Maintenance and Repair of Motor Vehicles

UK Market Synopsis
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Introduction

This synopsis outlines the trends and developments affecting the vehicle repair and maintenance sector in the UK.

The main definition of the sector, according to standard industrial classification (SIC 2007) codes, covers the following SIC code:


The main business activities covered in this synopsis relate to the servicing, maintenance and repair of motor vehicles (SMR), which is carried out by franchised dealerships and independent garages, but also by bodysshops, fast-fit centres, auto centres and tyre-fitters.

Wherever possible, this synopsis has been compiled from sources of information that can be accessed online, such as industry surveys and press reports, government research, independent market research and information from trade bodies.

The industry at a glance

- The motor industry is innovating at a fast pace, with a range of new vehicle technologies planned in the coming years. Developments in vehicle technology are changing the nature of maintenance and repair of motor vehicles, including the types of skills and specialist equipment required. This makes it important for service providers to keep up to date with new product developments and innovation.

- Industry regulation has helped to reshape the SMR sector by removing uncompetitive business practices, specifically relating to the supply of spare parts and the provision of maintenance and repair services. This has enhanced the market position of independent service providers.

- Franchised dealerships, on the whole, are continuing to lose SMR market share to independent garages and fast-fit centres. Independent garages and part-sellers held almost two-thirds of the market in 2015, while franchised dealerships held around one-third of the aftermarket (www.smmt.co.uk/wp-content/uploads/sites/2/FS_SMMT_THE-IMPORTANCE-OF-THE-UK-AFTERMARKET.pdf).

- Since 2012, sales of new cars have increased again, leading to a growing proportion of cars under manufacturers' warranty, largely serviced by franchised dealerships. More reliable and better-made cars are contributing to the ongoing ageing of the UK's 'car parc'.

- An International Care Distribution Programme (ICDP) survey in 2015 questioned SMR aftersales customers in a number of European countries, including the UK. The survey found
that previous experience with a vehicle repairer is essential for three out of four customers. The top three reasons for choosing a repairer are habit, proximity to home or work, and word of mouth (www.motortrader.com/motor-trader-news/automotive-news/icdp-survey-identifies-new-car-buying-trends-21-07-2015).

Industry structure

Competitors in the SMR sector include franchised dealerships, manufacturer-owned dealerships, independent garages and workshops, bodyshops and fast-fit and auto centres.

Demand for SMR services is generated primarily by insurance companies and individual consumers.

Franchised dealerships

Franchised dealerships sell new and used vehicles and provide aftersales services that include the sale of vehicle parts, and vehicle servicing and repair. They also provide administrative services such as car finance, insurance and warranties. The Society of Motor Manufacturers and Traders (SMMT) estimated that nearly 7,500 franchised aftermarket service locations employed over 90,000 people in the UK in June 2016 (www.smmt.co.uk/wp-content/uploads/sites/2/FS_SMMT_THE-IMPORTANCE-OF-THE-UK-AFTERMARKET.pdf, page 12).

To use a manufacturer’s brand and retail formula, dealerships pay a franchise fee to a vehicle manufacturer. Although vehicle owners are free to take their vehicles for repair and service to any garage they choose, many remain loyal to their original dealer to take advantage of the manufacturer’s extended warranties and service plans.

The main UK operator in the franchised dealership sector is Pendragon PLC. The second-largest franchised dealership group, in terms of revenue, is the Sytner Group, and other leading groups include Lookers Plc, Arnold Clark Automobiles and Inchcape Retail.

Manufacturer-owned dealerships

Many vehicle manufacturers run their own retail operations, often alongside franchised networks. Following the economic downturn in 2008, manufacturers attempted to cut costs and maximise income by streamlining their operations.

As in the case of franchised dealerships, car owners are not under an obligation to return their vehicle to the manufacturer for repairs and servicing, although enhanced dealer warranties and service plans may give a manufacturer-owned dealership an advantage. However, similar to franchised dealerships, manufacturer-owned dealerships tend to operate from showrooms and premises with relatively high overheads, and therefore can struggle to compete with independent garages on price.

