3.4	3.4	3.6	3.3	3.7	3.3
SIGMA	1031	309	722	333	181	173	173	170	80	203	256	337	875	77	62	17	432	276	30	129	902	103	928
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%

**Low Paid Retail Workers**  
Prepared on behalf of Tooley Street Research

**Table 12**  
**Q6. Normal weightings**  
**Q6. To what extent do you agree or disagree with the following statement? I want more hours in order to earn more money.**  
Base: All respondents

	Total	Tax Credits		Earner Status			Employment Status		SEG				Ethnic Group	
		Yes	No	Main Earner	Second Earner	Joint Earner	Full Time	Part Time	AB	C1	C2	DE	White	BME
Unweighted Total	1031	228	725	343	430	258	343	688	39	218	53	721	958	65
Weighted Total	1031	204	722	316	464	252	342	689	41	221	55	713	938	82
1	140	21	113	59	44	37	55	85	2	35	4	99	138	2
	13.6%	10.4%	15.7%	18.7%	9.5%	14.7%	16.0%	12.4%	5.7%	15.7%	7.4%	13.9%	14.7%	2.7%
2	204	35	152	59	94	51	68	136	7	42	11	144	184	19
	19.8%	17.2%	21.1%	18.6%	20.2%	20.4%	19.9%	19.7%	16.2%	18.9%	20.1%	20.2%	19.7%	22.8%
3	129	31	84	58	50	21	56	72	12	22	9	85	115	12
	12.5%	15.2%	11.6%	18.2%	10.9%	8.3%	16.5%	10.5%	28.6%	10.1%	17.0%	12.0%	12.3%	14.8%
4	322	60	224	77	150	95	98	224	12	63	19	228	288	30
	31.3%	29.1%	31.0%	24.3%	32.4%	37.9%	28.7%	32.5%	29.5%	28.6%	33.7%	32.0%	30.7%	37.2%
5	236	57	149	64	125	47	65	171	8	59	12	157	212	18
	22.9%	28.1%	20.6%	20.2%	27.0%	18.6%	19.0%	24.8%	19.9%	26.6%	21.7%	22.0%	22.6%	22.5%
Mean Score	3.3	3.5	3.2	3.1	3.5	3.3	3.1	3.4	3.4	3.3	3.4	3.3	3.3	3.5
SIGMA	1031	204	722	316	464	252	342	689	41	221	55	713	938	82
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%

**Low Paid Retail Workers**  
Prepared on behalf of Tooley Street Research

**Table 13**  
**Q7. Normal weightings**  
**Q7. To what extent do you agree or disagree with the following statement? I want promotion in order to earn more money.**  
Base: All respondents

	Total	Gender		Age					Region6 + 1						Education				Student		Single Parent		
		Male	Female	18-24	25-34	35-44	45-54	55+	London	Midlands	North	South	England	Scotland	Wales	No Quals	GCSE	A-Level	Degree	Student	Non-Student	Yes	No
Unweighted Total	1031	266	765	208	202	193	224	204	68	198	261	344	871	77	65	19	470	245	28	80	951	96	935
Weighted Total	1031	309	722	333	181	173	173	170	80	203	256	337	875	77	62	17	432	276	30	129	902	103	928
1	191	51	140	23	17	37	52	62	8	34	43	74	159	17	13	3	99	42	5	8	183	7	184
	18.5%	16.4%	19.4%	6.8%	9.4%	21.4%	30.3%	36.2%	10.1%	16.9%	16.8%	22.0%	18.2%	21.6%	21.6%	21.0%	22.8%	15.4%	15.4%	6.2%	20.3%	6.9%	19.8%
2	226	55	171	54	24	42	48	58	12	60	55	68	194	18	10	5	100	62	5	35	191	17	209
	21.9%	17.9%	23.7%	16.1%	13.2%	24.4%	27.7%	34.3%	14.5%	29.5%	21.4%	20.2%	22.2%	23.9%	15.4%	27.9%	23.2%	22.3%	16.7%	27.3%	21.2%	16.9%	22.5%
3	173	60	113	59	35	35	25	19	15	28	52	50	145	14	11	5	69	51	7	25	149	16	158
	16.8%	19.5%	15.7%	17.6%	19.5%	20.3%	14.6%	11.2%	18.3%	14.0%	20.3%	14.8%	16.5%	18.6%	18.0%	31.9%	16.1%	18.3%	22.5%	19.2%	16.5%	15.3%	17.0%
4	291	92	199	126	73	32	34	26	35	45	66	102	248	19	19	3	96	82	13	48	243	46	245
	28.2%	29.7%	27.6%	37.7%	40.2%	18.5%	19.6%	15.5%	43.5%	22.1%	25.9%	30.2%	28.3%	24.5%	31.6%	19.2%	22.2%	29.6%	42.6%	37.4%	26.9%	44.6%	26.4%
5	150	51	99	73	32	27	14	5	11	35	40	43	129	9	8	-	68	40	1	13	137	17	133
	14.6%	16.5%	13.7%	21.9%	17.7%	15.4%	7.8%	2.9%	13.6%	17.5%	15.6%	12.8%	14.8%	11.4%	13.5%	-	15.7%	14.4%	2.8%	9.8%	15.2%	16.4%	14.4%
Mean Score	3.0	3.1	2.9	3.5	3.4	2.8	2.5	2.1	3.4	2.9	3.0	2.9	3.0	2.8	3.0	2.5	2.8	3.1	3.0	3.2	3.0	3.5	2.9
SIGMA	1031	309	722	333	181	173	173	170	80	203	256	337	875	77	62	17	432	276	30	129	902	103	928
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%



**Low Paid Retail Workers**  
Prepared on behalf of Tooley Street Research

**Table 14**  
**Q7. Normal weightings**  
**Q7. To what extent do you agree or disagree with the following statement? I want promotion in order to earn more money.**  
**Base: All respondents**

	Total	Tax Credits		Earner Status			Employment Status		SEG				Ethnic Group	
		Yes	No	Main Earner	Second Earner	Joint Earner	Full Time	Part Time	AB	C1	C2	DE	White	BME
Unweighted Total	1031	228	725	343	430	258	343	688	39	218	53	721	958	65
Weighted Total	1031	204	722	316	464	252	342	689	41	221	55	713	938	82
1	191	37	144	64	82	45	55	136	4	37	5	144	187	1
	18.5%	18.1%	19.9%	20.3%	17.6%	17.9%	16.1%	19.7%	9.4%	16.9%	9.2%	20.3%	20.0%	0.9%
2	226	40	167	70	113	43	55	171	2	32	9	183	216	9
	21.9%	19.4%	23.2%	22.1%	24.4%	17.3%	16.0%	24.9%	4.1%	14.6%	16.3%	25.7%	23.0%	11.4%
3	173	39	114	54	80	39	43	130	8	27	13	125	152	18
	16.8%	19.1%	15.7%	17.2%	17.3%	15.4%	12.6%	18.9%	19.0%	12.4%	23.4%	17.6%	16.3%	21.9%
4	291	54	199	88	126	77	121	169	21	69	18	182	250	39
	28.2%	26.2%	27.6%	27.8%	27.1%	30.6%	35.5%	24.6%	50.9%	31.4%	33.4%	25.5%	26.7%	47.4%
5	150	35	98	40	63	47	68	82	7	55	10	79	132	15
	14.6%	17.2%	13.6%	12.6%	13.6%	18.8%	19.8%	11.9%	16.6%	24.7%	17.7%	11.0%	14.0%	18.5%
Mean Score	3.0	3.1	2.9	2.9	2.9	3.2	3.3	2.8	3.6	3.3	3.3	2.8	2.9	3.7
SIGMA	1031	204	722	316	464	252	342	689	41	221	55	713	938	82
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%

**Low Paid Retail Workers**  
Prepared on behalf of Tooley Street Research

Table 15

Q8. Normal weightings

Q8. To what extent do you agree or disagree with the following statement? There's no point being ambitious at work because I plan to leave this job soon.

Base: All respondents

	Total	Gender		Age					Region6 + 1						Education				Student		Single Parent		
		Male	Female	18-24	25-34	35-44	45-54	55+	London	Midlands	North	South	England	Scotland	Wales	No Quals	GCSE	A-Level	Degree	Student	Non-Student	Yes	No
Unweighted Total	1031	266	765	208	202	193	224	204	68	198	261	344	871	77	65	19	470	245	28	80	951	96	935
Weighted Total	1031	309	722	333	181	173	173	170	80	203	256	337	875	77	62	17	432	276	30	129	902	103	928
1	270	73	197	91	39	44	51	45	13	53	71	84	220	24	20	3	118	75	7	24	246	33	238
	26.2%	23.6%	27.4%	27.4%	21.7%	25.2%	29.7%	26.5%	16.3%	25.9%	27.7%	24.9%	25.2%	31.3%	32.7%	15.3%	27.3%	27.2%	23.6%	19.0%	27.3%	31.6%	25.6%
2	298	80	218	84	54	56	56	49	21	64	81	86	252	19	22	7	125	74	10	33	266	39	260
	28.9%	25.9%	30.3%	25.2%	29.6%	32.4%	32.2%	28.7%	26.2%	31.5%	31.9%	25.6%	28.8%	24.3%	35.4%	39.5%	29.0%	26.7%	34.8%	25.4%	29.5%	37.5%	28.0%
3	188	68	120	40	37	36	38	38	24	29	36	66	155	20	9	3	85	45	4	12	177	10	179
	18.3%	22.0%	16.7%	12.0%	20.5%	20.9%	21.8%	22.1%	30.0%	14.3%	14.2%	19.5%	17.7%	26.6%	15.2%	19.4%	19.8%	16.3%	14.8%	9.1%	19.6%	9.5%	19.3%
4	181	62	119	72	42	23	20	23	16	34	44	66	160	11	9	3	81	46	6	40	141	15	166
	17.6%	19.9%	16.6%	21.6%	23.3%	13.6%	11.4%	13.8%	20.4%	16.6%	17.3%	19.6%	18.3%	14.5%	14.2%	15.3%	18.7%	16.7%	21.7%	31.4%	15.6%	14.6%	17.9%
5	93	27	66	46	9	14	8	15	6	24	23	35	87	3	2	2	23	36	2	19	73	7	86
	9.0%	8.6%	9.2%	13.8%	5.0%	7.9%	4.9%	9.0%	7.1%	11.7%	8.9%	10.4%	9.9%	3.3%	2.6%	10.5%	5.2%	13.1%	5.1%	15.1%	8.1%	6.8%	9.2%
Mean Score	2.5	2.6	2.5	2.7	2.6	2.5	2.3	2.5	2.8	2.6	2.5	2.6	2.6	2.3	2.2	2.7	2.5	2.6	2.5	3.0	2.5	2.3	2.6
SIGMA	1031	309	722	333	181	173	173	170	80	203	256	337	875	77	62	17	432	276	30	129	902	103	928
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%

**Low Paid Retail Workers**  
Prepared on behalf of Tooley Street Research

Table 16

Q8. Normal weightings

Q8. To what extent do you agree or disagree with the following statement? There's no point being ambitious at work because I plan to leave this job soon.

Base: All respondents

	Total	Tax Credits		Earner Status			Employment Status		SEG				Ethnic Group	
		Yes	No	Main Earner	Second Earner	Joint Earner	Full Time	Part Time	AB	C1	C2	DE	White	BME
Unweighted Total	1031	228	725	343	430	258	343	688	39	218	53	721	958	65
Weighted Total	1031	204	722	316	464	252	342	689	41	221	55	713	938	82
1	270	52	186	85	113	73	85	186	13	70	19	168	249	15
	26.2%	25.5%	25.8%	26.8%	24.4%	28.9%	24.7%	27.0%	31.6%	31.7%	35.2%	23.5%	26.6%	18.2%
2	298	63	210	88	143	68	102	196	11	52	15	222	272	25
	28.9%	30.9%	29.1%	27.8%	30.7%	27.1%	29.9%	28.5%	25.6%	23.3%	26.3%	31.1%	29.0%	30.7%
3	188	38	130	60	84	44	61	128	6	29	6	147	179	6
	18.3%	18.4%	18.0%	18.9%	18.2%	17.6%	17.7%	18.6%	15.5%	13.2%	10.8%	20.6%	19.1%	7.8%
4	181	33	130	59	77	45	57	124	7	43	13	118	157	24
	17.6%	16.1%	18.0%	18.7%	16.6%	17.9%	16.7%	18.0%	18.0%	19.3%	23.5%	16.5%	16.8%	29.3%
5	93	19	66	24	47	22	37	55	4	27	2	59	81	11
	9.0%	9.1%	9.1%	7.8%	10.0%	8.6%	10.9%	8.0%	9.3%	12.4%	4.1%	8.3%	8.7%	14.0%
Mean Score	2.5	2.5	2.6	2.5	2.6	2.5	2.6	2.5	2.5	2.6	2.3	2.5	2.5	2.9
SIGMA	1031	204	722	316	464	252	342	689	41	221	55	713	938	82
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%

**Low Paid Retail Workers**  
Prepared on behalf of Tooley Street Research

Table 17

Q9. Normal weightings

Q9. When thinking about the type of work you do, compared to what you are capable of doing, to what extent do you agree or disagree with the following statement? I feel overqualified for the work that I do.

Base: All respondents

	Total	Gender		Age					Region6 + 1						Education				Student		Single Parent		
		Male	Female	18-24	25-34	35-44	45-54	55+	London	Midlands	North	South	England	Scotland	Wales	No Quals	GCSE	A-Level	Degree	Student	Non-Student	Yes	No
Unweighted Total	1031	266	765	208	202	193	224	204	68	198	261	344	871	77	65	19	470	245	28	80	951	96	935
Weighted Total	1031	309	722	333	181	173	173	170	80	203	256	337	875	77	62	17	432	276	30	129	902	103	928
1	119	28	91	36	16	22	22	22	10	27	24	39	100	10	7	6	61	22	1	14	105	11	108
	11.6%	9.0%	12.7%	10.9%	9.0%	12.7%	12.8%	13.1%	12.0%	13.4%	9.5%	11.4%	11.4%	13.4%	11.2%	35.4%	14.2%	8.0%	2.5%	11.0%	11.6%	10.9%	11.6%
2	216	59	158	81	34	37	33	32	25	38	64	55	182	14	17	4	92	66	13	34	182	29	188
	21.0%	19.0%	21.8%	24.2%	18.7%	21.6%	18.9%	18.5%	31.3%	18.5%	25.1%	16.4%	20.8%	18.1%	27.9%	23.2%	21.2%	23.9%	42.5%	26.4%	20.2%	27.7%	20.2%
3	160	47	113	51	23	31	25	30	11	27	30	55	123	19	14	4	78	48	2	19	141	17	142
	15.5%	15.0%	15.7%	15.2%	12.6%	18.0%	14.5%	17.6%	13.3%	13.1%	11.9%	16.4%	14.0%	25.0%	23.2%	25.4%	18.0%	17.4%	6.2%	14.9%	15.6%	16.8%	15.4%
4	306	95	211	92	61	40	67	47	26	68	71	105	270	19	12	2	139	82	6	40	266	25	281
	29.7%	30.7%	29.3%	27.6%	33.6%	22.9%	38.5%	27.5%	32.7%	33.4%	27.8%	31.2%	30.9%	24.7%	19.6%	10.2%	32.3%	29.5%	18.7%	31.2%	29.5%	24.3%	30.3%
5	230	81	148	74	47	43	26	39	8	44	66	83	201	14	11	1	62	59	9	21	208	21	209
	22.3%	26.3%	20.6%	22.1%	26.0%	24.8%	15.2%	23.2%	10.6%	21.5%	25.7%	24.6%	22.9%	18.7%	18.2%	5.8%	14.4%	21.2%	30.0%	16.6%	23.1%	20.4%	22.5%
Mean Score	3.3	3.5	3.2	3.3	3.5	3.3	3.2	3.3	3.0	3.3	3.4	3.4	3.3	3.2	3.1	2.3	3.1	3.3	3.3	3.2	3.3	3.2	3.3
SIGMA	1031	309	722	333	181	173	173	170	80	203	256	337	875	77	62	17	432	276	30	129	902	103	928
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%

**Low Paid Retail Workers**  
Prepared on behalf of Tooley Street Research

**Table 18**  
**Q9. Normal weightings**  
**Q9. When thinking about the type of work you do, compared to what you are capable of doing, to what extent do you agree or disagree with the following statement? I feel overqualified for the work that I do.**  
Base: All respondents

	Total	Tax Credits		Earner Status			Employment Status		SEG				Ethnic Group	
		Yes	No	Main Earner	Second Earner	Joint Earner	Full Time	Part Time	AB	C1	C2	DE	White	BME
Unweighted Total	1031	228	725	343	430	258	343	688	39	218	53	721	958	65
Weighted Total	1031	204	722	316	464	252	342	689	41	221	55	713	938	82
1	119	18	83	31	52	36	33	86	5	22	8	85	109	7
	11.6%	8.9%	11.5%	9.7%	11.3%	14.3%	9.7%	12.5%	11.0%	10.0%	14.2%	11.9%	11.7%	8.8%
2	216	39	161	57	98	61	73	144	11	55	10	141	197	17
	21.0%	19.0%	22.3%	18.2%	21.1%	24.2%	21.2%	20.9%	25.9%	24.7%	17.7%	19.8%	21.0%	21.1%
3	160	31	109	47	81	31	46	114	2	30	14	114	144	13
	15.5%	15.0%	15.1%	15.0%	17.6%	12.3%	13.4%	16.6%	4.0%	13.6%	26.1%	15.9%	15.4%	15.6%
4	306	69	206	110	135	61	98	208	16	67	18	205	275	29
	29.7%	34.0%	28.6%	34.8%	29.2%	24.2%	28.6%	30.2%	38.9%	30.3%	32.5%	28.7%	29.3%	35.8%
5	230	47	163	70	96	63	93	136	8	47	5	169	213	15
	22.3%	23.2%	22.6%	22.2%	20.8%	25.1%	27.2%	19.8%	20.1%	21.3%	9.5%	23.7%	22.7%	18.6%
Mean Score	3.3	3.4	3.3	3.4	3.3	3.2	3.4	3.2	3.3	3.3	3.1	3.3	3.3	3.3
SIGMA	1031	204	722	316	464	252	342	689	41	221	55	713	938	82
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%

**Low Paid Retail Workers**  
Prepared on behalf of Tooley Street Research

Table 19

Q10. Normal weightings

Q10. When thinking about the type of work you do, compared to what you are capable of doing, to what extent do you agree or disagree with the following statement? My employer knows how skilled I am.

Base: All respondents

	Total	Gender		Age					Region6 + 1						Education				Student		Single Parent		
		Male	Female	18-24	25-34	35-44	45-54	55+	London	Midlands	North	South	England	Scotland	Wales	No Quals	GCSE	A-Level	Degree	Student	Non-Student	Yes	No
Unweighted Total	1031	266	765	208	202	193	224	204	68	198	261	344	871	77	65	19	470	245	28	80	951	96	935
Weighted Total	1031	309	722	333	181	173	173	170	80	203	256	337	875	77	62	17	432	276	30	129	902	103	928
1	76	27	49	18	15	16	14	13	3	9	24	28	65	8	2	2	32	19	4	10	66	3	72
	7.3%	8.7%	6.8%	5.3%	8.3%	9.4%	8.2%	7.4%	4.0%	4.5%	9.4%	8.3%	7.4%	10.3%	2.6%	10.5%	7.5%	6.8%	13.0%	7.4%	7.3%	3.3%	7.8%
2	168	49	120	54	29	28	29	28	18	39	41	52	150	7	8	2	60	66	5	27	141	17	151
	16.3%	15.8%	16.6%	16.2%	16.1%	16.4%	16.5%	16.6%	22.7%	19.4%	16.1%	15.4%	17.2%	9.2%	12.4%	9.2%	13.8%	23.9%	16.7%	21.1%	15.7%	16.6%	16.3%
3	148	42	105	35	30	25	35	22	12	25	34	52	123	12	10	4	67	35	5	11	137	14	133
	14.3%	13.7%	14.6%	10.6%	16.6%	14.6%	20.2%	13.0%	14.7%	12.4%	13.2%	15.5%	14.0%	15.6%	16.2%	25.8%	15.4%	12.5%	16.5%	8.6%	15.2%	14.0%	14.4%
4	403	124	279	149	67	63	58	66	36	88	94	122	340	32	25	6	178	103	9	65	338	48	355
	39.1%	40.2%	38.6%	44.6%	37.1%	36.5%	33.7%	38.7%	45.8%	43.5%	36.7%	36.1%	38.9%	41.9%	40.4%	33.5%	41.1%	37.4%	30.1%	50.6%	37.5%	46.9%	38.2%
5	236	67	169	78	40	40	37	41	10	41	63	84	198	18	17	3	96	54	7	16	220	20	216
	22.9%	21.6%	23.4%	23.3%	21.9%	23.1%	21.4%	24.3%	12.9%	20.2%	24.6%	24.8%	22.6%	23.0%	28.4%	21.0%	22.2%	19.4%	23.8%	12.2%	24.4%	19.3%	23.3%
Mean Score	3.5	3.5	3.6	3.6	3.5	3.5	3.4	3.6	3.4	3.6	3.5	3.5	3.5	3.6	3.8	3.5	3.6	3.4	3.4	3.4	3.6	3.6	3.5
SIGMA	1031	309	722	333	181	173	173	170	80	203	256	337	875	77	62	17	432	276	30	129	902	103	928
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%

**Low Paid Retail Workers**  
Prepared on behalf of Tooley Street Research

Table 20

Q10. Normal weightings

Q10. When thinking about the type of work you do, compared to what you are capable of doing, to what extent do you agree or disagree with the following statement? My employer knows how skilled I am.

Base: All respondents

	Total	Tax Credits		Earner Status			Employment Status		SEG				Ethnic Group	
		Yes	No	Main Earner	Second Earner	Joint Earner	Full Time	Part Time	AB	C1	C2	DE	White	BME
Unweighted Total	1031	228	725	343	430	258	343	688	39	218	53	721	958	65
Weighted Total	1031	204	722	316	464	252	342	689	41	221	55	713	938	82
1	76	14	56	29	33	14	30	46	2	20	2	52	72	2
	7.3%	6.7%	7.7%	9.1%	7.1%	5.6%	8.6%	6.7%	3.9%	9.1%	2.9%	7.3%	7.7%	1.9%
2	168	38	116	52	70	46	60	109	5	27	4	132	155	13
	16.3%	18.4%	16.0%	16.5%	15.1%	18.4%	17.5%	15.8%	11.6%	12.3%	7.5%	18.6%	16.5%	16.3%
3	148	29	98	52	67	29	46	102	6	26	6	110	139	7
	14.3%	14.4%	13.5%	16.5%	14.4%	11.5%	13.5%	14.8%	15.4%	11.6%	10.6%	15.4%	14.8%	9.1%
4	403	75	279	119	197	87	117	287	18	83	33	269	361	38
	39.1%	36.8%	38.7%	37.7%	42.6%	34.5%	34.0%	41.6%	43.4%	37.5%	60.3%	37.7%	38.5%	46.3%
5	236	48	174	64	96	76	90	146	11	65	10	149	210	22
	22.9%	23.7%	24.1%	20.2%	20.8%	30.0%	26.4%	21.1%	25.7%	29.6%	18.8%	20.9%	22.4%	26.4%
Mean Score	3.5	3.5	3.6	3.4	3.5	3.7	3.5	3.5	3.8	3.7	3.8	3.5	3.5	3.8
SIGMA	1031	204	722	316	464	252	342	689	41	221	55	713	938	82
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%

**Low Paid Retail Workers**  
Prepared on behalf of Tooley Street Research

Table 21

Q11. Normal weightings

Q11. When thinking about the type of work you do, compared to what you are capable of doing, to what extent do you agree or disagree with the following statement? My employer knows about my ambitions and aspirations.

Base: All respondents

	Total	Gender		Age					Region6 + 1						Education				Student		Single Parent		
		Male	Female	18-24	25-34	35-44	45-54	55+	London	Midlands	North	South	England	Scotland	Wales	No Quals	GCSE	A-Level	Degree	Student	Non-Student	Yes	No
Unweighted Total	1031	266	765	208	202	193	224	204	68	198	261	344	871	77	65	19	470	245	28	80	951	96	935
Weighted Total	1031	309	722	333	181	173	173	170	80	203	256	337	875	77	62	17	432	276	30	129	902	103	928
1	146	41	105	42	17	29	34	24	6	26	44	50	126	14	4	3	67	41	5	16	130	14	132
	14.2%	13.2%	14.6%	12.5%	9.4%	16.9%	19.6%	14.2%	7.2%	12.9%	17.3%	14.8%	14.4%	18.8%	6.7%	19.8%	15.5%	14.8%	18.6%	12.5%	14.4%	13.5%	14.2%
2	242	63	179	71	46	42	37	45	20	48	59	80	206	18	17	2	98	71	8	25	217	21	221
	23.5%	20.3%	24.8%	21.3%	25.4%	24.5%	21.6%	26.7%	25.1%	23.6%	23.0%	23.6%	23.5%	22.9%	27.3%	15.0%	22.6%	25.8%	27.8%	19.6%	24.0%	20.4%	23.8%
3	169	53	116	25	34	36	44	30	18	29	44	47	139	18	8	4	82	32	4	9	160	12	157
	16.4%	17.0%	16.1%	7.5%	18.7%	20.8%	25.5%	17.7%	22.7%	14.3%	17.4%	14.1%	15.9%	22.9%	12.4%	25.8%	18.9%	11.6%	15.0%	6.7%	17.8%	11.6%	16.9%
4	292	94	199	112	59	42	40	38	25	66	62	98	252	18	17	2	122	90	5	51	241	36	256
	28.3%	30.3%	27.5%	33.7%	32.6%	24.5%	23.2%	22.5%	31.8%	32.8%	24.3%	29.1%	28.8%	22.9%	28.4%	13.7%	28.4%	32.7%	17.8%	39.6%	26.7%	35.3%	27.6%
5	181	59	122	83	25	23	17	32	11	33	46	62	152	10	16	4	63	42	6	28	154	20	162
	17.6%	19.2%	16.9%	25.0%	14.0%	13.3%	10.1%	18.9%	13.3%	16.5%	18.0%	18.4%	17.4%	12.5%	25.2%	25.8%	14.6%	15.2%	20.9%	21.5%	17.0%	19.1%	17.4%
Mean Score	3.1	3.2	3.1	3.4	3.2	2.9	2.8	3.1	3.2	3.2	3.0	3.1	3.1	2.9	3.4	3.1	3.0	3.1	2.9	3.4	3.1	3.3	3.1
SIGMA	1031	309	722	333	181	173	173	170	80	203	256	337	875	77	62	17	432	276	30	129	902	103	928
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%



**Low Paid Retail Workers**  
Prepared on behalf of Tooley Street Research

Table 22

Q11. Normal weightings

Q11. When thinking about the type of work you do, compared to what you are capable of doing, to what extent do you agree or disagree with the following statement? My employer knows about my ambitions and aspirations.

Base: All respondents

	Total	Tax Credits		Earner Status			Employment Status		SEG				Ethnic Group	
		Yes	No	Main Earner	Second Earner	Joint Earner	Full Time	Part Time	AB	C1	C2	DE	White	BME
Unweighted Total	1031	228	725	343	430	258	343	688	39	218	53	721	958	65
Weighted Total	1031	204	722	316	464	252	342	689	41	221	55	713	938	82
1	146	26	109	41	67	38	50	96	2	29	7	108	143	1
	14.2%	12.7%	15.1%	13.1%	14.4%	15.0%	14.5%	14.0%	5.6%	13.0%	11.9%	15.2%	15.3%	0.9%
2	242	51	161	81	112	49	80	162	6	36	12	189	223	19
	23.5%	25.0%	22.4%	25.6%	24.1%	19.6%	23.5%	23.5%	13.5%	16.1%	21.6%	26.5%	23.8%	23.1%
3	169	41	120	63	73	32	57	112	7	35	4	124	158	8
	16.4%	19.8%	16.6%	20.1%	15.8%	12.9%	16.8%	16.2%	16.6%	15.6%	6.6%	17.4%	16.8%	10.2%
4	292	51	204	86	135	71	95	197	22	64	26	180	258	32
	28.3%	25.0%	28.2%	27.2%	29.1%	28.3%	27.9%	28.6%	54.2%	28.8%	46.7%	25.3%	27.5%	38.8%
5	181	36	128	44	77	61	60	122	4	59	7	111	155	22
	17.6%	17.4%	17.8%	13.9%	16.5%	24.2%	17.4%	17.7%	10.2%	26.5%	13.2%	15.6%	16.5%	27.0%
Mean Score	3.1	3.1	3.1	3.0	3.1	3.3	3.1	3.1	3.5	3.4	3.3	3.0	3.1	3.7
SIGMA	1031	204	722	316	464	252	342	689	41	221	55	713	938	82
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%

**Low Paid Retail Workers**  
Prepared on behalf of Tooley Street Research

Table 23

Q12. Normal weightings

Q12. When thinking about the type of work you do, compared to what you are capable of doing, to what extent do you agree or disagree with the following statement? I feel motivated to give my best at work

Base: All respondents

	Total	Gender		Age					Region6 + 1						Education				Student		Single Parent		
		Male	Female	18-24	25-34	35-44	45-54	55+	London	Midlands	North	South	England	Scotland	Wales	No Quals	GCSE	A-Level	Degree	Student	Non-Student	Yes	No
Unweighted Total	1031	266	765	208	202	193	224	204	68	198	261	344	871	77	65	19	470	245	28	80	951	96	935
Weighted Total	1031	309	722	333	181	173	173	170	80	203	256	337	875	77	62	17	432	276	30	129	902	103	928
1	56	19	36	14	12	15	9	6	3	10	14	24	51	3	2	2	23	15	2	8	48	5	51
	5.4%	6.3%	5.0%	4.3%	6.7%	8.5%	5.0%	3.4%	3.4%	5.0%	5.5%	7.1%	5.8%	4.2%	2.6%	10.5%	5.4%	5.4%	5.1%	6.0%	5.3%	4.7%	5.5%
2	133	47	86	50	14	25	24	20	7	34	35	40	117	9	3	1	55	39	6	20	113	10	123
	12.9%	15.2%	11.9%	14.9%	7.9%	14.3%	13.9%	11.8%	9.1%	16.9%	13.7%	11.9%	13.3%	11.6%	5.4%	4.8%	12.8%	14.3%	18.9%	15.4%	12.5%	9.9%	13.2%
3	154	53	101	30	39	33	33	19	16	24	37	47	125	14	10	1	73	40	2	10	144	9	145
	14.9%	17.0%	14.0%	9.0%	21.5%	19.1%	18.9%	11.1%	20.5%	11.9%	14.6%	14.0%	14.3%	18.5%	16.7%	5.4%	17.0%	14.5%	6.2%	7.9%	15.9%	8.6%	15.6%
4	420	119	302	146	81	56	65	73	44	79	107	139	369	28	20	9	178	118	12	61	360	46	375
	40.8%	38.3%	41.8%	43.7%	44.8%	32.4%	37.3%	42.9%	54.8%	39.1%	41.8%	41.2%	42.1%	37.0%	32.2%	53.5%	41.3%	42.6%	41.3%	47.0%	39.9%	44.2%	40.4%
5	268	72	196	93	35	44	43	52	10	55	62	87	214	22	27	4	101	64	8	31	238	34	235
	26.0%	23.3%	27.2%	28.0%	19.1%	25.7%	25.0%	30.7%	12.2%	27.0%	24.4%	25.8%	24.4%	28.7%	43.1%	25.8%	23.5%	23.3%	28.5%	23.7%	26.3%	32.5%	25.3%
Mean Score	3.7	3.6	3.7	3.8	3.6	3.5	3.6	3.9	3.6	3.7	3.7	3.7	3.7	3.7	4.1	3.8	3.6	3.6	3.7	3.7	3.7	3.9	3.7
SIGMA	1031	309	722	333	181	173	173	170	80	203	256	337	875	77	62	17	432	276	30	129	902	103	928
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%

**Low Paid Retail Workers**  
Prepared on behalf of Tooley Street Research

**Table 24**  
**Q12. Normal weightings**  
**Q12. When thinking about the type of work you do, compared to what you are capable of doing, to what extent do you agree or disagree with the following statement? I feel motivated to give my best at work**  
Base: All respondents

	Total	Tax Credits		Earner Status			Employment Status		SEG				Ethnic Group	
		Yes	No	Main Earner	Second Earner	Joint Earner	Full Time	Part Time	AB	C1	C2	DE	White	BME
Unweighted Total	1031	228	725	343	430	258	343	688	39	218	53	721	958	65
Weighted Total	1031	204	722	316	464	252	342	689	41	221	55	713	938	82
1	56	11	44	21	29	7	25	31	2	11	-	43	55	1
	5.4%	5.6%	6.2%	6.5%	6.1%	2.7%	7.3%	4.5%	3.9%	4.9%	-	6.1%	5.9%	0.9%
2	133	31	90	48	54	31	50	83	8	28	5	93	126	7
	12.9%	15.1%	12.4%	15.2%	11.6%	12.3%	14.5%	12.1%	19.3%	12.6%	8.3%	13.0%	13.4%	8.7%
3	154	29	102	50	67	36	51	102	5	34	6	108	143	8
	14.9%	14.0%	14.1%	15.8%	14.5%	14.5%	15.0%	14.9%	13.1%	15.3%	11.7%	15.1%	15.2%	9.2%
4	420	83	290	125	196	99	131	290	17	85	31	288	378	38
	40.8%	40.7%	40.2%	39.7%	42.3%	39.2%	38.2%	42.1%	40.2%	38.5%	55.2%	40.4%	40.3%	46.9%
5	268	50	195	72	118	79	86	182	10	63	14	181	236	28
	26.0%	24.7%	27.1%	22.7%	25.4%	31.3%	25.0%	26.5%	23.5%	28.7%	24.8%	25.4%	25.2%	34.3%
Mean Score	3.7	3.6	3.7	3.6	3.7	3.8	3.6	3.7	3.6	3.7	4.0	3.7	3.7	4.0
SIGMA	1031	204	722	316	464	252	342	689	41	221	55	713	938	82
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%

**Low Paid Retail Workers**  
Prepared on behalf of Tooley Street Research

Table 25

Q13. Normal weightings

Q13. When thinking about the type of work you do, compared to what you are capable of doing, to what extent do you agree or disagree with the following statement? When at work I often see ways things could be done better for the business.

