

Spicer & Co

Eleanor's Cross, Dunstable

From kitchen table to Eleanor's Cross

It was a pleasure to visit Spicer & Co., Chartered Accountants, on a visit around the town centre.

After working as an accountant for larger companies, Suzanne Spicer started the business in 2003. Her mission was to create a company serving clients to the highest standard, ensuring good staff welfare and giving something back to the local community. Her husband, Steve, joined her in 2013 as Business Development Director. Her sister, Annette, followed as Payroll Manager. The business has grown into Eleanor's Cross with 9 employees and 500 clients. Their focus on charitable support has inspired other businesses to follow.

Suzanne said 'Our business has grown via reputation, business networking, business exhibitions and engaging with the local community.

'We have remained open during Covid-19 working remotely and supporting clients. I have taken part in on-line video sessions sharing up-dates after Government announcements as well as sending e-mail up-dates, posting blogs on our website and sharing social media posts. We are pleased that customers have valued our support at this stressful time.

'Lockdown hasn't stopped us recently opening a second office in Newport Pagnell to serve customers in the Milton Keynes area.

'We don't just turn out tax returns; we are a part of our clients' business and as a result we have a customer retention rate of 99%!

It is good to know that Spicer's are building on their success and supporting their growing client base. The Mayoress and I wish them well for their future.