The main manufacturer-owned dealership groups include the Mercedes-Benz Retail Group, Trust Ford (Ford Retail), Renault Retail Group and Citroën Retail Group.

Independent garages and workshops

Independent garages usually specialise in MOTs, repairs and servicing, but many also sell used vehicles. Independent garages may be authorised repairers for certain vehicle manufacturers, sometimes known as ‘service dealers’, or they may operate completely independently
without being tied to any manufacturer. According to the SMMT, there were over 35,000 independent aftermarket service locations employing more than 250,000 people in June 2016 (www.smmt.co.uk/wp-content/uploads/sites/2/FS_SMMT_THE-IMPORTANCE-OF-THE-UK-AFTERMARKET.pdf, page 12).

Authorised repairers are approved by manufacturers to carry out repairs and services to warranty standards, and receive access to technical information and spare parts. Motor Vehicle Block Exemption rules mean that manufacturers cannot restrict competition, and must allow any garage that meets the required qualitative standards to join their authorised repairer network. Authorised repairers are not obliged to buy spare parts from their manufacturers, and are free to source them from suppliers of their choosing.

The UK’s largest chain of independent garages is Halfords Autocentres, which operates from over 300 sites.

**Bodyshops**

Car body repair workshops or ‘bodyshops’ are skilled, capital-intensive operations that require a high degree of expertise and expensive specialist equipment. The UK’s largest specialist bodyshop, Nationwide Crash Repair Centres, has 125 sites across the UK (www.nationwiderepairs.co.uk/about-us). However, the vast majority of specialist bodyshops are small, single-site operations.

The number of primary bodyshops in the UK has declined from 5,800 in 2000 to approximately 3,000 in October 2016, according to the ABP Club Economic Climate Survey (www.motortrader.com/motor-trader-news/automotive-news/bodyshops-turn-strong-performance-2016-24-10-2016).

Bodyshops face increased competition from dealerships and independent garages, as well as mobile repair services, many of which offer their customers SMART repairs (Small to Medium Area Repair Techniques) that are often quicker and cheaper solutions.

The outlook for the car body repair market is largely dependent on a buoyant economy because, as new and used car sales rise and levels of disposable income improve, the demand for private repair work increases.

**Fast-fit auto centres**

Fast-fit auto centres specialise in carrying out quick repairs and replacements, typically involving tyres, exhausts, batteries, brake pads and discs, steering and suspension parts, and oil and filter changes. Many fast-fit auto centres provide a mobile service, such as mobile tyre replacement and some may carry out MOTs.

Major fast-fit chains in the UK include ATS Euromaster, Kwik-Fit and National Tyres and Autocare.

**Key customer groups**

**Insurance companies**

Almost 70% of the accidents repair market originates from insurance work having a significant impact on the profitability of the SMR sector. Larger insurance companies often create their own
approved repairers networks and insist that their customers have accident repair work carried out by these garages.

**Fleet operators**

Fleet cars tend to be new cars and newer cars are more likely to be serviced in franchised dealerships while still under a manufacturer’s warranty. Fleet operators are also more likely to favour the reliability and consistency of a larger garage network, and demand faster response from repairers in order to keep vehicle downtime to a minimum.

**Individual consumers**

The number of licensed vehicles in Great Britain exceeded 30 million in 2015, according to the Department for Transport. Almost 90% of cars were privately registered, 9% of them were owned by companies and the rest were between keepers at the end of 2015.

The size of the licensed car parc has grown by 10 million cars and private ownership has increased by 1% at the expense of company ownership since 1994. Due to technological advances, car owners are able to keep their cars in working order longer and the average age of the car parc has increased from 6.7 years in 1994 to 8 years in 2015 (www.gov.uk/government/statistical-data-sets/veh02-licensed-cars, Table VEHO207 'Licensed cars by years since first registration': Great Britain and United Kingdom).

