



Impact report 2018/19

Making a positive difference to peoples' lives

[Download a 1 page snapshot of this report](#)

"Every day across the UK, automotive colleagues struggle with life's toughest challenges and need somewhere to turn. That's why Ben is here for all automotive industry people and their family dependents today and for life..."

Zara Ross - CEO, Ben

[Read more](#)



We look after our own

Our mission is to make a positive difference to peoples' lives. In automotive, we look after our own. The lifeblood of the automotive industry is the people who keep it running year in, year out. We provide a free, confidential helpline and support service, working with individuals to help them navigate through the toughest of challenges, empowering individuals to make positive, lasting change.

[Read more](#)



3.2k

helpline enquiries

1.25k

people eligible for support services

984

total cases managed by support services team

13.8k +

people supported online

Our year of support in numbers

[Read more](#)



Measuring our impact

[Read more](#)



"I was feeling constantly stressed and anxious at home and then I would have to go out on-call at any time of the day or night for work. It wasn't long before I realised I couldn't do both and decided to leave my job. After years of fighting a battle and feeling so down and depressed, I can now look to the future. The support and help from Ben has played a huge part in getting us through this. There are no words I can use to express our sincere thanks for everything that Ben has done for us."

Darrell

[Read more real-life stories](#)

According to Ben's most recent industry survey:



Understanding & responding to the needs of automotive people

[Read more](#)

Partnering with the industry

Ben4Business



"I manage the health and wellbeing initiatives at Bentley and I've been pleased to promote an ongoing relationship with Ben. We know that Ben's support services are a great thing for our people"

Andrew Wiggans - Head of Health and Wellbeing at Bentley Motors

[Read more](#)

£3.3m

Total income donated by companies and individuals

[Read more](#)

Funding what we do

Ben exists to provide support for life to the people of the automotive industry and we can't do this without the ongoing support of the industry and its people.

Thank you

Here are some examples of how you've supported our work this year:

We would like to say a heartfelt thank you to each and every individual and company that has supported Ben this year. We couldn't continue our life-changing work without you.

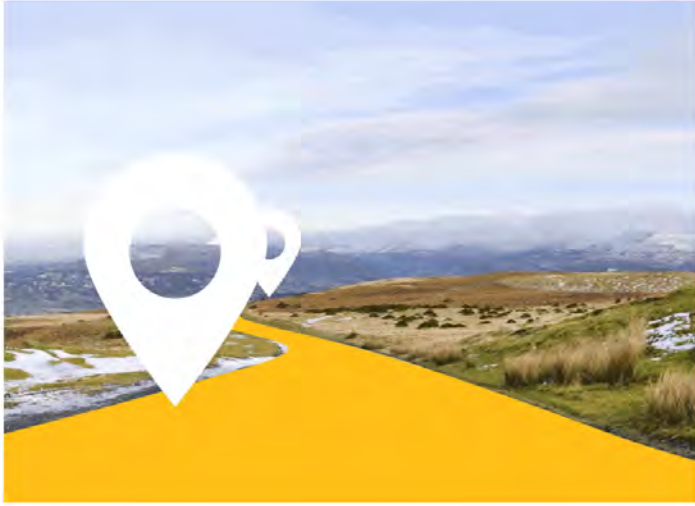
[Read more](#)

Bangers4Ben

Company fundraising events

Hats on 4 Ben

Trade Association events



Our journey continues

We're committed to ongoing transformation, to ensure we remain relevant for the automotive industry of today and tomorrow.

[Read more](#)

[Tweet](#)

[Download a 1 page snapshot of this report](#)



About us

- [Our mission](#)
- [Our vision](#)
- [Who we help](#)
- [Our history](#)
- [Our community](#)
- [Patron & board of trustees](#)
- [Executive team](#)
- [Our industry partners](#)

Ben policies

- [Privacy policy](#)
- [Cookie policy](#)
- [Job applicant privacy policy](#)
- [Terms & conditions](#)
- [Website accessibility](#)

Ben news

Our publications

Media

Sitemap

Contact us

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.SCO29842). A company limited by guarantee, registered in England and Wales (no.02163894). Registered with the Homes and Communities Agency (no. LH 3766).

Website design and digital experience by RedRoute

18.132.86.9

Funding what we do

£3.3m

Total income donated by companies and individuals

Ben exists to provide support for life to the people of the automotive industry and we can't do this without the ongoing support of the industry and its people. The generous donations we receive from our corporate partners and individuals who fundraise on Ben's behalf, enable us to provide life-changing support for industry colleagues and their family dependants, as they face life's toughest challenges.

250+

companies 'Backing Ben'


Over 250 companies provide Ben with much-needed funds so we can support automotive industry people. We are very grateful to each and every company for their loyal, continued support in what has been a challenging year for many sectors.

£651k

from individual fundraising

As part of our five-year strategy we have started to change our approach to fundraising so we aren't overly-reliant in any one area. Building on a base of traditional payroll giving and one-off donations we are looking to introduce new, exciting opportunities for individuals who work in the industry to show their support for Ben and to help us help their friends and colleagues. This is because, in the automotive industry, *'we look after our own'*.