Base: All respondents

	Total	Gender		Age					Region6 + 1							Education				Student		Single Parent	
		Male	Female	18-24	25-34	35-44	45-54	55+	London	Midlands	North	South	England	Scotland	Wales	No Quals	GCSE	A-Level	Degree	Student	Non-Student	Yes	No
Unweighted Total	1031	266	765	208	202	193	224	204	68	198	261	344	871	77	65	19	470	245	28	80	951	96	935
Weighted Total	1031	309	722	333	181	173	173	170	80	203	256	337	875	77	62	17	432	276	30	129	902	103	928
1	23	11	13	9	3	5	3	3	2	5	4	11	22	1	-	1	8	8	1	5	18	2	21
	2.2%	3.4%	1.7%	2.6%	1.6%	3.1%	1.7%	2.0%	2.2%	2.3%	1.7%	3.4%	2.5%	1.3%	-	4.8%	1.9%	3.1%	3.4%	3.8%	2.0%	1.8%	2.3%
2	90	23	67	41	9	18	15	7	10	20	21	25	76	8	5	1	23	41	5	22	68	17	73
	8.7%	7.4%	9.3%	12.4%	4.8%	10.3%	8.6%	4.2%	12.6%	9.7%	8.4%	7.5%	8.7%	11.1%	8.3%	4.5%	5.4%	14.7%	15.8%	17.0%	7.5%	16.5%	7.9%
3	177	57	120	47	37	38	27	27	13	35	48	59	154	11	7	5	84	43	1	18	159	14	164
	17.2%	18.5%	16.6%	14.2%	20.6%	21.9%	15.8%	16.0%	16.5%	17.0%	18.6%	17.5%	17.6%	14.3%	11.7%	30.3%	19.6%	15.5%	3.4%	13.9%	17.7%	13.2%	17.6%
4	515	144	372	160	95	72	96	92	40	102	131	159	433	35	38	7	226	130	16	62	454	46	470
	50.0%	46.4%	51.5%	48.1%	52.4%	41.5%	55.2%	54.3%	50.8%	50.3%	51.3%	47.3%	49.5%	46.2%	62.2%	44.2%	52.4%	47.1%	53.4%	47.7%	50.3%	44.2%	50.6%
5	226	75	151	76	37	40	32	40	14	42	51	83	190	21	11	3	90	54	7	23	203	25	201
	21.9%	24.3%	20.9%	22.8%	20.6%	23.2%	18.6%	23.5%	17.9%	20.7%	20.0%	24.5%	21.7%	27.1%	17.7%	16.3%	20.8%	19.6%	24.0%	17.5%	22.5%	24.3%	21.6%
Mean Score	3.8	3.8	3.8	3.8	3.9	3.7	3.8	3.9	3.7	3.8	3.8	3.8	3.8	3.9	3.9	3.6	3.8	3.7	3.8	3.6	3.8	3.7	3.8
SIGMA	1031	309	722	333	181	173	173	170	80	203	256	337	875	77	62	17	432	276	30	129	902	103	928
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%

**Low Paid Retail Workers**  
Prepared on behalf of Tooley Street Research

Table 26

Q13. Normal weightings

Q13. When thinking about the type of work you do, compared to what you are capable of doing, to what extent do you agree or disagree with the following statement? When at work I often see ways things could be done better for the business.

Base: All respondents

	Total	Tax Credits		Earner Status			Employment Status		SEG				Ethnic Group	
		Yes	No	Main Earner	Second Earner	Joint Earner	Full Time	Part Time	AB	C1	C2	DE	White	BME
Unweighted Total	1031	228	725	343	430	258	343	688	39	218	53	721	958	65
Weighted Total	1031	204	722	316	464	252	342	689	41	221	55	713	938	82
1	23	4	18	5	12	6	7	16	1	8	2	12	22	2
	2.2%	2.1%	2.5%	1.6%	2.6%	2.4%	2.0%	2.4%	1.9%	3.6%	3.4%	1.7%	2.3%	1.9%
2	90	20	55	23	50	17	24	66	3	15	10	63	83	5
	8.7%	10.0%	7.6%	7.2%	10.9%	6.6%	6.9%	9.6%	6.6%	6.6%	18.0%	8.8%	8.9%	6.7%
3	177	40	113	53	83	41	49	129	3	23	10	140	160	13
	17.2%	19.7%	15.7%	16.9%	17.9%	16.2%	14.2%	18.7%	8.2%	10.5%	18.9%	19.6%	17.0%	15.7%
4	515	93	372	159	236	120	172	343	26	117	27	346	469	43
	50.0%	45.3%	51.6%	50.3%	50.9%	47.7%	50.1%	49.9%	61.8%	52.8%	48.0%	48.6%	50.0%	52.5%
5	226	47	164	76	82	68	92	134	9	59	6	152	204	19
	21.9%	22.8%	22.7%	24.0%	17.7%	27.0%	26.9%	19.4%	21.4%	26.6%	11.7%	21.3%	21.8%	23.3%
Mean Score	3.8	3.8	3.8	3.9	3.7	3.9	3.9	3.7	3.9	3.9	3.5	3.8	3.8	3.9
SIGMA	1031	204	722	316	464	252	342	689	41	221	55	713	938	82
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%

**Low Paid Retail Workers**  
Prepared on behalf of Tooley Street Research

Table 27

Q14. Normal weightings

Q14. When thinking about the type of work you do, compared to what you are capable of doing, to what extent do you agree or disagree with the following statement? When I see opportunities for things to be done better I feel my ideas are taken seriously

Base: Respondents who see ways things could be done better for the business

	Total	Gender		Age					Region6 + 1						Education				Student		Single Parent		
		Male	Female	18-24	25-34	35-44	45-54	55+	London	Midlands	North	South	England	Scotland	Wales	No Quals	GCSE	A-Level	Degree	Student	Non-Student	Yes	No
Unweighted Total	764	192	572	154	151	127	170	162	45	148	188	257	638	58	54	12	352	170	22	53	711	71	693
Weighted Total	761	222	538	246	134	114	131	136	55	148	187	251	641	57	51	10	325	191	23	86	675	74	686
1	104	32	72	22	20	18	24	19	8	15	25	39	87	9	5	-	44	30	3	5	99	10	94
	13.6%	14.3%	13.3%	8.9%	15.3%	16.0%	18.5%	14.0%	15.1%	10.2%	13.3%	15.5%	13.6%	16.0%	9.8%	-	13.4%	15.8%	13.7%	5.4%	14.7%	13.5%	13.6%
2	209	63	146	68	32	35	37	37	11	47	53	61	173	15	16	1	80	60	10	28	181	19	190
	27.4%	28.3%	27.1%	27.5%	24.0%	30.6%	28.0%	27.6%	20.8%	31.7%	28.4%	24.5%	27.0%	26.5%	31.6%	7.4%	24.5%	31.7%	42.0%	32.0%	26.9%	25.5%	27.7%
3	110	25	85	30	16	15	29	21	7	22	30	35	94	10	6	2	53	27	1	11	99	10	100
	14.5%	11.2%	15.9%	12.1%	11.6%	13.1%	22.2%	15.3%	12.1%	15.1%	16.1%	14.0%	14.7%	18.3%	11.1%	15.2%	16.2%	14.2%	6.5%	13.3%	14.6%	13.7%	14.6%
4	255	75	180	95	50	39	27	43	26	51	63	79	219	14	17	5	117	57	6	34	221	28	227
	33.5%	33.5%	33.5%	38.7%	37.4%	34.3%	20.9%	31.7%	47.0%	34.3%	33.9%	31.5%	34.2%	25.1%	33.2%	50.5%	35.9%	29.7%	27.7%	39.9%	32.7%	37.3%	33.1%
5	83	28	55	31	16	7	14	15	3	13	15	37	68	8	7	3	32	17	2	8	75	7	76
	10.9%	12.7%	10.2%	12.8%	11.6%	6.0%	10.5%	11.4%	4.9%	8.6%	8.3%	14.7%	10.6%	14.2%	14.2%	26.9%	10.0%	8.7%	10.1%	9.3%	11.1%	10.0%	11.0%
Mean Score	3.0	3.0	3.0	3.2	3.1	2.8	2.8	3.0	3.1	3.0	3.0	3.1	3.0	3.0	3.1	4.0	3.0	2.8	2.8	3.2	3.0	3.0	3.0
SIGMA	761	222	538	246	134	114	131	136	55	148	187	251	641	57	51	10	325	191	23	86	675	74	686
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%

**Low Paid Retail Workers**  
Prepared on behalf of Tooley Street Research

Table 28

Q14. Normal weightings

Q14. When thinking about the type of work you do, compared to what you are capable of doing, to what extent do you agree or disagree with the following statement? When I see opportunities for things to be done better I feel my ideas are taken seriously

Base: Respondents who see ways things could be done better for the business

	Total	Tax Credits		Earner Status			Employment Status		SEG				Ethnic Group	
		Yes	No	Main Earner	Second Earner	Joint Earner	Full Time	Part Time	AB	C1	C2	DE	White	BME
Unweighted Total	764	156	556	261	306	197	269	495	33	176	34	521	708	51
Weighted Total	761	142	549	239	331	191	268	493	34	177	33	516	689	64
1	104	20	78	38	41	25	45	59	5	14	1	85	97	4
	13.6%	14.1%	14.2%	15.8%	12.3%	13.3%	16.6%	12.0%	14.1%	7.7%	2.3%	16.4%	14.1%	6.4%
2	209	32	157	64	100	45	68	141	2	43	7	157	195	14
	27.4%	22.6%	28.5%	26.8%	30.2%	23.5%	25.2%	28.7%	5.2%	24.0%	22.3%	30.4%	28.2%	22.1%
3	110	21	73	30	54	27	32	78	3	24	4	80	101	5
	14.5%	14.8%	13.3%	12.5%	16.2%	14.1%	11.9%	15.9%	7.6%	13.3%	10.9%	15.6%	14.6%	7.6%
4	255	53	178	81	108	66	87	168	19	68	16	152	225	30
	33.5%	37.4%	32.4%	34.0%	32.7%	34.5%	32.4%	34.1%	56.0%	38.4%	49.3%	29.4%	32.7%	46.3%
5	83	16	63	26	29	28	37	46	6	30	5	43	72	11
	10.9%	11.1%	11.5%	11.0%	8.7%	14.7%	13.8%	9.3%	17.0%	16.6%	15.2%	8.3%	10.4%	17.5%
Mean Score	3.0	3.1	3.0	3.0	3.0	3.1	3.0	3.0	3.6	3.3	3.5	2.8	3.0	3.5
SIGMA	761	142	549	239	331	191	268	493	34	177	33	516	689	64
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%

**Low Paid Retail Workers**  
Prepared on behalf of Tooley Street Research

**Table 29**  
**Q15. Normal weightings**  
**Q15. How long have you been working for your current employer?**  
Base: All respondents

	Total	Gender		Age					Region6 + 1						Education				Student		Single Parent		
		Male	Female	18-24	25-34	35-44	45-54	55+	London	Midlands	North	South	England	Scotland	Wales	No Quals	GCSE	A-Level	Degree	Student	Non-Student	Yes	No
Unweighted Total	1031	266	765	208	202	193	224	204	68	198	261	344	871	77	65	19	470	245	28	80	951	96	935
Weighted Total	1031	309	722	333	181	173	173	170	80	203	256	337	875	77	62	17	432	276	30	129	902	103	928
Less than a month	58	22	37	39	7	3	8	2	9	12	8	19	47	4	5	-	13	24	2	18	40	9	49
	5.7%	7.0%	5.1%	11.7%	3.9%	1.6%	4.5%	1.0%	11.2%	5.8%	3.2%	5.5%	5.4%	5.6%	7.9%	-	3.1%	8.9%	7.7%	14.2%	4.5%	9.0%	5.3%
1-5 months	111	35	76	67	20	10	8	6	14	26	22	39	101	4	5	2	35	40	3	28	83	17	94
	10.8%	11.4%	10.5%	20.1%	10.8%	5.8%	4.7%	3.8%	18.2%	12.7%	8.7%	11.4%	11.6%	5.2%	8.3%	9.3%	8.1%	14.4%	10.4%	22.0%	9.2%	17.0%	10.1%
6-12 months	143	39	104	73	26	13	18	12	14	28	29	53	125	12	6	-	50	41	4	36	107	19	124
	13.8%	12.5%	14.4%	22.0%	14.5%	7.7%	10.6%	6.8%	18.2%	14.0%	11.2%	15.8%	14.3%	16.0%	9.1%	-	11.5%	15.0%	12.8%	27.6%	11.9%	18.1%	13.4%
1-3 years	280	85	195	122	48	44	37	28	22	57	81	85	245	21	12	5	109	84	11	43	237	28	252
	27.2%	27.6%	27.0%	36.7%	26.5%	25.5%	21.5%	16.6%	27.3%	28.1%	31.6%	25.3%	28.0%	27.0%	19.8%	29.6%	25.2%	30.4%	37.7%	33.6%	26.2%	27.6%	27.1%
4-10 years	270	87	183	30	60	54	55	71	9	56	69	82	217	21	24	5	132	49	9	3	267	22	248
	26.2%	28.3%	25.3%	9.1%	33.1%	31.0%	31.7%	41.9%	11.7%	27.8%	27.0%	24.2%	24.7%	27.2%	39.7%	32.9%	30.6%	17.9%	31.3%	2.6%	29.6%	21.2%	26.8%
Over 10 years	169	41	128	2	20	49	47	51	11	23	47	60	141	15	9	5	93	37	-	-	169	7	161
	16.4%	13.2%	17.7%	*	11.2%	28.4%	27.1%	29.9%	13.3%	11.6%	18.3%	17.7%	16.1%	19.0%	15.1%	28.2%	21.5%	13.4%	-	-	18.7%	7.3%	17.4%
SIGMA	1031	309	722	333	181	173	173	170	80	203	256	337	875	77	62	17	432	276	30	129	902	103	928
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%



**Low Paid Retail Workers**  
Prepared on behalf of Tooley Street Research

**Table 30**  
**Q15. Normal weightings**  
**Q15. How long have you been working for your current employer?**  
Base: All respondents

	Total		Tax Credits			Earner Status			Employment Status		SEG				Ethnic Group	
	Yes	No	Main Earner	Second Earner	Joint Earner	Full Time	Part Time	AB	C1	C2	DE	White	BME			
Unweighted Total	1031	228	725	343	430	258	343	688	39	218	53	721	958	65		
Weighted Total	1031	204	722	316	464	252	342	689	41	221	55	713	938	82		
Less than a month	58	8	33	11	35	12	9	50	-	11	7	41	50	7		
	5.7%	4.0%	4.6%	3.6%	7.5%	4.8%	2.5%	7.3%	-	4.9%	12.0%	5.7%	5.4%	8.3%		
1-5 months	111	12	72	19	70	22	28	83	7	23	9	73	84	23		
	10.8%	5.7%	10.0%	6.1%	15.1%	8.7%	8.1%	12.1%	17.3%	10.2%	15.6%	10.2%	9.0%	28.4%		
6-12 months	143	25	93	46	70	27	44	98	5	25	11	102	125	16		
	13.8%	12.4%	12.8%	14.7%	15.1%	10.5%	13.0%	14.3%	11.8%	11.5%	19.3%	14.3%	13.4%	19.2%		
1-3 years	280	65	193	78	127	74	95	185	19	66	12	183	253	26		
	27.2%	31.9%	26.8%	24.8%	27.5%	29.5%	27.7%	26.9%	46.5%	29.7%	22.4%	25.6%	27.0%	31.2%		
4-10 years	270	61	195	102	94	74	108	162	5	68	12	186	261	7		
	26.2%	29.9%	27.0%	32.4%	20.3%	29.3%	31.7%	23.5%	11.5%	30.6%	21.9%	26.0%	27.8%	8.1%		
Over 10 years	169	33	136	58	68	43	59	110	5	29	5	129	164	4		
	16.4%	16.2%	18.8%	18.3%	14.6%	17.2%	17.1%	16.0%	13.0%	13.1%	9.0%	18.1%	17.5%	4.8%		
SIGMA	1031	204	722	316	464	252	342	689	41	221	55	713	938	82		
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%		

**Low Paid Retail Workers**  
Prepared on behalf of Tooley Street Research

**Table 31**  
**Q16. Normal weightings**  
**Q16. Whilst working for your current employer how long have you been in your current role?**  
Base: All respondents

	Total		Gender		Age					Region6 + 1						Education				Student		Single Parent		
			Male	Female	18-24	25-34	35-44	45-54	55+	London	Midlands	North	South	England	Scotland	Wales	No Quals	GCSE	A-Level	Degree	Student	Non-Student	Yes	No
Unweighted Total	1031		266	765	208	202	193	224	204	68	198	261	344	871	77	65	19	470	245	28	80	951	96	935
Weighted Total	1031		309	722	333	181	173	173	170	80	203	256	337	875	77	62	17	432	276	30	129	902	103	928
Less than a month	83		32	51	57	10	5	8	3	10	18	13	27	68	6	7	-	23	30	2	24	60	14	70
	8.1%		10.3%	7.1%	17.1%	5.3%	2.7%	4.9%	2.1%	12.5%	9.0%	4.9%	8.0%	7.7%	7.7%	10.7%	-	5.4%	11.0%	7.7%	18.3%	6.6%	13.3%	7.5%
1-5 months	142		43	99	74	24	20	16	8	20	32	31	46	128	8	6	2	50	49	4	35	108	20	123
	13.8%		14.0%	13.8%	22.4%	13.2%	11.6%	9.0%	4.8%	24.6%	15.6%	12.1%	13.6%	14.6%	10.1%	9.2%	9.3%	11.6%	17.8%	13.3%	26.8%	12.0%	19.2%	13.2%
6-12 months	159		39	120	78	33	15	19	14	14	30	34	62	140	12	6	-	55	45	6	32	127	21	137
	15.4%		12.5%	16.6%	23.4%	18.1%	8.7%	11.0%	8.0%	17.9%	14.8%	13.1%	18.5%	16.0%	15.3%	9.1%	-	12.8%	16.4%	20.8%	24.7%	14.0%	20.6%	14.8%
1-3 years	305		97	208	106	61	52	46	40	23	68	90	86	266	20	15	5	127	87	10	36	270	28	277
	29.6%		31.4%	28.8%	32.0%	33.4%	30.1%	26.5%	23.5%	28.6%	33.6%	35.3%	25.3%	30.4%	26.6%	24.7%	29.6%	29.4%	31.3%	34.9%	27.6%	29.9%	27.1%	29.9%
4-10 years	243		74	169	16	43	60	53	71	7	42	67	76	192	21	23	5	121	45	7	3	239	14	229
	23.5%		24.0%	23.4%	4.7%	23.5%	34.6%	30.7%	42.0%	8.7%	20.9%	26.1%	22.4%	21.9%	27.2%	37.0%	32.9%	28.1%	16.2%	23.3%	2.6%	26.5%	13.3%	24.7%
Over 10 years	99		24	74	2	12	21	31	33	6	12	22	41	81	10	6	5	55	20	-	-	99	7	92
	9.6%		7.8%	10.3%	*	6.4%	12.3%	17.8%	19.6%	7.7%	6.1%	8.5%	12.2%	9.3%	13.1%	9.3%	28.2%	12.8%	7.3%	-	-	10.9%	6.5%	9.9%
SIGMA	1031		309	722	333	181	173	173	170	80	203	256	337	875	77	62	17	432	276	30	129	902	103	928
	100.0%		100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%

**Low Paid Retail Workers**  
Prepared on behalf of Tooley Street Research

**Table 32**  
**Q16. Normal weightings**  
**Q16. Whilst working for your current employer how long have you been in your current role?**  
Base: All respondents

	Tax Credits		Earner Status			Employment Status		SEG				Ethnic Group		
	Yes	No	Main Earner	Second Earner	Joint Earner	Full Time	Part Time	AB	C1	C2	DE	White	BME	
Unweighted Total	1031	228	725	343	430	258	343	688	39	218	53	721	958	65
Weighted Total	1031	204	722	316	464	252	342	689	41	221	55	713	938	82
Less than a month	83	14	49	20	47	16	19	64	-	23	9	52	69	13
	8.1%	7.1%	6.8%	6.2%	10.2%	6.5%	5.6%	9.3%	-	10.6%	15.4%	7.2%	7.4%	15.9%
1-5 months	142	19	96	38	77	27	47	96	12	31	12	87	115	24
	13.8%	9.4%	13.3%	11.9%	16.7%	10.9%	13.7%	13.9%	30.0%	14.0%	21.7%	12.2%	12.3%	29.2%
6-12 months	159	33	98	49	74	36	48	110	6	26	9	117	143	12
	15.4%	16.0%	13.6%	15.6%	15.9%	14.2%	14.1%	16.0%	15.7%	11.6%	16.9%	16.4%	15.3%	14.7%
1-3 years	305	70	213	88	134	83	108	197	14	72	12	207	278	26
	29.6%	34.4%	29.5%	28.0%	28.8%	33.0%	31.6%	28.6%	33.6%	32.5%	21.6%	29.1%	29.7%	31.5%
4-10 years	243	47	189	86	92	65	89	154	6	58	9	171	234	6
	23.5%	22.8%	26.2%	27.2%	19.8%	25.9%	25.9%	22.4%	13.5%	26.2%	15.4%	23.9%	25.0%	7.9%
Over 10 years	99	21	78	35	40	24	31	67	3	11	5	80	98	1
	9.6%	10.3%	10.7%	11.0%	8.6%	9.5%	9.2%	9.8%	7.2%	5.1%	9.0%	11.2%	10.4%	0.9%
SIGMA	1031	204	722	316	464	252	342	689	41	221	55	713	938	82
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%

**Low Paid Retail Workers**  
Prepared on behalf of Tooley Street Research

**Table 33**  
**Q17. Normal weightings**  
**Q17. Which of the following best describes your situation?**  
Base: All respondents

	Total	Gender		Age					Region6 + 1						Education				Student		Single Parent		
		Male	Female	18-24	25-34	35-44	45-54	55+	London	Midlands	North	South	England	Scotland	Wales	No Quals	GCSE	A-Level	Degree	Student	Non-Student	Yes	No
Unweighted Total	1031	266	765	208	202	193	224	204	68	198	261	344	871	77	65	19	470	245	28	80	951	96	935
Weighted Total	1031	309	722	333	181	173	173	170	80	203	256	337	875	77	62	17	432	276	30	129	902	103	928
While working in my current role my employer has provided me with training	754	207	547	261	128	120	118	127	57	145	181	254	637	55	47	10	311	214	18	106	648	77	677
73.1%	66.9%	75.8%	78.4%	70.6%	69.4%	67.9%	74.7%	71.5%	71.4%	70.8%	75.3%	72.7%	72.4%	76.6%	57.2%	71.9%	77.6%	60.6%	82.0%	71.9%	74.9%	72.9%	
While working in my current role my employer has not provided me with training	277	102	175	72	53	53	56	43	23	58	75	83	239	21	14	7	121	62	12	23	254	26	251
26.9%	33.1%	24.2%	21.6%	29.4%	30.6%	32.1%	25.3%	28.5%	28.6%	29.2%	24.7%	27.3%	27.6%	23.4%	42.8%	28.1%	22.4%	39.4%	18.0%	28.1%	25.1%	27.1%	
SIGMA	1031	309	722	333	181	173	173	170	80	203	256	337	875	77	62	17	432	276	30	129	902	103	928
100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	

**Low Paid Retail Workers**  
Prepared on behalf of Tooley Street Research

**Table 34**  
**Q17. Normal weightings**  
**Q17. Which of the following best describes your situation?**  
Base: All respondents

	Tax Credits		Earner Status			Employment Status		SEG				Ethnic Group		
	Yes	No	Main Earner	Second Earner	Joint Earner	Full Time	Part Time	AB	C1	C2	DE	White	BME	
Unweighted Total	1031	228	725	343	430	258	343	688	39	218	53	721	958	65
Weighted Total	1031	204	722	316	464	252	342	689	41	221	55	713	938	82
While working in my current role my employer has provided me with training	754	131	537	213	348	193	229	525	25	158	41	530	678	66
73.1%	64.1%	74.4%	67.5%	75.1%	76.5%	66.9%	76.3%	60.8%	71.5%	73.6%	74.3%	72.3%	80.4%	
While working in my current role my employer has not provided me with training	277	73	185	102	115	59	113	163	16	63	15	183	259	16
26.9%	35.9%	25.6%	32.5%	24.9%	23.5%	33.1%	23.7%	39.2%	28.5%	26.4%	25.7%	27.7%	19.6%	
SIGMA	1031	204	722	316	464	252	342	689	41	221	55	713	938	82
100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	

**Low Paid Retail Workers**  
Prepared on behalf of Tooley Street Research

Table 35

Q18. Normal weightings

Q18. Has the training your employer provided enabled you to earn more money in your current role?

