



Strong, Independent, and growing

ABP has always had its bodyshop members at the core of its activity and there's nothing more enjoyable to visit businesses that have been at the heart of our industry for many years. ABP's Director, Mark Bull, recently visited Turners Accident Repair Centre in North Yorkshire, and is delighted to report how the business continues to grow in both size and stature.

TURNERS, for those of you who don't know, are what you'd call one of the stalwarts of the industry. It is an extremely successful family owned accident repair centre that is now into its third generation. It has been operating since way back in 1968 and in a climate of increasing market consolidation, it is proud to remain very much independent. It continues to demonstrate a passion to deliver excellence in quality of repair and customer service, which in essence lies at the core of everything it strives for. Its continued and impressive growth throughout the business demonstrates a desire to ensure they deliver exactly what their customers require.

Arriving at its premises, which takes pride of place on the A19 Barlby Junction,

Selby, you can't help but be impressed. The exterior and reception area has a modern look and feel about it; the car park and repair bays show a bustling business in action. As you enter the building there is an overwhelming spirit of friendliness and warmth from the staff, who show a sense of pride in what they do and in looking after you. Immediately this lets you know that you've come to a true gem within our industry and I was intrigued to find out more about Turners.

The site has recently undergone a £350k expansion, which has boosted the size of their workshop from 12,000 sq ft to 18,000 sq ft, increasing capacity by 50%. The company has used the opportunity to install the very latest in technologies and equipment within the 32-bay workshop and the three spray booths now cater for

both domestic and light commercial vehicles. Turners has also expanded its car parking to accommodate over 120 bays, all of which enables a respectable throughput of over 60 repairs per week.

As the business has expanded so too has their team which has now increased to 35+ with further employment opportunities becoming available. Serving a radius of approximately 30 miles from its premises with easy access to York, Hull, Doncaster, Wakefield, Leeds and Harrogate, it also has two recovery trucks and a fleet of 50+ courtesy cars to ensure customers have continued mobility.

Its customer base, as you would imagine with such an established business, is a healthy mix of insurance, fleet and private work. Turners' reputation for providing a first class customer experience is echoed throughout the feedback and many compliments received. In short, it is a solid business with strong foundations.

A family affair

Turners is a true family-run business who now has its third generation working within the company. Established in 1968 by Terry Turner, the reins were handed over to his son, Stuart, in 2000 who is joined by his wife, Susan, who's been involved in the business since 1993. More recently their son, Thomas, joined in 2015 after completing his degree in Business with Finance, which included a 15 month industrial placement in retail sales at Claas UK.

"Being family run, we have a vested interest in the success and growth of our business and I think this is sometimes

missing if you're a managed centre," said Stuart. "We also have a drive and determination to perform to the best of our ability." Susan was quick to agree and added that the family run ethos doesn't stop with them. "Every member of our team is, without wanting to sound too much of a cliché, a member of our extended family and we have the same interest in their success," said Susan.

You may be forgiven in thinking that's what all family run businesses will quote, but I have to say that what I witnessed on my visit backed up this sentiment. Take David Garnham and Neil Bailey for example. Both have recently celebrated their 25th anniversary working at Turners, with David joining the business as a painter and progressing through the ranks to a Senior VDA ATA estimator and Neil starting out at the very beginning of his career as an apprentice panel beater, now established as one of their Senior ATA Panel Technicians. They're not alone in their long service, as three other members of the team are just a few years behind with each serving over 20 years.

Incidentally, the 25th anniversary for David and Neil was suitably marked with a BBQ get together for all of the staff on a Friday afternoon, with coveted Tag Heuer watches being presented to the 25th year servers to mark the momentous occasion and further evidence that 'team Turners' are loyal and committed.

They're not all long standing employees though and I had the pleasure in meeting the entire team on my visit. I was impressed to see that they're future proofing their business with the development of their apprentices and by continuing to grow and implement training throughout their entire team.