At the end of last year we launched our new range of fundraising challenge events, called [Bring It On 4 Ben](#), which has captured the imagination of hundreds of people and teams from the industry who will take on a challenge to help others overcome theirs in 2019. From climbing Kilimanjaro to running a marathon, trekking to exotic locations to completing a wingwalk or a skydive, there is something for everyone and we are very excited about the amazing response we have had so far!

 [Interested taking on a challenge for Ben? Click here](#)



**BRING IT ON
4 BEN**



Help people overcome theirs.



Hats on 4 Ben

£23.6k

total raised

139

companies signed up

Hats on 4 Ben continues to be a big success, by not only raising much-needed funds for Ben, but also by raising awareness about mental health issues in the industry, encouraging people to talk. Now in its fourth year, the event continues to grow, enabling Ben to help industry colleagues with issues like anxiety and depression.



£97k

total raised

Bangers 4 Ben is an epic road trip to a different location in Europe each year, in a 'banger' that has been decaled and decorated in a particular theme. In 2018, a convoy of teams in questionable bangers and wacky outfits travelled on a mammoth route starting in Weybridge, before travelling through France, Germany, Belgium and ending at Rockingham Motor Speedway. They crossed countries, climbed mountain passes and saw some fantastic sights. At the end of the event, the cars were sent to auction for Ben.



Ben Ball '18

£292k

total raised

Ben Ball is our flagship fundraising event of the year, offering the perfect opportunity for guests to celebrate the year with colleagues, network in style and help us continue to provide life-changing support to those in need.

After 70 years at the Grosvenor House on Park Lane, Ben Ball 2019 is being held at the iconic Roundhouse in Camden on 11th December. Ben Ball 2019 is set to be an unforgettable Christmas experience, with spectacular entertainment and delicious food. If you haven't already - find out more and book your tickets now at www.ben.org.uk/benball.



£215k

total raised

Andy Bruce, CEO of Lookers, was handed the baton for the third annual Industry Leader Challenge. The chosen challenge, called 'Lookers Electric Charge', involved teams driving across the UK using only electric and hybrid cars and visiting all 155 of the group's dealerships, from Charles Hurst in Dublin to the final stop at Mercedes-Benz of Eastbourne.

This fundraising total is the highest reached in the three-year history of the Industry Leader Challenge. Andy handed the baton to Jon Wakefield, who heads up Volvo's Swedish national sales company; Tim Tozer, CEO of Allianz Partners UK & Ireland and Darren Guiver, Managing Director of Group 1 Automotive. These three leaders took on the 2019 challenge called the Epic Thames Waterbike Ride to raise much-needed funds for Ben. [Click here](#) to find out more about Industry Leader Challenge.



TrustFord Breakout FOR ben

£110k

total raised

We've been blown away by the support we've been given by all of our partners in the industry, but a special mention goes to TrustFord after their Breakout for Ben initiative raised such a significant sum of money! In December last year, 52 TrustFord teams set off in fancy dress from their Fleet Distribution Centre in Long Marston to see how far they could travel in 25 hours, to raise funds for Ben. Some teams reached places as far afield as Italy, Romania and Latvia.

[Back to main report](#)



About us

- [Our mission](#)
- [Our vision](#)
- [Who we help](#)
- [Our history](#)
- [Our community](#)
- [Patron & board of trustees](#)
- [Executive team](#)
- [Our industry partners](#)

Ben policies

- [Privacy policy](#)
- [Cookie policy](#)
- [Job applicant privacy policy](#)
- [Terms & conditions](#)
- [Website accessibility](#)

Ben news

Our publications

Media

Sitemap

Contact us

Ben - Motor and Allied Trades Benevolent Fund, Lynnwood Court, Lynnwood Village, Rose Road, Ascot, SL5 0FG. A charity registered in England and Wales (no.297877) and Scotland (no.30039842). A company limited by guarantee, registered in England and Wales (no.02163894). Registered with the Homes and Communities Agency (no. LH 3766).

Website design and digital experience by RedRoute

18 Feb 2019

Measuring our impact

Impact drives everything at Ben. It's important that we continue to develop how we measure the impact we have had on the lives of those in the automotive industry and how we learn from it.

As well as tracking our support interventions, we are working to define and measure the direct and indirect impact of our support on peoples' lives and also any social impact on communities.

We use statistics to measure our impact, including whether people would recommend Ben (using NPS - Net Promoter Score), but it is through the real-life stories of those we have helped that we can understand the true impact of Ben's work.

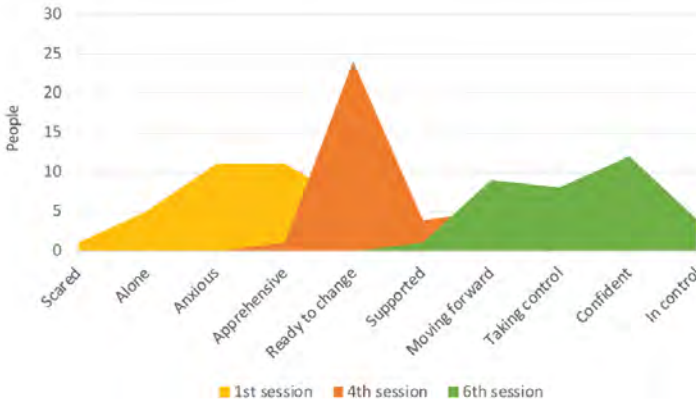
Another valuable indicator is the proportion of repeat cases. If this is low, it demonstrates we are helping people make lasting, positive changes to help them get their lives back on track - for good.

