

## December 2014

### Furniture Retailing - UK

“The biggest issue for furniture retailers is to create a compelling identity which consumers can relate to. Each company needs to be very clear about its own unique proposition and should continue to build on this image consistently when designing store interiors or conducting advertising campaigns. By enhancing their branding ...

## November 2014

### Supermarkets: More Than Just Food Retailing - UK

“Aldi and Lidl are wedded to the smaller-store, limited range, largely-own-brand offer. So there is limited scope for them to cater to shopper demand for a wider range or for more branded lines – and so to capture more main-shop customers.”

– **John Mercer, European Retail Analyst**

## October 2014

### Consumers and the Economic Outlook: Quarterly Update - UK

“The revival in confidence has stalled. Although the economy is picking up speed, the population as a whole isn’t feeling the benefit of the recovery. People are as likely to say that they feel worse off than they did a year ago as they are to say that their finances ...

### Clothing Retailing - UK

“As consumers increasingly want more regularly updated clothes, it is becoming more important for retailers to find improved ways of dealing with the challenges of getting clothes to market at an ever quicker pace.”

– **Tamara Sender, Senior Fashion Analyst**

## September 2014

### Watches and Jewellery Retailing - UK

“Bespoke jewellery is a growing trend, particularly among young people who want to buy precious metal jewellery that can be personalised. Innovations such as 3D printing offer growth opportunities for the precious metal jewellery market allowing customers to create their own unique designs.”

### Click-and-Collect - UK

“Increased uptake of click-and-collect appears to be one contributor to the sustained high growth rates in e-commerce. And there is far to go: click-and-collect will make up less than 2% of all retail sales this year. Further innovations such as more click-and-collect hubs and drive-through services can offer the convenience ...

– Tamara Sender, Senior Fashion Analyst

### August 2014

#### Fashion Online - UK

“One of the main barriers to shopping online for clothes is fit and it is still a category where consumers like to try on and see items in person. However, trust in a retailer where they already shop and previous experience of their clothes sizes makes it easier for them ...

#### Seasonal Shopping - UK

“For store-based retailers facing competition from online-only rivals, seasonal occasions provide opportunities to make their shops destinations. Seasonally-themed ranges, merchandising and in-store events can provide shoppers with reasons to visit their stores.”

- John Mercer, Retail Analyst

**This report looks at the following issues:**

### July 2014

#### Footwear Retailing - UK

"Footwear specialists are competing with non-specialists such as grocers, clothing chains and department stores. Those specialists that are succeeding against this competition are making themselves real destinations for fashionable footwear. Those specialists with a broader positioning have fewer points of difference, so shoppers have fewer reasons to choose them over ...

#### Garden Products Retailing - UK

“Garden centres have developed robust strategies for compensating for the risks associated with peaks and troughs in demand caused by variable weather. We are seeing far more major garden centres investing in refits and extensions. More space in garden centres is sheltered from the weather, including areas where plants are ...

#### Consumers and The Economic Outlook - Quarterly Update - UK

“Although people are still more confident than they were in 2013, Mintel’s data suggests that they’re not entirely convinced by the economic revival. Across all three key measures (current situation, impact of the slowdown and how they expect their finances to fare over the next year), sentiment was slightly more ...

#### Sports Goods Retailing - UK

“While specialist sports goods retailers are not yet projecting their traditional in-store expertise online and through social media, closer links with participation facilities could extend their dominance of the shop-bought segment.”

– David Walmsley, Senior Leisure Analyst

#### E-Commerce - UK

"We think consumers are likely to become more demanding and that those retailers that innovate relentlessly - such as Amazon – are best-placed to win shoppers’ loyalty.”

- John Mercer, European Retail Analyst

### June 2014

#### Shopping Locations - UK

“The role of the high street is changing as consumers use town or city centres more for comparison shopping and as local collection points for online orders. City centres and local neighbourhoods are benefiting from growing usage of convenience stores instead of superstores as people do more of their top-up ...

### May 2014

#### DIY Retailing - UK

“DIY stores need to become ideas centres – places where shoppers are inspired to buy, whether that is for a project themselves or for someone to do the work for them.”

– John Mercer, Senior Retail Analyst

### April 2014

#### Department Store Retailing - UK

“In order to stand out in a competitive market, it is essential for department stores to ensure that they improve their stores, with a quarter of consumers saying a modern looking store would encourage them to shop there more.”

#### Convenience Stores - UK

“For convenience retailers, those consumers incorporating c-stores within their regular grocery shopping repertoire are most important. On this basis, young shoppers – most importantly, the 25-34 age group – should be the focus for retailers.”

### March 2014

#### Food and Drink Retailing - UK

“Food retailing remains highly competitive, but all the evidence indicates that competition is moving away from price. With almost perfect information in the market and most of the majors doing some form of price matching, we think that the competitive agenda will move to all the other key factors that ...

#### Toy Retailing - UK

“Toys are a treat so shopping for them should reflect this. Going to shop for toys should be great fun, an experience for parents and kids. And stores should be inspiring, lively places which entertain as well as sell. If not people won't bother to go to a toyshop, they ...

#### Online Grocery Retailing - UK

“Grocers can cultivate greater shopper loyalty by encouraging cross-channel shopping: we think

consumers are more likely to stick with those shoppers who are providing an integrated mix of supermarkets, online and c-stores that caters to different shopping missions.”

## February 2014

### Electrical Goods Retailing - UK

“Mid-market store-based retailers will have to come up with genuinely compelling reasons for shoppers to migrate back from pureplays: we think multichannel retailers need to imitate Amazon’s spirit of innovation, as their service and convenience advantages wane fast.”

## January 2014

### Beauty Retailing - UK

“With consumers ever keener to secure the best deals, retailers would do well to find new ways to bolster customer loyalty. Following the lead of food retailers and introducing a Price Matching scheme could be one way to encourage loyalty by deepening trust. Giving customers a feeling of control over ...

### Optical Goods Retailing - UK

“This is a highly competitive market place, with three major chains dominating distribution and now facing intensifying competition from growing chains of supermarket opticians. So the big three are competing hard with special offers, intensive advertising campaigns, some online services and by growing their store chains. Indeed Vision Express has ...