Base: Respondents who have been provided with training in their current role

	Total	Gender		Age					Region6 + 1						Education				Student		Single Parent		
		Male	Female	18-24	25-34	35-44	45-54	55+	London	Midlands	North	South	England	Scotland	Wales	No Quals	GCSE	A-Level	Degree	Student	Non-Student	Yes	No
Unweighted Total	748	174	574	163	143	137	152	153	48	140	184	258	630	54	49	11	339	184	16	66	682	69	679
Weighted Total	754	207	547	261	128	120	118	127	57	145	181	254	637	55	47	10	311	214	18	106	648	77	677
Yes	140	35	105	59	30	27	12	12	8	23	26	61	118	8	9	2	46	49	3	31	110	16	124
	18.6%	17.1%	19.2%	22.6%	23.5%	22.7%	10.5%	9.1%	13.9%	15.7%	14.4%	24.1%	18.5%	15.0%	19.7%	16.2%	14.8%	22.7%	17.2%	29.0%	16.9%	20.7%	18.4%
No	569	156	413	179	90	82	103	115	43	120	141	180	484	44	33	8	250	152	13	67	502	54	515
	75.5%	75.5%	75.5%	68.7%	70.5%	68.4%	87.6%	90.1%	74.9%	82.7%	78.1%	70.9%	76.0%	78.9%	69.7%	83.8%	80.4%	70.9%	73.0%	63.4%	77.5%	69.8%	76.2%
Don't know	44	15	29	23	8	11	2	1	6	2	13	13	35	3	5	-	15	14	2	8	36	7	37
	5.9%	7.3%	5.3%	8.8%	6.0%	8.9%	1.9%	0.8%	11.2%	1.6%	7.4%	5.0%	5.5%	6.1%	10.7%	-	4.8%	6.4%	9.8%	7.6%	5.6%	9.6%	5.5%
SIGMA	754	207	547	261	128	120	118	127	57	145	181	254	637	55	47	10	311	214	18	106	648	77	677
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%

**Low Paid Retail Workers**  
Prepared on behalf of Tooley Street Research

**Table 36**  
**Q18. Normal weightings**  
**Q18. Has the training your employer provided enabled you to earn more money in your current role?**  
Base: Respondents who have been provided with training in their current role

	Tax Credits		Earner Status			Employment Status		SEG				Ethnic Group		
	Yes	No	Main Earner	Second Earner	Joint Earner	Full Time	Part Time	AB	C1	C2	DE	White	BME	
Unweighted Total	748	149	537	232	320	196	232	516	23	154	39	532	690	51
Weighted Total	754	131	537	213	348	193	229	525	25	158	41	530	678	66
Yes	140	24	103	38	56	46	45	95	6	45	12	77	125	15
	18.6%	18.0%	19.1%	17.7%	16.1%	24.1%	19.8%	18.1%	24.4%	28.6%	28.5%	14.6%	18.4%	23.5%
No	569	100	415	164	268	138	171	398	18	100	25	427	514	50
	75.5%	76.6%	77.2%	76.8%	77.0%	71.4%	74.8%	75.8%	71.6%	63.1%	60.4%	80.6%	75.7%	75.2%
Don't know	44	7	20	12	24	9	12	32	1	13	4	26	40	1
	5.9%	5.4%	3.6%	5.5%	7.0%	4.4%	5.4%	6.1%	4.0%	8.4%	11.1%	4.8%	5.9%	1.3%
SIGMA	754	131	537	213	348	193	229	525	25	158	41	530	678	66
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%

**Low Paid Retail Workers**  
Prepared on behalf of Tooley Street Research

**Table 37**  
**Q19. Normal weightings**  
**Q19. Thinking about where you work, to what extent do you agree or disagree with the following statement? In my job, people are less likely to be promoted if they need to work part time**  
**Base: All respondents**

	Total	Gender		Age					Region6 + 1						Education				Student		Single Parent		
		Male	Female	18-24	25-34	35-44	45-54	55+	London	Midlands	North	South	England	Scotland	Wales	No Quals	GCSE	A-Level	Degree	Student	Non-Student	Yes	No
Unweighted Total	1031	266	765	208	202	193	224	204	68	198	261	344	871	77	65	19	470	245	28	80	951	96	935
Weighted Total	1031	309	722	333	181	173	173	170	80	203	256	337	875	77	62	17	432	276	30	129	902	103	928
1	99	28	71	26	14	15	24	21	6	13	27	31	78	14	3	2	40	24	3	6	93	6	94
	9.6%	9.1%	9.9%	7.9%	7.6%	8.6%	13.8%	12.2%	8.1%	6.5%	10.6%	9.2%	8.9%	18.0%	5.5%	10.5%	9.3%	8.6%	10.6%	4.8%	10.3%	5.5%	10.1%
2	178	52	126	44	32	34	39	29	13	38	37	64	152	11	13	4	84	40	3	15	163	20	157
	17.2%	16.7%	17.5%	13.1%	17.7%	19.6%	22.4%	17.3%	16.2%	18.8%	14.5%	19.1%	17.4%	14.5%	20.8%	21.3%	19.4%	14.6%	10.6%	11.3%	18.1%	19.8%	17.0%
3	179	61	118	41	33	32	34	39	15	28	50	51	145	17	14	3	82	39	6	11	168	13	166
	17.4%	19.7%	16.3%	12.2%	18.2%	18.5%	19.5%	23.1%	18.6%	13.9%	19.7%	15.2%	16.5%	21.7%	23.1%	18.7%	19.0%	14.2%	19.6%	8.9%	18.6%	12.8%	17.9%
4	351	108	243	146	59	53	46	48	29	85	91	109	314	16	19	7	138	105	15	68	283	43	308
	34.0%	34.9%	33.6%	43.7%	32.4%	30.4%	26.5%	28.1%	36.7%	42.1%	35.4%	32.2%	35.8%	20.9%	30.1%	39.9%	32.0%	37.9%	51.4%	52.8%	31.3%	41.3%	33.2%
5	224	60	164	77	44	39	31	33	16	38	51	82	187	19	13	2	88	68	2	29	195	21	203
	21.7%	19.5%	22.7%	23.2%	24.1%	22.8%	17.8%	19.3%	20.4%	18.7%	19.7%	24.3%	21.3%	25.0%	20.5%	9.5%	20.3%	24.7%	7.8%	22.3%	21.7%	20.6%	21.9%
Mean Score	3.4	3.4	3.4	3.6	3.5	3.4	3.1	3.2	3.5	3.5	3.4	3.4	3.4	3.2	3.4	3.2	3.3	3.6	3.4	3.8	3.4	3.5	3.4
SIGMA	1031	309	722	333	181	173	173	170	80	203	256	337	875	77	62	17	432	276	30	129	902	103	928
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%



**Low Paid Retail Workers**  
Prepared on behalf of Tooley Street Research

**Table 38**  
**Q19. Normal weightings**  
**Q19. Thinking about where you work, to what extent do you agree or disagree with the following statement? In my job, people are less likely to be promoted if they need to work part time**  
**Base: All respondents**

	Total	Tax Credits		Earner Status			Employment Status		SEG				Ethnic Group	
		Yes	No	Main Earner	Second Earner	Joint Earner	Full Time	Part Time	AB	C1	C2	DE	White	BME
Unweighted Total	1031	228	725	343	430	258	343	688	39	218	53	721	958	65
Weighted Total	1031	204	722	316	464	252	342	689	41	221	55	713	938	82
1	99	18	76	27	44	28	38	61	3	18	5	73	95	2
	9.6%	8.6%	10.5%	8.6%	9.6%	11.2%	11.1%	8.9%	7.6%	8.4%	9.0%	10.2%	10.1%	3.0%
2	178	44	120	57	67	53	58	120	9	40	13	116	170	7
	17.2%	21.4%	16.7%	18.2%	14.4%	21.2%	16.9%	17.4%	21.7%	18.2%	22.7%	16.3%	18.2%	8.1%
3	179	35	129	70	76	33	48	131	7	33	12	127	167	10
	17.4%	16.9%	17.8%	22.2%	16.3%	13.2%	14.2%	19.0%	17.8%	14.8%	22.5%	17.7%	17.8%	12.3%
4	351	64	244	101	171	79	114	237	15	77	19	239	302	46
	34.0%	31.3%	33.8%	32.1%	36.8%	31.3%	33.2%	34.4%	36.5%	34.8%	35.1%	33.5%	32.2%	55.9%
5	224	44	153	60	106	58	84	140	7	53	6	159	203	17
	21.7%	21.8%	21.2%	18.9%	22.9%	23.1%	24.6%	20.3%	16.4%	23.8%	10.7%	22.3%	21.7%	20.7%
Mean Score	3.4	3.4	3.4	3.3	3.5	3.3	3.4	3.4	3.3	3.5	3.2	3.4	3.4	3.8
SIGMA	1031	204	722	316	464	252	342	689	41	221	55	713	938	82
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%

**Low Paid Retail Workers**  
Prepared on behalf of Tooley Street Research

**Table 39**  
**Q20. Normal weightings**  
**Q20. Thinking about where you work, to what extent do you agree or disagree with the following statement? I would take a job I was over-qualified for, if it offered me flexibility in my hours.**  
Base: All respondents

	Total	Gender		Age					Region6 + 1						Education				Student		Single Parent		
		Male	Female	18-24	25-34	35-44	45-54	55+	London	Midlands	North	South	England	Scotland	Wales	No Quals	GCSE	A-Level	Degree	Student	Non-Student	Yes	No
Unweighted Total	1031	266	765	208	202	193	224	204	68	198	261	344	871	77	65	19	470	245	28	80	951	96	935
Weighted Total	1031	309	722	333	181	173	173	170	80	203	256	337	875	77	62	17	432	276	30	129	902	103	928
1	59	15	44	14	9	5	12	19	5	13	13	15	46	6	6	3	30	8	2	2	57	2	56
	5.7%	4.7%	6.1%	4.2%	5.1%	2.6%	7.0%	11.2%	5.8%	6.5%	5.0%	4.4%	5.2%	7.3%	9.5%	20.0%	7.0%	2.8%	5.1%	1.2%	6.3%	2.4%	6.1%
2	118	35	82	38	17	24	17	22	6	29	34	27	96	12	10	4	46	28	4	18	99	8	109
	11.4%	11.4%	11.4%	11.4%	9.5%	13.9%	9.6%	12.7%	7.0%	14.4%	13.4%	8.1%	11.0%	15.4%	15.6%	23.5%	10.7%	10.3%	13.1%	14.2%	11.0%	7.9%	11.8%
3	184	73	111	53	38	34	31	29	18	22	58	62	160	10	9	5	83	42	5	17	167	11	173
	17.9%	23.6%	15.4%	15.9%	20.8%	19.6%	17.7%	16.9%	23.0%	10.9%	22.6%	18.3%	18.3%	12.6%	14.1%	32.5%	19.2%	15.1%	15.7%	13.0%	18.5%	10.9%	18.6%
4	440	121	319	156	72	73	74	64	34	90	99	163	386	28	21	1	182	132	11	68	372	54	385
	42.6%	39.1%	44.2%	46.7%	39.7%	42.2%	43.0%	37.8%	42.2%	44.3%	38.9%	48.3%	44.1%	36.0%	33.5%	8.9%	42.2%	47.9%	36.7%	52.7%	41.2%	52.4%	41.5%
5	231	65	166	73	45	37	39	36	18	48	52	70	188	22	17	2	91	66	9	24	207	27	204
	22.4%	21.2%	23.0%	21.8%	24.9%	21.6%	22.7%	21.4%	22.0%	23.9%	20.2%	20.9%	21.5%	28.7%	27.3%	15.0%	21.0%	24.0%	29.4%	19.0%	22.9%	26.3%	22.0%
Mean Score	3.6	3.6	3.7	3.7	3.7	3.7	3.6	3.5	3.7	3.6	3.6	3.7	3.7	3.6	3.5	2.8	3.6	3.8	3.7	3.7	3.6	3.9	3.6
SIGMA	1031	309	722	333	181	173	173	170	80	203	256	337	875	77	62	17	432	276	30	129	902	103	928
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%

**Low Paid Retail Workers**  
Prepared on behalf of Tooley Street Research

**Table 40**  
**Q20. Normal weightings**  
**Q20. Thinking about where you work, to what extent do you agree or disagree with the following statement? I would take a job I was over-qualified for, if it offered me flexibility in my hours.**  
**Base: All respondents**

	Total	Tax Credits		Earner Status			Employment Status		SEG				Ethnic Group	
		Yes	No	Main Earner	Second Earner	Joint Earner	Full Time	Part Time	AB	C1	C2	DE	White	BME
Unweighted Total	1031	228	725	343	430	258	343	688	39	218	53	721	958	65
Weighted Total	1031	204	722	316	464	252	342	689	41	221	55	713	938	82
1	59	3	48	17	23	18	24	35	1	12	3	43	53	4
	5.7%	1.7%	6.7%	5.5%	5.0%	7.2%	7.0%	5.0%	2.0%	5.4%	4.6%	6.1%	5.6%	4.6%
2	118	21	82	36	46	36	49	69	10	30	4	74	104	12
	11.4%	10.5%	11.4%	11.5%	9.9%	14.1%	14.3%	10.0%	23.1%	13.6%	7.5%	10.4%	11.1%	14.1%
3	184	36	133	73	78	33	61	123	11	26	10	137	176	8
	17.9%	17.6%	18.4%	23.1%	16.9%	13.0%	17.7%	17.9%	27.1%	11.7%	17.3%	19.3%	18.8%	9.4%
4	440	91	305	128	208	104	143	297	12	105	24	297	400	36
	42.6%	44.5%	42.2%	40.4%	44.8%	41.4%	41.7%	43.1%	30.3%	47.7%	43.6%	41.7%	42.7%	44.5%
5	231	53	154	61	109	61	66	165	7	48	15	161	204	22
	22.4%	25.8%	21.3%	19.4%	23.4%	24.3%	19.2%	24.0%	17.6%	21.7%	26.9%	22.6%	21.8%	27.5%
Mean Score	3.6	3.8	3.6	3.6	3.7	3.6	3.5	3.7	3.4	3.7	3.8	3.6	3.6	3.8
SIGMA	1031	204	722	316	464	252	342	689	41	221	55	713	938	82
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%

**Low Paid Retail Workers**  
Prepared on behalf of Tooley Street Research

**Table 41**  
**Q21. Normal weightings**  
**Q21. Thinking about where you work, to what extent do you agree or disagree with the following statement? There aren't many promotion opportunities where I work.**  
Base: All respondents

	Total	Gender		Age					Region6 + 1						Education				Student		Single Parent		
		Male	Female	18-24	25-34	35-44	45-54	55+	London	Midlands	North	South	England	Scotland	Wales	No Quals	GCSE	A-Level	Degree	Student	Non-Student	Yes	No
Unweighted Total	1031	266	765	208	202	193	224	204	68	198	261	344	871	77	65	19	470	245	28	80	951	96	935
Weighted Total	1031	309	722	333	181	173	173	170	80	203	256	337	875	77	62	17	432	276	30	129	902	103	928
1	98	27	71	37	9	15	18	19	8	17	21	40	85	8	2	1	46	18	4	8	90	5	93
	9.5%	8.9%	9.8%	11.0%	5.2%	8.6%	10.5%	11.1%	9.9%	8.3%	8.2%	11.7%	9.7%	10.1%	2.9%	6.1%	10.7%	6.4%	13.0%	6.0%	10.0%	4.6%	10.1%
2	218	66	152	89	35	31	32	31	17	45	53	72	187	14	13	-	88	59	6	34	184	19	198
	21.1%	21.2%	21.1%	26.6%	19.3%	18.0%	18.2%	18.4%	21.4%	22.2%	20.6%	21.4%	21.4%	18.2%	20.9%	-	20.3%	21.5%	21.7%	26.4%	20.4%	18.8%	21.4%
3	134	36	98	34	28	30	24	17	14	25	30	45	113	8	9	3	58	33	3	13	121	11	124
	13.0%	11.8%	13.6%	10.2%	15.6%	17.3%	14.1%	10.2%	17.2%	12.2%	11.7%	13.3%	12.9%	10.4%	14.5%	18.8%	13.5%	11.9%	11.0%	10.1%	13.4%	10.3%	13.3%
4	339	112	228	109	61	59	53	58	28	70	96	93	287	26	23	8	135	102	9	53	286	49	290
	32.9%	36.1%	31.5%	32.6%	33.5%	33.8%	30.5%	34.2%	35.6%	34.5%	37.7%	27.4%	32.8%	34.3%	37.3%	50.4%	31.3%	36.9%	30.5%	41.0%	31.7%	47.7%	31.2%
5	242	68	174	65	48	39	46	44	13	46	56	88	203	21	15	4	105	64	7	21	221	19	223
	23.5%	22.1%	24.0%	19.5%	26.4%	22.3%	26.7%	26.0%	15.8%	22.9%	21.7%	26.1%	23.2%	27.0%	24.4%	24.8%	24.2%	23.3%	23.7%	16.6%	24.4%	18.6%	24.0%
Mean Score	3.4	3.4	3.4	3.2	3.6	3.4	3.4	3.5	3.3	3.4	3.4	3.3	3.4	3.5	3.6	3.9	3.4	3.5	3.3	3.4	3.4	3.6	3.4
SIGMA	1031	309	722	333	181	173	173	170	80	203	256	337	875	77	62	17	432	276	30	129	902	103	928
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%

**Low Paid Retail Workers**  
Prepared on behalf of Tooley Street Research

**Table 42**  
**Q21. Normal weightings**  
**Q21. Thinking about where you work, to what extent do you agree or disagree with the following statement? There aren't many promotion opportunities where I work.**  
Base: All respondents

	Total	Tax Credits		Earner Status			Employment Status		SEG				Ethnic Group	
		Yes	No	Main Earner	Second Earner	Joint Earner	Full Time	Part Time	AB	C1	C2	DE	White	BME
Unweighted Total	1031	228	725	343	430	258	343	688	39	218	53	721	958	65
Weighted Total	1031	204	722	316	464	252	342	689	41	221	55	713	938	82
1	98	16	76	28	44	26	42	56	5	21	4	69	92	4
	9.5%	8.1%	10.5%	8.9%	9.4%	10.4%	12.4%	8.1%	11.0%	9.4%	7.4%	9.6%	9.8%	4.6%
2	218	46	150	59	98	61	69	149	3	47	13	154	195	19
	21.1%	22.3%	20.8%	18.6%	21.1%	24.3%	20.1%	21.6%	8.3%	21.5%	23.9%	21.5%	20.8%	23.4%
3	134	31	92	45	60	29	37	97	9	22	6	97	119	14
	13.0%	15.3%	12.8%	14.4%	13.0%	11.3%	10.9%	14.1%	23.0%	9.8%	10.8%	13.6%	12.7%	16.7%
4	339	63	230	110	146	83	117	222	12	81	23	224	305	32
	32.9%	31.0%	31.9%	34.9%	31.5%	33.0%	34.3%	32.2%	29.6%	36.4%	40.9%	31.3%	32.5%	39.5%
5	242	48	174	73	116	53	76	166	12	51	9	170	227	13
	23.5%	23.4%	24.1%	23.2%	25.0%	20.9%	22.3%	24.0%	28.1%	22.9%	16.9%	23.9%	24.2%	15.8%
Mean Score	3.4	3.4	3.4	3.4	3.4	3.3	3.3	3.4	3.6	3.4	3.4	3.4	3.4	3.4
SIGMA	1031	204	722	316	464	252	342	689	41	221	55	713	938	82
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%

**Low Paid Retail Workers**  
Prepared on behalf of Tooley Street Research

**Table 43**  
**Q22. Normal weightings**  
**Q22. Thinking about where you work, to what extent do you agree or disagree with the following statement? There's not much encouragement or support available to me to go for promotion.**  
Base: All respondents

	Total	Gender		Age					Region6 + 1						Education				Student		Single Parent		
		Male	Female	18-24	25-34	35-44	45-54	55+	London	Midlands	North	South	England	Scotland	Wales	No Quals	GCSE	A-Level	Degree	Student	Non-Student	Yes	No
Unweighted Total	1031	266	765	208	202	193	224	204	68	198	261	344	871	77	65	19	470	245	28	80	951	96	935
Weighted Total	1031	309	722	333	181	173	173	170	80	203	256	337	875	77	62	17	432	276	30	129	902	103	928
1	122	34	88	45	14	14	17	31	5	20	29	46	100	11	8	4	55	18	5	8	114	7	115
	11.8%	10.9%	12.2%	13.6%	7.9%	8.1%	10.1%	18.3%	6.1%	9.9%	11.3%	13.6%	11.4%	13.9%	12.7%	21.3%	12.8%	6.4%	15.4%	6.0%	12.7%	6.4%	12.4%
2	278	79	199	110	40	44	44	39	19	62	65	84	231	23	23	4	102	83	7	53	225	36	242
	27.0%	25.6%	27.5%	32.9%	22.2%	25.7%	25.6%	23.1%	24.4%	30.7%	25.3%	25.0%	26.3%	29.5%	37.6%	23.2%	23.6%	30.0%	24.0%	41.0%	25.0%	34.9%	26.1%
3	199	63	136	46	36	42	39	36	15	34	60	66	175	11	8	7	93	47	2	13	185	13	186
	19.3%	20.3%	18.8%	13.8%	19.6%	24.3%	22.3%	21.4%	18.6%	16.9%	23.5%	19.6%	20.0%	14.2%	13.1%	40.4%	21.5%	17.0%	5.9%	10.3%	20.5%	12.7%	20.0%
4	277	91	186	87	63	42	47	38	32	60	55	91	238	22	14	2	110	87	12	36	241	30	248
	26.9%	29.4%	25.8%	26.0%	35.0%	24.2%	27.4%	22.2%	40.6%	29.7%	21.4%	26.9%	27.2%	28.4%	22.9%	9.3%	25.6%	31.3%	41.7%	27.8%	26.7%	28.6%	26.7%
5	155	42	113	46	28	31	25	26	8	26	47	50	132	11	8	1	71	42	4	19	136	18	137
	15.1%	13.7%	15.6%	13.7%	15.3%	17.7%	14.7%	15.1%	10.2%	12.9%	18.4%	14.9%	15.0%	14.0%	13.7%	5.8%	16.5%	15.2%	13.0%	14.9%	15.1%	17.5%	14.8%
Mean Score	3.1	3.1	3.1	2.9	3.3	3.2	3.1	2.9	3.2	3.1	3.1	3.0	3.1	3.0	2.9	2.5	3.1	3.2	3.1	3.0	3.1	3.2	3.1
SIGMA	1031	309	722	333	181	173	173	170	80	203	256	337	875	77	62	17	432	276	30	129	902	103	928
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%

**Low Paid Retail Workers**  
Prepared on behalf of Tooley Street Research

**Table 44**  
**Q22. Normal weightings**  
**Q22. Thinking about where you work, to what extent do you agree or disagree with the following statement? There's not much encouragement or support available to me to go for promotion.**  
**Base: All respondents**

	Tax Credits		Earner Status			Employment Status		SEG				Ethnic Group		
	Yes	No	Main Earner	Second Earner	Joint Earner	Full Time	Part Time	AB	C1	C2	DE	White	BME	
Unweighted Total	1031	228	725	343	430	258	343	688	39	218	53	721	958	65
Weighted Total	1031	204	722	316	464	252	342	689	41	221	55	713	938	82
1	122	19	93	34	53	35	47	75	9	33	6	74	113	7
	11.8%	9.5%	12.9%	10.7%	11.5%	13.8%	13.8%	10.9%	20.7%	15.0%	10.7%	10.4%	12.0%	8.3%
2	278	49	198	71	132	75	86	192	9	61	11	196	254	21
	27.0%	24.2%	27.5%	22.6%	28.4%	29.8%	25.1%	27.9%	22.9%	27.4%	20.6%	27.5%	27.1%	25.9%
3	199	43	131	63	90	46	61	138	7	31	17	143	186	11
	19.3%	21.1%	18.2%	19.8%	19.5%	18.2%	17.7%	20.0%	17.3%	13.9%	31.3%	20.1%	19.8%	13.5%
4	277	66	182	97	118	62	94	183	14	64	14	186	241	33
	26.9%	32.1%	25.2%	30.7%	25.5%	24.5%	27.4%	26.6%	33.3%	28.8%	25.9%	26.0%	25.7%	40.8%
5	155	27	117	51	70	34	55	101	2	33	6	114	144	9
	15.1%	13.1%	16.2%	16.1%	15.1%	13.6%	16.0%	14.6%	5.8%	14.8%	11.5%	15.9%	15.4%	11.5%
Mean Score	3.1	3.2	3.0	3.2	3.0	2.9	3.1	3.1	2.8	3.0	3.1	3.1	3.1	3.2
SIGMA	1031	204	722	316	464	252	342	689	41	221	55	713	938	82
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%

**Low Paid Retail Workers**  
Prepared on behalf of Tooley Street Research

Table 45

Q23. Normal weightings

Q23. Thinking about where you work, to what extent do you agree or disagree with the following statement? I am happy in my current job so see no need to change.

Base: All respondents

	Total	Gender		Age					Region6 + 1						Education				Student		Single Parent		
		Male	Female	18-24	25-34	35-44	45-54	55+	London	Midlands	North	South	England	Scotland	Wales	No Quals	GCSE	A-Level	Degree	Student	Non-Student	Yes	No
Unweighted Total	1031	266	765	208	202	193	224	204	68	198	261	344	871	77	65	19	470	245	28	80	951	96	935
Weighted Total	1031	309	722	333	181	173	173	170	80	203	256	337	875	77	62	17	432	276	30	129	902	103	928
1	149	48	102	57	32	26	21	14	15	20	49	48	132	11	4	1	61	43	4	19	130	16	133
	14.5%	15.5%	14.1%	17.1%	17.4%	14.9%	12.1%	8.1%	18.6%	9.8%	19.3%	14.2%	15.1%	13.8%	7.2%	6.1%	14.0%	15.5%	13.1%	14.9%	14.4%	15.9%	14.3%
2	218	76	142	83	40	42	29	24	17	44	54	70	185	16	13	3	75	68	8	30	188	17	201
	21.2%	24.5%	19.7%	24.9%	22.0%	24.2%	17.0%	14.3%	21.1%	21.6%	21.1%	20.9%	21.1%	21.4%	20.5%	19.4%	17.3%	24.7%	26.7%	23.2%	20.9%	16.6%	21.7%
3	205	69	135	71	32	40	37	25	14	36	48	71	169	15	15	3	84	51	5	19	186	20	185
	19.8%	22.4%	18.8%	21.2%	17.6%	23.1%	21.5%	14.7%	18.0%	17.7%	18.8%	21.1%	19.4%	20.2%	24.0%	20.8%	19.5%	18.5%	16.4%	14.4%	20.6%	19.2%	19.9%
4	273	75	198	88	56	40	48	41	27	65	59	83	233	18	18	3	121	76	11	49	224	35	238
	26.5%	24.3%	27.4%	26.5%	30.7%	23.3%	27.7%	23.8%	33.7%	32.1%	22.9%	24.7%	26.7%	24.0%	29.8%	18.5%	28.0%	27.4%	36.0%	37.9%	24.8%	33.5%	25.7%
5	186	41	145	34	22	25	38	67	7	38	46	65	156	16	11	6	91	38	2	12	174	15	171
	18.0%	13.3%	20.1%	10.3%	12.3%	14.6%	21.7%	39.1%	8.7%	18.8%	17.9%	19.2%	17.8%	20.6%	18.5%	35.3%	21.1%	13.9%	7.9%	9.6%	19.2%	14.8%	18.4%
Mean Score	3.1	3.0	3.2	2.9	3.0	3.0	3.3	3.7	2.9	3.3	3.0	3.1	3.1	3.2	3.3	3.6	3.2	3.0	3.0	3.0	3.1	3.1	3.1
SIGMA	1031	309	722	333	181	173	173	170	80	203	256	337	875	77	62	17	432	276	30	129	902	103	928
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%



**Low Paid Retail Workers**  
Prepared on behalf of Tooley Street Research

Table 46

Q23. Normal weightings

Q23. Thinking about where you work, to what extent do you agree or disagree with the following statement? I am happy in my current job so see no need to change.

Base: All respondents

	Total	Tax Credits		Earner Status			Employment Status		SEG				Ethnic Group	
		Yes	No	Main Earner	Second Earner	Joint Earner	Full Time	Part Time	AB	C1	C2	DE	White	BME
Unweighted Total	1031	228	725	343	430	258	343	688	39	218	53	721	958	65
Weighted Total	1031	204	722	316	464	252	342	689	41	221	55	713	938	82
1	149	35	101	49	61	39	60	89	5	30	3	112	135	11
	14.5%	17.3%	14.0%	15.6%	13.2%	15.5%	17.7%	12.9%	11.3%	13.6%	5.9%	15.6%	14.4%	13.0%
2	218	52	137	75	83	60	80	138	12	51	5	151	202	15
	21.2%	25.5%	19.0%	23.7%	18.0%	23.8%	23.5%	20.0%	29.4%	22.9%	9.0%	21.1%	21.5%	18.4%
3	205	42	136	59	106	40	65	140	8	36	19	143	185	20
	19.8%	20.5%	18.9%	18.6%	23.0%	15.7%	18.9%	20.3%	18.2%	16.2%	33.6%	20.0%	19.7%	24.3%
4	273	48	198	79	138	56	89	184	10	71	17	174	247	22
	26.5%	23.4%	27.4%	24.9%	29.7%	22.4%	25.9%	26.7%	25.4%	31.9%	31.6%	24.4%	26.3%	26.8%
5	186	27	150	54	75	57	48	138	6	34	11	134	169	14
	18.0%	13.2%	20.8%	17.2%	16.1%	22.6%	14.0%	20.0%	15.7%	15.4%	19.8%	18.8%	18.1%	17.5%
Mean Score	3.1	2.9	3.2	3.0	3.2	3.1	3.0	3.2	3.0	3.1	3.5	3.1	3.1	3.2
SIGMA	1031	204	722	316	464	252	342	689	41	221	55	713	938	82
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%

**Low Paid Retail Workers**  
Prepared on behalf of Tooley Street Research

Table 47

Q24. Normal weightings

Q24. Thinking about where you work, to what extent do you agree or disagree with the following statement? It's not worth being promoted as you have to work a lot harder for not much more pay.