6%

proportion repeat cases

+79

NPS (highly likely to recommend)



A useful measurement is to track the average distance travelled by someone being supported through Ben's life coaching & mentoring service. Our analysis shows that, having worked through the programme, 97% of people feel they are either moving forward, taking control, confident or are in control of their situation. On average, people progress 5 steps forward and those that begin the process feeling scared, alone and anxious, feel they are supported by the end of the process (reflected in chart opposite).

Nick's story

Nick was given life coaching after attempting to take his own life when he found out his wife had been having an affair. A fall at work a year before had left him unable to work and he had been drinking alcohol excessively which made him aggressive. Nick had completely lost his confidence and he was very worried about losing his wife. Through life coaching, Nick's confidence grew and he kept a log of his skills, experiences and achievements to look back on and also developed a vision board for the future. He has since been making changes to his life, implementing different coping techniques - he is no longer suicidal and has been sober for nine months. He now feels emotionally ready to go back to work.

Scores

Before life coaching and mentoring: **3 = Anxious**
After life coaching and mentoring: **9 = Confident**

Lola's story

Lola was suffering from anxiety, depression and low self-esteem triggered by the loss of her Dad, who was her main support. She was also struggling financially and with issues at home. Lola's youngest daughter had been diagnosed with a bowel condition and her older daughter's behaviour was challenging. Lola's relationship with her mum was under strain too. Life coaching and mentoring helped Lola to rediscover her strengths and talents as well as learn to use affirmations which helped her believe in herself more. Lola said she feels like a different person after starting life coaching and mentoring as she is now taking control of her life and changing her mindset. For the future, she is looking to further grow her radio station.

Scores

Before life coaching and mentoring: **3 = Anxious**
After life coaching and mentoring: **9-10 = Confident and in control**

[Back to main report](#)



About us

- Our mission
- Our vision
- Who we help
- Our history
- Our community
- Patron & board of trustees

Ben policies

- Privacy policy
- Cookie policy
- Job applicant privacy policy
- Terms & conditions
- Website accessibility

Ben news

- Our publications
- Media
- Sitemap
- Contact us

A message from our CEO

Every day across the UK, automotive colleagues struggle with life's toughest challenges and need somewhere to turn. That's why Ben is here for all automotive industry people and their family dependents today and for life.

In the past year we focused on enhancing and extending our support services. We responded to an increased demand for support with mental health issues; we launched our new self-help support service online; developed our life coaching and mentoring service and changed how we support people via our helpline.

Our focus this year has been on responding to the increasing number of people struggling with anxiety and depression. These issues are high on the news agenda, affecting 1 in 4 people (source: Mind). This year we have helped even more people with mental health issues - representing over half of all helpline enquiries. During the year, we developed new online self-serve support content for topics like [anxiety](#) and [depression](#), which has provided easy and timely access to help and advice for many people.

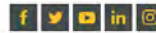
This was the first year of our five-year strategy which we embarked on to ensure Ben remains relevant to the needs of automotive industry people of today and the future. A priority continues to be on building awareness so that every individual working in the industry is aware that Ben is there for them. With the ongoing financial support from the automotive community, we continue to help people through life's toughest challenges when they need help the most.

Thank you for your continued support - you have helped us support thousands of automotive industry people this year.



1 in 4 are affected by mental health issues

[Back to the main report](#)



About us

[Our mission](#)
[Our vision](#)
[Who we help](#)
[Our history](#)
[Our community](#)
[Patron & board of trustees](#)
[Executive team](#)
[Our industry partners](#)

Ben policies

[Privacy policy](#)
[Cookie policy](#)
[Job applicant privacy policy](#)
[Terms & conditions](#)
[Website accessibility](#)

Ben news

Our publications

Media

Sitemap

Contact us

Our journey continues

Over the last 114 years, Ben has been right by the industry's side, growing, adapting and transforming alongside it. We've been here for the people of the automotive industry since we moved from the Austin 7 to the Morris Minor, and we're still here now as we swap petrol and diesel for electric. We'll still be here as we move on to the self-driving cars of the future.

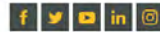
We're committed to ongoing transformation here at Ben, to ensure we are here for the automotive industry of today and tomorrow. As the industry continues to evolve, we are committed to doing the same, to make sure our services remain relevant to and meet the needs of the people who work, or have worked, in our industry.

Last year was the start of our journey of transformation, and the beginning of our ambitious five year plan, which has seen us looking ahead to the future.

