



Ben's annual health & wellbeing survey results

»» MAY 2025



Here for the automotive industry

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»» About the survey



Introduction to our survey 2024-25

This report is a summarised set of results following the 8th wave of Ben's annual health & wellbeing survey of those working in the automotive industry.

This feedback helps us shape Ben's service provision around the areas people need help and provides insights so we can help build an even more supportive and inclusive automotive industry.

We've measured the prevalence of 86 different issues that impact the health and wellbeing of automotive industry employees. Our most recent survey, wave 8, took place between November 2024 and January 2025 and received over 1,100 responses. The sample represents automotive workers across all UK regions, ages, gender and working environments.



**1,159 ONLINE
RESPONSES**



**10-MINUTE
SURVEY**



**FIELDWORK: NOV
2024 - JAN 2025**



The key takeouts

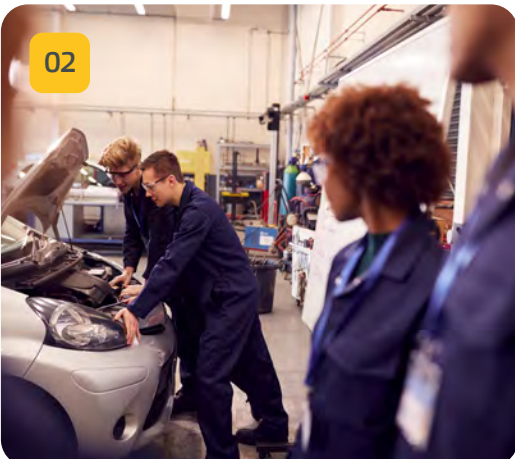
01



Stress remains the **biggest issue** for automotive workers.

Poor work-life balance is on the rise, especially for warehouse, showroom and garage workers. **Long hours, low staffing levels and high workloads** are concerns.

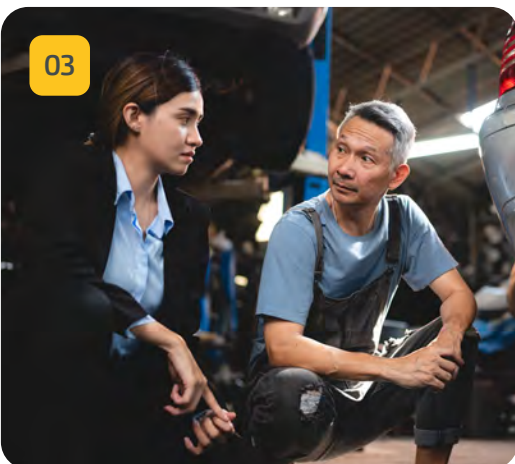
02



Mental health scores have **worsened** (decreased).

Automotive workers think employers need to do more to support and open conversations – **1 in 9 were personally affected** by a lack of support for mental health in the workplace.

03



Financial issues are still a big problem for automotive workers.

Although some areas are improving such as budgeting and saving, we remain deep in a cost-of-living crisis. **1 in 6 are now skipping meals** and 1 in 5 have struggled with debt (1 in 7 pre-crisis).

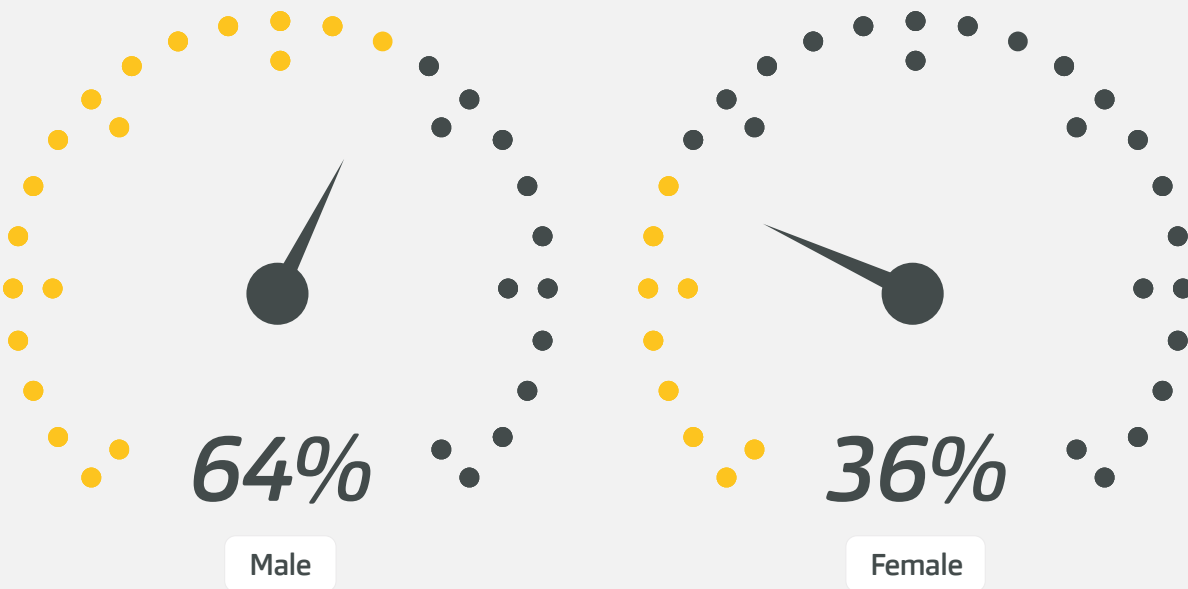
📍 Region

Our biggest representation in the UK is the **South-East**, followed by the **West Midlands** and **South-West/North-West**



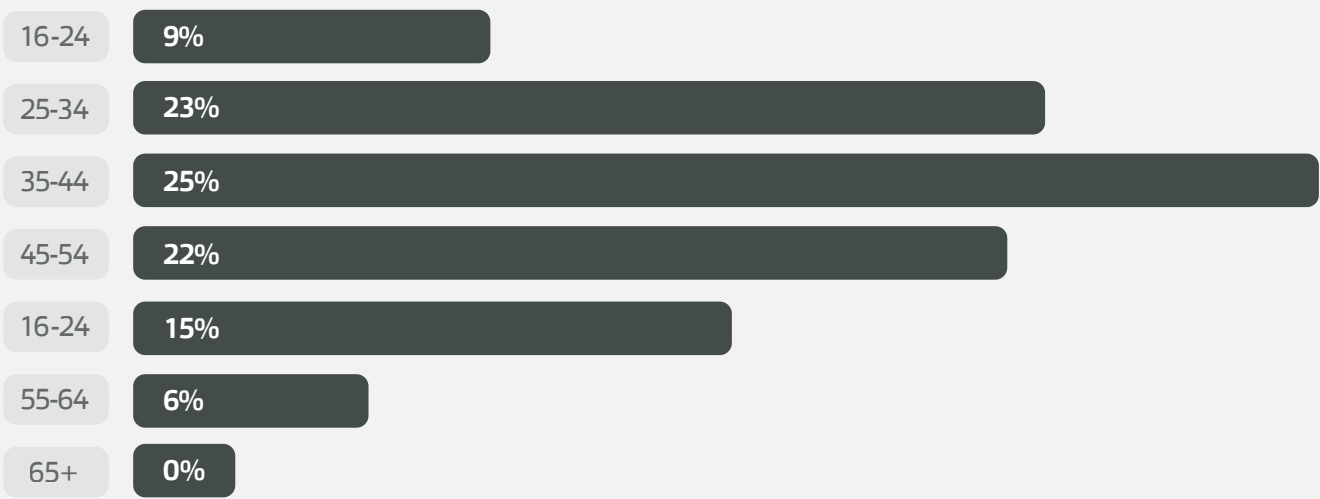
Gender & Age

» Gender



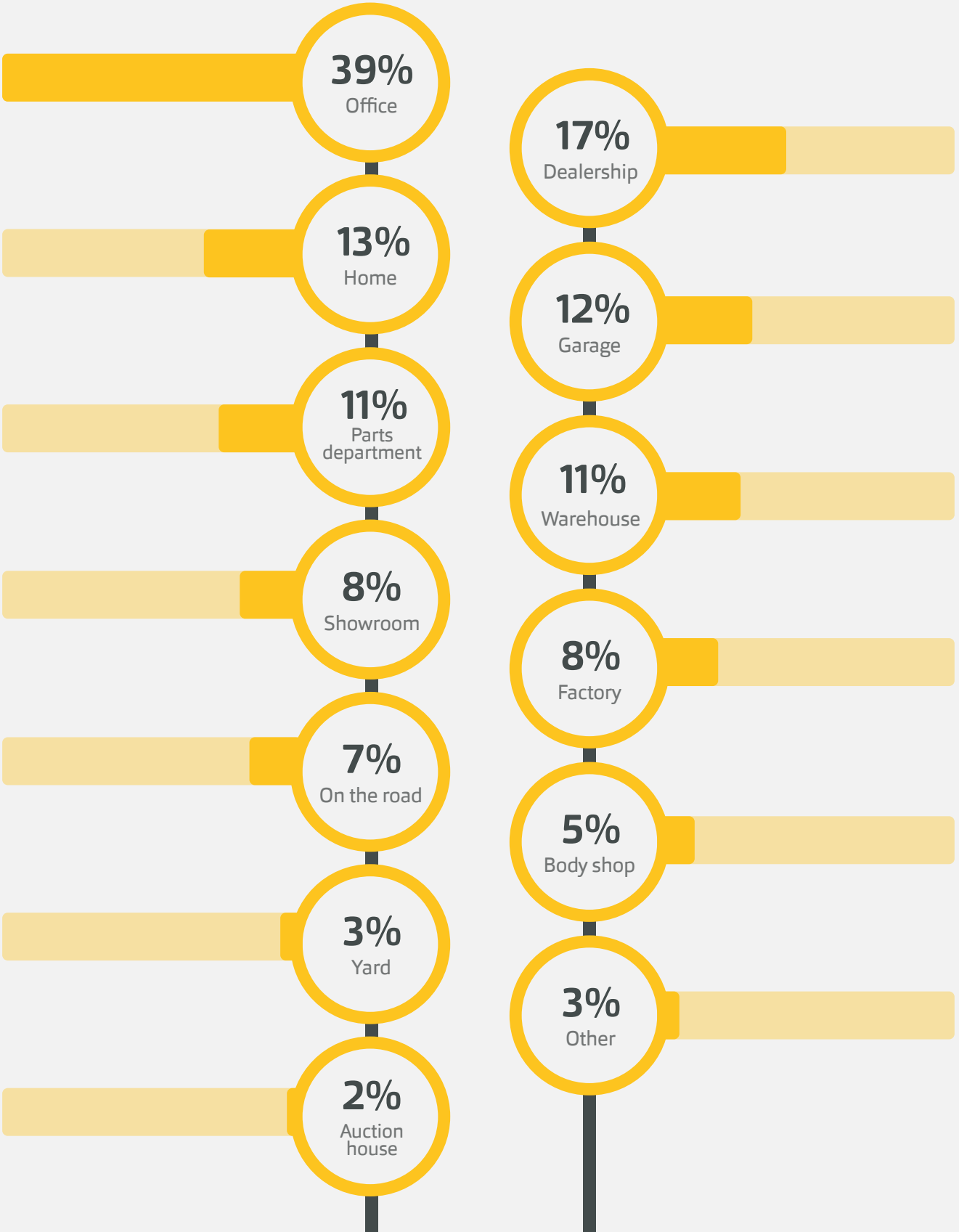
Prefer not to say / Prefer to self-describe: 0%

» Age



Work environment

»» 2 in 5 of our sample work in an office, 1 in 6 in a dealership,
1 in 7 at home and 1 in 8 in a garage





»» The top issues affecting automotive industry workers

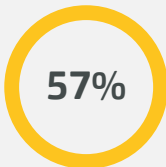


Top issues

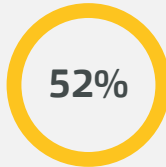
Health and wellbeing



Almost all (99.8%) survey respondents have been personally affected by a health & wellbeing issue.