Flexibility is another mark of their success

It goes without saying that being able to adapt and change a business quickly and efficiently goes a long way to ensuring

success, and this is another example of what was demonstrated during my visit. I saw first-hand how one of their major insurance customers had approached Turners some time ago with minor concerns on the KPIs they were delivering.

Turners vowed to address the issues raised and had the ability to act upon these immediately, which has resulted in an outstanding upturn in performance results. The company now track at a 97% performance rate, making it one of the leading accident repair partners in the country for this particular insurer – a pretty impressive turnaround I think you'd agree.

Turners ability to be flexible doesn't stop there. It's easy to see that being independent means it can make decisions and take actions quickly. Indeed, it is currently undergoing the process of gaining Manufacturer Approvals, actioned directly upon another of their customer's changing requirements, further signifying their ability to adapt quickly.

The future

It was quite clear that Stuart and Susan most definitely aren't ones to sit back and relax and are always looking to the future.

During my visit I was given a sneak peek at their new website that will be launched over the next few weeks. It's a big improvement on their current site and was working perfectly and responsively across both desktop and mobile devices. This was yet another insight into the investment and development it continually puts into the business.

I was also entrusted with what could be classed as the most exciting project yet to be undertaken by Turners, but having been sworn to secrecy. I can't share this news with you at this time, so you'll have to wait until the final quarter of 2016 which is when they'll hopefully be ready for to announce details.

Summing up my visit to North Yorkshire I can say, without doubt, that I came away with a smile on my face and a sense of pride in seeing one of our industry's established independents doing so well. I can't help but feel that I've now been inaugurated into the Turner "family" and I can't wait to see the next chapter in the Turners story and no doubt that you'll hear about it first via ABP.



L-R: Angela Jones, Jayne Taylor, Tom Turner, Paul Tunnicliff, Luke Zacharenko, Stuart Turner, Susan Turner, Richard Websdale and Iain Goodlass.

bodyshop business

Porsche Centre Leicester and Chartwell's joint project

Porsche Centre Leicester and Chartwell Derby won multiple awards for their joint project in the Porsche GB "40 Years at the Front" Restoration Competition, including the **Best Paint & Body Award**, for their restored Porsche 968 Club Sport.

The final took place at the Silverstone Classic Motor Event at the end of July.

Leicester-based bodyshop owner from Poland doubles turnover in 4 years

A post-Brexit article in the *Leicester Mercury*, about local businesses and how immigration has helped the UK economy,

Emil Butrym and Mircin Ciesielski who run M&E Accident Repair Centre, in Thurmaston, Leicestershire, started from scratch four years ago in a corner of an existing bodyshop with three staff and now employ 20.

The bodyshop, which carries out accident repairs for insurance and fleet customers, and classic car project work, is located opposite Porsche Centre Leicester.

Emil has been in Britain for a decade told the local paper, the *Leicester Mercury*, his biggest concern [post-Brexit] was how the overall economy would be hit – and the knock-on impact on his business.

Over time they brought in three staff and continued to grow. Today they have a workforce of 20.

Veterans' Garage – creating a base for a classic car & bike restoration bodyshop

A project led by Manchester born veteran, Jayson Redshaw, and his brother, Dan, aims to transform a Grade 2 listed WWII airport terminal building into a classic car & bike restoration garage to support military veterans in the North West.

A CALL TO ABP CLUB MEMBERS: they need the support of the bodyshop industry to get this off the ground!

Spraytech in Enfield wins Best Bodyshop Video Category

Congratulations to Harry Charles and his team at Spraytech in Enfield – winner of the 2015 ABP Night of Knights Independent Single Site Bodyshop Award – who received the CitNOW 2016 Video Award in the Best CitNOW Bodyshop video category.

Aldridge Accident Repair Centre (AARC) celebrate 90th birthday of founder Alan Collins

Congratulations to Aldridge businessman, Alan Collins, who recently celebrated his 90th birthday. Alan is the son in law of Aldridge Accident Repair Centre (formerly known as Aldridge Garage) founder William 'Billy' Bunn. Started in 1921, Alan's 90th falls just five years short of the business's 100th anniversary in 2021