Base: All respondents

	Total	Gender		Age					Region6 + 1						Education				Student		Single Parent		
		Male	Female	18-24	25-34	35-44	45-54	55+	London	Midlands	North	South	England	Scotland	Wales	No Quals	GCSE	A-Level	Degree	Student	Non-Student	Yes	No
Unweighted Total	1031	266	765	208	202	193	224	204	68	198	261	344	871	77	65	19	470	245	28	80	951	96	935
Weighted Total	1031	309	722	333	181	173	173	170	80	203	256	337	875	77	62	17	432	276	30	129	902	103	928
1	179	57	122	98	17	20	18	27	13	28	53	53	147	14	12	3	62	47	5	27	152	21	158
	17.4%	18.4%	16.9%	29.4%	9.2%	11.4%	10.2%	16.0%	16.2%	14.0%	20.7%	15.7%	16.8%	18.1%	18.7%	20.0%	14.3%	16.9%	18.2%	20.6%	16.9%	20.2%	17.1%
2	253	71	182	100	46	43	31	33	21	62	68	66	217	12	20	5	95	83	8	45	208	27	226
	24.5%	23.0%	25.2%	30.1%	25.2%	24.7%	17.8%	19.4%	26.2%	30.5%	26.7%	19.4%	24.7%	16.1%	32.2%	30.3%	22.0%	29.9%	26.7%	34.8%	23.1%	26.3%	24.3%
3	146	44	102	30	27	28	31	32	8	23	35	56	122	12	9	2	65	34	2	10	136	15	131
	14.2%	14.2%	14.2%	8.9%	14.8%	15.9%	17.8%	18.5%	9.9%	11.1%	13.8%	16.7%	13.9%	16.0%	14.4%	14.3%	15.1%	12.1%	8.3%	7.7%	15.1%	14.5%	14.2%
4	290	87	203	79	64	40	55	51	27	58	65	107	257	20	11	5	121	79	12	39	250	26	264
	28.1%	28.1%	28.1%	23.7%	35.3%	23.0%	32.0%	30.2%	33.5%	28.7%	25.5%	31.7%	29.4%	26.4%	17.4%	29.7%	28.1%	28.6%	40.7%	30.5%	27.8%	25.3%	28.4%
5	163	50	113	26	28	43	38	27	11	32	34	56	133	18	11	1	88	34	2	8	155	14	149
	15.8%	16.3%	15.6%	7.9%	15.5%	25.0%	22.2%	16.0%	14.1%	15.7%	13.3%	16.5%	15.2%	23.5%	17.3%	5.8%	20.5%	12.4%	6.1%	6.5%	17.2%	13.6%	16.1%
Mean Score	3.0	3.0	3.0	2.5	3.2	3.3	3.4	3.1	3.0	3.0	2.8	3.1	3.0	3.2	2.8	2.7	3.2	2.9	2.9	2.7	3.1	2.9	3.0
SIGMA	1031	309	722	333	181	173	173	170	80	203	256	337	875	77	62	17	432	276	30	129	902	103	928
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%

## Low Paid Retail Workers

Prepared on behalf of Tooley Street Research

**Table 48**  
**Q24. Normal weightings**  
**Q24. Thinking about where you work, to what extent do you agree or disagree with the following statement? It's not worth being promoted as you have to work a lot harder for not much more pay.**  
**Base: All respondents**

	Total	Tax Credits		Earner Status			Employment Status		SEG				Ethnic Group	
		Yes	No	Main Earner	Second Earner	Joint Earner	Full Time	Part Time	AB	C1	C2	DE	White	BME
Unweighted Total	1031	228	725	343	430	258	343	688	39	218	53	721	958	65
Weighted Total	1031	204	722	316	464	252	342	689	41	221	55	713	938	82
1	179	24	133	43	89	47	54	125	10	48	8	113	160	13
	17.4%	11.5%	18.4%	13.5%	19.2%	18.7%	15.7%	18.2%	24.8%	21.8%	13.6%	15.9%	17.1%	15.6%
2	253	49	178	72	122	58	91	162	12	60	17	164	225	27
	24.5%	24.1%	24.6%	22.9%	26.4%	23.1%	26.6%	23.5%	29.4%	26.9%	31.0%	23.0%	24.0%	33.3%
3	146	24	101	51	67	28	38	108	2	25	9	110	140	3
	14.2%	11.8%	14.0%	16.0%	14.5%	11.2%	11.1%	15.7%	4.4%	11.4%	17.0%	15.4%	15.0%	3.5%
4	290	71	189	93	120	77	97	192	13	63	14	200	259	29
	28.1%	34.8%	26.2%	29.4%	25.9%	30.5%	28.5%	27.9%	32.0%	28.4%	25.3%	28.0%	27.7%	35.2%
5	163	36	122	58	64	41	62	101	4	25	7	127	152	10
	15.8%	17.7%	16.9%	18.2%	13.9%	16.4%	18.2%	14.7%	9.4%	11.5%	13.1%	17.8%	16.2%	12.3%
Mean Score	3.0	3.2	3.0	3.2	2.9	3.0	3.1	3.0	2.7	2.8	2.9	3.1	3.0	3.0
SIGMA	1031	204	722	316	464	252	342	689	41	221	55	713	938	82
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%



**Low Paid Retail Workers**  
Prepared on behalf of Tooley Street Research

**Table 49**  
**Q25. Normal weightings**  
**Q25. Thinking about where you work, to what extent do you agree or disagree with the following statement? I haven't got the necessary skills or education to get promoted.**  
**Base: All respondents**

	Total	Gender		Age					Region6 + 1						Education				Student		Single Parent		
		Male	Female	18-24	25-34	35-44	45-54	55+	London	Midlands	North	South	England	Scotland	Wales	No Quals	GCSE	A-Level	Degree	Student	Non-Student	Yes	No
Unweighted Total	1031	266	765	208	202	193	224	204	68	198	261	344	871	77	65	19	470	245	28	80	951	96	935
Weighted Total	1031	309	722	333	181	173	173	170	80	203	256	337	875	77	62	17	432	276	30	129	902	103	928
1	431	130	301	140	74	66	72	80	22	84	113	144	363	36	22	5	159	113	20	59	372	37	394
	41.8%	41.9%	41.7%	42.0%	40.7%	37.9%	41.4%	46.9%	27.2%	41.5%	44.3%	42.8%	41.5%	46.7%	35.4%	31.9%	36.8%	40.8%	68.8%	45.8%	41.2%	35.6%	42.5%
2	334	101	233	118	54	50	56	56	30	69	81	109	289	19	23	5	139	100	8	45	288	36	298
	32.4%	32.6%	32.3%	35.3%	29.8%	29.1%	32.3%	32.7%	38.2%	34.1%	31.7%	32.2%	33.1%	25.2%	36.5%	29.0%	32.3%	36.3%	28.7%	35.3%	32.0%	35.0%	32.1%
3	117	38	79	33	20	26	23	15	12	16	28	40	95	9	10	3	60	27	-	6	110	10	107
	11.3%	12.3%	10.9%	9.9%	11.3%	15.2%	13.1%	8.6%	14.7%	7.7%	10.9%	11.8%	10.8%	11.6%	15.5%	15.9%	13.8%	9.7%	-	5.0%	12.2%	9.6%	11.5%
4	117	32	85	32	25	25	16	19	12	24	25	35	97	12	7	2	55	30	-	11	105	16	101
	11.3%	10.3%	11.8%	9.5%	14.0%	14.2%	9.3%	11.3%	15.5%	11.9%	9.9%	10.4%	11.1%	15.5%	11.0%	14.0%	12.8%	10.8%	-	8.9%	11.7%	15.2%	10.9%
5	33	9	24	11	8	6	7	1	4	10	8	9	31	1	1	2	19	7	1	6	26	5	28
	3.2%	2.8%	3.3%	3.4%	4.2%	3.7%	3.9%	*	4.4%	4.8%	3.3%	2.8%	3.6%	1.0%	1.6%	9.3%	4.3%	2.5%	2.5%	5.0%	2.9%	4.7%	3.0%
Mean Score	2.0	2.0	2.0	2.0	2.1	2.2	2.0	1.9	2.3	2.0	2.0	2.0	2.0	2.0	2.1	2.4	2.2	2.0	1.4	1.9	2.0	2.2	2.0
SIGMA	1031	309	722	333	181	173	173	170	80	203	256	337	875	77	62	17	432	276	30	129	902	103	928
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%

**Low Paid Retail Workers**  
Prepared on behalf of Tooley Street Research

**Table 50**  
**Q25. Normal weightings**  
**Q25. Thinking about where you work, to what extent do you agree or disagree with the following statement? I haven't got the necessary skills or education to get promoted.**  
**Base: All respondents**

	Total	Tax Credits		Earner Status			Employment Status		SEG				Ethnic Group	
		Yes	No	Main Earner	Second Earner	Joint Earner	Full Time	Part Time	AB	C1	C2	DE	White	BME
Unweighted Total	1031	228	725	343	430	258	343	688	39	218	53	721	958	65
Weighted Total	1031	204	722	316	464	252	342	689	41	221	55	713	938	82
1	431	85	314	129	197	105	146	285	14	104	24	288	395	28
	41.8%	41.7%	43.4%	40.9%	42.5%	41.5%	42.5%	41.4%	35.0%	47.2%	42.9%	40.4%	42.1%	34.4%
2	334	59	234	102	153	79	104	230	15	70	12	237	307	25
	32.4%	29.1%	32.4%	32.2%	33.1%	31.3%	30.3%	33.4%	37.1%	31.5%	22.1%	33.2%	32.7%	30.9%
3	117	22	77	36	52	29	37	80	6	20	8	83	110	6
	11.3%	11.0%	10.7%	11.4%	11.2%	11.4%	10.7%	11.6%	14.7%	8.9%	14.3%	11.6%	11.7%	7.0%
4	117	30	72	36	52	29	45	72	5	19	8	84	97	19
	11.3%	14.5%	10.0%	11.4%	11.2%	11.5%	13.1%	10.5%	13.2%	8.6%	14.6%	11.8%	10.4%	22.6%
5	33	8	25	13	9	11	11	22	-	8	3	21	29	4
	3.2%	3.8%	3.5%	4.1%	2.0%	4.3%	3.3%	3.1%	-	3.7%	6.1%	3.0%	3.0%	5.2%
Mean Score	2.0	2.1	2.0	2.1	2.0	2.1	2.0	2.0	2.1	1.9	2.2	2.0	2.0	2.3
SIGMA	1031	204	722	316	464	252	342	689	41	221	55	713	938	82
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%

**Low Paid Retail Workers**  
Prepared on behalf of Tooley Street Research

**Table 51**  
**Q26. Normal weightings**  
**Q26. Thinking about where you work, to what extent do you agree or disagree with the following statement? I'd be worried about a promotion because of my family commitments.**  
**Base: All respondents**

	Total	Gender		Age					Region6 + 1						Education				Student		Single Parent		
		Male	Female	18-24	25-34	35-44	45-54	55+	London	Midlands	North	South	England	Scotland	Wales	No Quals	GCSE	A-Level	Degree	Student	Non-Student	Yes	No
Unweighted Total	1031	266	765	208	202	193	224	204	68	198	261	344	871	77	65	19	470	245	28	80	951	96	935
Weighted Total	1031	309	722	333	181	173	173	170	80	203	256	337	875	77	62	17	432	276	30	129	902	103	928
1	333	109	224	134	46	31	52	70	20	61	74	126	281	31	17	6	127	77	11	43	290	22	311
	32.3%	35.2%	31.1%	40.2%	25.5%	17.9%	29.8%	41.1%	24.8%	30.2%	28.9%	37.4%	32.1%	40.1%	26.9%	34.0%	29.4%	27.7%	37.3%	33.3%	32.2%	21.6%	33.5%
2	281	89	192	109	46	39	45	42	28	55	75	83	241	19	19	5	115	81	9	45	236	34	248
	27.3%	28.9%	26.6%	32.7%	25.2%	22.7%	25.7%	24.9%	34.6%	27.4%	29.3%	24.6%	27.5%	24.2%	31.4%	29.9%	26.5%	29.4%	29.1%	34.8%	26.2%	32.5%	26.7%
3	138	51	87	37	26	31	23	21	16	23	33	42	114	10	10	4	64	36	4	14	124	11	127
	13.4%	16.4%	12.1%	11.2%	14.2%	18.0%	13.4%	12.1%	20.0%	11.3%	13.0%	12.5%	13.0%	13.0%	15.8%	21.1%	14.7%	13.0%	12.0%	10.6%	13.8%	11.0%	13.7%
4	193	45	148	41	42	47	35	28	11	43	52	58	165	14	10	2	85	60	3	23	171	20	173
	18.7%	14.5%	20.6%	12.4%	23.2%	27.1%	20.1%	16.5%	14.1%	21.4%	20.5%	17.3%	18.9%	18.4%	15.5%	9.2%	19.7%	21.8%	11.1%	17.5%	18.9%	19.1%	18.7%
5	86	15	70	11	22	25	19	9	5	20	21	27	74	3	6	1	41	22	3	5	81	16	69
	8.3%	5.0%	9.7%	3.4%	11.9%	14.3%	10.9%	5.3%	6.6%	9.8%	8.4%	8.1%	8.4%	4.3%	10.4%	5.8%	9.6%	8.1%	10.4%	3.8%	8.9%	15.7%	7.5%
Mean Score	2.4	2.3	2.5	2.1	2.7	3.0	2.6	2.2	2.4	2.5	2.5	2.3	2.4	2.2	2.5	2.2	2.5	2.5	2.3	2.2	2.5	2.7	2.4
SIGMA	1031	309	722	333	181	173	173	170	80	203	256	337	875	77	62	17	432	276	30	129	902	103	928
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%

**Low Paid Retail Workers**  
Prepared on behalf of Tooley Street Research

**Table 52**  
**Q26. Normal weightings**  
**Q26. Thinking about where you work, to what extent do you agree or disagree with the following statement? I'd be worried about a promotion because of my family commitments.**  
**Base: All respondents**

	Total	Tax Credits		Earner Status			Employment Status		SEG				Ethnic Group	
		Yes	No	Main Earner	Second Earner	Joint Earner	Full Time	Part Time	AB	C1	C2	DE	White	BME
Unweighted Total	1031	228	725	343	430	258	343	688	39	218	53	721	958	65
Weighted Total	1031	204	722	316	464	252	342	689	41	221	55	713	938	82
1	333	32	265	113	141	79	143	190	19	82	10	222	308	19
	32.3%	15.6%	36.7%	35.8%	30.3%	31.5%	41.7%	27.6%	45.0%	37.2%	18.5%	31.1%	32.9%	22.7%
2	281	52	201	76	131	74	94	187	11	60	13	198	251	30
	27.3%	25.6%	27.9%	24.2%	28.2%	29.4%	27.4%	27.2%	26.5%	27.1%	22.7%	27.7%	26.7%	37.1%
3	138	30	86	38	64	37	35	103	4	22	16	96	124	9
	13.4%	14.8%	11.9%	11.9%	13.8%	14.5%	10.2%	15.0%	10.4%	9.9%	29.6%	13.4%	13.3%	11.4%
4	193	62	118	62	89	42	57	136	7	37	13	135	177	16
	18.7%	30.1%	16.3%	19.6%	19.2%	16.7%	16.6%	19.8%	18.1%	16.9%	23.8%	18.9%	18.8%	20.0%
5	86	28	53	26	39	20	14	71	-	20	3	63	78	7
	8.3%	13.8%	7.3%	8.4%	8.4%	7.9%	4.1%	10.4%	-	8.9%	5.4%	8.8%	8.3%	8.7%
Mean Score	2.4	3.0	2.3	2.4	2.5	2.4	2.1	2.6	2.0	2.3	2.7	2.5	2.4	2.5
SIGMA	1031	204	722	316	464	252	342	689	41	221	55	713	938	82
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%

**Low Paid Retail Workers**  
Prepared on behalf of Tooley Street Research

**Table 53**  
**Q27. Normal weightings**  
**Q27. Thinking about where you work, to what extent do you agree or disagree with the following statement? There's no point being paid more, because I'd lose out in tax credits and/or other state benefits.**  
**Base: All respondents**

	Total	Gender		Age					Region6 + 1						Education				Student		Single Parent		
		Male	Female	18-24	25-34	35-44	45-54	55+	London	Midlands	North	South	England	Scotland	Wales	No Quals	GCSE	A-Level	Degree	Student	Non-Student	Yes	No
Unweighted Total	1031	266	765	208	202	193	224	204	68	198	261	344	871	77	65	19	470	245	28	80	951	96	935
Weighted Total	1031	309	722	333	181	173	173	170	80	203	256	337	875	77	62	17	432	276	30	129	902	103	928
1	425	118	307	121	63	62	86	94	23	71	100	164	358	35	26	10	176	99	16	46	379	19	405
	41.2%	38.2%	42.5%	36.3%	34.7%	35.5%	49.4%	55.2%	28.8%	34.8%	39.1%	48.7%	40.9%	45.5%	42.5%	59.8%	40.8%	35.9%	53.0%	35.4%	42.0%	18.7%	43.7%
2	292	89	203	132	51	38	34	37	22	74	79	76	251	23	13	2	111	95	8	52	240	36	256
	28.3%	28.7%	28.2%	39.6%	27.9%	22.2%	19.6%	21.9%	28.0%	36.4%	31.0%	22.5%	28.7%	30.1%	21.7%	14.0%	25.6%	34.5%	27.1%	40.5%	26.6%	34.8%	27.6%
3	133	43	90	31	32	29	22	18	17	29	28	37	111	8	10	3	61	37	4	12	121	17	116
	12.9%	13.8%	12.5%	9.3%	17.8%	17.0%	12.5%	10.6%	21.1%	14.1%	11.1%	10.9%	12.6%	10.9%	15.4%	16.3%	14.1%	13.5%	14.4%	9.1%	13.4%	16.4%	12.5%
4	111	35	76	30	24	21	22	13	12	19	29	38	98	5	6	2	48	24	2	12	98	20	90
	10.7%	11.3%	10.5%	9.0%	13.2%	12.4%	12.7%	7.9%	14.9%	9.2%	11.4%	11.3%	11.2%	7.0%	9.5%	9.9%	11.1%	8.9%	5.5%	9.6%	10.9%	19.5%	9.8%
5	71	25	46	19	12	22	10	7	6	11	19	23	58	5	7	-	36	20	-	7	64	11	60
	6.9%	8.1%	6.4%	5.8%	6.4%	12.8%	5.9%	4.4%	7.2%	5.4%	7.4%	6.7%	6.7%	6.5%	10.9%	-	8.4%	7.2%	-	5.3%	7.1%	10.5%	6.5%
Mean Score	2.1	2.2	2.1	2.1	2.3	2.4	2.1	1.8	2.4	2.1	2.2	2.0	2.1	2.0	2.2	1.8	2.2	2.2	1.7	2.1	2.1	2.7	2.1
SIGMA	1031	309	722	333	181	173	173	170	80	203	256	337	875	77	62	17	432	276	30	129	902	103	928
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%



**Low Paid Retail Workers**  
Prepared on behalf of Tooley Street Research

Table 54

Q27. Normal weightings

Q27. Thinking about where you work, to what extent do you agree or disagree with the following statement? There's no point being paid more, because I'd lose out in tax credits and/or other state benefits.

Base: All respondents

	Total	Tax Credits		Earner Status			Employment Status		SEG				Ethnic Group	
		Yes	No	Main Earner	Second Earner	Joint Earner	Full Time	Part Time	AB	C1	C2	DE	White	BME
Unweighted Total	1031	228	725	343	430	258	343	688	39	218	53	721	958	65
Weighted Total	1031	204	722	316	464	252	342	689	41	221	55	713	938	82
1	425	36	354	112	210	103	145	280	19	88	15	303	401	19
	41.2%	17.5%	49.0%	35.5%	45.3%	40.7%	42.2%	40.7%	45.9%	39.7%	26.7%	42.5%	42.7%	23.0%
2	292	60	197	85	134	73	109	183	9	68	17	199	265	24
	28.3%	29.2%	27.2%	27.1%	28.9%	28.9%	31.9%	26.6%	22.6%	30.5%	30.4%	27.8%	28.3%	29.6%
3	133	30	78	41	61	31	31	101	2	25	12	94	116	14
	12.9%	14.5%	10.7%	12.9%	13.2%	12.1%	9.2%	14.7%	4.4%	11.1%	22.1%	13.2%	12.4%	16.5%
4	111	51	51	45	37	29	39	72	9	23	7	72	92	19
	10.7%	25.2%	7.0%	14.2%	8.0%	11.5%	11.3%	10.4%	21.5%	10.3%	12.1%	10.1%	9.8%	22.7%
5	71	28	43	32	21	17	19	52	2	18	5	45	64	7
	6.9%	13.6%	6.0%	10.3%	4.6%	6.8%	5.4%	7.6%	5.7%	8.2%	8.8%	6.4%	6.8%	8.1%
Mean Score	2.1	2.9	1.9	2.4	2.0	2.1	2.1	2.2	2.2	2.2	2.5	2.1	2.1	2.6
SIGMA	1031	204	722	316	464	252	342	689	41	221	55	713	938	82
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%

**Low Paid Retail Workers**  
Prepared on behalf of Tooley Street Research

Table 55

Q28. Normal weightings

Q28. Thinking about where you work, to what extent do you agree or disagree with the following statement? I apply for promotions but haven't yet been successful.

Base: All respondents

	Total	Gender		Age					Region6 + 1						Education				Student		Single Parent		
		Male	Female	18-24	25-34	35-44	45-54	55+	London	Midlands	North	South	England	Scotland	Wales	No Quals	GCSE	A-Level	Degree	Student	Non-Student	Yes	No
Unweighted Total	1031	266	765	208	202	193	224	204	68	198	261	344	871	77	65	19	470	245	28	80	951	96	935
Weighted Total	1031	309	722	333	181	173	173	170	80	203	256	337	875	77	62	17	432	276	30	129	902	103	928
1	588	162	426	187	82	91	114	114	39	107	142	202	489	51	39	8	239	176	19	81	507	46	542
	57.0%	52.5%	59.0%	56.2%	45.1%	52.7%	65.8%	66.8%	48.5%	52.6%	55.5%	59.9%	55.9%	66.9%	63.9%	50.3%	55.3%	63.8%	65.4%	63.0%	56.2%	44.8%	58.4%
2	248	61	187	90	46	42	35	35	22	58	63	70	213	14	17	5	98	66	8	32	216	37	212
	24.1%	19.6%	26.0%	26.9%	25.3%	24.4%	20.2%	20.8%	27.6%	28.5%	24.7%	20.9%	24.4%	18.2%	27.5%	28.6%	22.7%	23.9%	26.0%	24.9%	23.9%	35.4%	22.8%
3	89	37	52	20	24	22	13	10	12	13	24	26	75	8	3	2	49	15	2	5	84	7	82
	8.7%	12.1%	7.2%	6.0%	13.5%	12.9%	7.4%	5.6%	14.7%	6.6%	9.4%	7.7%	8.5%	10.1%	5.5%	15.0%	11.4%	5.3%	7.7%	4.1%	9.3%	7.2%	8.8%
4	74	34	40	30	19	8	9	9	7	20	11	32	70	4	1	1	31	15	-	8	66	7	67
	7.2%	11.1%	5.5%	9.0%	10.3%	4.5%	5.2%	5.3%	9.2%	9.8%	4.3%	9.3%	8.0%	4.9%	1.5%	6.1%	7.3%	5.4%	-	6.5%	7.3%	7.0%	7.2%
5	31	15	17	6	11	10	2	3	-	5	16	7	29	-	1	-	15	5	1	2	29	6	26
	3.0%	4.7%	2.3%	1.9%	5.8%	5.5%	1.4%	1.5%	-	2.6%	6.1%	2.2%	3.3%	-	1.6%	-	3.4%	1.7%	2.7%	1.5%	3.3%	5.6%	2.8%
Mean Score	1.8	2.0	1.7	1.7	2.1	1.9	1.6	1.5	1.8	1.8	1.8	1.7	1.8	1.5	1.5	1.8	1.8	1.6	1.5	1.6	1.8	1.9	1.7
SIGMA	1031	309	722	333	181	173	173	170	80	203	256	337	875	77	62	17	432	276	30	129	902	103	928
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%

**Low Paid Retail Workers**  
Prepared on behalf of Tooley Street Research

Table 56

Q28. Normal weightings

Q28. Thinking about where you work, to what extent do you agree or disagree with the following statement? I apply for promotions but haven't yet been successful.

Base: All respondents

	Total	Tax Credits		Earner Status			Employment Status		SEG				Ethnic Group	
		Yes	No	Main Earner	Second Earner	Joint Earner	Full Time	Part Time	AB	C1	C2	DE	White	BME
Unweighted Total	1031	228	725	343	430	258	343	688	39	218	53	721	958	65
Weighted Total	1031	204	722	316	464	252	342	689	41	221	55	713	938	82
1	588	96	442	164	287	137	171	417	15	112	23	438	543	38
	57.0%	47.1%	61.3%	52.0%	62.0%	54.3%	49.8%	60.6%	36.2%	50.8%	41.6%	61.3%	57.9%	46.5%
2	248	59	148	76	112	61	87	161	14	65	12	157	217	26
	24.1%	29.1%	20.5%	23.9%	24.2%	24.1%	25.4%	23.4%	33.3%	29.5%	21.4%	22.1%	23.2%	32.0%
3	89	24	58	39	30	20	32	58	2	16	7	64	80	9
	8.7%	11.8%	8.0%	12.4%	6.5%	7.9%	9.3%	8.4%	4.2%	7.2%	13.0%	9.0%	8.6%	10.9%
4	74	14	53	21	31	22	32	42	9	18	12	35	66	9
	7.2%	7.0%	7.4%	6.5%	6.8%	8.8%	9.5%	6.1%	22.7%	7.9%	22.6%	4.9%	7.0%	10.6%
5	31	10	21	16	3	13	20	11	2	10	1	19	31	-
	3.0%	5.1%	2.9%	5.1%	0.6%	5.0%	5.9%	1.6%	3.6%	4.5%	1.3%	2.7%	3.3%	-
Mean Score	1.8	1.9	1.7	1.9	1.6	1.9	2.0	1.6	2.2	1.9	2.2	1.7	1.7	1.9
SIGMA	1031	204	722	316	464	252	342	689	41	221	55	713	938	82
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%

**Low Paid Retail Workers**  
Prepared on behalf of Tooley Street Research

Table 57

Q29. Normal weightings

Q29. Thinking about where you work, to what extent do you agree or disagree with the following statement? I don't know how to go about getting a promotion.

Base: All respondents

	Total	Gender		Age					Region6 + 1						Education				Student		Single Parent		
		Male	Female	18-24	25-34	35-44	45-54	55+	London	Midlands	North	South	England	Scotland	Wales	No Quals	GCSE	A-Level	Degree	Student	Non-Student	Yes	No
Unweighted Total	1031	266	765	208	202	193	224	204	68	198	261	344	871	77	65	19	470	245	28	80	951	96	935
Weighted Total	1031	309	722	333	181	173	173	170	80	203	256	337	875	77	62	17	432	276	30	129	902	103	928
1	298	90	207	55	36	56	60	90	9	53	71	118	251	22	17	3	142	58	5	18	280	16	282
	28.9%	29.2%	28.7%	16.5%	19.9%	32.6%	34.9%	52.7%	11.0%	26.4%	27.7%	35.0%	28.7%	28.4%	26.9%	20.0%	32.9%	21.0%	15.7%	13.7%	31.0%	15.3%	30.4%
2	315	100	216	95	58	52	58	52	26	74	80	90	270	22	18	8	131	84	16	40	275	32	283
	30.6%	32.2%	29.9%	28.4%	32.2%	30.2%	33.4%	30.6%	32.2%	36.5%	31.5%	26.8%	30.9%	29.0%	28.9%	48.6%	30.4%	30.4%	55.7%	31.4%	30.5%	30.9%	30.6%
3	172	57	114	44	45	33	34	16	21	24	46	50	141	16	11	3	72	37	8	12	160	20	152
	16.7%	18.6%	15.8%	13.3%	24.6%	19.0%	19.5%	9.4%	26.7%	11.8%	17.9%	14.9%	16.1%	21.5%	17.3%	17.6%	16.6%	13.4%	26.1%	9.1%	17.7%	19.0%	16.4%
4	176	48	128	95	30	22	17	11	17	32	46	53	148	14	13	1	67	65	1	37	139	26	150
	17.1%	15.6%	17.7%	28.6%	16.7%	12.9%	10.1%	6.2%	21.2%	15.7%	18.1%	15.8%	17.0%	18.1%	21.1%	4.5%	15.6%	23.5%	2.5%	28.8%	15.4%	25.2%	16.2%
5	70	14	57	44	12	9	4	2	7	19	12	25	64	2	4	2	19	32	-	22	48	10	60
	6.8%	4.4%	7.8%	13.1%	6.6%	5.2%	2.1%	1.0%	8.9%	9.6%	4.9%	7.5%	7.3%	3.0%	5.8%	9.3%	4.5%	11.7%	-	17.0%	5.3%	9.6%	6.5%
Mean Score	2.4	2.3	2.5	2.9	2.6	2.3	2.1	1.7	2.8	2.5	2.4	2.3	2.4	2.4	2.5	2.3	2.3	2.7	2.2	3.0	2.3	2.8	2.4
SIGMA	1031	309	722	333	181	173	173	170	80	203	256	337	875	77	62	17	432	276	30	129	902	103	928
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%

**Low Paid Retail Workers**  
Prepared on behalf of Tooley Street Research

Table 58

Q29. Normal weightings

Q29. Thinking about where you work, to what extent do you agree or disagree with the following statement? I don't know how to go about getting a promotion.