Stress remains the most common issue, having risen by 1%.



Followed by **poor sleep** which has risen by 1%.

Question asked: Which of the following have you been personally affected by in the past 12 months?

Ranking	Top 10 issues	2024/25	2023/24
#01	Stress at home or work	57%	+1%
#02	Poor sleep	52%	+1%
#03	Feelings of anxiety	44%	+1%
#04	Not taken time to rest and relax	43%	+4%
#05	Low mood	41%	=
#06	Poor work-life balance	38%	+6%
#07	Lack of physical activity or exercise	35%	=
#08	Feelings of depression	33%	=
#09	Low confidence	31%	-2%
#10	Unable to save as much as previous years	31%	-5%

Base: UK Automotive workers (945)



**UK AUTOMOTIVE
WORKERS**



Question asked: Which of the following have you been personally affected by in the past 12 months?

Ranking	Top 10 issues	2024/25
#01	Stress at home or work	57%
#02	Poor sleep	52%
#03	Feelings of anxiety	44%
#04	Not taken time to rest and relax	43%
#05	Low mood	41%
#06	Poor work-life balance	38%
#07	Lack of physical activity or exercise	35%
#08	Feelings of depression	33%
#09	Low confidence	31%
#10	Unable to save as much as previous years	31%



UK WORKERS



Ranking	Top 10 issues	2024/25
#01	Stress at home or work	47%
#02	Poor sleep	44%
#03	Feelings of anxiety	30%
#04	Low mood	28%
#05	Not taken time to rest and relax	27%
#06	Lack of physical activity or exercise	25%
#07	Poor diet	22%
#08	Poor work-life balance	22%
#09	Unable to save as much as previous years	22%
#10	Felt lonely or isolated	21%

Stress, poor sleep, feelings of anxiety, low mood and not taking time to rest and relax remain the **top 5 issues for both automotive and UK samples.**

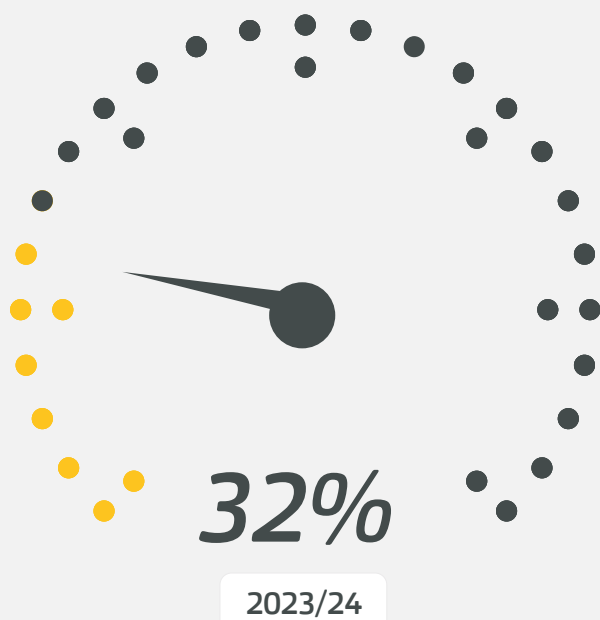
Base: Currently employed automotive workers n=958-988 and UK workers (employed*) = 1,379-1399 Fieldwork: Nov-Dec 2024.

»» Top issues - Health and wellbeing

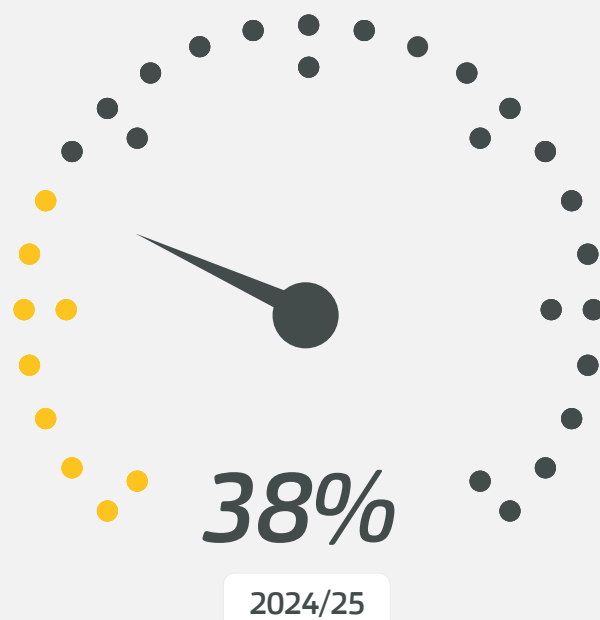
Health & wellbeing is more at risk in the automotive industry

For the top 5 health and wellbeing issues, automotive workers are struggling more than the general population.

Poor work-life balance has increased by 6% points, to 38%. This issue is most common for those working in showrooms, parts departments and garages.



Almost 2 in 3 (62%) of UK workers agree they have a good work-life balance compared to only 46% of automotive workers.



4 in 5 (78%) have come into work despite being mentally or physically unwell compared to 3 in 5 (60%) for UK workers.

And it's only getting worse...

Fewer people agree that they feel secure in their jobs (61% vs. 67% last year) and fewer people are looking forward to going into work (54% vs. 61% last year).

Fewer managers are checking in on how their employees are feeling (54% vs. 60%) last year.

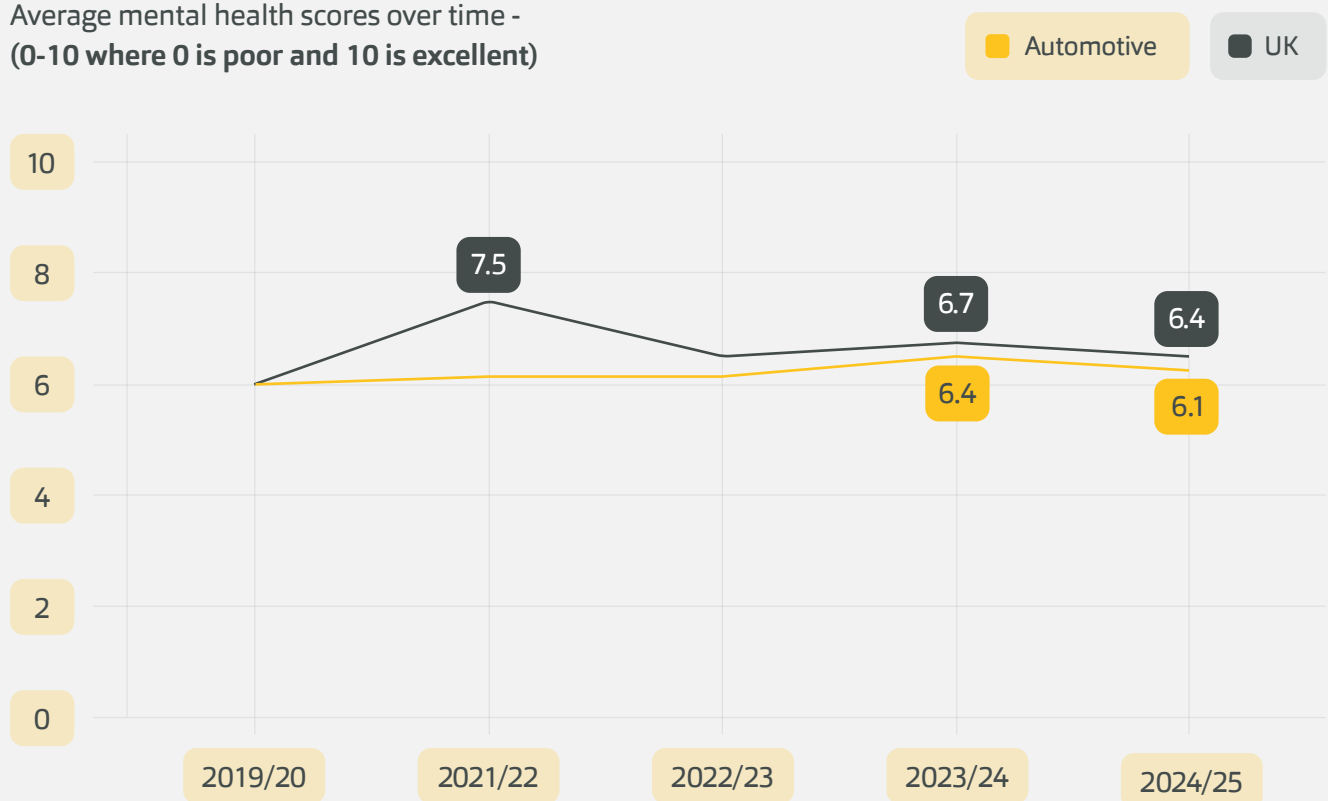
Top issues

Mental health

Mental health scores have worsened for all workers, and scores for automotive workers are the lowest across the full UK working population.

Question asked: Thinking about your mental health, (on a scale where 0 is poor and 10 is excellent), how do you feel today?