As part of this, we aim to increase the reach, effectiveness and positive impact we have on automotive industry people through our health and wellbeing services. We are committed to evolving, developing and enhancing our services to best meet the needs of automotive industry people, by learning and gathering insights. We are also driving an organisation-wide programme of transformation, which includes introducing new processes and systems to ensure the future sustainability of Ben.



[☰ Back to main report](#)



About us

- [Our mission](#)
- [Our vision](#)
- [Who we help](#)
- [Our history](#)
- [Our community](#)
- [Patron & board of trustees](#)
- [Executive team](#)
- [Our industry partners](#)

Ben policies

- [Privacy policy](#)
- [Cookie policy](#)
- [Job applicant privacy policy](#)
- [Terms & conditions](#)
- [Website accessibility](#)

Ben news

Our publications

Media

Sitemap

Contact us

Our year of support in numbers

3.2k
helpline enquiries

1.25k

people eligible for support services

984

total cases managed by support services team

23%

increase on 2017/18

29%

increase on 2017/18

How many people we have supported

When an individual contacts our helpline, one of our helpline advisors will listen and seek to understand the issues an individual is facing and what support they might benefit from or require. Information, advice and guidance might be all that is required at this stage. The helpline advisor will also ascertain if the individual is eligible (proof of industry connection) and would benefit from accessing Ben's assessment and support service.



13.8k +

estimated people accessing self-help support online

Online support is a new area of focus for Ben and the number of people accessing this content highlights how people look for help today if they are struggling, with a Google search often being the starting point for people seeking help.

5.7k

people signed up to receive regular tips, advice and tools via email

We offer tips, advice and tools to help people live and work well, delivered regularly, straight to their inbox. If you haven't already, sign up now to hear more from Ben...

[Sign up](#)



52%

via telephone



23%

via email



14%

via online chat



11%

via letter or other

Who we are supporting & how they contact Ben's helpline



67%



33%

We are increasingly supporting men who are of working age. This is to be expected given the demographics of the automotive industry.



37%

growth in website users and sessions. The increase in website traffic signifies a growth in awareness for Ben and the emphasis we placed last year on producing and promoting relevant digital content.



43%

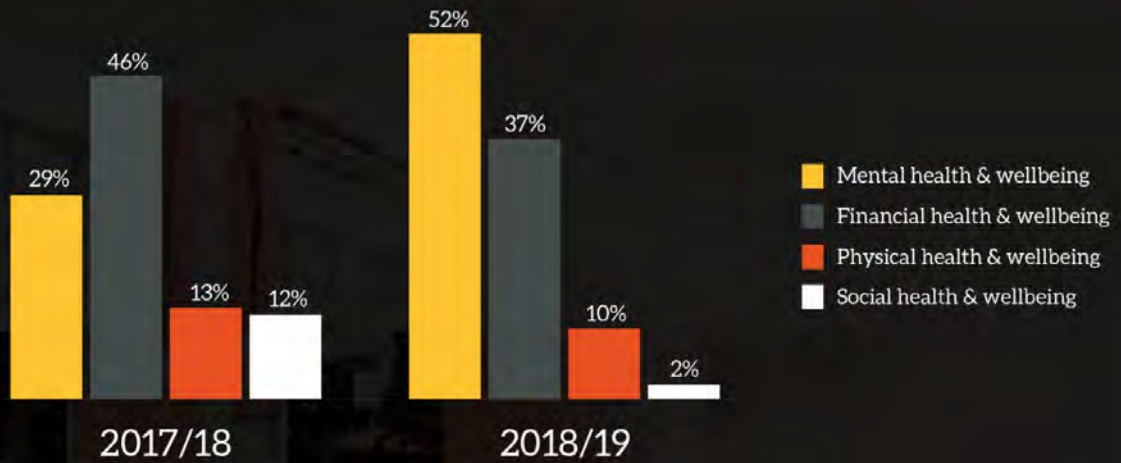
of people accessed the mobile website. The proportion of people accessing our website content via a mobile device has grown again this year, but it's vital we remain accessible to everyone and all devices.

How people approached Ben for support

32%

referred by their employer

The high proportion of people who are referred to Ben by their place of work demonstrates the vital role our Ben4Business programme plays, building relations with employers and HR professionals.



There has been a notable shift this year with increasingly more people coming to Ben with mental health challenges. This reflects that mental health is much more widely discussed in the media now and people are more aware of the signs and the support available and feel more confident to ask for help. These figures also reflect the results of our annual industry survey, which indicate high levels of stress and pressure caused in part by the challenges faced by the industry today.

4k

acts of support via helpline

Our acts of support include initial assessments; information, advice & guidance; counselling; benefit checks; funded support for emergency items; managed referrals; mental and physical health therapies; short breaks and signposting to other organisations.

How we supported people

433

people received counselling

£529k

benefits claimed

We have seen more than 3x growth in the number of people receiving counselling (totalling 1,359 sessions) compared to last year. Mental health issues, relationship breakdowns and bereavement were the main reasons people received counselling.

We helped people in need claim for annual or one-off benefits to which they are entitled.

