

November 2019

Consumers and the Economic Outlook - UK

“Brexit has been delayed again. The public faces a Christmas general election. And the economy narrowly avoided a recession in September. It is no wonder, then, that consumer confidence has taken a hit. However, financial well-being is holding up and the vast majority of people think they’ll be OK in ...

October 2019

Online Retailing: Delivery, Collection and Returns - UK

“Customers are increasingly making purchasing choices based on how, when and where they will receive orders made online. Therefore how retailers fulfil orders, and process returns, must be viewed as not simply something that happens ‘after the sale’ but as important to the decision-making process as more traditional purchase triggers ...

Seasonal Shopping (Spring/Summer) - UK

“Despite tough comparative figures, consumer spending on the spring/summer events continued to increase in 2019 driven largely by gift purchases for Easter, Mother’s and Father’s Day. The need for more personalised gifts continues to drive the gifting market for the spring/summer events and together with the rising popularity ...

September 2019

Consumers and the Economic Outlook - UK

“It is a confusing time for the British public. The new Government has been unable to agree a Brexit deal with the EU and Parliament has passed legislation obliging the Prime Minister to request a further extension if he cannot get one. Despite this, Boris Johnson has maintained his stance ...

July 2019

Shopping Locations - UK

“The retail scene is evolving and there has been a significant behavioural shift in how consumers are choosing to shop. Online retail has continued to grow and shopping centres and town centres are experiencing particularly troublesome falls in retail footfall. The leisure industry continues to grow, posing a challenge for ...

June 2019

Travel Retail - UK

“There has been a conscious effort to increase the retail offering at travel hubs, in an attempt to turn more of them into shopping destinations. Currently most are still using travel hubs as a place to purchase food items and many have begun to innovate and introduce more convenient and ...

April 2019

Seasonal Shopping (Autumn/Winter) - UK

“The recent performance of seasonal retail sales illustrates how susceptible these events are to macroeconomic changes. Following strong growth in consumer spending throughout 2018, with Valentine’s Day, Halloween and Bonfire Night all witnessing a significant uplift in consumer expenditure last year, the outlook appears to be more challenging. Consumers cut ...

UK Retail Rankings - UK

There are two major factors facing the retail sector in 2019 – the uncertainty over Brexit and the impact of online. That’s not to say that there aren’t others, from the general economic background and the housing market to business rates and the way retailers are taxed. But as we ...

February 2019

Christmas Gift Buying - UK

“It was not a great Christmas, but it was not the disaster that some early reports suggested either. Demand slowed in the final quarter and some sales were pulled forward to November by early discounting. It’s an immensely challenging time for retailers, but whether they trade online, in stores or ...

January 2019

Amazon: A Shopper's Perspective - UK

“Amazon is the arch disruptor in a period of evolution for UK retail. The size of the business and its relentless focus on customer-facing innovation has meant it has invested in and led on many trends that have come to define 21st century retail. However, at present, it is not ...