Base: All respondents

	Total		Tax Credits			Earner Status			Employment Status		SEG				Ethnic Group	
	Yes	No	Main Earner	Second Earner	Joint Earner	Full Time	Part Time	AB	C1	C2	DE	White	BME			
Unweighted Total	1031	228	725	343	430	258	343	688	39	218	53	721	958	65		
Weighted Total	1031	204	722	316	464	252	342	689	41	221	55	713	938	82		
1	298	51	232	104	111	82	118	180	12	67	10	208	284	13		
	28.9%	25.1%	32.2%	32.9%	24.0%	32.6%	34.4%	26.1%	28.4%	30.5%	18.5%	29.2%	30.2%	16.2%		
2	315	62	225	106	132	78	105	210	9	68	18	221	290	24		
	30.6%	30.2%	31.2%	33.5%	28.4%	31.0%	30.7%	30.5%	22.6%	30.6%	31.8%	31.0%	30.9%	29.1%		
3	172	40	113	49	85	38	47	124	5	31	14	121	153	13		
	16.7%	19.5%	15.6%	15.5%	18.2%	15.2%	13.8%	18.1%	12.6%	14.2%	25.1%	17.0%	16.3%	15.4%		
4	176	38	107	46	93	38	57	119	14	41	10	112	153	22		
	17.1%	18.8%	14.8%	14.5%	20.0%	14.9%	16.6%	17.3%	32.8%	18.4%	17.3%	15.7%	16.3%	26.9%		
5	70	13	45	11	43	16	15	55	2	14	4	51	58	10		
	6.8%	6.3%	6.2%	3.6%	9.3%	6.2%	4.4%	8.0%	3.6%	6.3%	7.2%	7.1%	6.2%	12.5%		
Mean Score	2.4	2.5	2.3	2.2	2.6	2.3	2.3	2.5	2.6	2.4	2.6	2.4	2.4	2.9		
SIGMA	1031	204	722	316	464	252	342	689	41	221	55	713	938	82		
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%		

**Low Paid Retail Workers**  
Prepared on behalf of Tooley Street Research

**Table 59**  
**Q30. Normal weightings**  
**Q30. Thinking about where you work, to what extent do you agree or disagree with the following statement? I'd accept a promotion if I was offered it, but only if I could keep my part time status**  
Base: Respondents in part time employment

	Total	Gender		Age					Region6 + 1						Education				Student		Single Parent		
		Male	Female	18-24	25-34	35-44	45-54	55+	London	Midlands	North	South	England	Scotland	Wales	No Quals	GCSE	A-Level	Degree	Student	Non-Student	Yes	No
Unweighted Total	688	126	562	151	126	116	146	149	45	132	172	231	580	45	49	15	311	179	19	78	610	71	617
Weighted Total	689	154	535	241	113	101	111	123	55	135	169	223	583	46	46	13	279	208	20	125	563	78	610
1	96	18	78	28	8	16	16	27	6	14	30	28	77	6	10	3	40	20	4	6	90	10	86
	14.0%	11.9%	14.6%	11.7%	7.1%	16.2%	14.7%	22.1%	10.1%	10.7%	17.5%	12.4%	13.3%	13.2%	21.7%	25.7%	14.5%	9.8%	18.7%	4.9%	16.0%	12.4%	14.2%
2	112	30	82	35	18	19	23	16	5	27	32	29	94	7	9	3	48	32	1	16	96	7	105
	16.2%	19.4%	15.3%	14.6%	16.2%	19.0%	20.5%	13.3%	8.3%	20.3%	19.0%	13.2%	16.1%	14.4%	19.7%	24.0%	17.4%	15.5%	4.1%	12.8%	17.0%	8.9%	17.2%
3	107	34	73	25	19	16	23	24	10	18	25	36	88	10	6	3	54	21	3	7	100	9	99
	15.6%	22.1%	13.7%	10.4%	16.8%	16.2%	20.9%	19.1%	17.2%	13.0%	14.6%	16.3%	15.1%	21.6%	12.3%	19.6%	19.3%	9.9%	14.8%	5.4%	17.8%	11.0%	16.2%
4	237	46	190	87	41	30	35	43	22	51	51	77	201	16	17	3	96	72	6	53	184	40	197
	34.4%	30.2%	35.6%	36.3%	36.5%	30.0%	31.2%	34.9%	39.3%	37.5%	30.3%	34.4%	34.4%	35.0%	37.7%	23.4%	34.4%	34.7%	31.9%	42.1%	32.6%	51.3%	32.2%
5	137	25	112	65	26	19	14	13	14	25	31	53	123	7	4	1	40	62	6	44	93	13	124
	19.9%	16.4%	20.9%	27.0%	23.3%	18.5%	12.6%	10.5%	25.0%	18.5%	18.5%	23.7%	21.1%	15.9%	8.6%	7.4%	14.4%	30.1%	30.4%	34.7%	16.6%	16.5%	20.3%
Mean Score	3.3	3.2	3.3	3.5	3.5	3.2	3.1	3.0	3.6	3.3	3.1	3.4	3.3	3.3	2.9	2.6	3.2	3.6	3.5	3.9	3.2	3.5	3.3
SIGMA	689	154	535	241	113	101	111	123	55	135	169	223	583	46	46	13	279	208	20	125	563	78	610
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%

**Low Paid Retail Workers**  
Prepared on behalf of Tooley Street Research

**Table 60**  
**Q30. Normal weightings**  
**Q30. Thinking about where you work, to what extent do you agree or disagree with the following statement? I'd accept a promotion if I was offered it, but only if I could keep my part time status**  
**Base: Respondents in part time employment**

	Total	Tax Credits		Earner Status			Employment Status		SEG				Ethnic Group	
		Yes	No	Main Earner	Second Earner	Joint Earner	Full Time	Part Time	AB	C1	C2	DE	White	BME
Unweighted Total	688	150	479	185	348	155	-	688	11	117	33	527	624	58
Weighted Total	689	133	473	166	372	151	-	689	11	118	36	523	606	74
1	96	18	68	27	46	23	-	96	1	15	1	79	93	2
	14.0%	13.9%	14.4%	16.3%	12.3%	15.4%	-	14.0%	7.3%	12.9%	2.3%	15.1%	15.3%	2.1%
2	112	20	82	21	64	27	-	112	2	13	10	87	104	8
	16.2%	15.3%	17.3%	12.8%	17.1%	17.8%	-	16.2%	20.4%	10.8%	26.9%	16.6%	17.2%	10.5%
3	107	24	76	32	57	18	-	107	1	10	5	91	96	11
	15.6%	17.9%	16.2%	19.3%	15.4%	11.9%	-	15.6%	7.9%	8.2%	15.3%	17.4%	15.9%	14.9%
4	237	41	157	54	122	60	-	237	4	49	14	169	201	32
	34.4%	31.2%	33.1%	32.4%	33.0%	40.0%	-	34.4%	37.5%	41.2%	40.6%	32.3%	33.2%	42.9%
5	137	29	90	32	83	22	-	137	3	32	5	97	112	22
	19.9%	21.7%	19.1%	19.2%	22.2%	14.8%	-	19.9%	26.9%	26.9%	14.9%	18.5%	18.4%	29.5%
Mean Score	3.3	3.3	3.3	3.3	3.4	3.2	-	3.3	3.6	3.6	3.4	3.2	3.2	3.9
SIGMA	689	133	473	166	372	151	-	689	11	118	36	523	606	74
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	-	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%

**Low Paid Retail Workers**  
Prepared on behalf of Tooley Street Research

**Table 61**  
**Q31. Normal weightings**  
**Q31. Thinking about where you work, to what extent do you agree or disagree with the following statement? I'd accept a promotion if I was offered it, even if it meant I had to work full time**  
Base: Respondents in part time employment

	Total	Gender		Age					Region6 + 1						Education				Student		Single Parent		
		Male	Female	18-24	25-34	35-44	45-54	55+	London	Midlands	North	South	England	Scotland	Wales	No Quals	GCSE	A-Level	Degree	Student	Non-Student	Yes	No
Unweighted Total	688	126	562	151	126	116	146	149	45	132	172	231	580	45	49	15	311	179	19	78	610	71	617
Weighted Total	689	154	535	241	113	101	111	123	55	135	169	223	583	46	46	13	279	208	20	125	563	78	610
1	217	36	181	65	25	31	39	56	10	37	62	81	189	12	12	3	88	76	8	53	164	20	197
	31.5%	23.4%	33.8%	26.9%	22.5%	31.1%	35.2%	45.6%	17.5%	27.1%	36.3%	36.5%	32.4%	26.4%	25.0%	25.7%	31.4%	36.8%	37.6%	42.4%	29.1%	25.2%	32.3%
2	178	40	139	64	24	27	28	35	15	50	37	49	151	11	13	4	67	60	6	47	132	29	150
	25.9%	25.9%	25.9%	26.6%	21.7%	26.7%	25.3%	28.2%	26.4%	36.7%	22.0%	22.1%	25.9%	24.6%	28.4%	31.0%	23.9%	28.7%	28.0%	37.2%	23.4%	36.7%	24.5%
3	91	28	64	25	17	19	18	12	11	15	16	32	75	8	5	3	41	28	1	5	86	11	80
	13.3%	18.0%	11.9%	10.2%	15.5%	19.3%	16.5%	9.4%	19.9%	11.3%	9.5%	14.5%	12.8%	17.4%	11.3%	19.6%	14.6%	13.4%	3.7%	3.9%	15.3%	14.3%	13.1%
4	97	26	71	38	22	14	15	8	13	16	21	29	79	8	9	1	43	24	3	13	84	6	90
	14.1%	16.6%	13.4%	15.9%	19.4%	13.5%	13.4%	6.7%	23.4%	11.5%	12.6%	13.1%	13.6%	17.7%	19.1%	5.7%	15.5%	11.7%	15.4%	10.4%	14.9%	8.3%	14.8%
5	105	25	80	49	24	10	11	13	7	18	33	31	89	6	8	2	41	20	3	8	97	12	93
	15.2%	16.1%	15.0%	20.3%	20.9%	9.5%	9.5%	10.1%	12.9%	13.4%	19.6%	13.8%	15.3%	13.8%	16.2%	18.0%	14.6%	9.5%	15.3%	6.1%	17.3%	15.4%	15.2%
Mean Score	2.6	2.8	2.5	2.8	2.9	2.4	2.4	2.1	2.9	2.5	2.6	2.5	2.5	2.7	2.7	2.6	2.6	2.3	2.4	2.0	2.7	2.5	2.6
SIGMA	689	154	535	241	113	101	111	123	55	135	169	223	583	46	46	13	279	208	20	125	563	78	610
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%



**Low Paid Retail Workers**  
Prepared on behalf of Tooley Street Research

**Table 62**  
**Q31. Normal weightings**  
**Q31. Thinking about where you work, to what extent do you agree or disagree with the following statement? I'd accept a promotion if I was offered it, even if it meant I had to work full time**  
 Base: Respondents in part time employment

	Total	Tax Credits		Earner Status			Employment Status		SEG				Ethnic Group	
		Yes	No	Main Earner	Second Earner	Joint Earner	Full Time	Part Time	AB	C1	C2	DE	White	BME
Unweighted Total	688	150	479	185	348	155	-	688	11	117	33	527	624	58
Weighted Total	689	133	473	166	372	151	-	689	11	118	36	523	606	74
1	217	34	163	59	119	39	-	217	2	33	9	174	199	15
	31.5%	25.4%	34.5%	35.6%	31.9%	25.9%	-	31.5%	13.8%	27.7%	25.1%	33.2%	32.8%	20.7%
2	178	34	123	39	98	42	-	178	2	31	6	140	149	28
	25.9%	25.7%	26.0%	23.5%	26.3%	27.7%	-	25.9%	21.5%	25.9%	16.2%	26.7%	24.7%	38.0%
3	91	23	54	25	48	19	-	91	1	13	8	69	80	9
	13.3%	17.1%	11.5%	15.0%	12.8%	12.4%	-	13.3%	8.8%	11.1%	21.8%	13.3%	13.1%	11.8%
4	97	23	62	23	52	22	-	97	4	22	9	62	87	10
	14.1%	17.4%	13.1%	14.0%	14.0%	14.3%	-	14.1%	35.5%	18.4%	26.1%	11.8%	14.4%	13.4%
5	105	19	71	20	55	30	-	105	2	20	4	79	91	12
	15.2%	14.4%	15.0%	12.0%	14.9%	19.6%	-	15.2%	20.4%	16.8%	10.7%	15.1%	15.0%	16.1%
Mean Score	2.6	2.7	2.5	2.4	2.5	2.7	-	2.6	3.3	2.7	2.8	2.5	2.5	2.7
SIGMA	689	133	473	166	372	151	-	689	11	118	36	523	606	74
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	-	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%

**Low Paid Retail Workers**  
Prepared on behalf of Tooley Street Research

Table 63

Q32. Normal weightings

Q32. Thinking about the number of hours or shifts that you work, to what extent do you agree or disagree with the following statements? The shifts at work are planned far in advance and well organised.

Base: All respondents

	Total	Gender		Age					Region6 + 1						Education				Student		Single Parent		
		Male	Female	18-24	25-34	35-44	45-54	55+	London	Midlands	North	South	England	Scotland	Wales	No Quals	GCSE	A-Level	Degree	Student	Non-Student	Yes	No
Unweighted Total	1031	266	765	208	202	193	224	204	68	198	261	344	871	77	65	19	470	245	28	80	951	96	935
Weighted Total	1031	309	722	333	181	173	173	170	80	203	256	337	875	77	62	17	432	276	30	129	902	103	928
1	133	39	93	41	23	22	31	15	7	19	31	45	102	17	10	1	60	29	4	11	122	9	124
	12.9%	12.8%	12.9%	12.3%	13.0%	12.9%	17.8%	8.8%	8.9%	9.5%	11.9%	13.4%	11.7%	21.9%	16.9%	6.1%	13.9%	10.6%	13.8%	8.4%	13.5%	8.7%	13.3%
2	173	59	114	56	29	29	32	28	18	34	44	49	144	19	7	3	67	51	6	27	146	18	155
	16.8%	19.2%	15.7%	16.7%	16.1%	16.6%	18.3%	16.2%	22.1%	16.6%	17.1%	14.4%	16.4%	24.6%	11.9%	20.7%	15.4%	18.5%	22.0%	21.1%	16.2%	17.1%	16.7%
3	176	59	117	50	38	34	28	25	17	30	45	61	152	11	8	4	78	35	6	21	154	16	160
	17.1%	19.2%	16.1%	15.0%	21.1%	19.8%	16.2%	14.8%	21.7%	14.6%	17.4%	18.1%	17.4%	14.0%	13.7%	24.5%	18.0%	12.6%	19.9%	16.6%	17.1%	15.7%	17.2%
4	325	93	231	99	63	57	51	55	27	78	86	93	285	17	19	2	130	103	7	44	281	40	285
	31.5%	30.2%	32.1%	29.7%	34.8%	33.1%	29.4%	32.1%	34.3%	38.3%	33.8%	27.7%	32.5%	22.4%	31.1%	14.0%	30.2%	37.5%	23.5%	34.1%	31.2%	38.9%	30.7%
5	225	58	167	88	27	30	32	48	10	42	51	89	193	13	16	6	97	57	6	26	199	20	204
	21.8%	18.6%	23.1%	26.3%	15.0%	17.6%	18.2%	28.1%	13.0%	21.0%	19.8%	26.4%	22.0%	17.2%	26.5%	34.8%	22.5%	20.8%	20.7%	19.9%	22.0%	19.6%	22.0%
Mean Score	3.3	3.2	3.4	3.4	3.2	3.3	3.1	3.5	3.2	3.4	3.3	3.4	3.4	2.9	3.4	3.5	3.3	3.4	3.2	3.4	3.3	3.4	3.3
SIGMA	1031	309	722	333	181	173	173	170	80	203	256	337	875	77	62	17	432	276	30	129	902	103	928
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%

**Low Paid Retail Workers**  
Prepared on behalf of Tooley Street Research

Table 64

Q32. Normal weightings

Q32. Thinking about the number of hours or shifts that you work, to what extent do you agree or disagree with the following statements? The shifts at work are planned far in advance and well organised.

Base: All respondents

	Total	Tax Credits		Earner Status			Employment Status		SEG				Ethnic Group	
		Yes	No	Main Earner	Second Earner	Joint Earner	Full Time	Part Time	AB	C1	C2	DE	White	BME
Unweighted Total	1031	228	725	343	430	258	343	688	39	218	53	721	958	65
Weighted Total	1031	204	722	316	464	252	342	689	41	221	55	713	938	82
1	133	27	96	49	54	30	55	78	5	39	5	84	127	6
	12.9%	13.0%	13.3%	15.6%	11.6%	11.8%	16.0%	11.3%	11.1%	17.6%	8.6%	11.8%	13.6%	6.8%
2	173	26	125	46	85	43	48	125	6	29	12	126	155	18
	16.8%	12.5%	17.3%	14.5%	18.3%	16.9%	14.1%	18.1%	15.1%	13.1%	21.5%	17.6%	16.6%	21.4%
3	176	42	111	60	77	39	61	115	8	32	12	124	163	11
	17.1%	20.6%	15.4%	19.1%	16.6%	15.3%	17.8%	16.7%	18.4%	14.5%	21.3%	17.4%	17.4%	13.2%
4	325	71	229	101	148	76	110	215	14	65	20	226	292	26
	31.5%	34.8%	31.7%	32.0%	31.9%	30.2%	32.1%	31.2%	34.3%	29.6%	35.4%	31.7%	31.2%	32.1%
5	225	39	161	59	101	65	69	156	9	56	7	153	200	22
	21.8%	19.1%	22.2%	18.7%	21.7%	25.7%	20.0%	22.7%	21.0%	25.2%	13.3%	21.4%	21.3%	26.4%
Mean Score	3.3	3.3	3.3	3.2	3.3	3.4	3.3	3.4	3.4	3.3	3.2	3.3	3.3	3.5
SIGMA	1031	204	722	316	464	252	342	689	41	221	55	713	938	82
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%

**Low Paid Retail Workers**  
Prepared on behalf of Tooley Street Research

Table 65

Q33. Normal weightings

Q33. Thinking about the number of hours or shifts that you work, to what extent do you agree or disagree with the following statements? The planning of shifts is mainly organised around my needs.

Base: All respondents

	Total	Gender		Age					Region6 + 1						Education				Student		Single Parent		
		Male	Female	18-24	25-34	35-44	45-54	55+	London	Midlands	North	South	England	Scotland	Wales	No Quals	GCSE	A-Level	Degree	Student	Non-Student	Yes	No
Unweighted Total	1031	266	765	208	202	193	224	204	68	198	261	344	871	77	65	19	470	245	28	80	951	96	935
Weighted Total	1031	309	722	333	181	173	173	170	80	203	256	337	875	77	62	17	432	276	30	129	902	103	928
1	237	71	166	63	41	34	55	43	17	48	68	65	198	22	13	3	103	59	8	14	223	16	221
	23.0%	22.9%	23.0%	19.0%	22.5%	19.9%	31.6%	25.4%	21.7%	23.6%	26.5%	19.3%	22.6%	29.0%	21.6%	16.6%	23.9%	21.2%	28.2%	10.8%	24.7%	15.6%	23.8%
2	265	84	181	83	40	48	48	46	16	56	68	87	228	18	14	5	108	79	5	31	234	29	235
	25.7%	27.1%	25.1%	24.8%	22.2%	27.8%	27.6%	27.0%	20.3%	27.6%	26.7%	25.9%	26.0%	22.9%	23.0%	28.3%	25.0%	28.6%	18.6%	24.3%	25.9%	28.6%	25.4%
3	179	56	123	52	33	30	30	33	21	34	35	61	151	13	12	6	89	37	3	16	163	12	168
	17.4%	18.2%	17.1%	15.7%	18.3%	17.5%	17.5%	19.6%	26.7%	16.9%	13.5%	18.0%	17.2%	17.0%	19.9%	34.0%	20.6%	13.5%	11.2%	12.5%	18.1%	11.5%	18.1%
4	228	68	160	85	45	37	30	31	15	47	56	79	198	15	14	2	85	69	11	47	181	30	198
	22.1%	22.0%	22.2%	25.5%	25.0%	21.3%	17.5%	18.1%	19.3%	23.3%	22.0%	23.5%	22.7%	19.8%	22.4%	10.5%	19.7%	24.9%	36.7%	36.5%	20.1%	29.2%	21.3%
5	122	30	91	50	22	23	10	17	9	17	29	45	101	9	8	2	46	33	2	21	101	16	106
	11.8%	9.8%	12.7%	14.9%	12.1%	13.5%	5.8%	9.9%	11.9%	8.6%	11.3%	13.3%	11.5%	11.4%	13.1%	10.5%	10.8%	11.8%	5.4%	16.1%	11.2%	15.2%	11.4%
Mean Score	2.7	2.7	2.8	2.9	2.8	2.8	2.4	2.6	2.8	2.7	2.6	2.9	2.7	2.6	2.8	2.7	2.7	2.8	2.7	3.2	2.7	3.0	2.7
SIGMA	1031	309	722	333	181	173	173	170	80	203	256	337	875	77	62	17	432	276	30	129	902	103	928
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%

**Low Paid Retail Workers**  
Prepared on behalf of Tooley Street Research

Table 66

Q33. Normal weightings

Q33. Thinking about the number of hours or shifts that you work, to what extent do you agree or disagree with the following statements? The planning of shifts is mainly organised around my needs.

Base: All respondents

	Total	Tax Credits		Earner Status			Employment Status		SEG				Ethnic Group	
		Yes	No	Main Earner	Second Earner	Joint Earner	Full Time	Part Time	AB	C1	C2	DE	White	BME
Unweighted Total	1031	228	725	343	430	258	343	688	39	218	53	721	958	65
Weighted Total	1031	204	722	316	464	252	342	689	41	221	55	713	938	82
1	237	37	187	81	100	55	113	123	8	50	3	176	225	10
	23.0%	18.3%	26.0%	25.7%	21.6%	22.0%	33.1%	17.9%	18.6%	22.6%	5.6%	24.7%	24.0%	12.5%
2	265	62	169	90	103	73	95	170	16	54	12	183	242	21
	25.7%	30.5%	23.5%	28.4%	22.1%	28.9%	27.7%	24.7%	38.3%	24.4%	21.7%	25.7%	25.8%	25.8%
3	179	30	128	48	94	37	52	128	6	31	17	126	159	15
	17.4%	14.7%	17.7%	15.2%	20.4%	14.7%	15.1%	18.5%	13.8%	13.9%	31.3%	17.6%	17.0%	18.5%
4	228	50	153	66	111	50	58	170	7	57	16	148	202	24
	22.1%	24.6%	21.2%	21.1%	24.0%	19.9%	16.9%	24.7%	17.6%	25.9%	28.5%	20.7%	21.6%	28.7%
5	122	24	84	30	55	36	25	97	5	29	7	81	109	12
	11.8%	11.9%	11.6%	9.6%	11.9%	14.5%	7.2%	14.1%	11.8%	13.2%	12.9%	11.3%	11.6%	14.4%
Mean Score	2.7	2.8	2.7	2.6	2.8	2.8	2.4	2.9	2.7	2.8	3.2	2.7	2.7	3.1
SIGMA	1031	204	722	316	464	252	342	689	41	221	55	713	938	82
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%

**Low Paid Retail Workers**  
Prepared on behalf of Tooley Street Research

Table 67

Q34. Normal weightings

Q34. Thinking about the number of hours or shifts that you work, to what extent do you agree or disagree with the following statements? My shift patterns are mainly organised around the needs of my employer.

Base: All respondents

	Total	Gender		Age					Region6 + 1							Education				Student		Single Parent	
		Male	Female	18-24	25-34	35-44	45-54	55+	London	Midlands	North	South	England	Scotland	Wales	No Quals	GCSE	A-Level	Degree	Student	Non-Student	Yes	No
Unweighted Total	1031	266	765	208	202	193	224	204	68	198	261	344	871	77	65	19	470	245	28	80	951	96	935
Weighted Total	1031	309	722	333	181	173	173	170	80	203	256	337	875	77	62	17	432	276	30	129	902	103	928
1	69	13	56	16	16	13	9	15	2	8	15	34	60	4	3	1	34	19	2	3	66	9	60
	6.7%	4.2%	7.7%	4.8%	8.8%	7.3%	5.3%	8.8%	2.2%	4.1%	6.0%	10.2%	6.8%	5.5%	5.1%	5.8%	7.8%	6.7%	5.2%	2.4%	7.3%	8.9%	6.4%
2	152	43	110	53	34	32	15	17	4	30	47	45	125	9	15	2	57	41	5	32	121	24	128
	14.8%	13.8%	15.2%	15.8%	19.0%	18.8%	8.9%	10.2%	4.9%	14.7%	18.3%	13.3%	14.3%	11.1%	24.2%	9.5%	13.1%	15.0%	16.4%	24.7%	13.4%	23.1%	13.8%
3	163	57	106	53	29	34	24	23	16	31	42	50	139	13	6	2	74	41	4	17	146	11	151
	15.8%	18.4%	14.6%	16.0%	15.8%	19.9%	13.7%	13.2%	20.5%	15.3%	16.3%	14.8%	15.9%	17.0%	10.4%	14.3%	17.2%	15.0%	13.7%	13.2%	16.1%	11.0%	16.3%
4	346	109	237	126	62	49	58	50	33	72	84	117	307	18	16	4	141	97	11	53	293	29	317
	33.6%	35.4%	32.8%	38.0%	34.3%	28.6%	33.4%	29.4%	41.9%	35.6%	32.8%	34.8%	35.0%	23.7%	25.4%	25.9%	32.7%	35.2%	36.5%	41.2%	32.5%	28.5%	34.1%
5	301	87	214	85	40	44	67	65	24	62	68	91	245	33	21	7	126	78	8	24	278	29	272
	29.2%	28.2%	29.7%	25.4%	22.2%	25.4%	38.7%	38.4%	30.5%	30.4%	26.6%	26.9%	27.9%	42.6%	34.9%	44.6%	29.2%	28.1%	28.2%	18.4%	30.8%	28.5%	29.3%
Mean Score	3.6	3.7	3.6	3.6	3.4	3.5	3.9	3.8	3.9	3.7	3.6	3.5	3.6	3.9	3.6	3.9	3.6	3.7	3.5	3.7	3.4	3.7	
SIGMA	1031	309	722	333	181	173	173	170	80	203	256	337	875	77	62	17	432	276	30	129	902	103	928
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%

**Low Paid Retail Workers**  
Prepared on behalf of Tooley Street Research

Table 68

Q34. Normal weightings

Q34. Thinking about the number of hours or shifts that you work, to what extent do you agree or disagree with the following statements? My shift patterns are mainly organised around the needs of my employer.

Base: All respondents

	Total	Tax Credits		Earner Status			Employment Status		SEG				Ethnic Group	
		Yes	No	Main Earner	Second Earner	Joint Earner	Full Time	Part Time	AB	C1	C2	DE	White	BME
Unweighted Total	1031	228	725	343	430	258	343	688	39	218	53	721	958	65
Weighted Total	1031	204	722	316	464	252	342	689	41	221	55	713	938	82
1	69	18	45	18	30	21	12	57	1	15	2	51	63	5
	6.7%	9.0%	6.2%	5.6%	6.4%	8.5%	3.6%	8.2%	1.9%	6.6%	4.4%	7.2%	6.7%	6.3%
2	152	36	99	38	76	38	36	117	8	38	11	96	140	13
	14.8%	17.5%	13.6%	12.1%	16.4%	15.1%	10.4%	16.9%	19.3%	17.0%	19.5%	13.4%	14.9%	15.6%
3	163	29	111	46	82	35	41	121	8	26	14	116	144	18
	15.8%	14.3%	15.4%	14.6%	17.6%	13.9%	12.0%	17.6%	18.5%	11.6%	24.7%	16.2%	15.4%	22.4%
4	346	68	236	107	148	91	121	225	16	83	23	224	307	32
	33.6%	33.5%	32.6%	33.8%	32.0%	36.1%	35.2%	32.7%	39.7%	37.5%	41.5%	31.4%	32.8%	38.5%
5	301	53	232	107	128	67	133	169	9	60	5	227	284	14
	29.2%	25.8%	32.1%	33.9%	27.5%	26.4%	38.8%	24.5%	20.6%	27.3%	9.9%	31.8%	30.3%	17.1%
Mean Score	3.6	3.5	3.7	3.8	3.6	3.6	4.0	3.5	3.6	3.6	3.3	3.7	3.7	3.4
SIGMA	1031	204	722	316	464	252	342	689	41	221	55	713	938	82
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%

**Low Paid Retail Workers**  
Prepared on behalf of Tooley Street Research

**Table 69**  
**Q35. Normal weightings**  
**Q35. Thinking about the number of hours or shifts that you work, to what extent do you agree or disagree with the following statements? It is easy to change shifts at the last minute if I need to.**  
**Base: All respondents**

	Total	Gender		Age					Region6 + 1						Education				Student		Single Parent		
		Male	Female	18-24	25-34	35-44	45-54	55+	London	Midlands	North	South	England	Scotland	Wales	No Quals	GCSE	A-Level	Degree	Student	Non-Student	Yes	No
Unweighted Total	1031	266	765	208	202	193	224	204	68	198	261	344	871	77	65	19	470	245	28	80	951	96	935
Weighted Total	1031	309	722	333	181	173	173	170	80	203	256	337	875	77	62	17	432	276	30	129	902	103	928
1	247	76	171	81	47	30	49	40	17	39	58	86	201	26	15	3	91	72	6	26	221	25	222
	23.9%	24.4%	23.7%	24.4%	25.9%	17.5%	28.1%	23.3%	21.8%	19.5%	22.8%	25.5%	23.0%	33.5%	24.4%	20.1%	21.1%	26.2%	19.7%	19.9%	24.5%	24.2%	23.9%
2	249	69	179	82	37	47	45	37	25	53	59	77	214	19	12	5	102	66	8	40	208	27	222
	24.1%	22.3%	24.9%	24.6%	20.6%	27.0%	26.2%	21.9%	30.9%	26.2%	23.0%	22.8%	24.4%	24.8%	19.2%	28.6%	23.7%	23.8%	26.1%	31.4%	23.1%	25.9%	23.9%
3	175	61	114	46	35	33	31	31	17	29	52	55	153	10	6	4	82	42	4	19	157	13	162
	17.0%	19.7%	15.8%	13.7%	19.1%	19.0%	17.7%	18.3%	21.7%	14.3%	20.3%	16.2%	17.5%	13.7%	9.3%	24.5%	19.0%	15.4%	13.7%	14.4%	17.4%	12.6%	17.5%
4	252	67	184	91	42	43	36	40	16	63	58	78	216	12	21	1	104	73	8	38	214	26	226
	24.4%	21.8%	25.6%	27.2%	23.2%	24.8%	20.7%	23.7%	20.6%	31.2%	22.8%	23.2%	24.7%	15.3%	34.8%	4.8%	24.0%	26.5%	27.5%	29.5%	23.7%	25.1%	24.3%
5	109	36	73	34	20	20	13	22	4	18	28	41	91	10	8	4	52	22	4	6	103	13	96
	10.6%	11.7%	10.1%	10.1%	11.2%	11.7%	7.3%	12.9%	5.0%	8.8%	11.0%	12.3%	10.4%	12.7%	12.3%	22.0%	12.1%	8.1%	13.0%	4.8%	11.4%	12.2%	10.4%
Mean Score	2.7	2.7	2.7	2.7	2.7	2.9	2.5	2.8	2.6	2.8	2.8	2.7	2.8	2.5	2.9	2.8	2.8	2.7	2.9	2.7	2.7	2.8	2.7
SIGMA	1031	309	722	333	181	173	173	170	80	203	256	337	875	77	62	17	432	276	30	129	902	103	928
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%



**Low Paid Retail Workers**  
Prepared on behalf of Tooley Street Research

**Table 70**  
**Q35. Normal weightings**  
**Q35. Thinking about the number of hours or shifts that you work, to what extent do you agree or disagree with the following statements? It is easy to change shifts at the last minute if I need to.**  
**Base: All respondents**

	Total	Tax Credits		Earner Status			Employment Status		SEG				Ethnic Group	
		Yes	No	Main Earner	Second Earner	Joint Earner	Full Time	Part Time	AB	C1	C2	DE	White	BME
Unweighted Total	1031	228	725	343	430	258	343	688	39	218	53	721	958	65
Weighted Total	1031	204	722	316	464	252	342	689	41	221	55	713	938	82
1	247	44	181	76	116	55	98	148	7	55	9	177	226	19
	23.9%	21.3%	25.1%	24.0%	25.0%	21.8%	28.7%	21.6%	15.7%	24.7%	16.2%	24.8%	24.1%	23.5%
2	249	54	166	77	108	64	77	171	8	51	12	179	225	21
	24.1%	26.4%	23.0%	24.5%	23.3%	25.2%	22.6%	24.9%	18.6%	22.9%	20.8%	25.1%	24.0%	25.5%
3	175	31	128	59	75	41	52	123	8	27	10	131	157	16
	17.0%	15.1%	17.7%	18.8%	16.2%	16.1%	15.2%	17.9%	19.9%	12.1%	17.5%	18.3%	16.7%	19.8%
4	252	48	175	73	118	60	74	178	13	56	18	164	227	22
	24.4%	23.6%	24.2%	23.3%	25.5%	23.9%	21.6%	25.8%	32.1%	25.4%	32.4%	23.1%	24.2%	26.9%
5	109	28	72	30	46	32	41	68	6	33	7	63	104	3
	10.6%	13.5%	10.0%	9.5%	10.0%	12.9%	11.9%	9.9%	13.8%	14.9%	13.1%	8.8%	11.1%	4.2%
Mean Score	2.7	2.8	2.7	2.7	2.7	2.8	2.7	2.8	3.1	2.8	3.1	2.7	2.7	2.6
SIGMA	1031	204	722	316	464	252	342	689	41	221	55	713	938	82
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%

**Low Paid Retail Workers**  
Prepared on behalf of Tooley Street Research

Table 71

Q36. Normal weightings

Q36. When thinking about the reasons that you work in retail, which of the following things are most important to you? (select up to 3)