Average mental health scores over time -
(0-10 where 0 is poor and 10 is excellent)



Base 2024/25: UK Automotive workers (943) UK workers: 1,373)

»» Top issues - Mental health

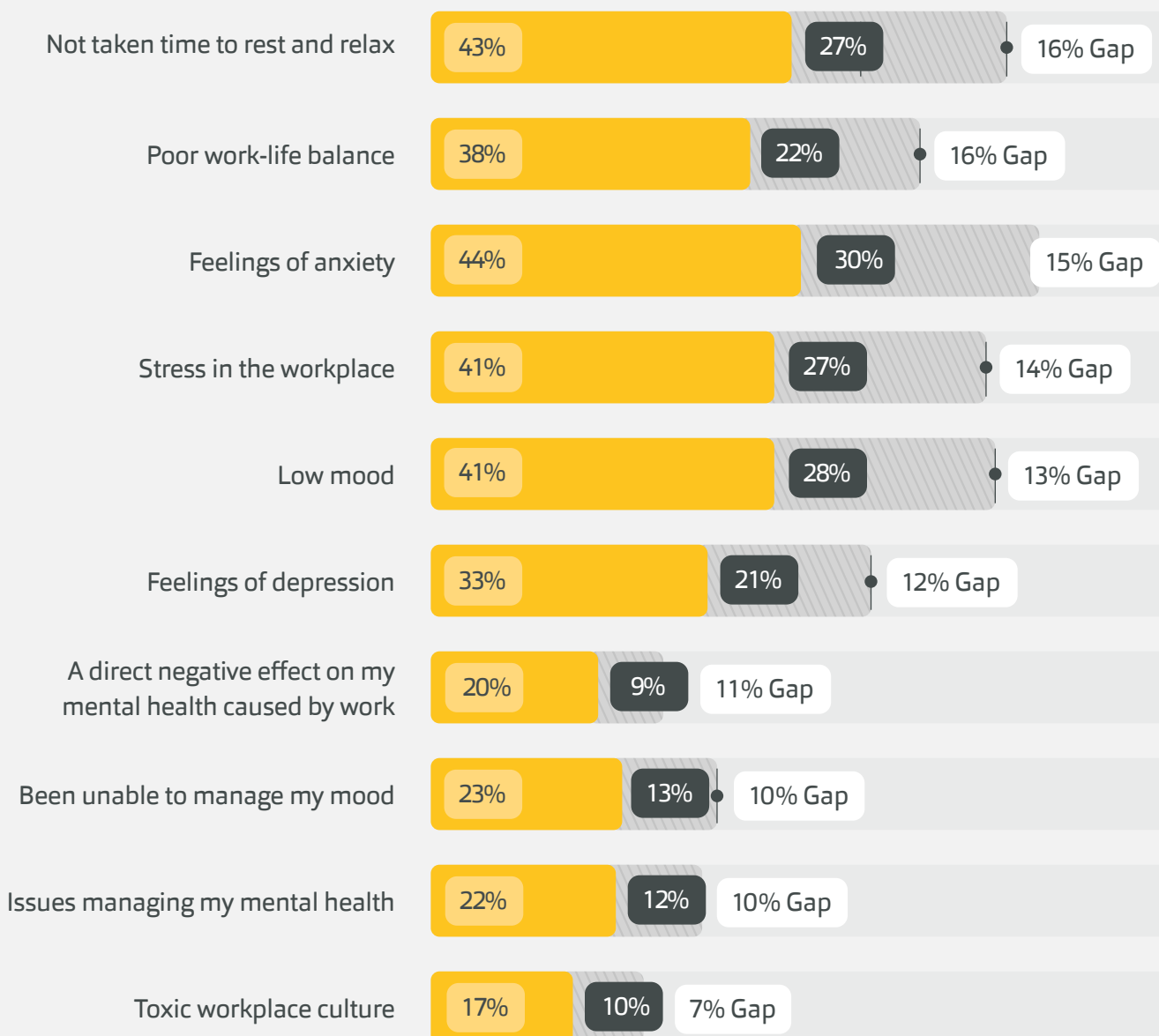
Automotive workers are more likely to experience issues with work-life balance and mental health, compared to other UK workers.

Question asked: Which, if any, of the following have you been personally affected by in the past 12 months?

Biggest % point differences between survey samples

Automotive

UK



Base: Currently employed automotive workers n=958-988 and UK workers (employed) = 1,379-1399

Which, if any, of the following issues have you been affected personally by, for any duration in the past 12 months?

(Please select all that apply) UK workers (employed) = 1,379-1399

1 in 9 were personally affected by a lack of support for mental health in the workplace.

Automotive workers think employers could support further by fostering more conversations.

Question asked: What, if at all, can your employer be doing to improve you and your colleague's health and wellbeing?

"Speaking about health issues and not hiding them."

"Regular 1 to 1 meetings and take time out to talk."

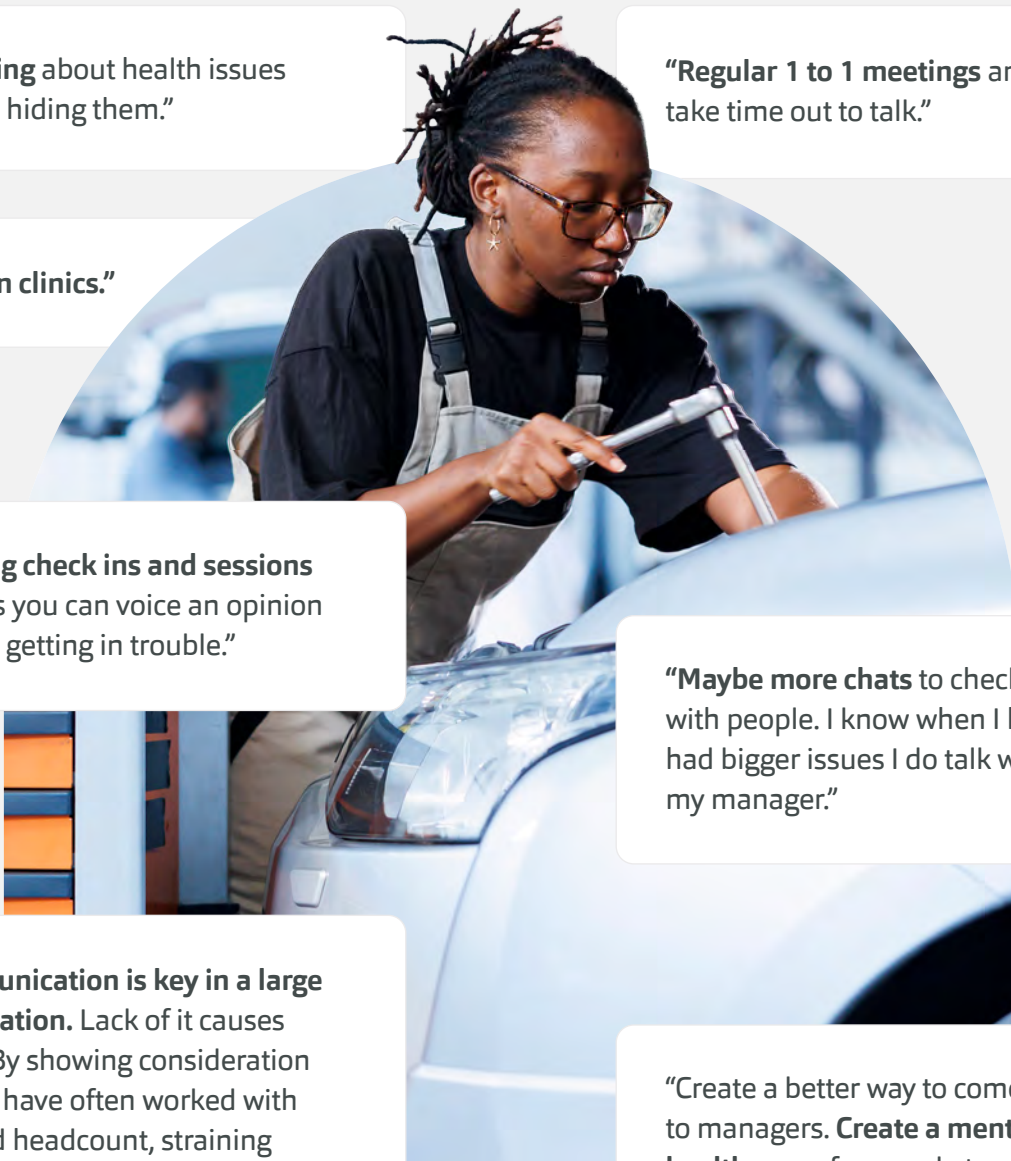
"Drop-in clinics."

"Holding check ins and sessions or times you can voice an opinion without getting in trouble."

"Maybe more chats to check in with people. I know when I have had bigger issues I do talk with my manager."

"Communication is key in a large organisation. Lack of it causes stress. By showing consideration that we have often worked with reduced headcount, straining people for little or no reward to do more than their role."

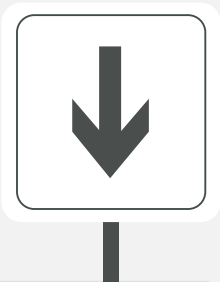
"Create a better way to come to managers. **Create a mental health room** for people to go if they are struggling."



Top issues - Stress

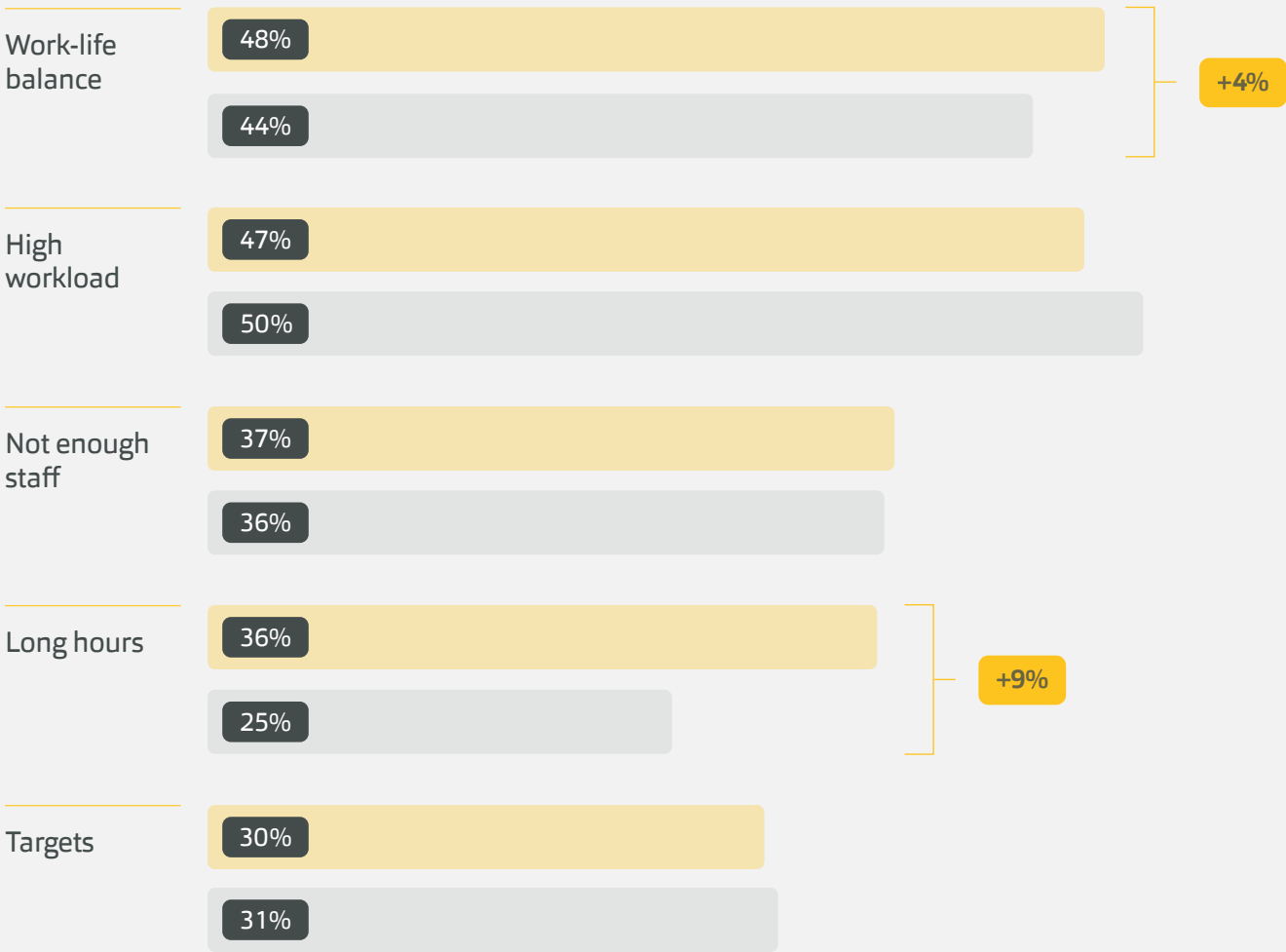
41% of automotive workers have been personally affected by workplace stress. (39% in 2023/24).

