

December 2021

Consumers and the Economic Outlook - UK

“Rising inflation and concerns about stock shortages have shaken consumers’ sense of financial wellbeing and confidence for the coming year. It is important to place the falls seen on these measures in October in context, however: the vast majority of consumers remain fairly upbeat.

November 2021

Online Retailing: Delivery, Collection and Returns - UK

“Following a pandemic-driven record-breaking surge in online shopping, the online channel has penetrated nearly all aspects of retail in the UK. The next couple of years will see retailers and delivery companies working hard to develop new technologies and approaches to meet this demand in ways that are sustainable for ...

Changing Face of the High Street - UK

“In-store shopping was under pressure prior to COVID-19 and the pandemic has only served to intensify this. The loss of multiple high street staples will leave deep scars and heightened online use will, understandably, make more retailers reticent to take on additional space. On top of this changing working habits ...

Seasonal Shopping (Spring/Summer) - UK

“Spending for spring/summer seasonal events in 2021 returned to growth despite the pandemic impacting celebrations for a second year running. During the pandemic, seasonal events have become more meaningful, with consumers relying on digital and online tools to stay connected during lockdowns. This year the way consumers shopped for ...