



RELOCATION INFORMATION SERVICES

The Business Move Consultancy

Littlewoods was founded by John and Cecil Moores in 1923, diversifying from football pools to high street stores and home shopping catalogues. The Moores family sold the Littlewoods Group to the Barclay brothers in 2002. Littlewoods Shop Direct was formed by merger in 2005 and the company has been known as Shop Direct Group since May 2008. It is the UK's largest home shopping company.



Consultancy

The property company of the group, **St James's St Property Management**, initially retained RIS on a consultancy basis to advise on a series of relocations and estate clearance in Liverpool being undertaken as the Littlewoods companies developed under the Barclay brothers. This culminated in a report and individual recommendations.



The Home Shopping move to Speke

A separate brief was then undertaken to help manage Littlewoods Home Shopping's move to Speke, where the company was renovating an old aircraft hanger on the previous site of Liverpool Airport. Littlewoods had been in occupation of their landmark building in Old Hall Street for about 40 years, and hundreds of staff were long-serving employees.

Several departments were major moves in their own right. But particular aspects of the brief included:

- An urgent need to quantify and plan the move.
- Staff communication.
- Storage reduction and change.
- Procurement – policies were in a state of change and the client combined RIS' expertise with its own to develop a new contract for service procurement, with the removal bid process being largely driven by RIS.
- Relocating thousands of merchandise samples.
- Clearing unwanted furniture and equipment from a 2,000 person HQ.



The move was then put on hold as the merger with Shop Direct, based in Manchester, took place. The combined company was then moved to Speke, adding a whole new set of circumstances – different culture, working practices – and reduced space.

Phase 1 moves for the combined company involved about 1,000 jobs. Phase 2 moves involved hundreds more.

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