Long hours have driven the rise in workplace stress. Work-life balance is now the biggest driver of stress.



Drivers of workplace stress – year-on-year changes

Question asked: What is (or was) creating stress at work?





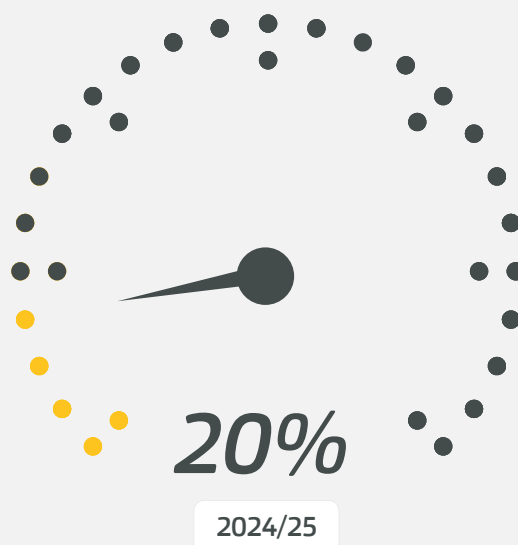
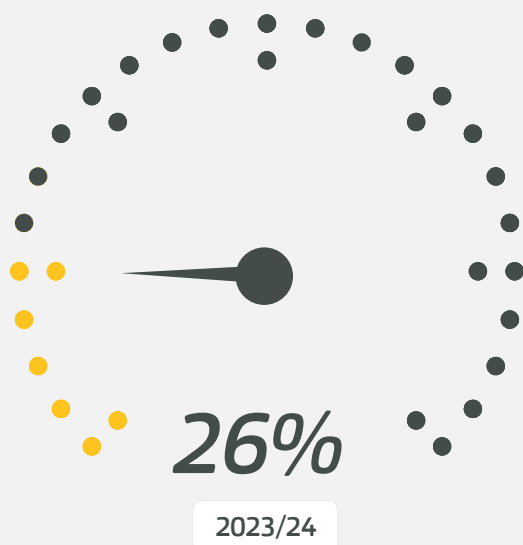
»» Focus on financial issues



We are starting to see improvements in workers being able to budget and save.

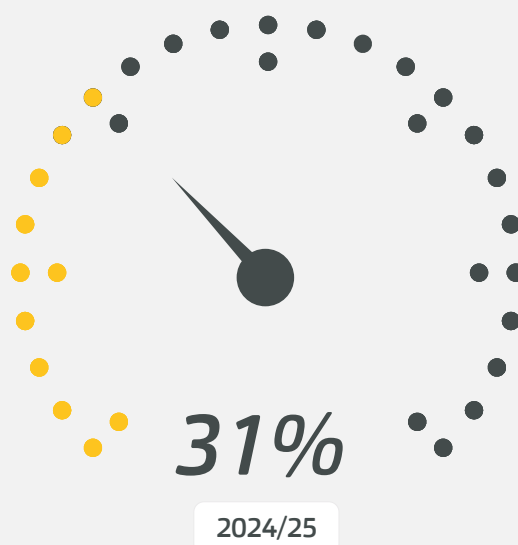
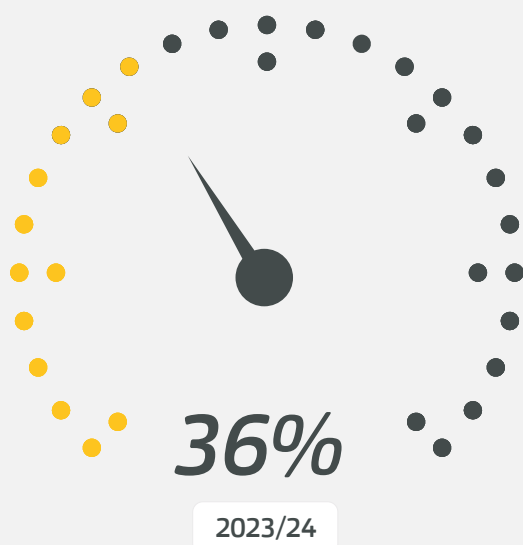
Unable to budget as much as previous years

-6%



Unable to save as much as previous years

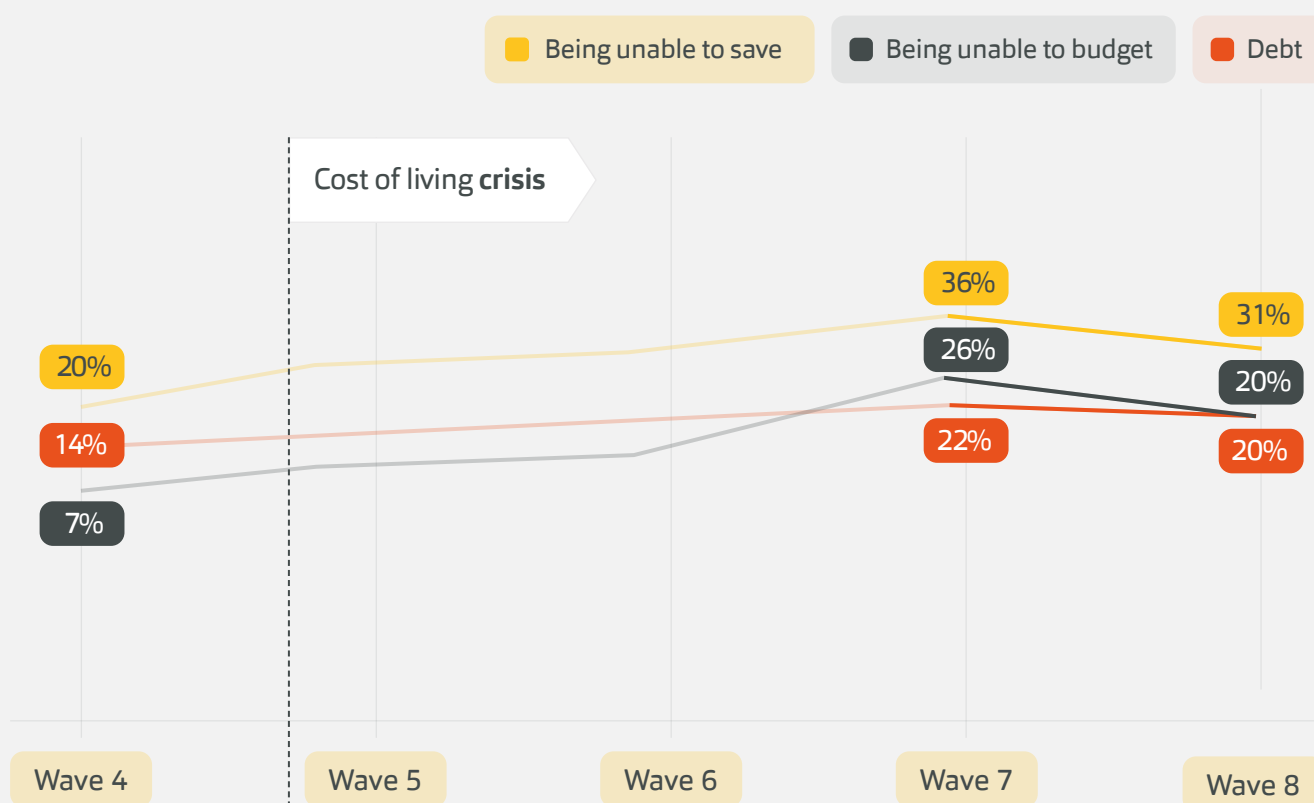
-5%



»» Focus on financial issues

In the last 12 months, fewer automotive workers are struggling with saving, budgeting and debt.

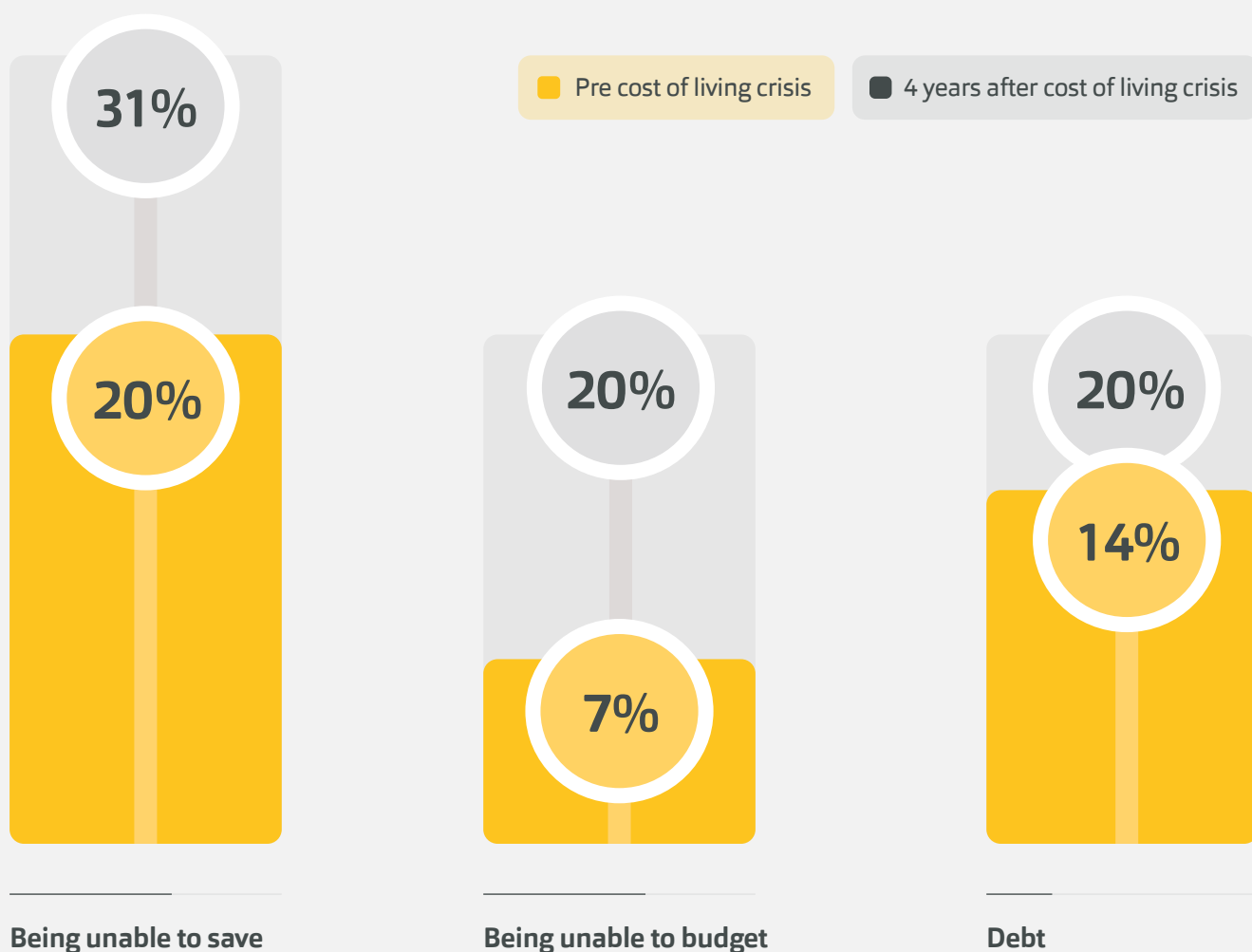
Question asked: Which of the following issues have you been affected personally by, for any duration in the past 12 months?



