



# Market Report

A Snapshot of your Market Sector

## Upholstery

This pack has been designed to provide information on setting up a business in the Upholstery industry in Scotland, as well as helping to inform the market research section of your business plan. You can find more information on how to write a business plan from the Business Gateway website ([www.bgateway.com/businessplan](http://www.bgateway.com/businessplan)), including an interactive template and tips to get you started.

This market report was updated by Business Gateway in January 2018. If you find the information contained in this document useful, tell us about it! Send us feedback [here](#); we will use your comments to help improve our service.

## What do I need to know about the Upholstery market?

The following summary statistics have been taken from market research reports and reliable resources that the Information Service uses to compile industry information. They should give you an indication of how your industry is faring at present and whether there is demand for your type of business:

- ◆ As the focal point of activity in the home, the living/dining room accounts for the largest share of total spending on furniture. By contrast, spending on beds and bedroom furniture accounts for around **19% of total spend**. (Mintel, *Furniture Retailing*, July 2017).
- ◆ When such upholstery is damaged, repairs are likely to be more cost effective than replacing the item. In the current year, increased levels of uncertainty stemming from the referendum result are expected to boost demand for industry services. (IBISWorld, *Furniture & Home Furnishings Repair*, February 2017).
- ◆ The Household Textile and Soft Furnishing Manufacturing industry is expected to perform well over the five years through 2017-18, supported by particularly strong growth through the middle of the period. After beginning the period on a low base, owing to low downstream demand for industry products and strong import competition, industry revenue growth began picking up from 2014-15, and the industry recorded **exceptional growth of 19.7% in 2015-16**, with a further 5.6% growth reported in the following year. (IBISWorld, *Household Textile & Soft Furnishing Manufacturing*, August 2017).
- ◆ The UK furniture and floor coverings market has seen low growth overall in recent years, although it did register a decline in value in 2017. The market is forecast to rebound and see slow growth through to 2022. (Marketline, *Furniture & Floor Coverings in the United Kingdom*, January 2018).
- ◆ UK furniture, bed and furnishings manufacturing **contributes £10.1 billion to the UK's GDP**, which equates to 1.9 per cent of manufacturing output. Furniture manufacturing employs 106,000 people within 7,969 companies (British Furniture Confederation, *Manifesto 2017*, November 2016) ([tinyurl.com/ybzb2742](http://tinyurl.com/ybzb2742)).
- ◆ The national organisation for this industry is the [Association of Master Upholsterers and Soft Furnishers](#). Other industry bodies include the [British Antique Furniture Restorers' Association](#), [National Bed Federation](#), [Crafts Council](#), [Craft Scotland](#), [British Furniture Manufacturers](#) and the [British Furniture Confederation](#).

## Where can I find more information on my market?

The Information Service has access to a number of databases which can offer more detail on this industry. Some of these reports are listed below - if you would like to be sent extracts from any of these reports, please contact us on **0300 013 4753** or email [info@bgateway.com](mailto:info@bgateway.com).

- ◆ **IBISWorld – Furniture, Lighting and Homeware Retailers in the UK (October 2017)**. IBISWorld estimates that the largest product segment in the industry is the upholstered goods segment, which is expected to generate 25.3% of industry revenue. This segment includes sofas, armchairs and reclining furniture. Upholstered furniture is a mature product segment and competition is largely based on price. The success of any industry segment is affected by changing consumer tastes in colour, fabric patterns and textiles. Renewed interest in luxury items as economic conditions have strengthened has boosted this segment's share of revenue in recent years.
- ◆ **Mintel – Living and Dining Room Furniture (September 2017)**. Upholstery accounts for the largest share of all spending on living and dining room furniture. We estimate that dining room furniture has seen a decline in its share of consumer spending as a result of consumers living in smaller homes and in open-plan accommodation.
- ◆ **IBISWorld – Furniture & Home Furnishings Repair in the UK (February 2017)**. Operators within the industry are subject to the 1988/1989, 1993 and 2010 Furniture and Furnishing (Fire Safety) regulation, which states that fabrics and foams used in the United Kingdom are safe. The regulation applies to all items of upholstered furniture that have a padded region on it. Operators within the industry must also follow EU regulations regarding timber.

There are also a number of online resources you may find helpful:

- ◆ **The Furnishing Report** ([tinyurl.com/y9z6a89r](http://tinyurl.com/y9z6a89r)). This site covers news and analysis, data, research and markets within the furnishing industries.
- ◆ **Interiors Monthly** ([tinyurl.com/ybjtaz7p](http://tinyurl.com/ybjtaz7p)). You can use the Interiors Monthly site to subscribe to the magazine and view a directory of useful contacts and industry links.
- ◆ **Furniture & Joinery Production** ([tinyurl.com/yaulon29](http://tinyurl.com/yaulon29)). View industry news, events, directories and information on trends and products.
- ◆ **Furniture Industry Research Association (FIRA)** ([tinyurl.com/y77c37c7](http://tinyurl.com/y77c37c7)). You can become a member of FIRA which entitles you to access research reports. This organisation also provides information on training and events and helpful standards and technical information.

