



Support for life

Urgent response service

Specialist support for industry employers
and their employees



What is Ben's urgent response service?

Our Urgent Response Service is designed to support you and your business, providing guidance and often immediate support for your employees.

Ben's Urgent Response Service provides support to industry partners for the following:

- 1. Critical incident**
a critical incident involving loss of life or traumatic event
- 2. Complex cases or situations**
an employee presenting with complex issues or situation
- 3. Safeguarding, suicide or self-harm**
where a safeguarding, suicide or self-harm risk has been identified by the employer



The service is free and confidential to industry employers and any connected individual to that organisation. Industry employers can access this service by contacting Ben's Employer Partnership Team or through Ben's Helpline on **08081 311 333**.

Once we have gathered initial information, our Urgent Response Manager will make contact within 4 hours to offer further support and guidance.

Critical incident

A Critical Incident Response supports employers and employees when an unexpected or traumatic incident occurs.



A critical incident may relate to an accident, incident, or loss of life of a colleague, and loss of life of a colleague through suicide.

The Urgent Response Manager will assist you to support the wellbeing of your employees. They will talk to you about the incident and make you aware of possible reactions (physical, emotional, behavioural) that employees might be experiencing.

The Urgent Response Team will then discuss how best to support your team moving forward, this may be telephone support or, if deemed more suitable, we may be able to offer an on-site visit.

Note: Support can also be offered to family dependants that have been impacted by the incident, and where there has been a loss of life of an employee, we can also support direct family members (parents, siblings, partners etc).

Complex case or situation

Where a complex employee case or situation may be presenting itself to employers, Ben can provide a confidential, safe thinking environment for industry partners, HR colleagues or managers to discuss the complex need or situation.



This might include one or more of the following*:

- Physical or emotional wellbeing
- Issues related to trauma
- Abuse - including domestic violence, physical, emotional, and sexual abuse
- Difficult financial issues or situations
- Substance misuse (alcohol, drugs, prescription medicines)
- Other issues connected to relationships, children and families, bereavement, housing, etc

*This list is not exhaustive

The Urgent Response Manager will work with HR colleagues and managers to better understand their employees' circumstances, providing information, advice, and guidance.

Safeguarding, suicide and/ or self-harm (SASH)

Where a safeguarding, or SASH issue may be presenting itself to an employer, Ben can provide a confidential, safe space for industry employers, HR colleagues or managers to discuss.


They can discuss anything related to safeguarding, self-harm or suicide situation for an employee or potential safety/welfare or risk issue related to others.

The Urgent Response Manager will work with HR colleagues and managers to better understand their employees' circumstances, providing information, advice and guidance.

It is important to note that confidentiality does become obsolete should there be a disclosure which would place an individual at risk to themselves or another. In this instance Ben would advise the employer to take action to mitigate risk to an individual, if this was not taken Ben would be required to act.

Employers can access this service by contacting Ben's Employer Partnership Team or through Ben's Helpline on **08081 311 333** - Mon-Fri 8am-8pm.

If the call is received after 4pm Mon – Thu then contact may be the next day. If it is received after 4pm on a Friday then contact will be made on the following Monday, if this is a Bank Holiday then it will be the Tuesday. We do not operate this service on a Saturday or Sunday.



"I have been in the motor trade for 22 years and I watched a Ben TrustFord story video at our annual conference which brought a tear to my eye. Little did I know that Ben would be on our site less than three weeks later, helping our team through emotional turmoil. Ben has had a profoundly positive effect on many of our team, who are not just dealing with the recent events but their own individual tumultuous lives too."

Michael McCulloch, General Sales Manager at TrustFord Ballymena

TrustFord

"The help Ben provided to us recently was invaluable. Following the critical incident we had at one of our sites, we asked for Ben's support and I didn't expect for the team to be with us so quickly. Colleagues have felt supported through the grief they have been feeling and I have felt better equipped to help them. From the bottom of my heart, I want to say thank you to the Ben team."

Sarah Rowlands, HR Manager at VWG Division, Sytner Group

 Sytner Group

Partnering with the automotive industry to support its people

By working in partnership with automotive industry companies, Ben can help them to support their people through life's challenges and together build a stronger, more resilient automotive industry.

Ben can only reach all automotive industry people through companies, so these partnerships are crucial. Ben is dedicated to working closely with employers to help support their people, and therefore the industry as a whole.

Let's work together

Let's start building a valuable and mutually beneficial partnership together, to help provide 'Support for life' to your people and the industry.

Get in touch at Partnerships@ben.org.uk, call 01344 298 135 or visit www.ben.org.uk for more information.

 @BenSupport4auto

 @Ben Automotive Industry Charity

 /BenSupport4Auto

Ben – Motor and Allied Trades Benevolent Fund, Lynwood Court, Lynwood Village, Rise Road, Ascot SL5 0FG. A charity registered in England and Wales (no.297877) and Scotland (no.SC039842).

*Images used within this document are for representational purposes only


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