

USDA Foreign Agricultural Service

# GAIN Report

Global Agricultural Information Network

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Voluntary  Public

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## United Kingdom

**Post:** London

### Key UK Retail Outlet Profiles

**Report Categories:**

Retail Food Sector

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**Report Highlights:**

This report provides brief profiles of selected convenience and specialty stores in the UK, including delicatessens, mail order services, confectionery stores, health food retailers, buying groups and franchises.

**General Information:**  
**FOREWORD**

This report is intended to supplement the report entitled “UK Retail Market Brief” and “UK Supermarket Chain Profiles”, available at: <http://www.fas.usda.gov/scripts/AttacheRep/default.asp>

**KEY UK RETAIL OUTLETS**

**Catalogue/Mail Order Stores**

**Lakeland**

	Lakeland Alexandra Buildings Windermere Cumbria, LA23 1BQ Tel: +44 15394 88100 Website: <a href="http://www.lakeland.co.uk">www.lakeland.co.uk</a>
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- Predominately a mail order business, sending catalogues to over one million households in the United Kingdom.
- Range of products including all kitchenware, from plastics to stainless steel to a range of specialist food items.
- Also have 51 retail outlets based in the UK.

**Confectionery Stores**

**Cybercandy**

	Cybercandy Ltd 3 Garrick Street Covent Garden London, WC2E 9BF Tel: +44 845 838 0958 Website: <a href="http://www.cybercandy.co.uk">www.cybercandy.co.uk</a>
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- Wide range of US candy, drinks, cookies and breakfast cereals, sold mostly through internet sales.
- Four retail stores, two in London and one each in Brighton and Birmingham.

**Delicatessens**

## Villandry

	Villandry 170, Great Portland St London W1W 5QD. Tel: +44 20 7631 3131 Website: <a href="http://www.villandry.com">www.villandry.com</a>
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- Delicatessen and restaurant co-located.
- Shop concentrates on seasonal produce and gourmet foods.
- Villandry buy some products direct from the US rather than using an importer.
- Villandry also has a second store in Bicester Villager, Oxfordshire.

## Partridges

	Partridges Sloane Square, 2-5 Duke of York Square London, SW3 4LY Tel: +44 20 7730 0651 Website: <a href="http://www.partridges.co.uk">www.partridges.co.uk</a>
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- Delicatessen stocking large range of American grocery products.
- Family run food shops.
- Two stores, other branch in Gloucester Road, London.

## Department Store Food Halls

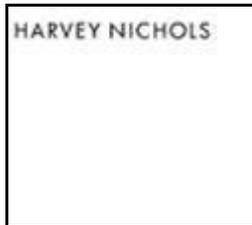
### Selfridges

	Selfridges 400 Oxford Street London W1A 2LR Tel: +44 870 8377377 Website: <a href="http://www.selfridges.com">www.selfridges.com</a>
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- Up-market department store.
- Sells a broad range of US food and beverage products.
- Stages promotions around US holiday periods.
- With regard to new products, they prefer exclusivity for 6 months.
- Focus on high quality foodstuffs, both packaged and fresh.

- Also has a limited number of private label products.
- The food hall incorporates restaurants and food to go.
- 4 stores in the UK – London, Manchester Central, Manchester Trafford Centre, Birmingham.

## Harvey Nichols

	Harvey Nichols & Co plc 67 Brompton Road London SW3 1DB Tel: +44 20 7584 0011 Website: <a href="http://www.harveynichols.com">www.harveynichols.com</a>
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- Up-market department store.
- Sells a broad range of US food and beverage products.
- Chooses to import directly for US holiday promotions.
- Focus on high-end foodstuffs, both packaged and fresh.
- Food halls combine traditional practices – in-store bakers, butchers, etc who act as specialists – with modern design and recipe ideas.
- Strong focus on private label products.
- 7 stores in major UK cities – London, Birmingham, Leeds, Manchester, Edinburgh, Bristol and Dublin.

## Harrods

	Harrods Brompton Road Knightsbridge London, SW1X 7XL Tel: +44 20 7730 1234 Website: <a href="http://www.harrods.com">www.harrods.com</a>
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- Up-market department store with food and beverage section.
- Focus on high quality foodstuffs, both packaged and fresh.
- The food hall combines traditional practices – in-store bakers, butchers, fishmongers, etc. who act as specialists – with a variety of concessions such as Krispy Kreme and Jelly Belly.
- Strong focus on private label products in their shelf-stable ranges.

## Fortnum & Mason



Fortnum & Mason  
181 Piccadilly  
London, W1A 1ER  
Tel: +44 20 7734 8040  
Website: [www.fortnumandmason.co.uk](http://www.fortnumandmason.co.uk)

- Up-market department store.
- Prides itself on being the grocer to the Royal Family.
- Focus on high quality foodstuffs, both packaged and fresh.
- Strong focus on private label products in their shelf-stable ranges.

### House of Fraser



House of Fraser  
1 Howick Place  
Victoria  
London, SW1P 1BH  
Tel: +44 20 7963 2000  
Website: [www.houseoffraser.co.uk](http://www.houseoffraser.co.uk)

- Department store 62 stores, five with food halls.
- Food halls currently in Croydon, Birmingham, Cardiff, Edinburgh & Loch Lomand stores.
- Focus on high quality foodstuffs, both packaged and fresh.