96

people received life coaching & mentoring services

Our life coaching & mentoring service is for people who need extra support to stay on track, helping them build their confidence, self-esteem and coping strategies.

1 in 8

of our care centre residents benefit from discounted fees

Residents do not require a direct link to the automotive industry to live in one of Ben's 3 care centres, however 1 in 8 do benefit from discounted fees due to having eligibility through a connection with the industry. Ben's care centres are located in Ascot, Rugby and Norham (Berwick-upon-Tweed)

[Back to main report](#)



About us

- [Our mission](#)
- [Our vision](#)
- [Who we help](#)
- [Our history](#)
- [Our community](#)
- [Patron & board of trustees](#)
- [Executive team](#)
- [Our industry partners](#)

Ben policies

- [Privacy policy](#)
- [Cookie policy](#)
- [Job applicant privacy policy](#)
- [Terms & conditions](#)
- [Website accessibility](#)

Ben news

Our publications

Media

Sitemap

Contact us

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.SC037942). A company limited by guarantee, registered in England and Wales (no.02163894). Registered with the Homes and Communities Agency (no. LH 3766).

Website design and digital experience by RedKite

18 112 359

Partnering with the industry to support its people

Ben4Business



241

Ben4Business partnerships

68%

increase

We have continued to deepen and extend our partnerships with organisations across the UK, helping them support their employees, with the aim of building a stronger, more resilient automotive industry together.

We can only reach all automotive industry people through these relationships, so our Ben4Business programme is vital.

Through Ben4Business, Ben works with employers and their HR teams to understand the 'people challenges' their businesses face and agree a programme of awareness and training initiatives to help address those issues. Ben offers an employee referral service for companies seeking support for their employees and also offers a free critical response service for organisations to support employees affected by an unexpected or traumatic incident in the workplace.

By actively partnering with Ben, automotive industry companies benefit through raised awareness and understanding of issues that can be critical to commercial success.

If you are interested in learning more about Ben4Business please contact: Ben4Business@ben.org.uk



"I manage the health and wellbeing initiatives at Bentley and I've been pleased to promote an ongoing relationship with Ben. We know that Ben's support services are a great thing for our people"

Andrew Wiggans - Head of Health and Wellbeing at Bentley Motors



"Ben provides total peace of mind for our employees - they know that if they ever need support, they can get it from Ben. Ben is a fantastic charity."

Paul Middlicott - Branch Manager at Midland Vehicle Components Ltd



"I think the work Ben does is fantastic. We have previously referred employees to Ben who were all struggling with different issues. I think this is so important in this ever-changing world which seems to be adding more pressure on to people daily. The fact that Ben does this for free astounds me!"

Rachel McGuinness - Operations Director at Fleetline

Awareness of Ben and our free and confidential support



BenAware is about making sure that employees know where to turn in challenging times and that they know about the support Ben can offer them. Ben can provide companies with a wide range of materials, tools and initiatives to make employees 'BenAware'. From helpline cards, to content for induction programmes and intranets, to posters and digital advertisements.

BenatWork sees us working in partnership with HR and health and wellbeing teams to understand businesses and their challenges, and deliver workplace activities. BenatWork is designed to improve workforce health, morale and productivity and help companies demonstrate commitment to employee wellbeing. Our BenatWork team delivers workshops onsite in the workplace to employees and apprentices, as well as at various industry events around the country.

Our Critical response service is designed to support businesses by providing the appropriate and immediate support employees need when they have experienced an unexpected or traumatic workplace incident. This free service includes dedicated telephone support, onsite visits including 1-1 sessions, stress and trauma information for employees and additional support such as counselling if required.

TrustFord

"Thank you to the team at Ben for their emotional investment in Ballymena. 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 N.Ireland

146

companies actively running BenAware programmes
a 33% increase YOY

13.2k

people engaged through Ben in the workplace

5.8k

people involved in face-to-face workplace

140

people supported relating to a critical incident in the



"I believe that Ben has an important place in my HR process. When a new starter arrives at Bridgend Ford, I make sure that they are given all the tools from Ben so they are able to make contact when needed. We will do all we can here to support Ben"

Sharon Pesticio - HR Manager at Bridgend Ford



"The team at Ben came into our workplace and spent time with managers, explaining all about the charity and the benefits. Ben provides total peace of mind for our employees - they know that they have Ben to turn to for support."

"We have included information about Ben in our new technology brochure which gets sent to our customers - to raise awareness. By promoting Ben to our customers, they know Ben is available to support them. Ben is a fantastic charity and needs help from companies like ours to shout about it. By supporting Ben, you're supporting your own sector and supporting your own people."

Paul Middlicott - Branch Manager at Midland Vehicle Components Ltd



"The Ben team come in every year and explain their activities to the apprentices. This input is very positively received and the apprentices truly value that support is available from Ben both now and in the future"

Andrew Parsons - Section Manager Technical Skills Development at Toyota Manufacturing (UK) Ltd



"We've been working closely with Ben to provide mental health awareness training for all of our employees with line management responsibilities. We felt it was important to train our line managers so they could fully develop their skills in supporting colleagues with their mental health. So far, Ben has trained over 800 of our managers, and this number is growing all the time."