Base: All respondents

	Total	Gender		Age					Region6 + 1						Education				Student		Single Parent		
		Male	Female	18-24	25-34	35-44	45-54	55+	London	Midlands	North	South	England	Scotland	Wales	No Quals	GCSE	A-Level	Degree	Student	Non-Student	Yes	No
Unweighted Total	1031	266	765	208	202	193	224	204	68	198	261	344	871	77	65	19	470	245	28	80	951	96	935
Weighted Total	1031	309	722	333	181	173	173	170	80	203	256	337	875	77	62	17	432	276	30	129	902	103	928
The pay	292	100	193	124	68	44	30	25	29	67	78	85	260	19	12	5	107	90	9	65	227	30	262
	28.3%	32.2%	26.7%	37.3%	37.7%	25.6%	17.5%	14.6%	36.8%	32.9%	30.7%	25.3%	29.7%	24.7%	19.7%	29.4%	24.8%	32.5%	30.5%	50.6%	25.2%	28.9%	28.3%
Perks of the job like staff discounts and other company benefits	331	93	238	106	47	52	57	68	25	68	74	119	286	26	15	3	148	82	5	37	294	35	297
	32.2%	30.1%	33.0%	32.0%	25.9%	30.2%	33.1%	40.2%	31.0%	33.4%	28.9%	35.4%	32.6%	33.7%	24.9%	18.7%	34.3%	29.7%	15.5%	29.0%	32.6%	33.7%	32.0%
The people I work with	377	86	291	128	66	55	62	66	22	77	106	118	324	22	24	5	153	104	10	38	339	41	336
	36.6%	27.8%	40.3%	38.5%	36.3%	31.7%	35.8%	39.0%	28.2%	38.2%	41.4%	34.9%	37.0%	28.3%	38.5%	29.2%	35.4%	37.6%	35.1%	29.7%	37.6%	39.9%	36.2%
Flexibility in hours e.g. to fit round my other commitments	403	95	308	143	76	66	63	54	32	80	104	137	353	22	23	4	142	141	15	76	326	47	356
	39.0%	30.6%	42.7%	43.0%	42.0%	38.4%	36.3%	31.7%	39.7%	39.5%	40.7%	40.7%	40.3%	28.3%	37.1%	25.8%	32.8%	51.2%	50.7%	59.0%	36.2%	45.3%	38.3%
Helping customers	324	101	223	90	45	55	58	76	23	58	77	109	266	28	25	6	160	67	5	26	299	27	297
	31.5%	32.8%	30.9%	27.0%	25.0%	32.0%	33.4%	44.5%	28.5%	28.4%	30.0%	32.3%	30.4%	36.0%	41.2%	38.5%	36.9%	24.3%	17.1%	19.9%	33.1%	26.6%	32.0%
Help with childcare costs, for example childcare vouchers or other support	10	3	7	2	6	2	0	0	2	3	3	1	9	1	0	0	5	3	0	2	8	3	6
	0.9%	1.0%	0.9%	0.5%	3.3%	1.2%	0.0%	0.0%	1.9%	1.6%	1.0%	0.3%	1.0%	1.3%	0.0%	0.0%	1.2%	1.0%	0.0%	1.2%	0.9%	3.2%	0.7%
The company's pension contributions	46	28	19	9	9	8	11	10	3	9	8	16	36	7	3	0	27	4	3	2	45	3	44
	4.5%	9.0%	2.6%	2.7%	5.1%	4.4%	6.5%	5.7%	4.2%	4.4%	3.1%	4.8%	4.1%	9.6%	4.6%	0.0%	6.2%	1.4%	9.5%	1.5%	4.9%	2.8%	4.7%
Being able to claim state benefits as well as working	27	15	12	7	3	9	6	2	4	2	12	5	23	0	3	0	11	11	0	3	24	5	22
	2.6%	4.9%	1.7%	2.1%	1.9%	5.3%	3.4%	0.9%	4.6%	1.2%	4.6%	1.5%	2.6%	0.0%	5.5%	0.0%	2.6%	3.9%	0.0%	2.6%	2.6%	4.7%	2.4%
Opportunities for promotion	35	15	20	14	7	7	5	2	3	6	9	11	29	1	2	0	17	9	0	0	35	3	32
	3.4%	4.8%	2.8%	4.1%	4.1%	4.2%	2.8%	1.0%	3.5%	3.0%	3.5%	3.4%	3.3%	1.1%	4.0%	0.0%	3.9%	3.2%	0.0%	0.0%	3.9%	2.6%	3.5%
Opportunities for training and development	77	20	57	44	17	7	5	4	11	14	16	27	68	2	6	0	29	21	6	19	58	10	67
	7.4%	6.5%	7.9%	13.3%	9.2%	4.3%	2.7%	2.3%	13.5%	6.7%	6.4%	7.9%	7.7%	2.4%	10.4%	0.0%	6.8%	7.6%	20.9%	14.6%	6.4%	9.6%	7.2%
Opportunities to experience different parts of the business	86	25	61	39	14	16	10	6	10	15	24	23	72	2	7	1	32	21	4	17	68	11	75
	8.3%	7.9%	8.5%	11.6%	7.9%	9.3%	5.9%	3.8%	12.4%	7.4%	9.5%	6.8%	8.2%	2.0%	11.1%	4.8%	7.4%	7.5%	13.3%	13.4%	7.6%	10.6%	8.1%
Working near where I live	557	164	392	154	85	99	110	108	42	116	123	186	467	45	39	11	239	145	15	57	500	50	506
	54.0%	53.1%	54.4%	46.3%	46.8%	57.0%	63.7%	63.7%	52.6%	57.2%	48.1%	55.2%	53.3%	58.5%	62.8%	69.1%	55.4%	52.6%	50.6%	43.9%	55.5%	48.8%	54.6%
The nature of the work I do	192	56	136	58	28	27	42	37	11	43	53	60	168	13	8	5	74	55	7	19	173	14	179
	18.7%	18.1%	18.9%	17.4%	15.4%	15.7%	24.3%	21.8%	13.6%	21.4%	20.9%	17.8%	19.2%	16.6%	13.0%	30.0%	17.2%	20.0%	24.6%	14.9%	19.2%	13.3%	19.3%
Communication with supervisors and managers	54	16	38	21	12	8	8	5	3	14	13	14	44	5	2	0	24	6	1	10	44	6	48
	5.2%	5.2%	5.2%	6.4%	6.5%	4.6%	4.4%	2.9%	4.0%	6.7%	5.0%	4.2%	5.0%	7.1%	3.8%	0.0%	5.4%	2.3%	2.8%	7.4%	4.9%	5.6%	5.2%
SIGMA	2811	817	1994	940	485	456	467	463	218	572	700	913	2403	191	170	41	1168	759	80	371	2440	284	2527
	272.7%	264.1%	276.3%	282.0%	267.1%	263.8%	269.7%	272.3%	274.6%	282.0%	273.7%	270.5%	274.5%	249.4%	276.6%	245.5%	270.5%	274.8%	270.6%	287.8%	270.5%	275.3%	272.4%

**Low Paid Retail Workers**  
Prepared on behalf of Tooley Street Research

Table 72

Q36. Normal weightings

Q36. When thinking about the reasons that you work in retail, which of the following things are most important to you? (select up to 3)

Base: All respondents

	Total	Tax Credits		Earner Status			Employment Status		SEG				Ethnic Group	
		Yes	No	Main Earner	Second Earner	Joint Earner	Full Time	Part Time	AB	C1	C2	DE	White	BME
Unweighted Total	1031	228	725	343	430	258	343	688	39	218	53	721	958	65
Weighted Total	1031	204	722	316	464	252	342	689	41	221	55	713	938	82
The pay	292	47	203	84	140	69	98	194	10	61	18	203	250	39
	28.3%	22.9%	28.1%	26.5%	30.1%	27.3%	28.7%	28.2%	25.0%	27.7%	31.7%	28.5%	26.7%	47.6%
Perks of the job like staff discounts and other company benefits	331	60	244	105	143	83	110	221	15	69	16	232	304	26
	32.2%	29.2%	33.7%	33.3%	30.9%	32.9%	32.3%	32.1%	35.2%	31.0%	29.4%	32.5%	32.4%	32.3%
The people I work with	377	59	277	117	165	96	132	245	15	84	22	257	350	26
	36.6%	28.7%	38.4%	37.0%	35.6%	38.0%	38.5%	35.6%	36.1%	37.8%	40.0%	36.0%	37.4%	31.8%
Flexibility in hours e.g. to fit round my other commitments	403	86	264	101	215	87	80	322	11	79	20	293	355	42
	39.0%	42.1%	36.6%	31.9%	46.4%	34.6%	23.4%	46.8%	25.8%	35.6%	35.8%	41.1%	37.9%	51.4%
Helping customers	324	60	239	105	144	76	102	223	9	58	15	242	306	15
	31.5%	29.5%	33.1%	33.2%	31.1%	30.0%	29.7%	32.3%	21.9%	26.4%	27.3%	33.9%	32.6%	18.3%
Help with childcare costs, for example childcare vouchers or other support	10	7	2	5	3	2	1	9	0	3	0	7	8	2
	0.9%	3.4%	0.3%	1.4%	0.7%	0.7%	0.3%	1.2%	0.0%	1.3%	0.0%	0.9%	0.9%	1.9%
The company's pension contributions	46	10	36	13	17	16	25	21	0	11	6	30	44	3
	4.5%	4.9%	4.9%	4.3%	3.7%	6.3%	7.4%	3.1%	0.0%	4.8%	11.4%	4.2%	4.7%	3.2%
Being able to claim state benefits as well as working	27	13	12	17	4	6	14	13	3	6	3	15	25	2
	2.6%	6.4%	1.7%	5.3%	0.9%	2.5%	4.1%	1.9%	6.2%	2.7%	6.2%	2.1%	2.7%	2.3%
Opportunities for promotion	35	4	24	16	11	8	21	13	2	13	1	19	31	0
	3.4%	2.1%	3.3%	5.0%	2.4%	3.2%	6.2%	2.0%	3.8%	5.9%	1.6%	2.7%	3.3%	0.0%
Opportunities for training and development	77	11	51	22	33	21	28	49	2	22	3	49	67	9
	7.4%	5.4%	7.0%	7.1%	7.2%	8.3%	8.0%	7.1%	5.4%	10.1%	5.5%	6.9%	7.1%	10.7%
Opportunities to experience different parts of the business	86	23	51	21	42	23	26	59	2	28	2	54	70	13
	8.3%	11.3%	7.1%	6.7%	9.0%	9.0%	7.7%	8.6%	5.4%	12.7%	3.0%	7.5%	7.5%	16.1%
Working near where I live	557	110	392	175	255	127	181	376	19	107	28	402	512	37
	54.0%	53.8%	54.3%	55.4%	55.1%	50.3%	52.9%	54.6%	47.0%	48.5%	50.4%	56.4%	54.7%	44.8%
The nature of the work I do	192	38	148	53	84	55	69	124	8	48	10	126	179	8
	18.7%	18.8%	20.4%	16.9%	18.1%	21.9%	20.1%	18.0%	20.5%	21.9%	17.5%	17.6%	19.1%	10.3%
Communication with supervisors and managers	54	13	33	10	28	16	18	35	2	18	3	31	44	9
	5.2%	6.6%	4.6%	3.1%	6.0%	6.5%	5.4%	5.1%	5.6%	8.0%	4.7%	4.4%	4.7%	10.7%
SIGMA	2811	542	1975	843	1285	683	907	1905	98	607	146	1960	2546	231
	272.7%	265.2%	273.6%	267.1%	277.1%	271.4%	264.7%	276.6%	238.0%	274.4%	264.5%	274.8%	271.6%	281.4%

**Low Paid Retail Workers**  
Prepared on behalf of Tooley Street Research

**Table 73**  
**Q37. Normal weightings**  
**Q37. In addition to your basic pay, do you receive - Annual bonus**  
Base: All respondents

	Total	Gender		Age					Region6 + 1						Education				Student		Single Parent		
		Male	Female	18-24	25-34	35-44	45-54	55+	London	Midlands	North	South	England	Scotland	Wales	No Quals	GCSE	A-Level	Degree	Student	Non-Student	Yes	No
Unweighted Total	1031	266	765	208	202	193	224	204	68	198	261	344	871	77	65	19	470	245	28	80	951	96	935
Weighted Total	1031	309	722	333	181	173	173	170	80	203	256	337	875	77	62	17	432	276	30	129	902	103	928
Do receive	357	109	248	101	63	59	56	77	16	85	89	122	312	22	16	4	147	105	10	35	322	26	331
	34.6%	35.4%	34.3%	30.4%	35.0%	34.2%	32.1%	45.5%	20.6%	42.1%	34.9%	36.0%	35.7%	28.1%	25.8%	24.5%	34.0%	37.9%	33.6%	26.9%	35.7%	25.2%	35.7%
Don't receive	547	162	385	158	99	100	107	84	48	97	133	176	454	47	36	12	250	131	14	62	485	54	493
	53.1%	52.5%	53.3%	47.5%	54.6%	57.6%	61.6%	49.2%	60.8%	47.8%	52.1%	52.1%	51.9%	61.1%	58.6%	70.7%	57.8%	47.3%	47.4%	48.2%	53.8%	52.5%	53.1%
Don't know	127	37	89	74	19	14	11	9	15	20	33	40	109	8	10	1	35	41	6	32	95	23	104
	12.3%	12.1%	12.4%	22.1%	10.4%	8.2%	6.3%	5.3%	18.6%	10.1%	13.0%	11.9%	12.4%	10.8%	15.6%	4.8%	8.2%	14.8%	19.1%	24.9%	10.5%	22.3%	11.2%
SIGMA	1031	309	722	333	181	173	173	170	80	203	256	337	875	77	62	17	432	276	30	129	902	103	928
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%

**Low Paid Retail Workers**  
Prepared on behalf of Tooley Street Research

**Table 74**  
**Q37. Normal weightings**  
**Q37. In addition to your basic pay, do you receive - Annual bonus**  
Base: All respondents

	Tax Credits		Earner Status			Employment Status		SEG				Ethnic Group		
	Yes	No	Main Earner	Second Earner	Joint Earner	Full Time	Part Time	AB	C1	C2	DE	White	BME	
Unweighted Total	1031	228	725	343	430	258	343	688	39	218	53	721	958	65
Weighted Total	1031	204	722	316	464	252	342	689	41	221	55	713	938	82
Do receive	357	68	266	110	152	95	147	210	12	80	18	248	336	20
	34.6%	33.1%	36.9%	34.9%	32.8%	37.6%	43.0%	30.5%	28.1%	36.0%	31.9%	34.8%	35.8%	23.8%
Don't receive	547	121	382	180	246	122	168	379	22	117	33	375	499	43
	53.1%	59.4%	52.9%	56.9%	53.1%	48.3%	49.0%	55.1%	53.3%	53.1%	59.5%	52.6%	53.2%	52.9%
Don't know	127	15	73	26	65	36	27	99	8	24	5	90	103	19
	12.3%	7.4%	10.1%	8.2%	14.1%	14.1%	8.0%	14.4%	18.6%	10.9%	8.5%	12.7%	11.0%	23.3%
SIGMA	1031	204	722	316	464	252	342	689	41	221	55	713	938	82
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%

**Low Paid Retail Workers**  
Prepared on behalf of Tooley Street Research

Table 75

Q38. Normal weightings

Q38. In addition to your basic pay, do you receive - Premiums for working unsociable hours, such as late-night or Sundays

Base: All respondents

	Total	Gender		Age					Region6 + 1						Education				Student		Single Parent		
		Male	Female	18-24	25-34	35-44	45-54	55+	London	Midlands	North	South	England	Scotland	Wales	No Quals	GCSE	A-Level	Degree	Student	Non-Student	Yes	No
Unweighted Total	1031	266	765	208	202	193	224	204	68	198	261	344	871	77	65	19	470	245	28	80	951	96	935
Weighted Total	1031	309	722	333	181	173	173	170	80	203	256	337	875	77	62	17	432	276	30	129	902	103	928
Do receive	310	92	217	71	65	63	50	62	18	61	76	110	266	18	19	4	132	86	7	27	283	18	292
	30.1%	29.9%	30.1%	21.2%	35.7%	36.3%	28.8%	36.4%	22.6%	30.2%	29.7%	32.7%	30.3%	24.0%	30.2%	24.6%	30.5%	31.0%	23.0%	21.1%	31.3%	17.6%	31.4%
Don't receive	653	195	458	227	104	102	119	101	55	125	160	205	545	57	42	12	280	169	21	92	562	75	578
	63.4%	63.1%	63.5%	68.1%	57.1%	59.1%	68.9%	59.4%	69.1%	61.8%	62.6%	60.8%	62.3%	73.7%	67.4%	70.7%	64.9%	61.2%	70.8%	71.2%	62.3%	73.0%	62.3%
Don't know	68	22	46	36	13	8	4	7	7	16	20	22	64	2	2	1	19	21	2	10	58	10	58
	6.6%	7.0%	6.4%	10.7%	7.2%	4.6%	2.2%	4.3%	8.3%	8.0%	7.8%	6.5%	7.4%	2.3%	2.4%	4.8%	4.5%	7.8%	6.2%	7.7%	6.4%	9.4%	6.3%
SIGMA	1031	309	722	333	181	173	173	170	80	203	256	337	875	77	62	17	432	276	30	129	902	103	928
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%

**Low Paid Retail Workers**  
Prepared on behalf of Tooley Street Research

Table 76

Q38. Normal weightings

Q38. In addition to your basic pay, do you receive - Premiums for working unsociable hours, such as late-night or Sundays

Base: All respondents

	Tax Credits		Earner Status			Employment Status		SEG				Ethnic Group		
	Yes	No	Main Earner	Second Earner	Joint Earner	Full Time	Part Time	AB	C1	C2	DE	White	BME	
Unweighted Total	1031	228	725	343	430	258	343	688	39	218	53	721	958	65
Weighted Total	1031	204	722	316	464	252	342	689	41	221	55	713	938	82
Do receive	310	57	227	97	121	91	118	192	7	59	16	227	287	21
	30.1%	27.8%	31.4%	30.9%	26.1%	36.3%	34.3%	27.9%	17.6%	26.8%	29.1%	31.9%	30.6%	25.3%
Don't receive	653	138	453	203	306	144	207	447	26	144	35	449	596	50
	63.4%	67.7%	62.8%	64.4%	66.1%	57.2%	60.4%	64.9%	61.8%	65.0%	63.9%	62.9%	63.6%	60.7%
Don't know	68	9	42	15	36	16	18	50	9	18	4	37	55	11
	6.6%	4.5%	5.8%	4.7%	7.9%	6.5%	5.3%	7.2%	20.6%	8.1%	7.1%	5.2%	5.8%	14.0%
SIGMA	1031	204	722	316	464	252	342	689	41	221	55	713	938	82
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%

**Low Paid Retail Workers**  
Prepared on behalf of Tooley Street Research

**Table 77**  
**Q39. Normal weightings**  
**Q39. In addition to your basic pay, do you receive - Staff discounts**  
Base: All respondents

	Total	Gender		Age				Region6 + 1						Education				Student		Single Parent			
		Male	Female	18-24	25-34	35-44	45-54	55+	London	Midlands	North	South	England	Scotland	Wales	No Quals	GCSE	A-Level	Degree	Student	Non-Student	Yes	No
Unweighted Total	1031	266	765	208	202	193	224	204	68	198	261	344	871	77	65	19	470	245	28	80	951	96	935
Weighted Total	1031	309	722	333	181	173	173	170	80	203	256	337	875	77	62	17	432	276	30	129	902	103	928
Do receive	869	250	620	283	155	143	139	149	58	171	220	293	742	56	55	13	363	235	22	108	761	86	783
	84.3%	80.7%	85.9%	84.8%	85.7%	82.7%	80.4%	87.7%	73.3%	84.4%	86.1%	86.7%	84.8%	72.7%	89.6%	80.3%	84.1%	85.1%	76.2%	83.9%	84.4%	83.8%	84.4%
Don't receive	139	51	87	41	20	26	32	20	16	27	33	36	112	19	6	2	60	36	5	18	121	15	124
	13.5%	16.6%	12.1%	12.3%	10.9%	14.8%	18.6%	11.8%	20.4%	13.2%	13.0%	10.8%	12.8%	24.8%	10.4%	14.9%	13.9%	13.1%	15.8%	13.7%	13.4%	14.6%	13.3%
Don't know	23	8	14	10	6	4	2	1	5	5	2	8	21	2	-	1	8	5	2	3	20	2	21
	2.2%	2.7%	2.0%	2.9%	3.4%	2.5%	1.0%	*	6.3%	2.4%	1.0%	2.5%	2.4%	2.5%	-	4.8%	2.0%	1.9%	8.0%	2.4%	2.2%	1.6%	2.3%
SIGMA	1031	309	722	333	181	173	173	170	80	203	256	337	875	77	62	17	432	276	30	129	902	103	928
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%



**Low Paid Retail Workers**  
Prepared on behalf of Tooley Street Research

**Table 78**  
**Q39. Normal weightings**  
**Q39. In addition to your basic pay, do you receive - Staff discounts**  
Base: All respondents

	Tax Credits		Earner Status			Employment Status		SEG				Ethnic Group		
	Yes	No	Main Earner	Second Earner	Joint Earner	Full Time	Part Time	AB	C1	C2	DE	White	BME	
Unweighted Total	1031	228	725	343	430	258	343	688	39	218	53	721	958	65
Weighted Total	1031	204	722	316	464	252	342	689	41	221	55	713	938	82
Do receive	869	166	621	269	389	212	294	575	30	190	38	611	792	71
	84.3%	81.3%	86.0%	85.1%	83.9%	84.1%	86.0%	83.5%	73.6%	85.8%	69.1%	85.7%	84.5%	86.4%
Don't receive	139	37	87	42	65	31	38	101	9	27	15	88	126	10
	13.5%	17.9%	12.1%	13.5%	14.0%	12.4%	11.0%	14.7%	21.9%	12.3%	26.4%	12.3%	13.4%	11.7%
Don't know	23	2	14	4	10	9	10	12	2	4	2	14	19	2
	2.2%	0.8%	1.9%	1.4%	2.1%	3.5%	3.0%	1.8%	4.4%	1.9%	4.5%	2.0%	2.1%	1.9%
SIGMA	1031	204	722	316	464	252	342	689	41	221	55	713	938	82
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%

**Low Paid Retail Workers**  
Prepared on behalf of Tooley Street Research

**Table 79**  
**Q40. Normal weightings**  
**Q40. In addition to your basic pay, do you receive - Subsidised leisure benefits such as gym membership, holidays**  
Base: All respondents

	Total	Gender		Age					Region6 + 1						Education				Student		Single Parent		
		Male	Female	18-24	25-34	35-44	45-54	55+	London	Midlands	North	South	England	Scotland	Wales	No Quals	GCSE	A-Level	Degree	Student	Non-Student	Yes	No
Unweighted Total	1031	266	765	208	202	193	224	204	68	198	261	344	871	77	65	19	470	245	28	80	951	96	935
Weighted Total	1031	309	722	333	181	173	173	170	80	203	256	337	875	77	62	17	432	276	30	129	902	103	928
Do receive	145	44	101	54	28	25	16	22	12	29	36	53	130	7	6	-	59	42	6	24	121	11	134
	14.0%	14.1%	14.0%	16.1%	15.5%	14.5%	9.0%	13.0%	14.9%	14.2%	14.0%	15.8%	14.8%	9.0%	10.4%	-	13.7%	15.1%	20.7%	18.7%	13.4%	10.5%	14.4%
Don't receive	795	239	556	234	137	136	151	138	61	157	199	246	663	66	50	16	336	199	21	89	706	85	710
	77.1%	77.2%	77.1%	70.1%	75.3%	78.6%	86.9%	81.2%	76.4%	77.5%	77.7%	72.9%	75.7%	86.3%	81.8%	95.2%	77.9%	72.2%	69.6%	68.8%	78.3%	82.7%	76.5%
Don't know	91	27	65	46	17	12	7	10	7	17	21	38	83	4	5	1	37	35	3	16	75	7	84
	8.9%	8.7%	9.0%	13.8%	9.2%	6.9%	4.1%	5.8%	8.7%	8.3%	8.3%	11.3%	9.5%	4.7%	7.8%	4.8%	8.5%	12.7%	9.6%	12.5%	8.4%	6.9%	9.1%
SIGMA	1031	309	722	333	181	173	173	170	80	203	256	337	875	77	62	17	432	276	30	129	902	103	928
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%

**Low Paid Retail Workers**  
Prepared on behalf of Tooley Street Research

**Table 80**  
**Q40. Normal weightings**  
**Q40. In addition to your basic pay, do you receive - Subsidised leisure benefits such as gym membership, holidays**  
Base: All respondents

	Tax Credits		Earner Status			Employment Status		SEG				Ethnic Group		
	Yes	No	Main Earner	Second Earner	Joint Earner	Full Time	Part Time	AB	C1	C2	DE	White	BME	
Unweighted Total	1031	228	725	343	430	258	343	688	39	218	53	721	958	65
Weighted Total	1031	204	722	316	464	252	342	689	41	221	55	713	938	82
Do receive	145	24	107	34	67	43	48	97	7	39	4	95	128	16
	14.0%	12.0%	14.8%	10.9%	14.4%	17.2%	13.9%	14.1%	16.0%	17.8%	7.1%	13.3%	13.6%	19.4%
Don't receive	795	170	552	262	354	179	272	523	29	167	47	552	725	60
	77.1%	83.1%	76.5%	83.0%	76.4%	71.1%	79.3%	76.0%	69.4%	75.5%	85.6%	77.4%	77.3%	72.6%
Don't know	91	10	63	19	43	30	23	68	6	15	4	67	85	6
	8.9%	4.9%	8.7%	6.1%	9.2%	11.8%	6.8%	9.9%	14.5%	6.7%	7.3%	9.3%	9.1%	7.9%
SIGMA	1031	204	722	316	464	252	342	689	41	221	55	713	938	82
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%

**Low Paid Retail Workers**  
Prepared on behalf of Tooley Street Research

Table 81

Q41. Normal weightings

Q41. In addition to your basic pay, do you receive - Free or reduced-price healthcare benefits such as health insurance, health checks or counselling

Base: All respondents

	Total	Gender		Age					Region6 + 1						Education				Student		Single Parent		
		Male	Female	18-24	25-34	35-44	45-54	55+	London	Midlands	North	South	England	Scotland	Wales	No Quals	GCSE	A-Level	Degree	Student	Non-Student	Yes	No
Unweighted Total	1031	266	765	208	202	193	224	204	68	198	261	344	871	77	65	19	470	245	28	80	951	96	935
Weighted Total	1031	309	722	333	181	173	173	170	80	203	256	337	875	77	62	17	432	276	30	129	902	103	928
Do receive	137	47	89	44	16	34	18	26	8	33	32	50	123	7	6	-	67	33	4	13	124	11	125
	13.2%	15.2%	12.4%	13.2%	8.6%	19.4%	10.2%	15.1%	9.5%	16.3%	12.7%	14.7%	14.0%	9.4%	9.6%	-	15.6%	12.1%	12.8%	10.1%	13.7%	10.9%	13.5%
Don't receive	774	227	546	235	138	122	148	130	61	149	190	245	645	65	48	16	324	192	23	93	681	81	693
	75.0%	73.4%	75.7%	70.6%	76.1%	70.8%	85.6%	76.3%	76.9%	73.6%	74.2%	72.6%	73.7%	84.8%	77.5%	95.2%	75.0%	69.6%	77.5%	72.2%	75.5%	78.1%	74.7%
Don't know	121	35	86	54	28	17	7	15	11	21	34	43	108	4	8	1	41	50	3	23	98	11	110
	11.7%	11.4%	11.9%	16.3%	15.3%	9.8%	4.1%	8.7%	13.6%	10.1%	13.1%	12.6%	12.3%	5.8%	13.0%	4.8%	9.4%	18.2%	9.6%	17.8%	10.9%	10.9%	11.8%
SIGMA	1031	309	722	333	181	173	173	170	80	203	256	337	875	77	62	17	432	276	30	129	902	103	928
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%

**Low Paid Retail Workers**  
Prepared on behalf of Tooley Street Research

Table 82

Q41. Normal weightings

Q41. In addition to your basic pay, do you receive - Free or reduced-price healthcare benefits such as health insurance, health checks or counselling

Base: All respondents

	Tax Credits		Earner Status			Employment Status		SEG				Ethnic Group		
	Yes	No	Main Earner	Second Earner	Joint Earner	Full Time	Part Time	AB	C1	C2	DE	White	BME	
Unweighted Total	1031	228	725	343	430	258	343	688	39	218	53	721	958	65
Weighted Total	1031	204	722	316	464	252	342	689	41	221	55	713	938	82
Do receive	137	23	104	39	59	38	49	88	8	27	10	91	125	11
	13.2%	11.2%	14.4%	12.3%	12.8%	15.2%	14.2%	12.7%	20.0%	12.4%	18.2%	12.7%	13.3%	13.9%
Don't receive	774	167	543	249	351	173	259	515	29	168	40	537	706	59
	75.0%	81.7%	75.2%	79.1%	75.7%	68.7%	75.6%	74.7%	69.4%	76.2%	72.0%	75.2%	75.3%	72.1%
Don't know	121	14	75	27	53	41	35	86	4	25	5	86	106	11
	11.7%	7.1%	10.4%	8.7%	11.4%	16.1%	10.1%	12.5%	10.5%	11.4%	9.9%	12.0%	11.3%	14.0%
SIGMA	1031	204	722	316	464	252	342	689	41	221	55	713	938	82
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%

**Low Paid Retail Workers**  
Prepared on behalf of Tooley Street Research

**Table 83**  
**Q42. Normal weightings**  
**Q42. In addition to your basic pay, do you receive - Sick pay during the first three days off sick**  
Base: All respondents

	Total	Gender		Age					Region6 + 1						Education				Student		Single Parent		
		Male	Female	18-24	25-34	35-44	45-54	55+	London	Midlands	North	South	England	Scotland	Wales	No Quals	GCSE	A-Level	Degree	Student	Non-Student	Yes	No
Unweighted Total	1031	266	765	208	202	193	224	204	68	198	261	344	871	77	65	19	470	245	28	80	951	96	935
Weighted Total	1031	309	722	333	181	173	173	170	80	203	256	337	875	77	62	17	432	276	30	129	902	103	928
Do receive	346	103	243	103	61	68	48	65	24	77	83	113	297	21	24	5	147	99	7	44	302	27	319
	33.5%	33.3%	33.7%	30.9%	33.9%	39.4%	27.7%	38.3%	30.2%	37.9%	32.6%	33.4%	33.9%	27.7%	39.0%	29.3%	34.1%	35.7%	23.3%	33.8%	33.5%	25.7%	34.4%
Don't receive	493	151	342	137	95	81	98	83	40	87	115	171	413	44	25	9	223	117	13	49	444	47	446
	47.8%	48.7%	47.4%	41.0%	52.3%	46.7%	56.4%	48.8%	50.4%	42.8%	45.0%	50.7%	47.2%	56.8%	41.4%	55.7%	51.5%	42.4%	42.4%	37.7%	49.3%	45.1%	48.1%
Don't know	192	56	136	93	25	24	27	22	15	39	57	54	166	12	12	2	62	60	10	37	155	30	162
	18.6%	18.0%	18.9%	28.0%	13.9%	13.9%	15.8%	13.0%	19.4%	19.3%	22.4%	16.0%	18.9%	15.5%	19.7%	15.0%	14.4%	21.9%	34.2%	28.5%	17.2%	29.2%	17.5%
SIGMA	1031	309	722	333	181	173	173	170	80	203	256	337	875	77	62	17	432	276	30	129	902	103	928
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%