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## How can I find out about my competitors?

Business Gateway's online guide to [Competitor Analysis](#) explains how to find your competitors, how to research what they're doing and how to act on what you learn about them.

Immediate competition will be from other businesses in your local area. There are several online directories which can be used to find company information and generate lists easily and at no expense. Many Local Authorities also publish local business directories on the web. Below are some key web resources:

- ◆ General business directories such as Yell, Thomson Local or Google Maps
- ◆ Trade specialists like EuroPages (European directory), The Wholesaler or Free Index
- ◆ Business to business (B2B) specialists such as Kompass

Likewise, your local Chamber of Commerce may publish a members' directory; find your local Chamber on the [Scottish Chambers](#) website.

Once you've identified who your competitors are, the next step is to gather information on the way they do business. Which services do they provide? How do they market themselves? How much do they charge?

To learn about your competitors:

- ◆ Look for articles or adverts in local newspapers, trade press and directories.
- ◆ Try to read their marketing material; if the company has an online presence, visit the company's website as a first port of call. Not only does it give you a better understanding of the company's activities, it can also offer a wealth of information such as a company history or staff biographies, as well as the company's partners or suppliers
- ◆ Search for information on limited UK companies via the Companies House website
- ◆ Gain an insight into your competitor's performance using credit checks and the accounts that limited companies are required to submit to Companies House each year.

We can provide credit checks free of charge; if you are interested in using this resource, or looking for us to help you find relevant publications, please contact us by emailing [info@bgateway.com](mailto:info@bgateway.com) or by calling **0300 013 4753**



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## What about suppliers?

[Choosing and Managing Suppliers](#) can help you decide what you need from a supplier, how to identify one and how to choose one to deal with.

Trade associations or industry specific organisations may also be able to recommend suppliers or contacts. You can also use the aforementioned resources for finding competitors to find suppliers.

Once you have decided on a supplier, we can run a credit check on the company to help assess their financial stability. We provide credit checks free of charge; if you are interested in using the resource please [info@bgateway.com](mailto:info@bgateway.com) or by calling **0300 013 4753**.

## Who are my customers?

Your business plan should include information about the customers you would expect. Business Gateway's guides on [Retaining and Grow Your Customer Base](https://tinyurl.com/c2fw4o4) (tinyurl.com/c2fw4o4) will help you to identify who your customers are, how to use this information to sell more effectively and how to actively compete in your marketplace.

It can be useful to group your customers by geographical location, age or lifestyle. The websites listed below are freely available and can provide most of this information. If you can't find what you're looking for from these website, please contact us and one of the team will be happy to help:

- ◆ Access the latest population estimates from the National Records of Scotland (NRS). NRS also offers demographic factsheets for each council area in Scotland, which can provide summary statistics for the area you will be based in.
- ◆ Information from the most recent census in 2011 is released via the official website. See in particular the Census Area Profiles. Clicking on your area of interest will give the latest population figures, including estimates by age.
- ◆ Understanding Scottish Places has interactive profiles of towns and cities across Scotland. It can be useful for understanding the interrelationships and flows between towns, and also gives comparisons between two or more places.
- ◆ Scottish Government Statistics provide accurate and up-to-date statistics on Scotland, covering population, health, education and housing.
- ◆ The Scottish Household Survey provides information on the structure, characteristics, attitudes and behaviour of Scottish households, both at a national and local level.
- ◆ Office for National Statistics (ONS) is the recognised national statistical body for the UK. ONS covers a wide range of demographic, economic and social issues at a UK level.

## How can you help me with other aspects of starting my business?

The Business Gateway website has guides, videos, online tutorials and tips on all aspects of starting up a business in Scotland. Follow the links below to explore each resource:

### Accountancy

Institute of Chartered Accountants of Scotland's (ICAS) "[Find a Chartered Account](#)" tool

### Funding

[Practical information](#) on finance and funding for starting and growing your business

### Insurance

[Business insurance guide](#)

### Legal Help

Gov.uk "[Licence Finder](#)" tool

Law Society of Scotland's "[Find a Solicitor](#)" tool

### Pricing

Business Companion [Pricing & payment guide](#).

**Please note:** the most effective way to research pricing is to conduct your own research – visit wholesalers or suppliers to obtain price lists, find quotes from similar companies and work out what other businesses in your area are charging

### Promotion

[BG guides to Marketing](#)

### Training

[Skills Development Scotland's My World of Work](#)

[Funding for training](#)

[Small Business Bonus Scheme \(Scotland\)](#)

Your local Business Gateway can offer events, workshops and 1:2:1 support on all aspects of starting and developing your business. Call the helpline on **0300 013 4753** to find out what is available in your area.

We hope you find this Market Report useful and we'd love to hear your feedback [here](#).

**Last updated:** Jan 2018

**Updated by:** Rebecca

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