Thinking about the past 12 months (i.e. since November 2022) ... Which, if any, of the following issues have you been affected personally by, for any duration in the past 12 months? (Please select all that apply) Base: Wave 8: (945)

Despite some improvement, automotive workers are still struggling more with debt, being unable to save and budget than before the cost-of-living crisis started.

Question asked: Which of the following issues have you been affected personally by, for any duration in the past 12 months?



Base: Wave 8: (945)

»» Focus on financial issues

1 in 6 »»»

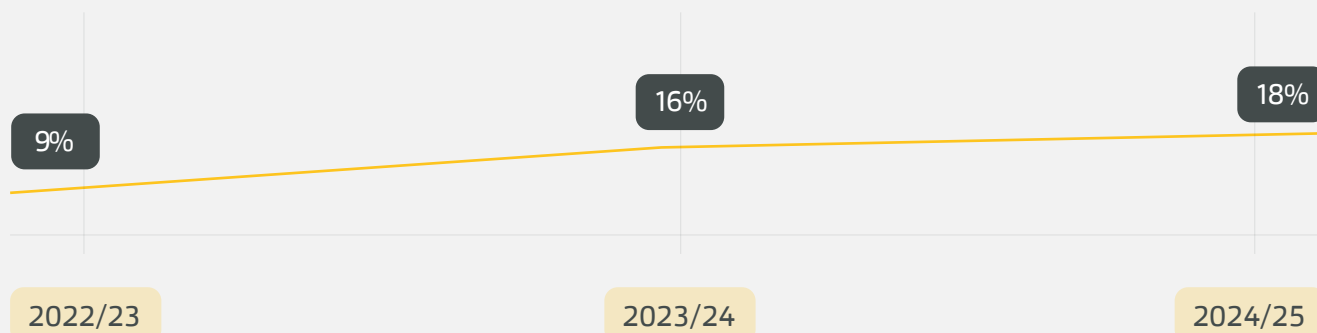


1 in 6 (18%) are now skipping meals – increasing to 1 in 4 (26%) for those on average incomes.

12% »»»

12% of automotive workers in North-East England have used a food bank (7% for other UK workers in the North East).

Skipping meals over time for automotive workers



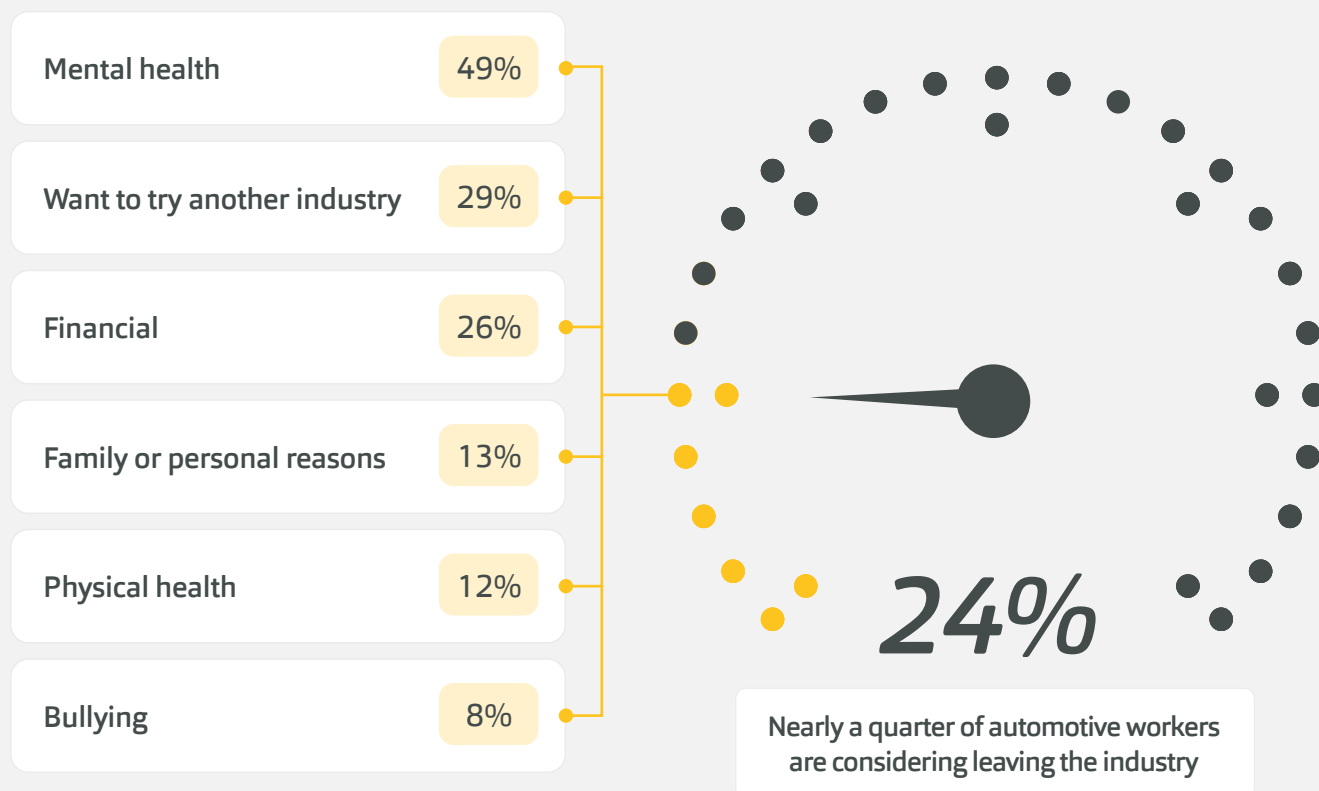
»» Other health and wellbeing insights



» Other health and wellbeing insights

1 in 2 who are considering leaving the automotive industry are doing so for their mental health (excluding those who are retiring).

Question asked: Are you considering leaving the industry in the next 12 months?



Base: (n=991) Why are you considering leaving the automotive industry? Base: (n=239).



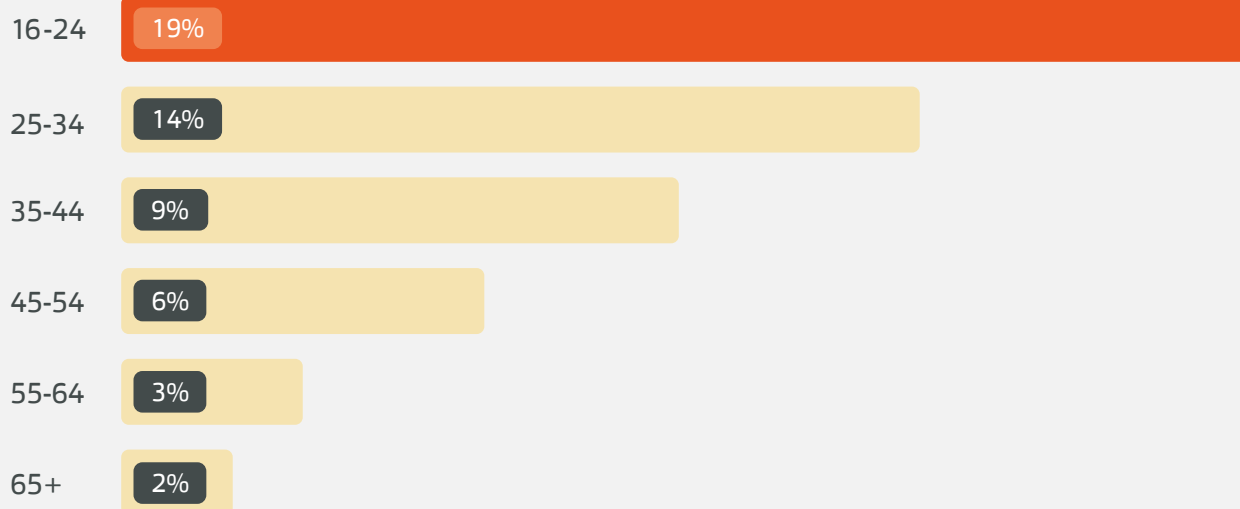
»» Other health and wellbeing insights

1 in 11 (9%) report being neurodivergent.

Younger people are more likely to report being affected by neurodivergence.

Those working in smaller organisations are more likely to report being affected (17%).

Those working in smaller organisations are more likely to report being affected (17%).