**Low Paid Retail Workers**  
Prepared on behalf of Tooley Street Research

**Table 84**  
**Q42. Normal weightings**  
**Q42. In addition to your basic pay, do you receive - Sick pay during the first three days off sick**  
Base: All respondents

	Tax Credits		Earner Status			Employment Status		SEG				Ethnic Group		
	Yes	No	Main Earner	Second Earner	Joint Earner	Full Time	Part Time	AB	C1	C2	DE	White	BME	
Unweighted Total	1031	228	725	343	430	258	343	688	39	218	53	721	958	65
Weighted Total	1031	204	722	316	464	252	342	689	41	221	55	713	938	82
Do receive	346	60	244	98	146	102	127	219	16	81	22	227	315	30
	33.5%	29.4%	33.9%	31.0%	31.4%	40.6%	37.0%	31.8%	37.6%	36.7%	39.8%	31.8%	33.5%	36.3%
Don't receive	493	114	351	165	219	109	165	328	15	107	24	348	450	37
	47.8%	55.7%	48.6%	52.2%	47.3%	43.2%	48.2%	47.6%	35.6%	48.2%	43.5%	48.7%	48.0%	45.5%
Don't know	192	30	127	53	99	41	51	141	11	33	9	139	173	15
	18.6%	14.9%	17.5%	16.8%	21.3%	16.2%	14.8%	20.5%	26.8%	15.1%	16.6%	19.4%	18.5%	18.2%
SIGMA	1031	204	722	316	464	252	342	689	41	221	55	713	938	82
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%

**Low Paid Retail Workers**  
Prepared on behalf of Tooley Street Research

**Table 85**  
**Q43. Normal weightings**  
**Q43. In addition to your basic pay, do you receive - Free car parking**  
Base: All respondents

	Total	Gender		Age					Region6 + 1						Education				Student		Single Parent		
		Male	Female	18-24	25-34	35-44	45-54	55+	London	Midlands	North	South	England	Scotland	Wales	No Quals	GCSE	A-Level	Degree	Student	Non-Student	Yes	No
Unweighted Total	1031	266	765	208	202	193	224	204	68	198	261	344	871	77	65	19	470	245	28	80	951	96	935
Weighted Total	1031	309	722	333	181	173	173	170	80	203	256	337	875	77	62	17	432	276	30	129	902	103	928
Do receive	468	150	317	123	82	83	85	94	21	105	120	142	389	36	33	5	204	128	9	46	422	42	426
	45.3%	48.6%	44.0%	37.0%	45.0%	48.1%	49.0%	55.5%	26.8%	51.7%	46.9%	42.2%	44.4%	47.0%	53.9%	31.5%	47.2%	46.4%	31.4%	35.5%	46.7%	40.4%	45.9%
Don't receive	503	140	363	176	91	80	85	71	49	90	122	171	433	36	27	11	205	128	19	69	434	54	449
	48.8%	45.3%	50.3%	52.9%	49.9%	46.5%	49.0%	41.6%	61.8%	44.3%	47.8%	50.8%	49.4%	46.8%	43.7%	63.7%	47.6%	46.3%	65.8%	53.5%	48.1%	52.5%	48.4%
Don't know	60	19	42	34	9	9	3	5	9	8	13	24	54	5	2	1	22	20	1	14	46	7	53
	5.9%	6.1%	5.8%	10.1%	5.0%	5.4%	2.0%	2.9%	11.4%	4.0%	5.2%	7.0%	6.2%	6.2%	2.4%	4.8%	5.2%	7.3%	2.8%	11.0%	5.1%	7.1%	5.7%
SIGMA	1031	309	722	333	181	173	173	170	80	203	256	337	875	77	62	17	432	276	30	129	902	103	928
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%



**Low Paid Retail Workers**  
Prepared on behalf of Tooley Street Research

**Table 86**  
**Q43. Normal weightings**  
**Q43. In addition to your basic pay, do you receive - Free car parking**  
Base: All respondents

	Tax Credits		Earner Status			Employment Status		SEG				Ethnic Group		
	Yes	No	Main Earner	Second Earner	Joint Earner	Full Time	Part Time	AB	C1	C2	DE	White	BME	
Unweighted Total	1031	228	725	343	430	258	343	688	39	218	53	721	958	65
Weighted Total	1031	204	722	316	464	252	342	689	41	221	55	713	938	82
Do receive	468	96	337	150	199	119	181	287	20	99	20	329	443	24
	45.3%	46.8%	46.6%	47.5%	42.8%	47.2%	52.8%	41.7%	48.8%	44.6%	36.2%	46.1%	47.2%	29.1%
Don't receive	503	102	344	150	234	119	145	358	15	110	28	350	446	50
	48.8%	50.2%	47.6%	47.7%	50.5%	47.1%	42.3%	52.0%	37.0%	49.7%	50.4%	49.1%	47.5%	61.1%
Don't know	60	6	41	15	31	14	17	43	6	13	7	35	49	8
	5.9%	3.0%	5.7%	4.8%	6.7%	5.7%	5.0%	6.3%	14.3%	5.7%	13.3%	4.8%	5.2%	9.8%
SIGMA	1031	204	722	316	464	252	342	689	41	221	55	713	938	82
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%

**Low Paid Retail Workers**  
Prepared on behalf of Tooley Street Research

**Table 87**  
**Q44. Normal weightings**  
**Q44. In addition to your basic pay, do you receive - Free or cheap meals at work**  
Base: All respondents

	Total	Gender		Age					Region6 + 1						Education				Student		Single Parent		
		Male	Female	18-24	25-34	35-44	45-54	55+	London	Midlands	North	South	England	Scotland	Wales	No Quals	GCSE	A-Level	Degree	Student	Non-Student	Yes	No
Unweighted Total	1031	266	765	208	202	193	224	204	68	198	261	344	871	77	65	19	470	245	28	80	951	96	935
Weighted Total	1031	309	722	333	181	173	173	170	80	203	256	337	875	77	62	17	432	276	30	129	902	103	928
Do receive	265	81	184	91	43	44	40	48	31	55	55	87	227	17	18	2	108	72	7	37	228	24	241
	25.7%	26.1%	25.5%	27.2%	23.5%	25.6%	22.8%	28.1%	38.4%	27.0%	21.5%	25.7%	25.9%	21.6%	29.9%	15.0%	24.9%	26.0%	25.1%	28.5%	25.3%	23.0%	26.0%
Don't receive	726	215	511	223	128	121	134	119	44	141	191	233	609	59	43	13	312	192	19	79	647	77	649
	70.4%	69.5%	70.8%	66.9%	70.8%	70.1%	77.2%	70.0%	55.2%	69.7%	74.7%	69.0%	69.6%	77.1%	70.1%	80.2%	72.3%	69.6%	63.4%	61.4%	71.7%	74.6%	69.9%
Don't know	40	13	27	20	10	7	-	3	5	7	10	18	39	1	-	1	12	12	3	13	27	2	38
	3.9%	4.3%	3.7%	5.9%	5.7%	4.3%	-	1.9%	6.4%	3.3%	3.8%	5.3%	4.5%	1.3%	-	4.8%	2.7%	4.4%	11.4%	10.1%	3.0%	2.4%	4.1%
SIGMA	1031	309	722	333	181	173	173	170	80	203	256	337	875	77	62	17	432	276	30	129	902	103	928
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%

**Low Paid Retail Workers**  
Prepared on behalf of Tooley Street Research

**Table 88**  
**Q44. Normal weightings**  
**Q44. In addition to your basic pay, do you receive - Free or cheap meals at work**  
Base: All respondents

	Tax Credits		Earner Status			Employment Status		SEG				Ethnic Group		
	Yes	No	Main Earner	Second Earner	Joint Earner	Full Time	Part Time	AB	C1	C2	DE	White	BME	
Unweighted Total	1031	228	725	343	430	258	343	688	39	218	53	721	958	65
Weighted Total	1031	204	722	316	464	252	342	689	41	221	55	713	938	82
Do receive	265	45	198	79	115	71	96	169	11	51	17	186	240	21
	25.7%	22.3%	27.4%	25.0%	24.8%	28.2%	28.1%	24.5%	26.1%	23.0%	30.3%	26.1%	25.5%	25.4%
Don't receive	726	154	501	232	329	165	236	490	26	156	34	509	663	56
	70.4%	75.6%	69.3%	73.4%	71.0%	65.4%	69.0%	71.1%	63.4%	70.7%	61.7%	71.4%	70.7%	68.6%
Don't know	40	4	24	5	19	16	10	30	4	14	4	18	36	5
	3.9%	2.1%	3.3%	1.6%	4.1%	6.4%	2.9%	4.4%	10.5%	6.3%	7.9%	2.5%	3.8%	6.0%
SIGMA	1031	204	722	316	464	252	342	689	41	221	55	713	938	82
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%

**Low Paid Retail Workers**  
Prepared on behalf of Tooley Street Research

Table 89

Q45. Normal weightings

Q45. In addition to your basic pay, do you receive - Financial help with other household costs such as insurance, money advice

Base: All respondents

	Total	Gender		Age					Region6 + 1						Education				Student		Single Parent		
		Male	Female	18-24	25-34	35-44	45-54	55+	London	Midlands	North	South	England	Scotland	Wales	No Quals	GCSE	A-Level	Degree	Student	Non-Student	Yes	No
Unweighted Total	1031	266	765	208	202	193	224	204	68	198	261	344	871	77	65	19	470	245	28	80	951	96	935
Weighted Total	1031	309	722	333	181	173	173	170	80	203	256	337	875	77	62	17	432	276	30	129	902	103	928
Do receive	59	23	37	23	8	9	9	10	2	13	10	29	54	3	3	-	31	12	-	8	51	6	53
	5.8%	7.4%	5.1%	7.0%	4.3%	5.3%	5.3%	5.9%	2.4%	6.6%	3.9%	8.5%	6.2%	3.6%	4.3%	-	7.3%	4.5%	-	6.2%	5.7%	6.3%	5.7%
Don't receive	865	256	609	259	155	147	153	150	67	167	225	273	733	65	52	15	366	225	27	97	768	77	788
	83.9%	82.7%	84.4%	77.8%	85.6%	85.1%	88.6%	88.4%	84.2%	82.6%	88.0%	81.0%	83.7%	84.8%	84.3%	90.8%	84.7%	81.4%	90.4%	75.3%	85.2%	74.9%	84.9%
Don't know	106	31	76	51	18	17	11	10	11	22	21	35	89	9	7	2	35	39	3	24	82	19	87
	10.3%	9.9%	10.5%	15.3%	10.1%	9.6%	6.1%	5.8%	13.4%	10.8%	8.1%	10.5%	10.1%	11.6%	11.4%	9.2%	8.0%	14.1%	9.6%	18.4%	9.1%	18.8%	9.4%
SIGMA	1031	309	722	333	181	173	173	170	80	203	256	337	875	77	62	17	432	276	30	129	902	103	928
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%

**Low Paid Retail Workers**  
Prepared on behalf of Tooley Street Research

**Table 90**  
**Q45. Normal weightings**  
**Q45. In addition to your basic pay, do you receive - Financial help with other household costs such as insurance, money advice**  
Base: All respondents

	Tax Credits		Earner Status			Employment Status		SEG				Ethnic Group		
	Yes	No	Main Earner	Second Earner	Joint Earner	Full Time	Part Time	AB	C1	C2	DE	White	BME	
Unweighted Total	1031	228	725	343	430	258	343	688	39	218	53	721	958	65
Weighted Total	1031	204	722	316	464	252	342	689	41	221	55	713	938	82
Do receive	59	13	44	22	26	12	24	35	4	15	4	36	54	5
	5.8%	6.2%	6.1%	6.9%	5.6%	4.6%	7.1%	5.1%	9.9%	6.8%	8.0%	5.0%	5.8%	6.3%
Don't receive	865	177	619	273	383	210	294	571	31	190	45	601	795	63
	83.9%	86.7%	85.8%	86.5%	82.5%	83.3%	86.0%	82.9%	74.0%	85.8%	80.7%	84.2%	84.8%	76.3%
Don't know	106	15	59	21	55	30	24	82	7	16	6	77	89	14
	10.3%	7.1%	8.2%	6.6%	11.9%	12.1%	7.0%	12.0%	16.1%	7.4%	11.2%	10.8%	9.5%	17.4%
SIGMA	1031	204	722	316	464	252	342	689	41	221	55	713	938	82
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%

**Low Paid Retail Workers**  
Prepared on behalf of Tooley Street Research

**Table 91**  
**Q46. Normal weightings**  
**Q46. In addition to your basic pay, do you receive - Hardship loans**  
Base: All respondents

	Total	Gender		Age					Region6 + 1						Education				Student		Single Parent		
		Male	Female	18-24	25-34	35-44	45-54	55+	London	Midlands	North	South	England	Scotland	Wales	No Quals	GCSE	A-Level	Degree	Student	Non-Student	Yes	No
Unweighted Total	1031	266	765	208	202	193	224	204	68	198	261	344	871	77	65	19	470	245	28	80	951	96	935
Weighted Total	1031	309	722	333	181	173	173	170	80	203	256	337	875	77	62	17	432	276	30	129	902	103	928
Do receive	41	15	26	18	3	6	5	7	6	4	12	16	38	2	1	-	21	10	1	3	37	6	35
	4.0%	4.9%	3.6%	5.5%	1.9%	3.7%	3.1%	4.3%	7.3%	2.1%	4.8%	4.7%	4.4%	2.4%	1.2%	-	4.9%	3.5%	2.7%	2.6%	4.1%	6.0%	3.7%
Don't receive	810	247	563	251	145	136	147	131	57	166	199	261	682	66	48	16	344	203	24	95	715	82	728
	78.5%	79.7%	78.0%	75.2%	80.1%	78.8%	84.6%	77.0%	71.1%	81.9%	77.7%	77.4%	77.9%	85.9%	78.6%	95.2%	79.8%	73.4%	79.8%	73.9%	79.2%	79.6%	78.4%
Don't know	180	48	133	64	33	30	21	32	17	32	45	61	155	9	12	1	66	64	5	30	150	15	166
	17.5%	15.4%	18.4%	19.3%	18.0%	17.5%	12.3%	18.7%	21.6%	16.0%	17.4%	18.0%	17.7%	11.7%	20.2%	4.8%	15.3%	23.0%	17.5%	23.5%	16.6%	14.4%	17.8%
SIGMA	1031	309	722	333	181	173	173	170	80	203	256	337	875	77	62	17	432	276	30	129	902	103	928
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%

**Low Paid Retail Workers**  
Prepared on behalf of Tooley Street Research

**Table 92**  
**Q46. Normal weightings**  
**Q46. In addition to your basic pay, do you receive - Hardship loans**  
Base: All respondents

	Tax Credits		Earner Status			Employment Status		SEG				Ethnic Group		
	Yes	No	Main Earner	Second Earner	Joint Earner	Full Time	Part Time	AB	C1	C2	DE	White	BME	
Unweighted Total	1031	228	725	343	430	258	343	688	39	218	53	721	958	65
Weighted Total	1031	204	722	316	464	252	342	689	41	221	55	713	938	82
Do receive	41	5	32	12	16	12	19	22	5	10	7	17	35	6
	4.0%	2.5%	4.5%	3.8%	3.5%	4.9%	5.4%	3.2%	13.2%	4.7%	13.6%	2.4%	3.7%	7.3%
Don't receive	810	175	570	268	353	190	273	536	28	182	35	564	742	58
	78.5%	85.8%	78.9%	84.8%	76.0%	75.3%	79.8%	77.9%	68.0%	82.5%	63.2%	79.1%	79.1%	71.3%
Don't know	180	24	120	36	95	50	50	130	8	28	13	132	161	18
	17.5%	11.7%	16.6%	11.3%	20.5%	19.8%	14.7%	18.9%	18.8%	12.7%	23.3%	18.5%	17.2%	21.5%
SIGMA	1031	204	722	316	464	252	342	689	41	221	55	713	938	82
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%

**Low Paid Retail Workers**  
Prepared on behalf of Tooley Street Research

**Table 93**  
**Q47. Normal weightings**  
**Q47. In addition to your basic pay, do you receive - Subsidised travel**  
Base: All respondents

	Total	Gender		Age					Region6 + 1						Education				Student		Single Parent		
		Male	Female	18-24	25-34	35-44	45-54	55+	London	Midlands	North	South	England	Scotland	Wales	No Quals	GCSE	A-Level	Degree	Student	Non-Student	Yes	No
Unweighted Total	1031	266	765	208	202	193	224	204	68	198	261	344	871	77	65	19	470	245	28	80	951	96	935
Weighted Total	1031	309	722	333	181	173	173	170	80	203	256	337	875	77	62	17	432	276	30	129	902	103	928
Do receive	55	16	39	25	11	8	5	6	4	11	13	24	53	2	1	-	24	9	1	8	48	3	52
	5.4%	5.3%	5.4%	7.6%	6.1%	4.8%	2.8%	3.4%	5.0%	5.5%	5.1%	7.2%	6.0%	2.4%	1.6%	-	5.7%	3.2%	2.5%	6.0%	5.3%	3.4%	5.6%
Don't receive	887	270	616	263	147	155	165	158	67	179	219	281	746	70	53	16	377	239	26	104	783	80	807
	86.0%	87.4%	85.4%	78.9%	80.8%	89.5%	95.0%	92.8%	83.9%	88.4%	85.7%	83.4%	85.3%	91.5%	85.7%	95.2%	87.4%	86.6%	87.8%	80.4%	86.8%	77.5%	86.9%
Don't know	89	23	66	45	24	10	4	6	9	12	24	32	76	5	8	1	30	28	3	18	71	20	69
	8.6%	7.3%	9.2%	13.5%	13.1%	5.7%	2.2%	3.7%	11.1%	6.1%	9.2%	9.4%	8.7%	6.1%	12.7%	4.8%	6.9%	10.2%	9.6%	13.7%	7.9%	19.1%	7.5%
SIGMA	1031	309	722	333	181	173	173	170	80	203	256	337	875	77	62	17	432	276	30	129	902	103	928
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%



**Low Paid Retail Workers**  
Prepared on behalf of Tooley Street Research

**Table 94**  
**Q47. Normal weightings**  
**Q47. In addition to your basic pay, do you receive - Subsidised travel**  
Base: All respondents

	Tax Credits		Earner Status			Employment Status		SEG				Ethnic Group		
	Yes	No	Main Earner	Second Earner	Joint Earner	Full Time	Part Time	AB	C1	C2	DE	White	BME	
Unweighted Total	1031	228	725	343	430	258	343	688	39	218	53	721	958	65
Weighted Total	1031	204	722	316	464	252	342	689	41	221	55	713	938	82
Do receive	55	10	41	15	20	21	22	34	7	28	-	20	45	11
	5.4%	4.9%	5.7%	4.7%	4.2%	8.3%	6.4%	4.9%	17.2%	12.6%	-	2.9%	4.8%	12.9%
Don't receive	887	180	627	283	394	209	299	588	29	173	44	640	812	65
	86.0%	88.0%	86.8%	89.8%	85.1%	82.9%	87.3%	85.3%	70.3%	78.4%	80.3%	89.7%	86.6%	78.8%
Don't know	89	14	54	17	50	22	22	67	5	20	11	53	81	7
	8.6%	7.0%	7.5%	5.5%	10.7%	8.8%	6.3%	9.8%	12.5%	8.9%	19.7%	7.4%	8.6%	8.3%
SIGMA	1031	204	722	316	464	252	342	689	41	221	55	713	938	82
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%

**Low Paid Retail Workers**  
Prepared on behalf of Tooley Street Research

**Table 95**  
**Q48. Normal weightings**  
**Q48. In addition to your basic pay, do you receive - Awards for long service**  
Base: All respondents

	Total	Gender		Age					Region6 + 1						Education				Student		Single Parent		
		Male	Female	18-24	25-34	35-44	45-54	55+	London	Midlands	North	South	England	Scotland	Wales	No Quals	GCSE	A-Level	Degree	Student	Non-Student	Yes	No
Unweighted Total	1031	266	765	208	202	193	224	204	68	198	261	344	871	77	65	19	470	245	28	80	951	96	935
Weighted Total	1031	309	722	333	181	173	173	170	80	203	256	337	875	77	62	17	432	276	30	129	902	103	928
Do receive	374	99	274	108	65	70	60	71	18	73	96	130	317	25	20	6	167	96	9	38	336	38	335
	36.2%	32.1%	38.0%	32.4%	35.7%	40.3%	34.5%	41.9%	22.6%	36.1%	37.4%	38.5%	36.2%	32.9%	33.0%	34.0%	38.6%	34.9%	31.2%	29.5%	37.2%	37.2%	36.1%
Don't receive	501	166	335	157	92	84	91	77	46	100	125	155	426	41	31	8	215	126	14	60	441	48	452
	48.6%	53.6%	46.4%	47.2%	50.6%	48.5%	52.7%	45.0%	57.9%	49.5%	49.0%	45.8%	48.7%	53.3%	50.4%	50.4%	49.7%	45.7%	47.9%	46.3%	48.9%	46.8%	48.8%
Don't know	157	44	112	68	25	19	22	22	15	29	35	53	132	11	10	3	50	53	6	31	125	17	140
	15.2%	14.3%	15.6%	20.4%	13.7%	11.2%	12.8%	13.0%	19.5%	14.3%	13.6%	15.7%	15.1%	13.8%	16.7%	15.6%	11.7%	19.4%	20.9%	24.3%	13.9%	16.1%	15.1%
SIGMA	1031	309	722	333	181	173	173	170	80	203	256	337	875	77	62	17	432	276	30	129	902	103	928
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%

**Low Paid Retail Workers**  
Prepared on behalf of Tooley Street Research

**Table 96**  
**Q48. Normal weightings**  
**Q48. In addition to your basic pay, do you receive - Awards for long service**  
Base: All respondents

	Tax Credits		Earner Status			Employment Status		SEG				Ethnic Group		
	Yes	No	Main Earner	Second Earner	Joint Earner	Full Time	Part Time	AB	C1	C2	DE	White	BME	
Unweighted Total	1031	228	725	343	430	258	343	688	39	218	53	721	958	65
Weighted Total	1031	204	722	316	464	252	342	689	41	221	55	713	938	82
Do receive	374	69	281	108	170	96	130	244	11	90	16	257	350	20
	36.2%	33.8%	38.9%	34.2%	36.7%	38.0%	37.8%	35.5%	26.5%	40.6%	29.4%	36.0%	37.3%	24.9%
Don't receive	501	115	339	164	219	117	172	329	23	104	30	343	450	44
	48.6%	56.2%	47.0%	52.1%	47.3%	46.5%	50.2%	47.8%	56.8%	47.1%	53.8%	48.1%	48.0%	53.2%
Don't know	157	20	101	43	74	39	41	116	7	27	9	113	137	18
	15.2%	10.0%	14.1%	13.7%	16.0%	15.5%	12.0%	16.8%	16.7%	12.2%	16.7%	15.9%	14.6%	21.9%
SIGMA	1031	204	722	316	464	252	342	689	41	221	55	713	938	82
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%

**Low Paid Retail Workers**  
Prepared on behalf of Tooley Street Research

**Table 97**  
**Q49. Normal weightings**  
**Q49. In addition to your basic pay, do you receive - Internet access at work for your personal use**  
Base: All respondents

	Total	Gender		Age					Region6 + 1						Education				Student		Single Parent		
		Male	Female	18-24	25-34	35-44	45-54	55+	London	Midlands	North	South	England	Scotland	Wales	No Quals	GCSE	A-Level	Degree	Student	Non-Student	Yes	No
Unweighted Total	1031	266	765	208	202	193	224	204	68	198	261	344	871	77	65	19	470	245	28	80	951	96	935
Weighted Total	1031	309	722	333	181	173	173	170	80	203	256	337	875	77	62	17	432	276	30	129	902	103	928
Do receive	264	87	178	104	50	43	35	32	20	41	64	99	224	15	19	1	104	70	7	33	232	18	246
	25.6%	28.0%	24.6%	31.3%	27.4%	24.8%	20.1%	19.0%	24.6%	20.1%	25.2%	29.4%	25.6%	19.7%	30.8%	4.8%	24.2%	25.3%	25.3%	25.4%	25.7%	17.2%	26.6%
Don't receive	713	209	505	202	124	121	134	132	55	153	177	214	600	60	43	14	313	184	20	79	635	81	632
	69.2%	67.4%	69.9%	60.5%	68.4%	69.9%	77.5%	77.7%	69.4%	75.5%	69.4%	63.5%	68.5%	77.8%	69.2%	86.0%	72.5%	66.8%	66.7%	61.0%	70.4%	78.9%	68.1%
Don't know	54	14	39	27	8	9	4	6	5	9	14	24	52	2	-	2	14	22	2	18	36	4	50
	5.2%	4.6%	5.4%	8.2%	4.2%	5.2%	2.3%	3.3%	6.0%	4.4%	5.4%	7.1%	5.9%	2.5%	-	9.2%	3.3%	7.9%	8.0%	13.7%	4.0%	3.9%	5.3%
SIGMA	1031	309	722	333	181	173	173	170	80	203	256	337	875	77	62	17	432	276	30	129	902	103	928
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%

**Low Paid Retail Workers**  
Prepared on behalf of Tooley Street Research

**Table 98**  
**Q49. Normal weightings**  
**Q49. In addition to your basic pay, do you receive - Internet access at work for your personal use**  
Base: All respondents

	Tax Credits		Earner Status			Employment Status		SEG				Ethnic Group		
	Yes	No	Main Earner	Second Earner	Joint Earner	Full Time	Part Time	AB	C1	C2	DE	White	BME	
Unweighted Total	1031	228	725	343	430	258	343	688	39	218	53	721	958	65
Weighted Total	1031	204	722	316	464	252	342	689	41	221	55	713	938	82
Do receive	264	44	193	70	121	73	101	163	11	66	18	169	246	18
	25.6%	21.6%	26.8%	22.2%	26.1%	29.1%	29.6%	23.7%	27.4%	30.0%	32.0%	23.7%	26.3%	21.8%
Don't receive	713	154	494	233	317	163	226	487	26	143	32	512	649	54
	69.2%	75.5%	68.4%	73.7%	68.4%	64.9%	66.1%	70.7%	62.1%	64.9%	57.9%	71.8%	69.2%	66.1%
Don't know	54	6	35	13	26	15	15	39	4	11	6	32	42	10
	5.2%	2.9%	4.8%	4.1%	5.5%	6.0%	4.3%	5.6%	10.5%	5.1%	10.1%	4.5%	4.5%	12.1%
SIGMA	1031	204	722	316	464	252	342	689	41	221	55	713	938	82
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%

**Low Paid Retail Workers**  
Prepared on behalf of Tooley Street Research

**Table 99**  
**Q50. Normal weightings**  
**Q50. In addition to your basic pay, do you receive - Extra paid holidays above what is required by law**  
Base: All respondents

	Total	Gender		Age					Region6 + 1						Education				Student		Single Parent		
		Male	Female	18-24	25-34	35-44	45-54	55+	London	Midlands	North	South	England	Scotland	Wales	No Quals	GCSE	A-Level	Degree	Student	Non-Student	Yes	No
Unweighted Total	1031	266	765	208	202	193	224	204	68	198	261	344	871	77	65	19	470	245	28	80	951	96	935
Weighted Total	1031	309	722	333	181	173	173	170	80	203	256	337	875	77	62	17	432	276	30	129	902	103	928
Do receive	228	79	149	67	45	45	33	38	17	56	54	73	199	11	13	4	93	64	4	30	198	24	204
	22.1%	25.7%	20.6%	20.1%	24.6%	26.2%	19.0%	22.4%	20.8%	27.4%	21.1%	21.7%	22.8%	14.1%	21.0%	24.5%	21.5%	23.1%	14.6%	23.3%	21.9%	23.2%	22.0%
Don't receive	626	184	442	182	108	106	122	108	49	115	154	202	519	54	41	10	276	148	19	66	560	60	566
	60.7%	59.7%	61.2%	54.5%	59.3%	61.4%	70.7%	63.6%	61.9%	56.5%	60.2%	59.8%	59.3%	69.9%	66.2%	60.2%	63.8%	53.8%	66.0%	51.1%	62.1%	58.6%	61.0%
Don't know	177	45	131	84	29	21	18	24	14	33	48	62	157	12	8	3	63	64	6	33	144	19	158
	17.1%	14.7%	18.2%	25.3%	16.1%	12.4%	10.3%	14.0%	17.3%	16.1%	18.7%	18.5%	17.9%	16.0%	12.9%	15.3%	14.7%	23.2%	19.5%	25.6%	15.9%	18.2%	17.0%
SIGMA	1031	309	722	333	181	173	173	170	80	203	256	337	875	77	62	17	432	276	30	129	902	103	928
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%

**Low Paid Retail Workers**  
Prepared on behalf of Tooley Street Research

**Table 100**  
Q50. Normal weightings  
Q50. In addition to your basic pay, do you receive - Extra paid holidays above what is required by law  
Base: All respondents

	Tax Credits		Earner Status			Employment Status		SEG				Ethnic Group		
	Yes	No	Main Earner	Second Earner	Joint Earner	Full Time	Part Time	AB	C1	C2	DE	White	BME	
Unweighted Total	1031	228	725	343	430	258	343	688	39	218	53	721	958	65
Weighted Total	1031	204	722	316	464	252	342	689	41	221	55	713	938	82
Do receive	228	46	167	77	89	62	85	143	8	57	13	150	202	24
	22.1%	22.6%	23.1%	24.3%	19.2%	24.7%	24.8%	20.8%	19.8%	25.6%	24.3%	21.0%	21.6%	29.2%
Don't receive	626	130	437	199	281	146	219	407	24	142	36	424	576	44
	60.7%	63.4%	60.5%	63.0%	60.6%	58.1%	64.0%	59.1%	58.8%	64.3%	64.3%	59.5%	61.5%	53.3%
Don't know	177	29	118	40	93	43	39	138	9	22	6	139	159	14
	17.1%	14.0%	16.3%	12.7%	20.2%	17.2%	11.3%	20.1%	21.4%	10.1%	11.4%	19.5%	17.0%	17.4%
SIGMA	1031	204	722	316	464	252	342	689	41	221	55	713	938	82
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%

**Low Paid Retail Workers**  
Prepared on behalf of Tooley Street Research

**Table 101**  
**Q51. Normal weightings**  
**Q51. In general, thinking about any perks of your job would you prefer to receive the cash value of the perk instead even if it is less than it would cost you to buy the same thing?**  
Base: All respondents

	Total	Gender		Age					Region6 + 1						Education				Student		Single Parent		
		Male	Female	18-24	25-34	35-44	45-54	55+	London	Midlands	North	South	England	Scotland	Wales	No Quals	GCSE	A-Level	Degree	Student	Non-Student	Yes	No
Unweighted Total	1031	266	765	208	202	193	224	204	68	198	261	344	871	77	65	19	470	245	28	80	951	96	935
Weighted Total	1031	309	722	333	181	173	173	170	80	203	256	337	875	77	62	17	432	276	30	129	902	103	928
I would prefer the cash	525	165	360	189	101	93	82	60	55	106	128	162	451	40	28	9	203	157	13	76	449	64	461
	50.9%	53.4%	49.9%	56.8%	55.9%	53.8%	47.2%	35.1%	68.7%	52.2%	50.2%	48.0%	51.5%	52.8%	45.9%	54.2%	47.0%	56.9%	43.7%	58.8%	49.8%	62.0%	49.7%
I would prefer to keep the perks	372	108	264	107	59	52	66	87	17	77	89	130	312	26	26	6	173	86	10	45	327	32	341
	36.1%	35.0%	36.6%	32.2%	32.5%	30.3%	38.4%	51.2%	21.4%	38.2%	34.6%	38.4%	35.7%	33.8%	42.0%	36.6%	40.2%	31.3%	35.5%	35.3%	36.2%	30.5%	36.7%
Don't know	134	36	98	37	21	27	25	23	8	20	39	46	112	10	7	2	55	33	6	8	126	8	126
	13.0%	11.6%	13.5%	11.0%	11.6%	15.8%	14.5%	13.7%	10.0%	9.7%	15.2%	13.6%	12.8%	13.4%	12.1%	9.2%	12.8%	11.9%	20.8%	6.0%	14.0%	7.5%	13.6%
SIGMA	1031	309	722	333	181	173	173	170	80	203	256	337	875	77	62	17	432	276	30	129	902	103	928
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%



**Low Paid Retail Workers**  
Prepared on behalf of Tooley Street Research

**Table 102**  
**Q51. Normal weightings**  
**Q51. In general, thinking about any perks of your job would you prefer to receive the cash value of the perk instead even if it is less than it would cost you to buy the same thing?**  
**Base: All respondents**

	Tax Credits		Earner Status			Employment Status		SEG				Ethnic Group		
	Yes	No	Main Earner	Second Earner	Joint Earner	Full Time	Part Time	AB	C1	C2	DE	White	BME	
Unweighted Total	1031	228	725	343	430	258	343	688	39	218	53	721	958	65
Weighted Total	1031	204	722	316	464	252	342	689	41	221	55	713	938	82
I would prefer the cash	525	108	353	156	262	107	186	339	26	116	27	357	472	45
	50.9%	53.0%	48.9%	49.4%	56.5%	42.5%	54.3%	49.3%	64.0%	52.3%	48.2%	50.0%	50.4%	54.7%
I would prefer to keep the perks	372	66	277	123	138	111	119	253	12	78	23	260	336	34
	36.1%	32.1%	38.4%	38.9%	29.8%	44.2%	34.7%	36.8%	29.4%	35.1%	41.7%	36.4%	35.8%	41.4%
Don't know	134	30	92	37	63	33	38	96	3	28	6	97	130	3
	13.0%	14.9%	12.7%	11.7%	13.6%	13.3%	11.0%	13.9%	6.6%	12.7%	10.1%	13.6%	13.8%	3.9%
SIGMA	1031	204	722	316	464	252	342	689	41	221	55	713	938	82
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%

**Low Paid Retail Workers**  
Prepared on behalf of Tooley Street Research

Table 103

Q52. Normal weightings

Q52. Thinking about your job as a whole, to what extent do you agree or disagree with the following statement? I'm proud that I work in retail.