**Size and structure of the industry**

**Industry turnover**

According to the Annual Business Survey, the SMR sector recorded £23.9 billion turnover in 2015, which is 44% higher than the size of the market at the height of the financial crisis in 2008. The annual growth rate in turnover between 2008 and 2015 ranged from a 23% increase in 2011 to a 4% decrease in the following year. Average growth in turnover in the period was over 6% (www.ons.gov.uk/businessindustryandtrade/business/businessservices/bulletins/uknonfinancialbusinesseconomy/2015provisionalresults, Section G Distribution).

**Number of firms**

The number of registered firms in the motor vehicle maintenance and repair sector has risen steadily from 34,222 to 40,076 between 2008 and 2015, an overall increase of 17%. The workforce fluctuated, but overall, the number of people employed by the sector grew by 18% to 230,000 in the same period. In 2015, this sub-sector contributed over £8 billion in Gross Value Added (GVA).

**Geographical spread**

A regional breakdown of how service providers were distributed around the UK in 2015 shows that most are based in the South East (15%), the East (11%) and the North West (11%), while the smallest regional proportions are found in the North East (over 3%) and Northern Ireland (under 3%), according to Office for National Statistics (ONS) estimates (www.ons.gov.uk/businessindustryandtrade/business/activitysizeandlocation/datasets/ukbusinessactivitysizeandlocation, Table UKBAA01a 'Enterprise / local units by 4 Digit SIC and UK Regions').
Workforce profile

The ONS estimated that at the end of June 2016, there were 184,000 vehicle technicians, mechanics and electricians, 33,000 vehicle body builders and repairers, and 16,000 vehicle paint technicians in the UK. Four in five of these workers were on a company payroll and one in five was self-employed, while 94% of workers worked full time. Overall, more workers in the SMR sector chose self-employment and part-time work in 2016 than in the previous year (www.ons.gov.uk/employmentandlabourmarket/peopleinwork/employmentandemployeetypes/datasets/employmentbyoccupationemp04, SOC 523 Vehicle Trades).

More than 90% of service providers operating in the SMR market in 2015 had fewer than 10 employees and another 9% had fewer than 50 workers, according to the latest Business Population Estimates report. Micro-enterprises with less than 10 employees account for more than half of the workforce and almost one-third of the turnover generated (www.gov.uk/government/statistics/business-population-estimates-2016, 'Business population estimates for the UK and regions 2016: detailed tables; UK Groups, 452 Maintenance and repair of motor vehicles').

European-wide research by ICDP showed that a franchised dealer employs, on average, 8 to 20 technicians, while multi-brand franchised garages have 3 to 5 maintenance staff. Fast fits offer the most modest range of services; therefore, they rarely have more than 3 or 4 mechanics. Auto centres can vary in size and this is mirrored in their technical head count of 4 to 7. The number of technicians at small owner-operated workshops and tyre specialists were found to be between 2 and 5 (www.icdp.net/automotive-blog/our-news/automotive-blog/archive/2014/do-independent-repairers-truly-compete-with-the-franshised-sector.aspx).

Between 5,000 and 7,000 apprentices have completed vehicle maintenance and repair apprenticeships each year since 2008/09 (www.gov.uk/government/statistical-data-sets/fe-data-library-apprenticeships, 'Apprenticeships by framework, level and gender: achievements 2002/03 to 2014/15').

Wages and salaries

The 2016 Annual Survey of Hours and Earnings by the ONS indicated that annual gross pay stood at £25,866 (a 4.3% annual increase) for vehicle technicians, mechanics and electricians, £24,468 (a 1.4% annual decrease) for vehicle body builders and repairers, and £24,282 (a 3.1% annual increase) for vehicle paint technicians in the UK (www.ons.gov.uk/employmentandlabourmarket/peopleinwork/earningsandworkinghours/datasets/occupation4digitsoc2010ashetable14, Table 14.7a, SOC 523 Vehicle Trades).

