

August 2023

Ethical Retailing - UK

"Shopping for ethical products has become less of a priority for consumers due to the cost-of-living crisis and in a climate where the price of a product is more important than how ethical it is, retailers need to work hard at convincing the value of ethically produced products over standard ...

June 2023

Easter - UK

"While the cost of living crisis did affect behaviour for Easter 2023, spending for the event held up better than other seasonal events. With value still likely to be high on the agenda for 2024, but pressure on finances to have eased a little, retailers will have further opportunities to ...

UK Retail Rankings - UK

"The 2023 UK Retail Rankings reviews a diverse period, from the Q1 2021 lockdown through to society emerging from the peak of the pandemic and then into the early stages of the cost of living crisis. Rising inflation, while far from the peak we have experienced in 2022/23, underpinned ...

April 2023

Valentine's Day - UK

"Valentine's Day 2023 was challenging with the number buying gifts falling and average spending down among those who did spend. 2024 is likely to be more promising as confidence improves, particularly if brands and retailers can reframe the event as not just romantic but also one that taps into the ...

March 2023

Amazon: Creating an Ecosystem - UK

Customer Loyalty in Retailing - UK

"There has been a drastic shift in the landscape of loyalty schemes since even before the pandemic, with loyalty and rewards schemes now a prerequisite for retailers. Digital disruption and new generational influences mean the nature of loyalty is changing. Ubiquity of loyalty schemes means engagement is high, but with ...

Mother's Day - UK

"While the pressure on household finances is expected to ease a little by Mother's Day 2024, value will still be a top priority when shopping for Mother's Day gifts. With the concept of 'value' evolving beyond cost, retailers have the opportunity to shape how this is communicated across gifting ranges ...

UK Retail Trends - Spring - UK

"A combination of the cost of living crisis and natural rebalancing in key categories following heightened demand during the peak of the pandemic, saw volume retail sales decline by a record level in 2022. However, given the macro-economic backdrop retail demand held up relatively well and the sector enjoyed a ...

Christmas Gift Buying - UK

Retail: Big Picture - UK

“Amazon has grown to be the largest non-food retailer within the UK and the dominant player within the online retailing market. Key to this success has been building an ecosystem, anchored by Amazon Prime, which ensures an element of loyalty and consistent purchasing for the retail operation. Due to strong ...

“Christmas 2022 was no doubt a difficult period for retailers, with significant cutting back from shoppers in comparison to 2021. However, the age-old ability of UK consumers to put aside the economic background to celebrate did shine through, and in many ways, it was a far more positive period than ...

January 2023

Black Friday - UK

“Pressure on household finances amplified the role of Black Friday in 2022 with nearly half of consumers participating in the event (49%). During a time of heightened value-consciousness, Black Friday savings were naturally more important, which looking forward to 2023, will continue to ring true as finances remain under pressure ...

Upcoming Reports

Halloween and Bonfire Night - UK - 2023

Online Retailing: Home Delivery, Collection and Returns - UK - 2023

Back to School - UK - 2023

Online Retailing: Marketplaces and Peer-to-peer Selling - UK - 2023