»» Health and wellbeing issues by working environment



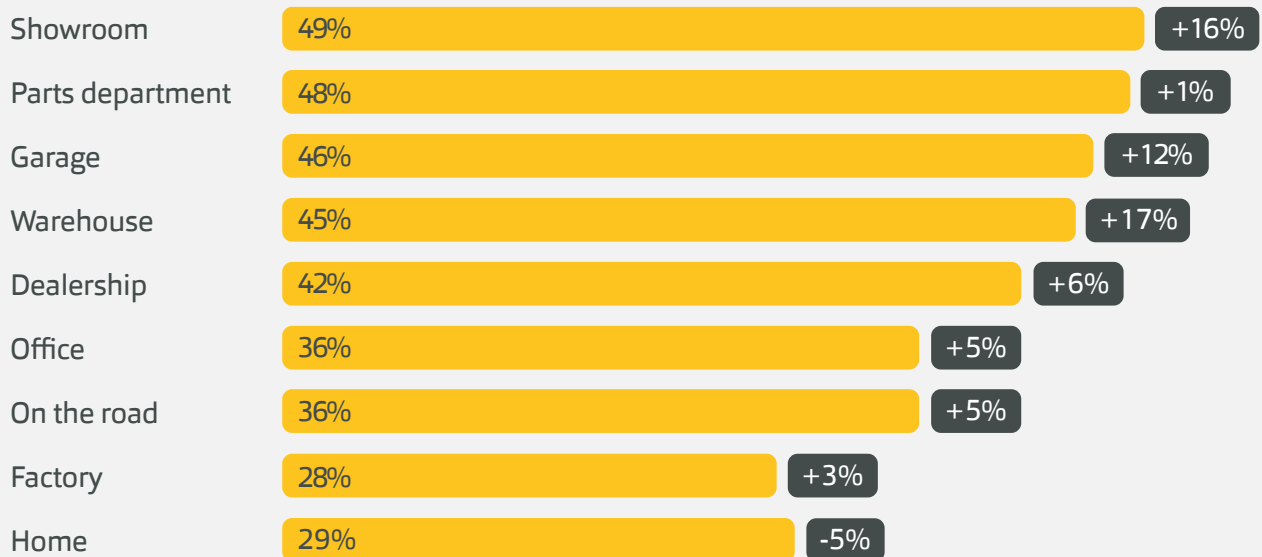
An overview

Showroom, garage and warehouse workers have seen the largest increase in poor work-life balance. Showroom and garage workers have seen the largest uplift in toxic workplace culture.

Poor work-life balance (% personally affected by)

2024/25

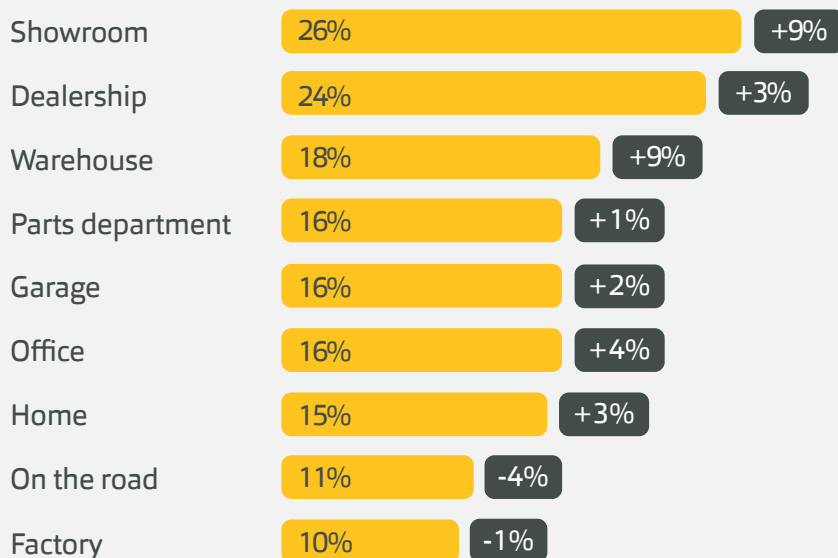
Change since 2023/24



Toxic workplace culture (% personally affected by)

2024/25

Change since 2023/24





Garage

»» These are health & wellbeing scores out of 10 where 0 is poor, 10 is excellent

5.8

MENTAL
HEALTH

DOWN 0.6



5.8

PHYSICAL
HEALTH

DOWN 0.4



5.7

WELLBEING

DOWN 0.6



5.7

LIFE
SATISFACTION

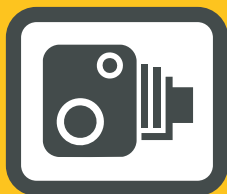
DOWN 0.5



»» Garage

Note: Please note that “Stress” has been separated into two distinct categories throughout: “Stress at home” and “Stress in the workplace.”

Ranking	Top 10 issues	2024/25	2023/24
#01	Poor sleep	56%	+11%
#02	Stress in the workplace	51%	+12%
#03	Feelings of anxiety	44%	+11%
#04	Not taken time to rest and relax	44%	+3%
#05	Poor work-life balance	46%	+12%
#06	Low mood	42%	-1%
#07	Back or joint issues	36%	-1%
#08	Feelings of depression	35%	+6%
#09	Felt lonely or isolated	33%	+6%
#10	Lack of physical activity or exercise	33%	=



Snapshot

There has been an increase in health and wellbeing issues within the garage sector, particularly related to anxiety and stress. This is attributed to workloads increasing in complexity (due to technology) and volume. This has a knock-on effect on work-life balance and poor sleep.



Breathing in fumes (17%) is more common for garage workers too.

What is it like working in a garage?



A challenging but rewarding environment

“Challenging, **the job has never been more difficult**, but I take pride in what I do.”

“**It is very busy but exciting too**, as there are lots of new ideas, projects, and campaigns happening simultaneously.”



Busy, stressful, and high-pressure work environment

“**Challenging, the job has never been more difficult.** Cars are getting increasingly complex, increasingly expensive to repair, and the owners often don’t understand the complexity of the machine they use daily.”

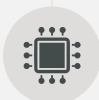
“Hard, customers are struggling to pay for repairs, **whilst garage costs are increasing. No pay rises.**”



Struggle with younger workers

“Not as good as it was, **nobody wants to come into this trade anymore.**”

“Working within the training environment has its challenges. 16 to 18-year-olds learning the trade have **anxiety and lack confidence**, which is rising each year.”



Keeping up with technology is stressful

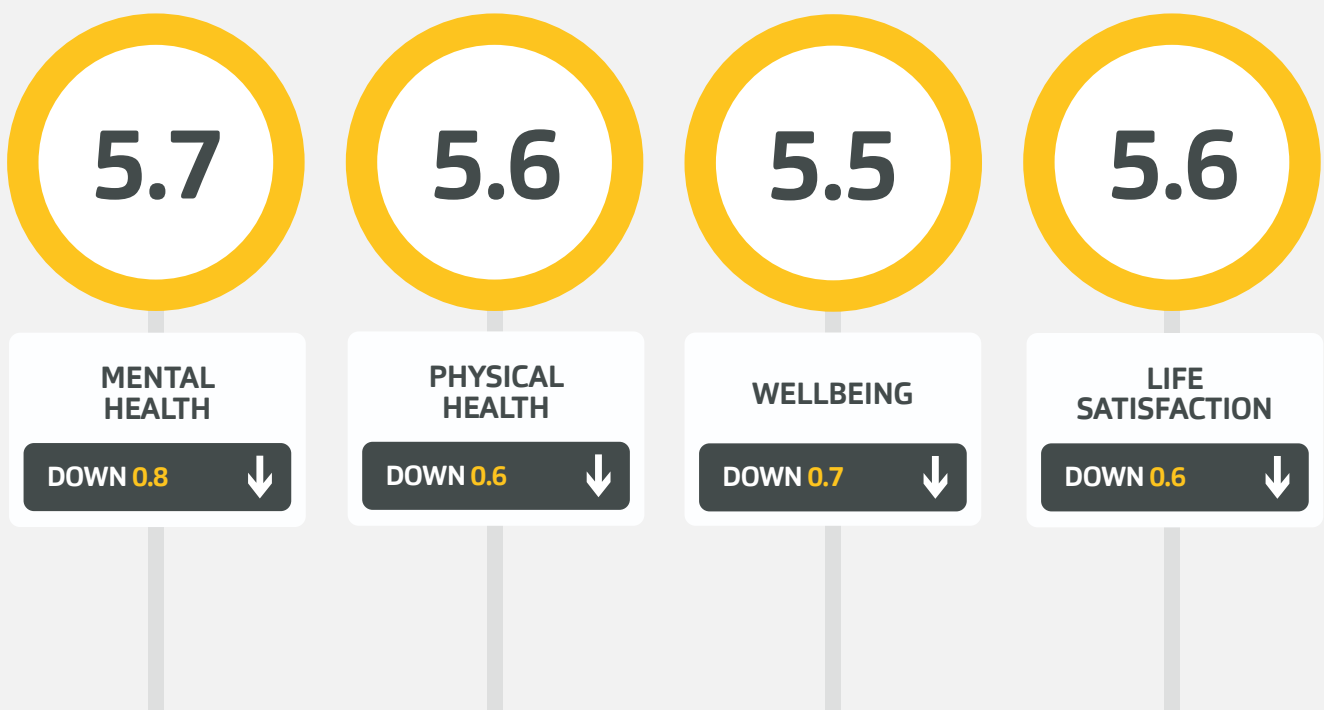
"Very busy garage. **Stressful with new technology** being added all the time. Online courses every week."

"**Fast-paced, huge amount of variables**, many more vehicles on the road and now looking to specialise in different vehicle manufacturers to combat this for better value for our customers."



Retail - Dealership

»» These are health & wellbeing scores out of 10
where 0 is poor, 10 is excellent



» Retail - Dealership

Ranking	Top 10 issues	2024/25	2023/24
#01	Poor sleep	52%	-1%
#02	Stress in the workplace	52%	+10%
#03	Feelings of anxiety	50%	+7%
#04	Low mood	47%	+3%
#05	Not taken time to rest and relax	44%	+4%
#06	Feelings of depression	43%	+3%
#07	Poor work-life balance	42%	+6%
#08	Lack of physical activity or exercise	40%	+3%
#09	Unable to save as much as previous years	40%	+2%
#10	Stress at home	37%	+5%



Snapshot

Dealerships are among the most challenging work environments, with high workloads and staff shortages (technicians), leading to staff taking on multiple roles. **Wellbeing scores and mental health scores in this sector have taken a severe hit.** Good workplace culture is the key to an enjoyable job, but poor culture can lead to the mistreatment of staff, low morale, and high turnover.

What is it like working in a dealership?



Love seeing customers happy

"My colleagues are very well trained and knowledgeable of their jobs. **I love being able to see the reaction on customers' faces.** Brilliant."

"The team environment is supportive, and everyone works together to meet sales goals and provide excellent customer service. However, there are challenges, like staying up to date with new models, promotions... Overall, **it's a fast-paced environment, but it's rewarding to see customers leave happy** with their new vehicles."



High pressure and stressful

"The automotive industry is no longer enjoyable. Manufacturer targets, CSi, EV, customer reviews online, **long hours, very small margins, very high costs, extreme stress.**"

"Immense pressure to achieve financial targets... **Immense pressure** trying to ensure that all policies and procedures are followed."



Staffing issues and workload challenges

"We are **struggling to support the workshop** due to difficulties recruiting technicians."

"Very busy, lack of technicians, **poor morale.**"



Positive environment but stresses boil over

"I love my job, love the people and the brands we sell. A very positive environment but there are **the usual stresses of every job.**"

"It is good in the workshop but in front of house there's **lots of fighting** which makes it harder for us to keep up with."