Industry developments and trends

Innovation and new technology

The compulsory fitting of ABS brakes, and recent improvements to vehicle safety features such as rear-view cameras, lane departure warning, adaptive cruise control and emergency brake assist, are likely to prevent further accidents and decrease the need for vehicle repair.

The increasing prevalence of extended manufacturer warranties, service plans and vehicle health checks should lead to a greater volume of cars passing through the workshops of franchised dealers, providing them with more opportunities to replace consumables (items subject to wear
and tear, such as tyres) not normally covered by servicing and warranties. While there is less scope for them to compete with independents on price, dealers can offer to replace consumables more conveniently at the time of routine servicing.

More widespread take-up of electric vehicles (EV) is expected to revolutionise vehicle maintenance. EVs do not have clutches or as many moving parts as their traditional petrol or diesel counterparts. They do not use oil or power steering fluid, and wear and tear on consumables such as brake pads is considered to be minimal. Tesla, a manufacturer of EVs, expects that a large proportion of maintenance of EVs can be carried out remotely via software updates. With car dealerships highly dependent on profits from vehicle servicing and maintenance, the current business model of car sales and distribution may be liable to change (www.autocar.co.uk/blogs/anything-goes/do-electric-cars-mean-end-servicing-we-know-it).


In order to plan for and support the proliferation of connected vehicles, both the Department for Transport and the House of Lords Science and Technology Committee have held consultations on the safety, legislative, insurance and infrastructure implications of the technology (www.gov.uk/government/consultations/advanced-driver-assistance-systems-and-automated-vehicle-technologies-supporting-their-use-in-the-uk and www.parliament.uk/autonomous-vehicles).

The National Infrastructure Commission has also sought views from the public about the development and deployment of the fifth generation of telecommunication (5G) which is considered a prerequisite of a successful nationwide connected vehicle infrastructure (www.gov.uk/government/consultations/5g-call-for-evidence).

The US Department of Transport released a Federal Automated Vehicles Policy in October 2016 (www.transportation.gov/AV).

A driverless car has been tested navigating its way through members of the public for the first time around Milton Keynes railway station in October 2016 (www.bbc.co.uk/news/technology-37618574). Further trials of autonomous cars, lorries and vans developed by rival projects are expected to take place in the UK.

The safety features of autonomous cars have been called into question as a result of a fatal crash of a Tesla vehicle in the US, allegedly using autopilot technology (www.theguardian.com/technology/2016/jun/30/tesla-autopilot-death-self-driving-car-elon-musk). The Thatcham Research Institute predicted that driverless cars potentially transform the SRM sector. Due to crash-avoidance technology and new materials used for manufacturing cars, the Institute predicts an increased demand for repairing cars that in the past would have been written off. It is also likely that the skills required from technicians will evolve (www.iaea-online.org/news/2016/02/technology-and-bodyshops-thatchams-verdict.aspx).

It has been estimated by the US National Highway Traffic Safety Administration that the number of car crashes could fall by as much as 80% by 2035 as a result of driverless technology (www.theguardian.com/business/2016/may/03/driverless-cars-dent-motor-insurers-volvo).
Shortage of skilled labour

In the winter 2014 capacity survey by the National Association of Bodyshops, almost two-thirds of bodyshops reported a serious shortage of skilled workers and five in six of them felt pressure to increase wages. Bodyshops traditionally experience a higher workload in the winter due to a larger number of road traffic accidents in more hazardous driving conditions. The low profit generated on insurance work did not provide bodyshop owners the means to invest in retaining and recruiting skilled staff, the report said (www.repairerdrivennews.com/2015/02/02/u-k-body-shops-consider-dropping-business-over-strained-capacity).