"The training has gone down extremely well with our managers and they have given us fantastic feedback, saying they have found it incredibly useful. Some have even said it's the best course they have ever been on! They tell us that the course has really helped build their confidence in approaching and supporting employees they are concerned about."

Anna Hatton - Wellbeing Manager at Jaguar Land Rover

BenTraining



Mental health is a complex subject which can make managing mental health in the workplace difficult and challenging. Our CPD accredited mental health training equips managers with the knowledge, skills and tools to confidently navigate mental health challenges within the workplace and effectively manage and support employees.

We've been working closely with companies such as Jaguar Land Rover to provide mental health awareness training for all of its employees with line management responsibilities.

81

days training

18

companies and 995 people trained

82+

Net Promoter Score (highly likely to recommend)



sinclairgroup.co.uk

"All of our managers have been through Ben's mental health training which was excellent, it allowed us to upskill the team and increase awareness about mental health across the business. The feedback we've received from our managers has been very positive, they felt the training was something they needed and it's been useful, offering them practical advice they can implement"

Judith Sadler - Head of HR, at Sinclair Group



"Ben has been working closely with Copart to provide training for our managers to manage mental health in the workplace. The health and wellbeing of our employees is very important to us, so we're delighted that, with Ben's help, we can provide our managers with the skills to recognise mental health issues within their teams and the confidence to offer the right help and support when necessary."

Karen Langley - Marketing & Internal Communications Executive at Copart.



"I think the work Ben does is fantastic. I had no idea that 1 in 4 people will suffer from mental health issues at some point. For a large shop like us that is a significant number of people. No-one in the industry is trained to deal with people's personal issues, so Ben provides that training and gives guidance to individuals. I think this is so important in this ever-changing world which seems to be adding more pressure on to people daily."

Rachel McGuinness - Operations Director at Fleetline

[Back to main report](#)



ABOUT US

- [Our mission](#)
- [Our vision](#)
- [Who we help](#)
- [Our history](#)
- [Our community](#)
- [Patron & board of trustees](#)
- [Executive team](#)
- [Our industry partners](#)

LEGAL

- [Privacy policy](#)
- [Cookie policy](#)
- [Job applicant privacy policy](#)
- [Terms & conditions](#)
- [Website accessibility](#)

OUR NEWS

Our publications

Media

Sitemap

Contact us

Ben - Motor and Allied Trades Benevolent Fund, Lynwood Court, Lynwood Village, Ribe Road, Axcot, SL5 0FG. A charity registered in England and Wales (no.297877) and Scotland (no.SCO39942). A company limited by guarantee, registered in England and Wales (no.02163894). Registered with the Homes and Communities Agency (no. LH13766).

Website design and digital experience by RedRoute



18 000 859

Thank you to our supporters

Firstly, we just want to thank you because you are AMAZING! If you've fundraised or donated, either individually or through your business this year, then you've played a huge part in supporting all the people who have shared their stories in this report... and thousands more.

This year, you've supported your own - your automotive industry colleagues. You've helped people like [Will Darrell](#) and [Brady](#) get through some of the toughest times in their lives - what could be better than that?

We would like to say a heartfelt thank you to each and every individual and company that has supported Ben this year. We couldn't continue our life-changing work without you.

Everything you've done helps, no matter how big or how small, so thank you.

With your continued support, we can continue to help the people of the automotive community to make positive, lasting changes to their lives. Together, we can continue to look after the lifeblood of the automotive industry - its people - and provide support for life.

Here are some examples of how you've supported our work this year:

Auctions/Remarketing

Individual fundraising

Golf days

Performance Related Giving



[Back to main report](#)



About us

- Our mission
- Our vision
- Who we help
- Our history
- Our community
- Patron & board of trustees
- Executive team
- Our industry partners

Ben policies

- Privacy policy
- Cookie policy
- Job applicant privacy policy
- Terms & conditions
- Website accessibility

Ben news

Our publications

Media

Sitemap

Contact us

Thank you to our supporters

Firstly, we just want to thank you because you are AMAZING! If you've fundraised or donated, either individually or through your business this year, then you've played a huge part in supporting all the people who have shared their stories in this report... and thousands more.

This year, you've supported your own - your automotive industry colleagues. You've helped people like [Will Darrell](#) and [Brady](#) get through some of the toughest times in their lives - what could be better than that?

We would like to say a heartfelt thank you to each and every individual and company that has supported Ben this year. We couldn't continue our life-changing work without you.

Everything you've done helps, no matter how big or how small, so thank you.

With your continued support, we can continue to help the people of the automotive community to make positive, lasting changes to their lives. Together, we can continue to look after the lifeblood of the automotive industry - its people - and provide support for life.

Here are some examples of how you've supported our work this year:

Auctions/Remarketing

Individual fundraising

Golf days

Performance Related Giving



[Back to main report](#)



About us

Our mission
Our vision
Who we help
Our history
Our community
Patron & board of trustees
Executive team
Our industry partners

Ben policies

Privacy policy
Cookie policy
Job applicant privacy policy
Terms & conditions
Website accessibility

Ben news

Our publications

Media

Sitemap

Contact us

Understanding & responding to the needs of automotive people



"I had recently started working for a dealership when a supplier dropping a car off suddenly collapsed and had a heart attack right in front of me. The trauma of seeing this poor man collapse came on top of something else I was struggling to deal with.