Low morale and toxic work environment

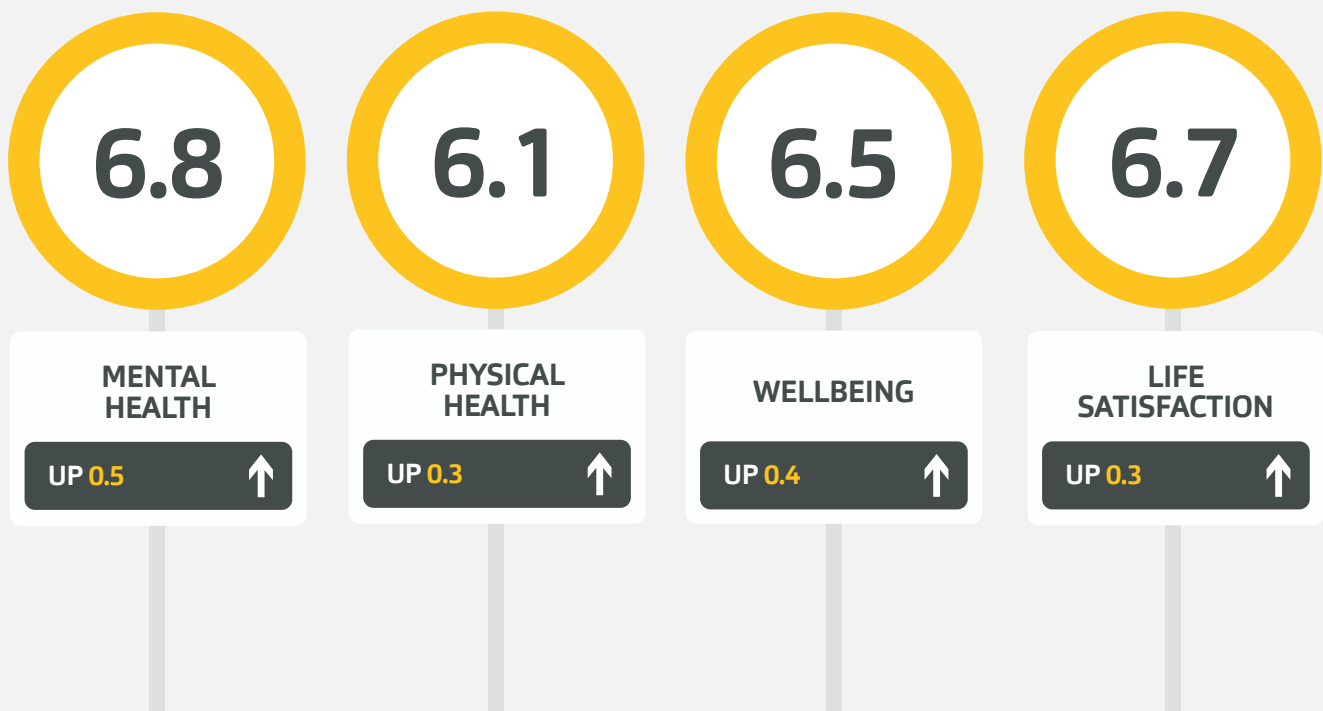
"Not very nice. **Toxic work environment.** Low morale."

"Our aftersales manager is a bully. He is **aggressive, verbally abusive** to technicians and unprofessional."



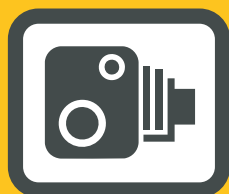
Home working

»» These are health & wellbeing scores out of 10 where 0 is poor, 10 is excellent



» Home working

Ranking	Top 10 issues	2024/25	2023/24
#01	Poor sleep	56%	-2%
#02	Feelings of anxiety	45%	-6%
#03	Not taken time to rest and relax	44%	+1%
#04	Lack of physical activity or exercise	41%	-1%
#05	Low mood	39%	-9%
#06	Unable to save as much as previous years	38%	-8%
#07	Stress at home	32%	-7%
#08	Stress in the workplace	29%	-12%
#09	Feelings of depression	28%	-7%
#10	Low confidence	26%	-14%
	Worried or fearful	26%	-11%
	Felt lonely or isolated	26%	-8%



Snapshot

Many issues for home-working staff have decreased in prevalence including stress, anxiety and low confidence. It is one of the working environments where work-life balance is less of an issue. However, there are issues of isolation for 1 in 4 as well as keeping living and workspaces separate, highlighting why home workers are not taking time to rest and relax.

What is it like working from home?



Improved work-life balance and better wellbeing

"After being field-based for 16 years and living out of a suitcase, I am now doing the same job remotely. **It has made a huge difference to my wellbeing in a positive way.**"

"Hybrid working has become the norm for my company. I quite like working at home as I can make the best **use of commuting time for something more useful, like cooking healthier meals.**"



Productivity and efficiency

"Working from home, I'm **more productive** and can concentrate a lot better."

"No commute means I have more time to focus on my work, which has **improved my overall efficiency.**"



Hybrid working works for me

"**I enjoy having the freedom** to choose between working from home or the office, depending on my tasks."

"**I like the mix** of being in the office and then the few days working from home."



Additional challenges

"Painful! I'm working from home, but I **don't have a proper desk or seat.**"

"Tough some days, as you are **working where you are living.**"



Loneliness and isolation

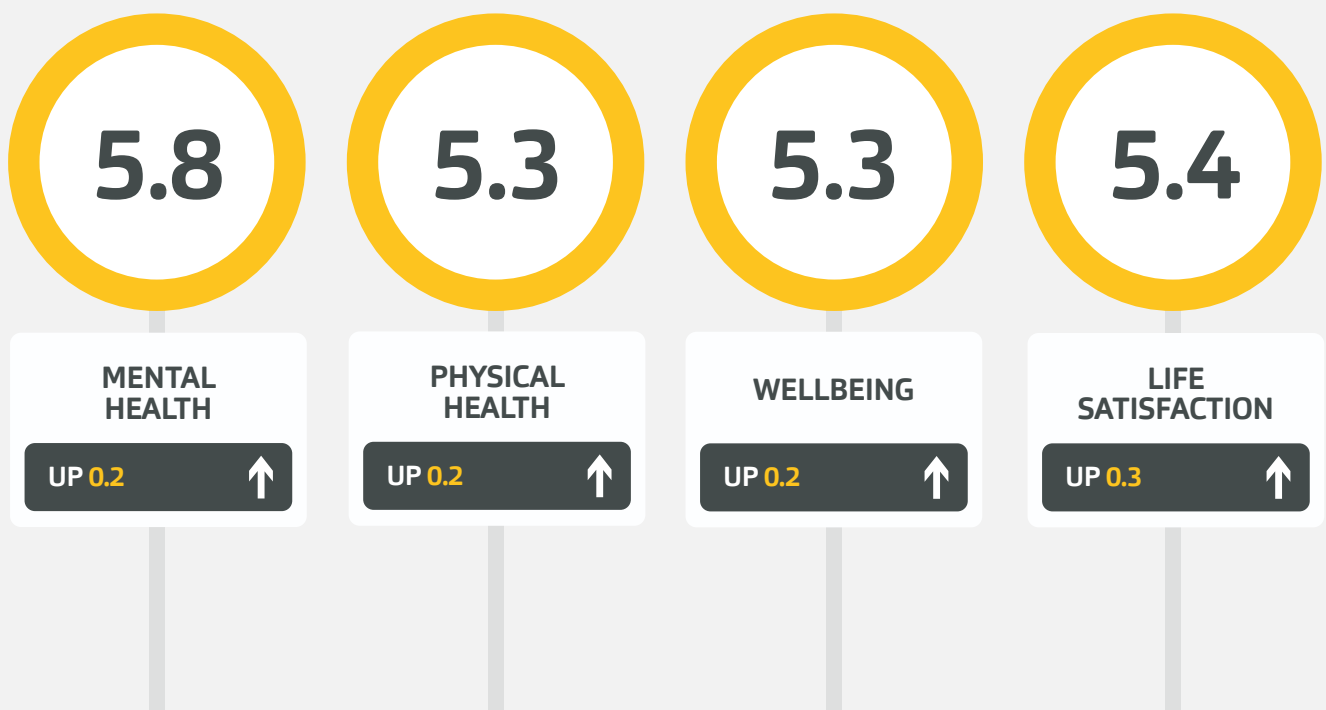
"I **don't particularly enjoy the isolation** and lack of natural collaboration that comes with working from home."

"As I live on my own, I appreciate chatting to colleagues to maintain a **human connection.**"



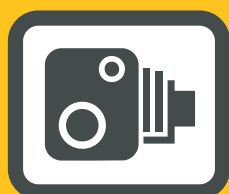
Parts department

»» These are health & wellbeing scores out of 10
where 0 is poor, 10 is excellent



» Parts department

Ranking	Top 10 issues	2024/25	2023/24
#01	Poor sleep	50%	-6%
#02	Poor work-life balance	48%	+1%
#03	Stress in the workplace	48%	+1%
#04	Not taken time to rest and relax	45%	+7%
#05	Feelings of anxiety	43%	-5%
#06	Low mood	43%	-6%
#07	Lack of physical activity or exercise	42%	+9%
#08	Poor diet	37%	=
#09	Stress at home	35%	+3%
#10	Struggled to meet the rising cost of living	35%	+5%



Snapshot

Notable issues which have increased include 'lack of physical activity or exercise' and 'not taking time to rest and relax'. This is attributed to busy workloads and demand due to staff shortages.

Other issues more prominent for parts department staff include **almost 1 in 4 caring for someone with a long-term physical health issue** and **1 in 3 experiencing pressure to meet targets**.

What is it like working in the parts department?



Rewarding and enjoyable aspects

"Extremely busy with a fast-paced environment, **but it is enjoyable as we have the opportunity to give great service.**"

"I work in a small team and we have a **great working relationship.** We all strive towards a shared goal."



Exhausting

"**Exhausting. It's constantly going,** and when you do catch a break, you don't feel like you recover."

"Exhausting most of the time."



Understaffed leading to instability

"Challenging with **recent redundancies.**"

"**Stressful, understaffed and many logistical changes happening** which are removing travel benefits from my role. This is putting me in a financial situation where I am having to leave my job and find another job elsewhere."



In between other areas of the automotive industry

"It's interesting. It feels like the **filling in a sandwich between sales and the mechanics.**"

"Hard, **understaffed and under pressure**, people outside department have no idea what's involved."



Challenging adapting to customer demand

"Like most businesses, we have to adapt to customer demand, so **some days are very, very busy and others are quieter.**"



Warehouse

»» These are health & wellbeing scores out of 10 where 0 is poor, 10 is excellent

5.7

MENTAL
HEALTH

DOWN 0.2



5.6

PHYSICAL
HEALTH

UP 0.1



5.4

WELLBEING

DOWN 0.5



5.5

LIFE
SATISFACTION

DOWN 0.7



» Warehouse

Ranking	Top 10 issues	2024/25	2023/24
#01	Poor sleep	54%	+9%
#02	Feelings of anxiety	48%	+13%
#03	Not taken time to rest and relax	47%	+16%
#04	Poor work-life balance	45%	+17%
#05	Stress in the workplace	44%	+17%
#06	Low mood	41%	+18%
#07	Feelings of depression	38%	+19%
#08	Not seen friends for a long period of time	36%	+21%
#09	Struggled to meet the rising cost of living	35%	+11%
#10	Felt lonely or isolated	35%	+16%
	Low confidence	35%	+9%



Snapshot

Warehouse staff have seen an increase with many issues but particularly around **poor work-life balance and stress at work**. This has had a knock-on effect on seeing friends and mental health. **This appears to be driven by understaffing.**

What is it like working in a warehouse?