The Institute of the Motor Industry (IMI) has raised concerns over the availability of mechanics capable of servicing electric and hybrid vehicles. In a survey carried by the IMI in October 2015, more than half of the respondents planning to buy or lease a new car in the next two years showed a willingness to consider purchasing an electric or hybrid vehicle (www.theimi.org.uk/news/imi-raises-skills-and-regulation-concerns-demand-electric-and-hybrid-vehicle-surges). The IMI estimated that around 1,000 vehicle technicians in the UK are qualified to work on electric vehicles, with a further 1,000 technicians currently in training (www.fleetnews.co.uk/news/environment/2015/12/02/skills-shortage-means-government-ev-plans-could-fail-warns-imi).

Hundreds of small family-owned workshops are expected to close in the next few years, as they struggle to overcome skilled labour shortages and invest in technologically advanced tools and equipment, according to Frost & Sullivan (www.smmt.co.uk/wp-content/uploads/sites/2/FS_SMMT_THE-IMPORTANCE-OF-THE-UK-AFTERMARKET.pdf, page 25).

Consolidation of the marketplace

The increased safety, longer lifespan and extended manufacturers' warranty periods of cars have already reduced the number of visits car owners have to make to garages. Some smaller workshops may find it harder to compete at reduced margins, especially in the capital-intensive car body repair. Focus Investment Banking reported that smaller bodyshops in the US are increasingly being taken over by larger multi-shop operators with the help of private equity firms (http://focusbankers.com/private-equity-backed-collision-repair-transactions-in-2014/).

Price-comparison websites

As customers demand greater choice and better understanding of the costs of vehicle repair, a new price-comparison website, WhoCanFixMyCar.com, found success with car owners. Its 135,000 online users can post their repair jobs on the website and choose the most appropriate quote from the comfort of their own home. After the completion of the transaction, users can post reviews of the service they received. More than 8,500 workshops were signed up to WhoCanFixMyCar.com as at mid-November 2016 (www.whocanfixmycar.com).

Road maintenance and potholes

The AA Populus survey in February 2016 found that almost 40% of drivers had their cars damaged by a pothole in the past two years. In nearly 40% of these cases, the tyres needed repair. Scottish road users were the most at risk from suffering pothole damage, according to the survey (www.theaa.com/public_affairs/aa-populus-motor-panel-surveys.html#tabview%3Dtab1).

In line with lower spending levels, local councils in England, excluding London, have cut their highway maintenance budgets by 16%, while London boroughs have seen a 20% increase in 2015/16 (www.asphaltuk.org/wp-content/uploads/ALARM_survey_2016.pdf, page 4). The Local
Government Association indicated that councils fill in one pothole every fifteen seconds, but with their current funding, it would take more than a decade to clear the existing backlog of potholes (www.local.gov.uk/web/guest/media-releases/-/journal_content/56/10180/8013173/NEWS).

In November 2015, the insurer LV= reported that damage to tyres, suspension and wheel rims are the most common problems associated with potholes, with an average repair costing £267 (www.lv.com/about-us/press/article/national-pothole-problem-covers-12000-miles).

Standards and regulations

The following regulations impact on the SMR industry:

- **Motor Vehicle Block Exemption Regulation** - The automotive industry has been the subject of Block Exemption Regulations (BERs) since 1985. The current Motor Vehicle Block Exemption Regulation (MVBER), introduced in June 2010, has reshaped the vehicle aftersales sector by removing uncompetitive business practices specifically relating to the supply of spare parts and provision of repair and maintenance services.


- **Commission Regulation (EU) 566/2011** - Since June 2011, Commission Regulation (EU) 566/2011 has required manufacturers to release electronic data that enables the exact identification of replacement parts for vehicles, further enhancing the market position of independent service providers by giving them the same access to technical repair and diagnostic information as manufacturer-authorised repair shops (www.bcg.com/documents/file111373.pdf). The Europe-wide legislation prevents manufacturers from restricting customers to using their own dealerships. Manufacturers can still create networks of exclusive dealerships, but they must also allow independent garages to repair and service vehicles under warranty and to access technical information and spare parts.