### Health Food Retailers

#### Boots



Boots Plc.  
PO Box 5300  
Nottingham, NG90 1AA  
Tel: +44 8450 708090  
Webiste: [www.boots.co.uk](http://www.boots.co.uk)

- Boots Plc are the UK's leading Health & Beauty Retailer with 2,500 stores.
- As well as everyday pharmacy products, health & beauty, baby products, they also sell food products, focusing on lunch-time snacks and seasonal gift items.

#### Holland & Barrett

	<p>Holland &amp; Barrett  Samuel Ryder House  Barling Way  Eliot Park  Nuneaton  Warkwickshire, CV10 7RH  Tel: +44 870 606 6605  Website: <a href="http://www.hollandandbarrett.com">www.hollandandbarrett.com</a></p>
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- UK leading retailer of vitamins, minerals and herbal supplements with over 550 stores located in every major city and town within the UK.
- Has an extensive range of health food products.

### Julian Graves

	<p>Julian Graves  Unit 95, The Pensnett Estate  Kingswinford  West Midlands, DY6 7FT  Tel: +44 1384 280 700  Website: <a href="http://www.juliangraves.com">www.juliangraves.com</a></p>
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- The UK's largest independent specialist snacks and ingredients retailer with 350 outlets.
- Focuses on the health industry.

### Liquor Stores (Off-Licences)

#### Majestic Wine Warehouse

	<p>Majestic Wine Warehouse Ltd.  Majestic House  Otterspool Way  Watford  Herts, WD25 8WW  Tel: +44 1923 298 200  Website: <a href="http://www.majestic.co.uk">www.majestic.co.uk</a></p>
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- 160 stores throughout the UK specializing in sales of wine by mixed case. They have a minimum purchase of 6 bottles in store and 12 bottles online.

### Bargain Booze

	<p>Bargain Booze Ltd. Weston Road Crewe Cheshire, CW1 6BP Tel: +44 845 345 0001 Website: <a href="http://www.bargainbooze.co.uk">www.bargainbooze.co.uk</a></p>
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- A franchise operation comprising of over 600 retail outlets across three sectors.

### Oddbins

	<p>Oddbins Limited 31-33 Weir Rd Wimbledon London SW19 8UG Tel: +44 20 8971 3448 Website: <a href="http://www.oddbins.com">www.oddbins.com</a></p>
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- Specialist wine store chain.

### Symbol Groups and Franchises

#### Spar UK

	<p>Spar UK Limited Hygeia Building 66-68 College Road Harrow Middlesex, HA1 1BE Tel: +44 20 8426 3700 Website: <a href="http://www.spar.co.uk">www.spar.co.uk</a></p>
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- UK's leading convenience store group with over 2,600 stores.
- Spar stores provide the ultimate in convenience shopping.
- Products range from fresh foods through to wine, beer and everything in-between.

#### Londis

	<p>Musgrave Budgens Londis Ltd. Musgrave House Widewater Place, Moorhall Road Harefield, Middlesex, UB9 6PE Website: <a href="http://www.londis.co.uk">www.londis.co.uk</a></p>
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- Independent group with 1,800 members.

### Costcutter

	<p>Costcutter Harvest Mills, Common Road Dunnington, York, YO19 5RY Tel: +44 1904 488 663 Website: <a href="http://www.costcutter.co.uk">www.costcutter.co.uk</a></p>
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- Small local stores most of which open 24 hours, selling food items, alcohol, newspapers and cigarettes.
- More than 1550 stores throughout UK.

### Premier/Booker

	<p>Booker Equity House Irthlingborough Road Wellingborough Northants. NN8 1LT. Tel: +44 1933 371000 Website: <a href="http://www.booker.co.uk">www.booker.co.uk</a></p>
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- Leading wholesaler for caterers, retailers and businesses with 172 branches nationwide.

### Nisa Today's

	<p>Nisa Today's Holdings Ltd. Waldo Way Normanby Enterprise Park Scunthorpe DN15 9YA Tel: +44 1724 282 028 Website: <a href="http://www.nisa-todays.com">www.nisa-todays.com</a></p>
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- Nisa-Today's is the UK's largest member owned organization providing benefits to independent retailers and wholesalers in the food and drink market.
- Its commercial objective is to negotiate the lowest cost-price of products and provide the most efficient supply chain for its member companies.

## **POST CONTACT AND FURTHER INFORMATION**

If you have any questions or comments regarding this report, require a listing of UK importers or need any other assistance exporting to the United Kingdom, please contact the USDA office in London at the following address:

### **United States Department of Agriculture**

Embassy of the United States of America

24 Grosvenor Square

London, W1A 1AE

Tel: +44 20 7894 0040

Fax: +44 20 7894 0031

E-Mail: [aglondon@fas.usda.gov](mailto:aglondon@fas.usda.gov)

Website: [www.fas.usda.gov](http://www.fas.usda.gov)

Further information on the UK retail grocery sector is available from:

### **British Retail Consortium(BRC)**

21 Dartmouth Street

London, SW1H 9BP

Tel: +44 20 7854 8900

Website: [www.brc.org.uk](http://www.brc.org.uk)

### **Institute of Grocery Distribution (IGD)**

Grange Lane, Letchmore Heath

Watford, Hertshire WD2 8DQ

Tel: +44 1923 857141

Website: [www.igd.com](http://www.igd.com)