"My partner and I have two children, and not long before the incident at work we had another, a daughter. She was born at 34 weeks and passed away after two days. We were devastated. It completely crushed us. After speaking to the team at Ben I told them about my situation and how I felt like I couldn't cope anymore."

[Read full story](#)

Brady

[Read more real-life stories](#)

It's only by listening to the people of the automotive industry and working closely with companies that we can remain relevant to those we support. Our understanding of the challenges facing automotive industry people means we have been able to expand and improve the support we offer - including our services and the ways we provide them.

We're also focused on ensuring as many people as possible are aware of the free and confidential support they are entitled to from Ben, by being part of the automotive family. A big part of this is developing our relationships with industry partners through 'Ben4Business' - a tailored programme of awareness, training and income generating initiatives. We have also continued to define and achieve efficiencies in the way we work - to ensure we're sustainable for the future, here for the industry people of tomorrow.



Understanding the challenges faced by automotive people

64%

of employees suffered from poor sleep

57%

of employees were affected by stress at work

This year we conducted our second industry-wide survey, contacting individuals and employers, including business leaders and HR professionals, asking about the issues impacting them. We had an excellent response to the survey, representing an 88% increase on the previous year.

We are using these insights to determine how we develop our service provision to support individuals directly and help companies to support their people.

The survey highlighted that sleep and stress in the workplace are the most commonly reported issues that have impacted the health and wellbeing of automotive employees in the past 12 months. Businesses agreed that stress was a significant issue for employees and reported that poor mental health had affected employee ability to work.

[See other top issues from employees](#)

Responding with an improved service

This year we focused on strengthening and extending our key areas of free and confidential support, as well as our processes. This starts from how we best seek to understand a person's challenges and any underlying issues impacting their health and wellbeing, to developing a tailored support plan and to providing one-to-one support to help them get back on track.

Support plans can include relevant information, advice and guidance but also counselling, life coaching or financial assistance, including ways to manage debt and money. We work with people to claim benefits they are entitled to and investigate specific funded support options. We support people with a wide range of challenges including illness, anxiety, depression, bereavement and loneliness.



We broadened our support this year by launching new online self-help, tips, advice and tools on our website, to help people live and work well and prevent issues developing into a crisis. We developed new online support journeys which deliver low-level support but clearly signpost people to our helpline for more in-depth and personalised support.

We also further developed our life coaching and mentoring service - to help those who need extra support. This service helps people to stay on track and build confidence, self-esteem and instil good coping mechanisms.

[Back to main report](#)



About us

- Our mission
- Our vision
- Who we help
- Our history
- Our community
- Patron & board of trustees
- Executive team
- Our industry partners

Ben policies

- Privacy policy
- Cookie policy
- Job applicant privacy policy
- Terms & conditions
- Website accessibility

Ben news

Our publications

Media

Sitemap

Contact us

Ben - Motor and Allied Trades Benevolent Fund, Lynwood Court, Lynwood Village, Rose Road, Ascot, SL5 0FG. A charity registered in England and Wales (no.297877) and Scotland (no.30039642). A company limited by guarantee, registered in England and Wales (no.02163894). Registered with the Homes and Communities Agency (no. LH 3766).

Website design and digital experience by RedRoute



We look after our own



Our mission is to make a positive difference to peoples' lives. In automotive, we look after our own. The lifeblood of the automotive industry is the people who keep it running year in, year out.

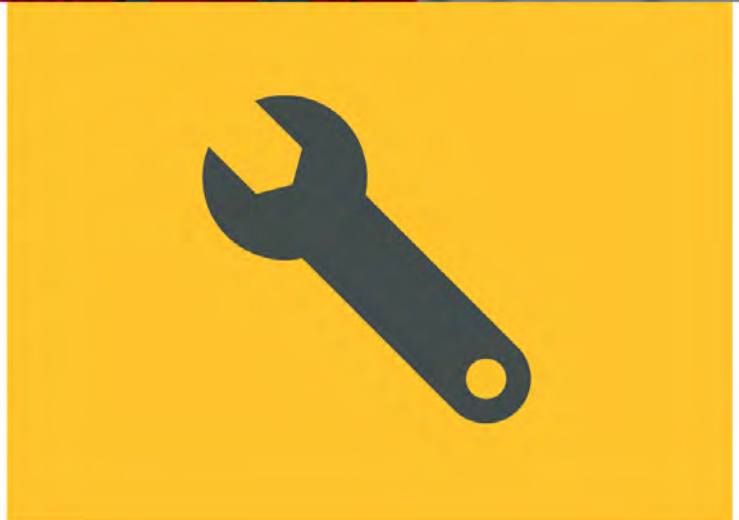
We provide support for life for automotive people and their family dependents, partnering the industry to improve the health and wellbeing of its workforce. Our holistic approach and needs assessment enables us to address the core issues impacting upon a person's quality of life and health and wellbeing.