- **As part of the creation of a digital single market, the European Parliament has approved new legislation on connected cars. From April 2018, all new cars sold within the European Union will have to be equipped with eCall technology that will automatically alert emergency services in the event of a serious accident (https://ec.europa.eu/digital-single-market/en/news/ecall-all-new-cars-april-2018).**

There are also a number of industry-led standards, accreditations and schemes:

- **The Motor Ombudsman Service and Repair Code** (www.themotorombudsman.org/consumers/our-codes-of-practice/service-repair-code) is a voluntary scheme approved by the Trading Standards Institute that covers all servicing and repair work carried out by independent garages, franchised dealers and manufacturers.

- **The BSI Kitemark for Vehicle Damage Repair (BS10125, available at www.bsigroup.com/en-GB/industries-and-sectors/automotive),** is a voluntary scheme run by the BSI that defines the standards that bodyshops and accident repair centres should meet when making repairs to accident damaged vehicles.
- Trust My Garage is a Consumer Code of Practice that recently received final approval from The Chartered Trading Standards Institute (CTSI) (www.trustmygarage.co.uk). The scheme is supported by the Retail Motor Industry Federation (RMI).

- MOT tester training has been changed by the Driver and Vehicle Standards Agency (DVSA), and from April 2016, MOT testers will have to take part in annual continuous professional development courses and pass an assessment to maintain their certification. See www.gov.uk/guidance/mot-training for more information.

- The Code of Practice for the Disposal of Motor Vehicle Salvage regulates the treatment of written off and stolen vehicles that were subsequently recovered (www.abi.org.uk/~media/Files/Documents/Publications/Public/Migrated/Motor/Code%20of%20practice%20for%20disposal%20of%20motor%20vehicle%20salvage.ashx). The British Vehicle Salvage Federation reported in May 2016 that negotiations were ongoing to update the salvage code (www.bvsf.org.uk/cms/index.php/industry-news/285-bvsf-rejects-latest-salvage-code-of-practice-draft).

Sources of further information

Below is a selected list of information sources that can be used to carry out further research into the vehicle repair and maintenance sector.

**Key sources of sector information**

Sector Update 17 Motor Vehicle Service and Repair
BOP 30 Vehicle Recovery Service
BOP 98 Car Maintenance and Repair
BOP 102 Motorcycle Maintenance and Repair
BOP 152 Car and Van Hire
BOP 268 Used Car Dealer
BOP 280 Car Body Shop
BOP 493 Car Accessories Retailer
BOP 494 Car Washing and Valeting Service

**Trade associations and professional bodies**

The Independent Garage Association (IGA), which is part of the Retail Motor Industry Federation (RMI), provides advice, information and services for its members in the independent service and repair sector.
Tel: (020) 7580 9122 (RMI head office)
Website: www.independentgarageassociation.co.uk

The Institute of the Motor Industry (IMI) is the professional organisation and Sector Skills Council for the automotive retail industry and the governing body for the Automotive Technician Accreditation scheme.
Tel: (01992) 511521
Website: www.theimi.org.uk

The Retail Motor Industry Federation (RMI) is a trade body representing automotive retail firms, including franchised dealers, independent garages and bodyshops.
Tel: (020) 7580 9122
The Society of Motor Manufacturers and Traders (SMMT) supports and promotes the UK automotive industry and provides industry data, reports and market intelligence. Tel: (020) 7235 7000 Website: www.smmt.co.uk

RMI Bodyshops is a trade association formed after the merger of the Vehicle Builders & Repairers Association (VBRA) and National Association of Bodyshops (NAB). Tel: 0845 305 4230 Website: www.rmif.co.uk/associations/nab

The Institute of Automotive Engineer Assessors (IAEA) represents more than 1,200 automotive engineer assessors. Tel: (01296) 642895 Website: www.iaea-online.org

The British Vehicle Salvage Federation (BVSF) is the representative body of the vehicle salvage industry in the United Kingdom. Tel: (01303) 814325 Website: www.bvsf.org.uk

The Auto Body Professionals Club (ABP Club) is a trade organisation with over 1,750 individual members. Tel: (0116) 239 0519 Website: www.abpclub.co.uk