Base: All respondents

	Total	Gender		Age					Region6 + 1						Education				Student		Single Parent		
		Male	Female	18-24	25-34	35-44	45-54	55+	London	Midlands	North	South	England	Scotland	Wales	No Quals	GCSE	A-Level	Degree	Student	Non-Student	Yes	No
Unweighted Total	1031	266	765	208	202	193	224	204	68	198	261	344	871	77	65	19	470	245	28	80	951	96	935
Weighted Total	1031	309	722	333	181	173	173	170	80	203	256	337	875	77	62	17	432	276	30	129	902	103	928
1	99	38	62	37	23	19	12	10	11	15	25	38	90	5	5	1	26	37	4	15	85	13	87
	9.6%	12.2%	8.5%	11.0%	12.5%	10.8%	6.7%	5.9%	14.4%	7.3%	9.9%	11.3%	10.2%	5.9%	8.6%	5.8%	6.1%	13.4%	13.7%	11.3%	9.4%	12.5%	9.3%
2	165	63	102	57	36	22	30	20	16	38	43	52	150	8	3	2	70	38	6	17	148	16	149
	16.0%	20.3%	14.2%	17.1%	19.6%	12.8%	17.3%	11.9%	20.5%	18.9%	16.9%	15.5%	17.2%	10.3%	5.3%	15.0%	16.2%	13.6%	20.7%	13.0%	16.4%	15.5%	16.0%
3	272	79	193	66	46	58	54	47	22	54	59	88	224	23	20	5	131	72	4	19	252	22	250
	26.4%	25.5%	26.7%	19.7%	25.6%	33.8%	31.4%	27.5%	28.1%	26.9%	23.1%	26.1%	25.6%	30.4%	31.8%	30.2%	30.4%	26.0%	15.2%	15.1%	28.0%	21.2%	26.9%
4	308	86	222	107	56	47	48	51	23	60	83	92	257	28	18	3	127	87	8	51	257	34	274
	29.9%	28.0%	30.7%	32.0%	31.0%	27.0%	27.6%	29.7%	28.9%	29.5%	32.3%	27.2%	29.4%	36.5%	29.2%	19.8%	29.4%	31.4%	28.8%	39.5%	28.5%	32.6%	29.6%
5	187	44	143	68	21	27	29	42	6	35	46	67	154	13	16	5	77	43	6	27	160	19	168
	18.1%	14.1%	19.9%	20.3%	11.3%	15.6%	17.0%	25.0%	8.0%	17.4%	17.8%	19.9%	17.6%	16.8%	25.2%	29.3%	17.9%	15.6%	21.6%	21.1%	17.7%	18.2%	18.1%
Mean Score	3.3	3.1	3.4	3.3	3.1	3.2	3.3	3.6	3.0	3.3	3.3	3.3	3.3	3.5	3.6	3.5	3.4	3.2	3.2	3.5	3.3	3.3	3.3
SIGMA	1031	309	722	333	181	173	173	170	80	203	256	337	875	77	62	17	432	276	30	129	902	103	928
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%

**Low Paid Retail Workers**  
Prepared on behalf of Tooley Street Research

**Table 104**  
Q52. Normal weightings  
Q52. Thinking about your job as a whole, to what extent do you agree or disagree with the following statement? I'm proud that I work in retail.  
Base: All respondents

	Total	Tax Credits		Earner Status			Employment Status		SEG				Ethnic Group	
		Yes	No	Main Earner	Second Earner	Joint Earner	Full Time	Part Time	AB	C1	C2	DE	White	BME
Unweighted Total	1031	228	725	343	430	258	343	688	39	218	53	721	958	65
Weighted Total	1031	204	722	316	464	252	342	689	41	221	55	713	938	82
1	99	24	71	33	43	24	45	54	2	28	3	67	92	6
	9.6%	11.9%	9.8%	10.4%	9.2%	9.5%	13.2%	7.9%	3.9%	12.5%	5.5%	9.4%	9.8%	7.2%
2	165	35	111	41	81	43	68	97	9	30	8	117	155	9
	16.0%	17.2%	15.4%	13.0%	17.4%	17.2%	19.8%	14.1%	23.0%	13.6%	14.5%	16.4%	16.5%	11.0%
3	272	55	184	100	107	65	91	181	13	50	16	193	259	10
	26.4%	26.7%	25.5%	31.7%	23.0%	25.8%	26.6%	26.2%	32.2%	22.4%	28.5%	27.1%	27.6%	11.9%
4	308	57	216	88	149	70	87	221	10	73	18	208	261	41
	29.9%	27.9%	29.9%	28.0%	32.2%	27.9%	25.4%	32.1%	23.4%	32.9%	32.7%	29.1%	27.9%	50.5%
5	187	33	140	53	84	49	51	136	7	41	10	128	171	16
	18.1%	16.3%	19.4%	16.9%	18.1%	19.6%	15.0%	19.7%	17.5%	18.6%	18.8%	18.0%	18.2%	19.4%
Mean Score	3.3	3.2	3.3	3.3	3.3	3.3	3.1	3.4	3.3	3.3	3.4	3.3	3.3	3.6
SIGMA	1031	204	722	316	464	252	342	689	41	221	55	713	938	82
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%

**Low Paid Retail Workers**  
Prepared on behalf of Tooley Street Research

Table 105

Q53. Normal weightings

Q53. Thinking about your job as a whole, to what extent do you agree or disagree with the following statement? I like telling people about where I work.

Base: All respondents

	Total	Gender		Age					Region6 + 1						Education				Student		Single Parent		
		Male	Female	18-24	25-34	35-44	45-54	55+	London	Midlands	North	South	England	Scotland	Wales	No Quals	GCSE	A-Level	Degree	Student	Non-Student	Yes	No
Unweighted Total	1031	266	765	208	202	193	224	204	68	198	261	344	871	77	65	19	470	245	28	80	951	96	935
Weighted Total	1031	309	722	333	181	173	173	170	80	203	256	337	875	77	62	17	432	276	30	129	902	103	928
1	119	54	65	43	27	25	15	8	12	27	26	41	106	6	5	2	33	47	3	15	104	16	103
	11.5%	17.5%	9.0%	13.1%	14.8%	14.4%	8.8%	4.8%	15.5%	13.5%	10.0%	12.2%	12.1%	7.9%	8.9%	9.3%	7.6%	17.0%	10.3%	11.5%	11.5%	15.5%	11.1%
2	182	50	131	62	39	27	32	22	12	31	57	57	157	16	6	2	86	42	7	20	161	15	167
	17.6%	16.3%	18.2%	18.7%	21.2%	15.4%	18.6%	13.0%	14.6%	15.5%	22.3%	16.9%	18.0%	21.3%	10.3%	9.2%	19.9%	15.1%	24.4%	15.8%	17.9%	14.5%	18.0%
3	245	82	163	58	43	48	53	44	22	40	57	88	207	19	13	5	122	52	7	20	225	20	225
	23.8%	26.5%	22.6%	17.4%	23.5%	27.6%	30.6%	25.8%	28.1%	19.6%	22.2%	26.1%	23.7%	25.1%	21.4%	29.2%	28.1%	19.0%	22.9%	15.6%	25.0%	19.8%	24.2%
4	295	77	218	91	52	59	43	50	24	69	68	84	246	20	21	4	123	78	7	39	256	29	266
	28.6%	24.9%	30.2%	27.2%	28.6%	34.4%	24.8%	29.3%	30.7%	34.1%	26.8%	24.8%	28.1%	26.3%	34.6%	26.5%	28.4%	28.1%	24.2%	30.2%	28.3%	27.7%	28.7%
5	191	46	145	79	21	14	30	46	9	35	48	67	159	15	15	4	69	58	5	35	156	23	167
	18.5%	14.8%	20.1%	23.7%	11.8%	8.3%	17.2%	27.0%	11.0%	17.3%	18.6%	20.0%	18.2%	19.4%	24.8%	25.8%	16.0%	20.8%	18.2%	26.8%	17.3%	22.5%	18.0%
Mean Score	3.2	3.0	3.3	3.3	3.0	3.1	3.2	3.6	3.1	3.3	3.2	3.2	3.2	3.3	3.6	3.5	3.3	3.2	3.2	3.5	3.2	3.3	3.2
SIGMA	1031	309	722	333	181	173	173	170	80	203	256	337	875	77	62	17	432	276	30	129	902	103	928
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%

**Low Paid Retail Workers**  
Prepared on behalf of Tooley Street Research

Table 106

Q53. Normal weightings

Q53. Thinking about your job as a whole, to what extent do you agree or disagree with the following statement? I like telling people about where I work.

Base: All respondents

	Total		Tax Credits			Earner Status			Employment Status		SEG				Ethnic Group	
	Yes	No	Main Earner	Second Earner	Joint Earner	Full Time	Part Time	AB	C1	C2	DE	White	BME			
Unweighted Total	1031	228	725	343	430	258	343	688	39	218	53	721	958	65		
Weighted Total	1031	204	722	316	464	252	342	689	41	221	55	713	938	82		
1	119	31	80	38	55	26	55	64	3	28	4	84	108	9		
	11.5%	15.1%	11.1%	12.0%	11.8%	10.4%	15.9%	9.3%	7.6%	12.7%	6.8%	11.7%	11.5%	11.1%		
2	182	35	126	52	84	46	64	117	8	37	7	130	170	10		
	17.6%	16.9%	17.5%	16.4%	18.2%	18.2%	18.8%	17.0%	19.2%	16.6%	13.4%	18.2%	18.1%	12.3%		
3	245	51	168	85	111	50	80	166	11	47	17	171	229	12		
	23.8%	24.9%	23.3%	26.9%	23.9%	19.8%	23.2%	24.1%	25.7%	21.3%	30.4%	24.0%	24.4%	14.4%		
4	295	63	202	92	130	73	95	199	13	67	19	195	264	28		
	28.6%	31.0%	28.0%	29.0%	28.0%	29.0%	27.8%	28.9%	32.6%	30.4%	34.4%	27.3%	28.2%	34.0%		
5	191	25	145	49	84	57	49	142	6	42	8	134	167	23		
	18.5%	12.0%	20.1%	15.6%	18.2%	22.6%	14.2%	20.6%	15.0%	19.0%	15.1%	18.8%	17.8%	28.2%		
Mean Score	3.2	3.1	3.3	3.2	3.2	3.4	3.1	3.3	3.3	3.3	3.4	3.2	3.2	3.6		
SIGMA	1031	204	722	316	464	252	342	689	41	221	55	713	938	82		
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%		

**Low Paid Retail Workers**  
Prepared on behalf of Tooley Street Research

Table 107

Q54. Normal weightings

Q54. Thinking about your job as a whole, to what extent do you agree or disagree with the following statement? I feel that working in retail has a poor image.

Base: All respondents

	Total	Gender		Age					Region6 + 1						Education				Student		Single Parent		
		Male	Female	18-24	25-34	35-44	45-54	55+	London	Midlands	North	South	England	Scotland	Wales	No Quals	GCSE	A-Level	Degree	Student	Non-Student	Yes	No
Unweighted Total	1031	266	765	208	202	193	224	204	68	198	261	344	871	77	65	19	470	245	28	80	951	96	935
Weighted Total	1031	309	722	333	181	173	173	170	80	203	256	337	875	77	62	17	432	276	30	129	902	103	928
1	123	29	93	58	15	15	11	24	10	22	30	40	102	8	12	6	46	31	5	25	97	10	112
	11.9%	9.5%	12.9%	17.5%	8.0%	8.6%	6.2%	14.2%	12.0%	10.9%	11.8%	12.0%	11.7%	9.8%	19.4%	36.4%	10.6%	11.4%	18.2%	19.6%	10.8%	10.0%	12.1%
2	205	58	147	76	38	26	34	31	21	41	53	58	172	17	13	5	67	64	8	41	164	30	175
	19.9%	18.7%	20.4%	22.9%	20.8%	14.9%	19.4%	18.5%	25.8%	20.1%	20.6%	17.3%	19.7%	22.0%	21.8%	29.6%	15.6%	23.2%	27.0%	31.9%	18.2%	28.7%	18.9%
3	162	54	108	41	30	34	27	30	12	35	32	61	140	13	7	3	87	26	5	12	151	14	148
	15.8%	17.4%	15.0%	12.2%	16.5%	19.6%	15.7%	17.9%	15.0%	17.3%	12.5%	18.1%	16.0%	16.4%	10.8%	18.7%	20.0%	9.4%	16.5%	9.1%	16.7%	13.9%	16.0%
4	344	105	239	98	63	58	69	56	24	64	96	111	295	23	20	2	158	95	6	34	310	34	310
	33.3%	33.9%	33.1%	29.5%	34.6%	33.4%	39.8%	32.8%	29.7%	31.8%	37.6%	32.8%	33.7%	29.5%	31.8%	10.5%	36.6%	34.4%	19.5%	26.4%	34.3%	32.9%	33.4%
5	197	63	134	59	36	41	33	28	14	40	45	67	166	17	10	1	74	60	6	17	181	15	182
	19.1%	20.5%	18.6%	17.8%	20.0%	23.5%	18.9%	16.7%	17.5%	20.0%	17.5%	19.9%	19.0%	22.3%	16.2%	4.8%	17.1%	21.6%	18.8%	13.0%	20.0%	14.6%	19.7%
Mean Score	3.3	3.4	3.2	3.1	3.4	3.5	3.5	3.2	3.1	3.3	3.3	3.3	3.3	3.3	3.0	2.2	3.3	3.3	2.9	2.8	3.3	3.1	3.3
SIGMA	1031	309	722	333	181	173	173	170	80	203	256	337	875	77	62	17	432	276	30	129	902	103	928
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%

**Low Paid Retail Workers**  
Prepared on behalf of Tooley Street Research

**Table 108**  
Q54. Normal weightings  
Q54. Thinking about your job as a whole, to what extent do you agree or disagree with the following statement? I feel that working in retail has a poor image.  
Base: All respondents

	Total	Tax Credits		Earner Status			Employment Status		SEG				Ethnic Group	
		Yes	No	Main Earner	Second Earner	Joint Earner	Full Time	Part Time	AB	C1	C2	DE	White	BME
Unweighted Total	1031	228	725	343	430	258	343	688	39	218	53	721	958	65
Weighted Total	1031	204	722	316	464	252	342	689	41	221	55	713	938	82
1	123	24	81	36	53	33	30	93	5	31	4	83	104	19
	11.9%	11.9%	11.2%	11.4%	11.5%	13.3%	8.8%	13.5%	11.0%	13.8%	7.5%	11.7%	11.1%	22.6%
2	205	33	142	59	90	55	68	137	12	42	21	129	171	32
	19.9%	16.2%	19.7%	18.8%	19.4%	22.0%	19.9%	19.9%	30.2%	19.1%	38.1%	18.1%	18.3%	38.6%
3	162	28	120	51	64	47	50	112	8	39	7	109	150	9
	15.8%	13.8%	16.7%	16.2%	13.9%	18.6%	14.6%	16.3%	20.0%	17.5%	12.2%	15.2%	16.0%	11.2%
4	344	78	238	116	162	66	116	228	13	68	19	244	327	14
	33.3%	38.3%	32.9%	36.7%	34.9%	26.2%	33.9%	33.1%	32.2%	30.9%	33.6%	34.1%	34.9%	16.8%
5	197	40	141	53	94	50	78	119	3	41	5	149	185	9
	19.1%	19.8%	19.5%	16.8%	20.3%	19.9%	22.8%	17.3%	6.5%	18.7%	8.6%	20.8%	19.7%	10.9%
Mean Score	3.3	3.4	3.3	3.3	3.3	3.2	3.4	3.2	2.9	3.2	3.0	3.3	3.3	2.5
SIGMA	1031	204	722	316	464	252	342	689	41	221	55	713	938	82
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%

**Low Paid Retail Workers**  
Prepared on behalf of Tooley Street Research

**Table 109**  
**Q55. Normal weightings**  
**Q55. Are you aware that the government is raising the minimum wage for over 25 year olds to a new 'national living wage' of £7.20 next April?**  
**Base: All respondents**

	Total	Gender		Age					Region6 + 1						Education				Student		Single Parent		
		Male	Female	18-24	25-34	35-44	45-54	55+	London	Midlands	North	South	England	Scotland	Wales	No Quals	GCSE	A-Level	Degree	Student	Non-Student	Yes	No
Unweighted Total	1031	266	765	208	202	193	224	204	68	198	261	344	871	77	65	19	470	245	28	80	951	96	935
Weighted Total	1031	309	722	333	181	173	173	170	80	203	256	337	875	77	62	17	432	276	30	129	902	103	928
Yes	795	255	540	208	131	146	155	155	51	160	198	271	680	60	43	13	353	190	23	75	721	57	738
	77.1%	82.6%	74.8%	62.4%	72.1%	84.5%	89.4%	91.3%	63.8%	79.1%	77.4%	80.2%	77.7%	78.5%	69.2%	78.9%	81.7%	68.8%	79.0%	57.8%	79.9%	55.1%	79.6%
No	236	54	182	125	51	27	18	15	29	42	58	67	196	16	19	4	79	86	6	54	181	46	189
	22.9%	17.4%	25.2%	37.6%	27.9%	15.5%	10.6%	8.7%	36.2%	20.9%	22.6%	19.8%	22.3%	21.5%	30.8%	21.1%	18.3%	31.2%	21.0%	42.2%	20.1%	44.9%	20.4%
SIGMA	1031	309	722	333	181	173	173	170	80	203	256	337	875	77	62	17	432	276	30	129	902	103	928
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%



**Low Paid Retail Workers**  
Prepared on behalf of Tooley Street Research

**Table 110**  
Q55. Normal weightings  
Q55. Are you aware that the government is raising the minimum wage for over 25 year olds to a new 'national living wage' of £7.20 next April?  
Base: All respondents

	Tax Credits		Earner Status			Employment Status		SEG				Ethnic Group		
	Yes	No	Main Earner	Second Earner	Joint Earner	Full Time	Part Time	AB	C1	C2	DE	White	BME	
Unweighted Total	1031	228	725	343	430	258	343	688	39	218	53	721	958	65
Weighted Total	1031	204	722	316	464	252	342	689	41	221	55	713	938	82
Yes	795	158	579	262	339	194	279	516	27	160	43	565	742	46
	77.1%	77.5%	80.1%	83.0%	73.2%	77.1%	81.6%	74.9%	66.0%	72.6%	77.9%	79.1%	79.2%	56.6%
No	236	46	143	54	124	58	63	173	14	61	12	149	195	36
	22.9%	22.5%	19.9%	17.0%	26.8%	22.9%	18.4%	25.1%	34.0%	27.4%	22.1%	20.9%	20.8%	43.4%
SIGMA	1031	204	722	316	464	252	342	689	41	221	55	713	938	82
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%

**Low Paid Retail Workers**  
Prepared on behalf of Tooley Street Research

**Table 111**  
Q56. Normal weightings  
Q56. The government is also making changes to benefit entitlements for working families from next April. Were you aware of this?  
Base: Respondents in receipt of tax credits

	Total	Gender		Age					Region6 + 1						Education				Student		Single Parent		
		Male	Female	18-24	25-34	35-44	45-54	55+	London	Midlands	North	South	England	Scotland	Wales	No Quals	GCSE	A-Level	Degree	Student	Non-Student	Yes	No
Unweighted Total	228	53	175	14	56	86	54	18	9	49	73	62	193	18	12	7	97	68	4	7	221	55	173
Weighted Total	204	57	148	23	49	76	42	14	10	45	64	54	172	17	10	7	87	62	3	12	193	46	158
Yes	118	34	84	5	25	48	30	9	5	24	39	32	101	10	6	2	46	42	2	3	115	23	95
	57.8%	60.4%	56.8%	21.4%	51.5%	63.9%	72.9%	61.6%	55.9%	54.5%	61.1%	59.1%	58.5%	56.5%	56.9%	34.9%	52.6%	67.7%	53.3%	29.0%	59.6%	50.7%	59.9%
No	86	22	64	18	24	27	11	6	4	20	25	22	72	8	4	4	41	20	2	8	78	23	63
	42.2%	39.6%	43.2%	78.6%	48.5%	36.1%	27.1%	38.4%	44.1%	45.5%	38.9%	40.9%	41.5%	43.5%	43.1%	65.1%	47.4%	32.3%	46.7%	71.0%	40.4%	49.3%	40.1%
SIGMA	204	57	148	23	49	76	42	14	10	45	64	54	172	17	10	7	87	62	3	12	193	46	158
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%

**Low Paid Retail Workers**  
Prepared on behalf of Tooley Street Research

**Table 112**  
Q56. Normal weightings  
Q56. The government is also making changes to benefit entitlements for working families from next April. Were you aware of this?  
Base: Respondents in receipt of tax credits

	Tax Credits		Earner Status			Employment Status		SEG				Ethnic Group	
	Yes	No	Main Earner	Second Earner	Joint Earner	Full Time	Part Time	AB	C1	C2	DE	White	BME
Unweighted Total	228	-	116	59	53	78	150	8	47	10	163	214	14
Weighted Total	204	-	101	56	47	71	133	7	44	10	144	189	15
Yes	118	-	62	32	24	43	76	5	23	7	83	111	7
	57.8%	-	61.4%	57.6%	50.4%	59.6%	56.8%	74.6%	51.8%	69.0%	58.1%	58.7%	46.4%
No	86	-	39	24	24	29	57	2	21	3	60	78	8
	42.2%	-	38.6%	42.4%	49.6%	40.4%	43.2%	25.4%	48.2%	31.0%	41.9%	41.3%	53.6%
SIGMA	204	-	101	56	47	71	133	7	44	10	144	189	15
	100.0%	-	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%

**Low Paid Retail Workers**  
Prepared on behalf of Tooley Street Research

**Table 113**

**Q57. Normal weightings**

**Q57. Thinking about all the changes that are coming to the minimum wage and the benefits system, how do you think you will be affected overall?**

Base: All respondents

	Total	Gender		Age					Region6 + 1						Education				Student		Single Parent		
		Male	Female	18-24	25-34	35-44	45-54	55+	London	Midlands	North	South	England	Scotland	Wales	No Quals	GCSE	A-Level	Degree	Student	Non-Student	Yes	No
Unweighted Total	1031	266	765	208	202	193	224	204	68	198	261	344	871	77	65	19	470	245	28	80	951	96	935
Weighted Total	1031	309	722	333	181	173	173	170	80	203	256	337	875	77	62	17	432	276	30	129	902	103	928
I will be much better off	110	45	65	45	35	11	11	9	6	23	27	29	84	14	9	5	40	26	4	23	88	18	92
	10.7%	14.5%	9.1%	13.4%	19.0%	6.3%	6.2%	5.5%	7.2%	11.2%	10.5%	8.5%	9.6%	18.2%	15.1%	30.0%	9.3%	9.5%	14.3%	17.5%	9.7%	17.2%	10.0%
I will be slightly better off	362	103	259	109	66	47	62	77	33	81	83	120	316	23	19	3	161	91	9	39	324	21	341
	35.1%	33.4%	35.9%	32.8%	36.6%	27.3%	36.1%	45.2%	41.1%	39.9%	32.3%	35.6%	36.2%	30.4%	31.4%	20.8%	37.4%	33.1%	32.2%	30.0%	35.9%	20.6%	36.8%
I will be slightly worse off	70	23	47	8	15	27	13	7	4	16	24	17	61	3	4	-	33	21	2	6	65	12	58
	6.8%	7.5%	6.5%	2.5%	8.2%	15.5%	7.8%	4.2%	5.4%	7.7%	9.3%	5.1%	7.0%	3.5%	6.8%	-	7.7%	7.6%	5.1%	4.4%	7.2%	11.6%	6.3%
I will be much worse off	58	19	39	6	13	22	12	4	2	14	17	16	49	6	2	1	26	18	1	2	56	18	40
	5.6%	6.0%	5.4%	1.9%	7.3%	12.8%	6.8%	2.3%	2.9%	6.9%	6.6%	4.7%	5.6%	7.9%	2.8%	4.8%	6.0%	6.4%	2.5%	1.2%	6.2%	17.2%	4.3%
It will make no difference	331	97	235	142	31	46	51	62	31	54	75	126	286	22	21	5	125	104	10	59	273	25	306
	32.1%	31.3%	32.5%	42.5%	17.1%	26.6%	29.4%	36.3%	38.9%	26.7%	29.4%	37.3%	32.7%	28.3%	33.3%	29.5%	29.0%	37.7%	33.1%	45.5%	30.2%	24.2%	33.0%
Don't know	99	23	76	23	21	20	24	11	4	15	30	30	79	9	6	2	46	16	4	2	97	9	90
	9.6%	7.4%	10.6%	6.8%	11.8%	11.6%	13.8%	6.5%	4.4%	7.6%	11.9%	8.8%	9.0%	11.6%	10.5%	15.0%	10.6%	5.6%	12.8%	1.5%	10.8%	9.2%	9.7%
SIGMA	1031	309	722	333	181	173	173	170	80	203	256	337	875	77	62	17	432	276	30	129	902	103	928
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%

**Low Paid Retail Workers**  
Prepared on behalf of Tooley Street Research

**Table 114**  
**Q57. Normal weightings**  
**Q57. Thinking about all the changes that are coming to the minimum wage and the benefits system, how do you think you will be affected overall?**  
Base: All respondents

	Tax Credits		Earner Status			Employment Status		SEG				Ethnic Group		
	Yes	No	Main Earner	Second Earner	Joint Earner	Full Time	Part Time	AB	C1	C2	DE	White	BME	
Unweighted Total	1031	228	725	343	430	258	343	688	39	218	53	721	958	65
Weighted Total	1031	204	722	316	464	252	342	689	41	221	55	713	938	82
I will be much better off	110	12	81	30	48	32	41	69	6	30	12	62	98	9
	10.7%	5.9%	11.2%	9.5%	10.4%	12.6%	12.1%	10.0%	15.0%	13.4%	21.8%	8.7%	10.4%	11.2%
I will be slightly better off	362	29	300	97	175	90	116	246	13	80	18	251	334	27
	35.1%	14.4%	41.6%	30.7%	37.8%	35.8%	33.9%	35.8%	32.4%	36.4%	32.2%	35.1%	35.7%	32.9%
I will be slightly worse off	70	43	25	33	20	18	24	47	3	15	-	52	68	2
	6.8%	21.1%	3.4%	10.3%	4.2%	7.3%	6.9%	6.8%	7.6%	7.0%	-	7.3%	7.3%	2.9%
I will be much worse off	58	42	13	31	16	11	25	33	4	6	5	43	51	7
	5.6%	20.4%	1.8%	9.8%	3.4%	4.3%	7.2%	4.8%	9.8%	2.7%	8.7%	6.0%	5.4%	8.6%
It will make no difference	331	37	256	89	168	74	104	228	10	72	12	237	297	28
	32.1%	17.9%	35.4%	28.3%	36.2%	29.5%	30.3%	33.1%	24.8%	32.5%	22.3%	33.2%	31.7%	34.8%
Don't know	99	42	48	36	37	26	33	66	4	18	8	69	90	8
	9.6%	20.3%	6.6%	11.4%	7.9%	10.4%	9.7%	9.6%	10.5%	8.0%	15.0%	9.6%	9.6%	9.7%
SIGMA	1031	204	722	316	464	252	342	689	41	221	55	713	938	82
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%