

COURIER & EXPRESS DELIVERY – UK – 2024

Embracing technology and automation in last-mile delivery and improving out-of-home options offers a significant growth opportunity.



A Mintel Analyst, Global Analyst



Courier & Express Delivery – UK – 2024

This report looks at the following areas:

- Market growth trends and future projections
- Consumer usage patterns and satisfaction levels
- Competitive landscape and major players' strategies
- Technological advancements in the industry
- Sustainability initiatives and environmental impacts
- Growth of online retail and its influence on the market



Embracing technology and automation in last-mile delivery and improving out-of-home options offers a significant growth opportunity.

Overview

The UK courier and express delivery market has returned to growth in 2024, though it remains below the peak levels seen during the pandemic. This market is on a gradual upward trajectory, with an estimated growth of 8.4% between 2024 and 2029. The cost of living crisis has shaped consumer behaviour, driving demand for lower-priced delivery options, yet the market shows resilience as inflation eases.

High reliance on courier services is driven by the continued boom in e-commerce. Despite high satisfaction levels, nearly half of users have experienced issues with lost or damaged parcels. Major players like DPD, Evri, Royal Mail, UPS, and Yodel are focusing on technology, sustainability, and service expansion to stay competitive. Investments in AI, automation, and electric vehicles highlight the industry's focus on innovation and environmental responsibility.

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Report Content

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This is marketing intelligence published by Mintel. The consumer research exclusively commissioned by Mintel was conducted by a UK licensed market survey agent ([See Research Methodology for more information](#)).

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