The Independent Automotive Aftermarket Federation (IAAF) is a trade organisation that promotes the independent automotive aftermarket. Tel: (0121) 748 4600 Website: www.iaaf.co.uk

**Sector statistics and market research**


'Connected and Autonomous Vehicles: The UK Economic Opportunity' is a report commissioned by the SMMT and prepared by KPMG in March 2015. Website: [www.smmt.co.uk/2015/03/connected-and-autonomous-vehicles-the-uk-economic-opportunity/](http://www.smmt.co.uk/2015/03/connected-and-autonomous-vehicles-the-uk-economic-opportunity/)


Trend Tracker is a provider of bespoke market research for clients in the automotive industry and is a publisher of automotive market studies and reports, blogs and white papers.
Website: [www.trendtracker.co.uk](http://www.trendtracker.co.uk)

UK motor retail profitability monthly statistics and benchmarking by ASE
Website: [www.ase-global.com/resource-centre/industry-commentary](http://www.ase-global.com/resource-centre/industry-commentary)

Vehicle licensing statistics (VEH02) by the Department for Transport

The AA Populus motoring panel publishes a monthly survey on relevant motoring issues.
Website: [www.theaa.com/public_affairs/aa-populus-motor-panel-surveys.html#tabview%3Dtab1](http://www.theaa.com/public_affairs/aa-populus-motor-panel-surveys.html#tabview%3Dtab1)

WhoCanFixMyCar.com is a price comparison website for car repair and maintenance jobs. The owners of the website regularly publish statistics on the seasonality and prices of repair jobs advertised on WhoCanFixMyCar.com.
Website: [www.whocanfixmycar.com/blog](http://www.whocanfixmycar.com/blog)

The International Car Distribution Programme (ICDP) is an independent automotive research company.
Website: [www.icdp.net](http://www.icdp.net)

'UK roads gone to pot - national pothole problem now covers 12,000 miles' research carried out by LV= Road Rescue

'The economic performance of the UK’s motor vehicle manufacturing industry', ONS

The 'Annual Local Authority Road Maintenance Survey 2016' is a report commissioned by the Asphalt Industry Alliance and prepared by an independent market research company.

**Magazines and publications**

'AM Automotive Management' is a magazine and website providing industry news and features.
Website: [www.am-online.com](http://www.am-online.com)

'Car Mechanics' is a monthly magazine for the car repair and servicing sector.
Website: [www.carmechanicsmag.co.uk](http://www.carmechanicsmag.co.uk)

'Motor Trader' is a monthly print and online publication containing news and analysis for the car retailing sector. 'Motor Trader' also undertakes surveys and produces a series of market reports.
Website: [www.motortrader.com](http://www.motortrader.com)

'bodyshop' magazine is a monthly online publication for the accident repair sector.
Website: [www.bodyshopmag.com](http://www.bodyshopmag.com)

**Industry events and trade shows**

Automechanika Birmingham is an annual trade show for the automotive service industry.
Website: [www.automechanika-birmingham.com](http://www.automechanika-birmingham.com)

Mechanex is a regional trade show for the motor repair industry, held in several UK cities throughout the year. It attracts workshop owners and motor mechanics searching for suppliers of parts and equipment.
Website: http://mechanex.info

Auto Body & Motor Claims Expo is a trade exhibition for the car repair and motor insurance claims sectors. Exhibitors include vehicle manufacturers, insurers, legal services and accident management companies. The exhibition attracts industry professionals such as bodyshop owners, managers, insurers’ engineers and fleet owners.

Website: www.autobodyexpouk.com

International Bodyshop Industry Symposium is the leading global conference and networking provider for collision industry leaders and influencers.

Website: http://ibisworldwide.com

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Cobweb Information Ltd, Unit 9 Bankside, The Watermark, Gateshead, NE11 9SY. 
Tel: 0191 461 8000 Website: www.cobwebinfo.com