Health and wellbeing issues aren't just a problem for individuals themselves, they also affect businesses and the automotive industry as a whole. In the UK, stress, depression or anxiety and musculoskeletal disorders accounted for the majority of days lost due to work-related ill health, with 15.4 million and 6.6 million respectively* and 1 in 3 employees struggle with a long-term condition.

When times are tough, it can be overwhelming to navigate all the resources out there and work out what support there is. Sometimes people just need a mentor to help them through and get them back on track. That's exactly what Ben's here for.

The health and wellbeing of the automotive industry and its people is as relevant today as it has always been. We are working hard to transform our health and wellbeing support, to reach more people, in different ways, to enable them to have more choice and control about how they receive support from Ben.

*Source: HSE 2016



[Back to main report](#)



About us

- [Our mission](#)
- [Our vision](#)
- [Who we help](#)
- [Our history](#)
- [Our community](#)
- [Patron & board of trustees](#)
- [Executive team](#)
- [Our industry partners](#)

Ben policies

- [Privacy policy](#)
- [Cookie policy](#)
- [Job applicant privacy policy](#)
- [Terms & conditions](#)
- [Website accessibility](#)

Ben news

Our publications

Media

Sitemap

Contact us



Industry survey results - individuals

Each year Ben conducts a UK wide survey to find out about the health & wellbeing of people who work or have worked in the automotive industry. This helps us understand the challenges people are facing and what issues are affecting them. We then use this to develop services to support automotive people. Here are the highlights from our 2018/19 survey:

91%

91% of automotive industry employees have been affected by a health & wellbeing issue in the last year.

Sleep

Poor sleep was the most common issue that affected employees' health & wellbeing in the last 12 months.

Lack of good sleep affects people's mood, performance levels and concentration. This can lead to higher risks of accident or injury.

[Improve your sleep](#)

64%

57%

Stressed at work

48%

Stressed at home

35%

Stressed at work and home

Stress

Over half of employees said that Stress at work impacted their health and wellbeing.

A third said they were stressed both at home and at work.

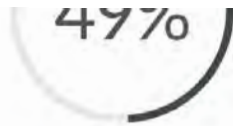
[Find out more about stress and pressure](#)

Anxiety has affected almost half of employees working in the automotive industry.

40%

Anxiety has had the biggest impact on people's health & wellbeing, more than any other issue.

[Learn more about anxiety](#)



Debt

Over a quarter of people said they had struggled with debt the last 12 months. Debt particularly affects those working in the sales and aftermarket sectors.

[If you're in debt click here](#)

Bullying

10% of automotive industry employees said that workplace bullying had personally affected them in the last year.

[Get advice on workplace bullying](#)



Brexit

52% of people are worried about the impact of Brexit on the automotive industry. This was much higher in the manufacturing sector (74%).

Technology changes

40% of people are worried about the move away from combustion engines to electric vehicles, particularly workers aged 45-54 years old.

32%

16 - 24

33%

25 - 34

35%

35 - 44

49%

45 - 54

42%





About us

[Our mission](#)
[Our vision](#)
[Who we help](#)
[Our history](#)
[Our community](#)
[Patron & board of trustees](#)
[Executive team](#)
[Our industry partners](#)

Ben policies

[Privacy policy](#)
[Cookie policy](#)
[Job applicant privacy policy](#)
[Terms & conditions](#)
[Website accessibility](#)

Ben news

Our publications

Media

Sitemap

Contact us

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. SC039847). A company limited by guarantee, registered in England and Wales (no. 02163994). Registered with the Homes and Communities Agency (no. 1 H 3766).

Website design and digital experience by RedRoute

Making a positive difference to peoples' lives



Our impact:

Ben supported many automotive people, struggling with life's challenges, helping them to get back on track

3.2k
helpline enquiries

▼

1.25k
individuals eligible for support services

➔ ➔

984
total cases managed by support services team

➔ ➔

23%
increase compared to 2017/18

29%
increase compared to 2017/18

52%
of all support requests were for mental health issues (29% in 2017/18)

.....

433
people received counselling sessions

.....

£529k
benefits claimed to which people are entitled

.....

94%
of people supported were of working age

.....

67% **33%**
the gender split of those Ben helped

.....

97%
proportion of people supported by Ben's life coaching & mentoring service who reported positive progress

13.8k
people accessed new online self-help support

5.7k
people signed up to receive Ben's tips & advice via email

Partnering with the industry:

Ben4Business

Ben developed 241 automotive partnerships through its Ben4Business programme (68% increase YOY)



Ben Training

18 companies and over 995 people trained



BenatWork

13.2k people engaged in the workplace through BenatWork

140

people supported relating to a critical incident in the workplace

Funding what we do:

£3.3m

total income donated by companies and individuals

250+

companies 'Backing Ben'

£615k

raised through individual fundraising



£215k

raised by Lookers and its 'Electric Charge' Industry Leader Challenge



£110k

raised by TrustFord and its 'Breakout for Ben'