Positive team atmosphere for some

"Good atmosphere with my team."

"Working in the warehouse is an **exciting and dynamic experience** right now! The team is buzzing with energy, and there's a strong sense of camaraderie."

"...most people **seem happy and motivated.**"



Stress due to understaffing

"Stressful due to the **lack of staff** and changes being made."

"Working in the warehouse is tough at the moment as there is a **staff shortage**. Currently, there are 3 people doing the work of 7."

"**Stressful, we're understaffed, lack support,** and work long hours in a cold environment."

"Currently a little difficult as there are currently **restructures going on and it is a little unsettling.**"



Seasonal and environmental challenges

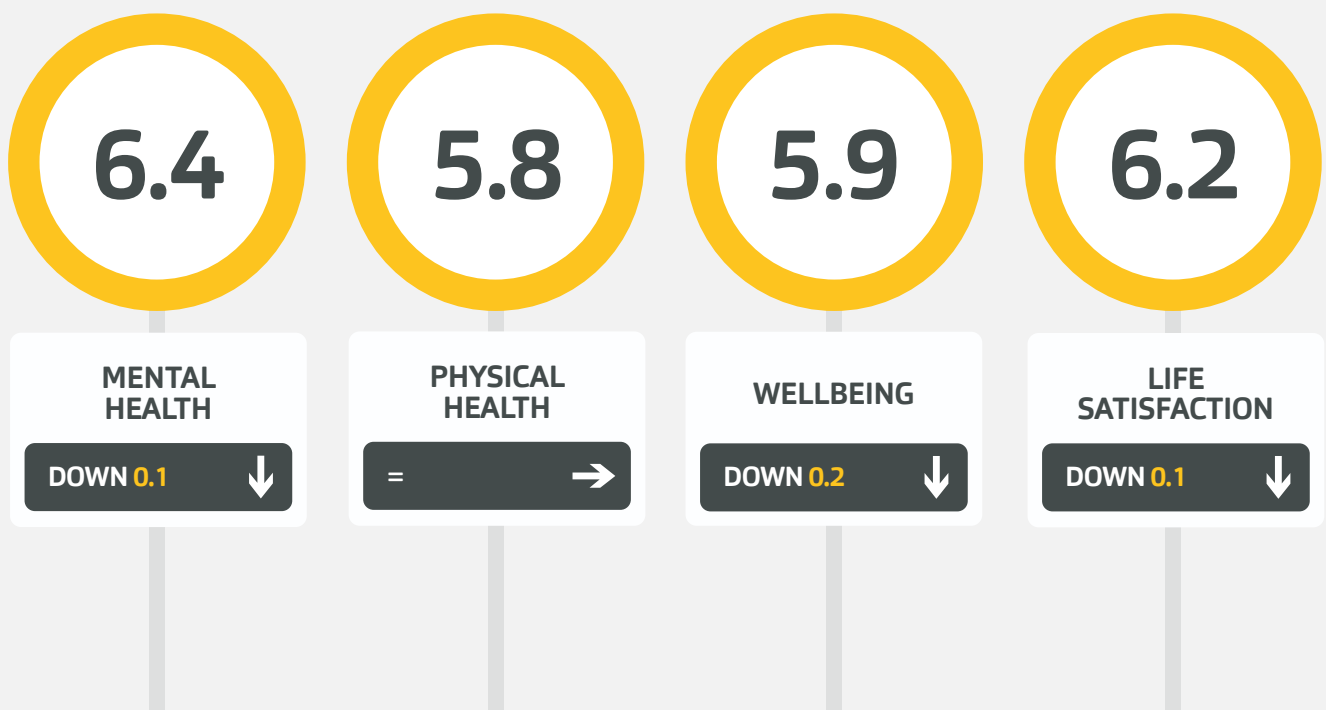
"Winter is always hard; you turn up to work when it's dark, and you go home when it's dark. It affects my mental health in a negative way."

"It is busy, but enjoyable."



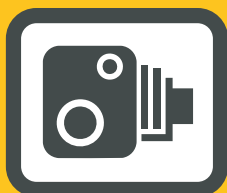
Office

»» These are health & wellbeing scores out of 10 where 0 is poor, 10 is excellent



» Office

Ranking	Top 10 issues	2024/25	2023/24
#01	Poor sleep	54%	-3%
#02	Feelings of anxiety	46%	-3%
#03	Not taken time to rest and relax	44%	-1%
#04	Stress in the workplace	41%	+3%
#05	Low mood	40%	-3%
#06	Lack of physical activity or exercise	38%	-4%
#07	Poor work-life balance	36%	+5%
#08	Stress at home	35%	-1%
#09	Low confidence	33%	-6%
#10	Unable to save as much as previous years	32%	-10%



Snapshot

Office workers **appreciate the hybrid roles** that are offered to them as well as providing opportunities to socialise with co-workers. **Redundancies appear to be an increasing issue and fewer office workers have been unable to save.**

»» Office

What is it like working in an office?



Hybrid working and flexibility

"I currently work 3 days in the office and 2 days remote. **The balance works for me.**"

"Nice to have the **luxury to work from home.**"



Positive work environment

"Really good - a **great sense of wellbeing, focus, and fun.**"

"I work within a small team, and we have a **great working relationship.**
We all strive towards a shared goal."



Social interaction and mental wellbeing

"It's nice to see people; it helps with **keeping my mental health as good as it can be.**"

"Working in office is a **social experience**, working with colleagues to achieve one goal."



Office atmosphere - noisy or distracting

"**Busy and loud**, hot desking not ideal."

"It's very noisy, I get **easily distracted and overstimulated**."



Stress & redundancy threat

"Stressful due to the **lack of resources and extra workload**."

"**Challenging and stressful**, with organisational changes affecting morale."

"Difficult, **under risk of redundancy**, so mood is low."



Showroom

»» These are health & wellbeing scores out of 10
where 0 is poor, 10 is excellent

6.2

MENTAL
HEALTH

DOWN 0.4



6.0

PHYSICAL
HEALTH

DOWN 0.5



5.9

WELLBEING

DOWN 0.3



5.9

LIFE
SATISFACTION

DOWN 0.3



» Showroom

Ranking	Top 10 issues	2024/25	2023/24
#01	Poor sleep	49%	-3%
#02	Poor work-life balance	49%	+16%
#03	Not taken time to rest and relax	44%	+6%
#04	Feelings of anxiety	43%	-2%
#05	Unable to save as much as previous years	41%	+6%
#06	Stress in the workplace	40%	+1%
#07	Low mood	40%	+2%
#08	Feelings of depression	35%	-2%
#09	Worried or fearful	33%	+2%
#10	Lack of physical activity or exercise	33%	+2%



Snapshot

Showroom workers are most likely to seek out support from a workplace source – that is despite a challenging working environment where poor work-life balance has significantly increased.

»» Showroom

What is it like working in a showroom?



Stress and pressure

"Stressful at times, due to **staff change and illness including bereavement!**"

"Stressful with the **overheads increasing.**"



Toxic or unfriendly work environment

"Cold, toxic, unfriendly."

"Absolute hell, we are **bullied financially and mentally.**"



Managing quiet and busy periods

"It's OK, quiet. Preparing for 2025 and the first quarter."

A bright yellow sports car is shown from a front-three-quarter view in a modern showroom. The car's sleek design, including its headlights and side mirror, is highlighted. In the background, other vehicles are visible through large glass windows, and the polished floor reflects the car and the interior lights.

“
VERY BUSY
ONE WEEK, VERY
SLOW THE NEXT.”



Factory

»» These are health & wellbeing scores out of 10 where 0 is poor, 10 is excellent

6.5

MENTAL
HEALTH

UP 0.7



6.3

PHYSICAL
HEALTH

UP 0.4



6.4

WELLBEING

UP 0.5



6.6

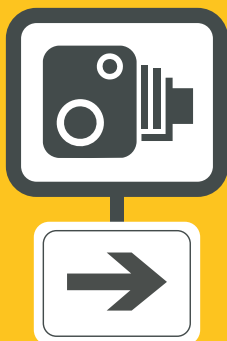
LIFE
SATISFACTION

UP 0.7



» Factory

Ranking	Top 10 issues	2024/25	2023/24
#01	Poor sleep	45%	-1%
#02	Low mood	38%	+10%
#03	Not taken time to rest and relax	35%	+10%
#04	Felt lonely or isolated	35%	+8%
#05	Feelings of anxiety	30%	-4%
#06	Not seen my friends for a long period of time	30%	+16%
#07	Lack of physical activity or exercise	30%	=
#08	Poor work-life balance	28%	+3%
#09	Worried or fearful	27%	+10%
#10	Relationship struggles	26%	+12%



Snapshot

Overall mental health and wellbeing scores have increased. That being said, **loneliness and isolation is a prominent issue for this group** as well as low mood being more common; attributed to busy periods.

What is it like working in a factory?



Enjoyment and job satisfaction

"I am an apprentice so I **learn every day and enjoy my role.**"

"**It feels fascinating,** I enjoy working in a factory"



Busy and high-pressure

"**Very stressful** with new lines being added."

"Fast-paced and **high pressure.**"



Physically tough

"**The work is physically demanding,** but after 27 years, my pay and working conditions are good."

"Working in warehouses and factories these days can be a mixed bag...
Safety is a big concern, and serious injuries have gone up quite a bit recently."

“
**FAST-PACED AND
HIGH PRESSURE.”**



On the road

»» These are health & wellbeing scores out of 10 where 0 is poor, 10 is excellent

6.3

MENTAL
HEALTH

=



6.1

PHYSICAL
HEALTH

=



6.1

WELLBEING

=



6.4

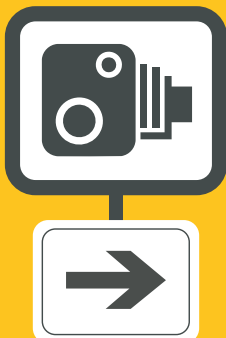
LIFE
SATISFACTION

UP 0.2



» On the road

Ranking	Top 10 issues	2024/25	2023/24
#01	Not taken time to rest and relax	41%	+7%
#02	Low mood	41%	+4%
#03	Poor sleep	40%	-10%
#04	Feelings of anxiety	39%	+2%
#05	Poor work-life balance	36%	+5%
#06	Lack of physical activity or exercise	34%	-1%
#07	Pressure to meet targets	30%	-1%
#08	Poor diet	30%	-1%
#09	Stress at home	29%	+7%
#10	Low confidence	29%	+1%
	Stress in the workplace	29%	-4%



Snapshot

On the road workers have seen an improvement in sleep however they are experiencing more stress at home and less time for leisure. **Physical health issues are also a problem for 1 in 3, with 1 in 8 unable to work because of physical health issues.**

»» On the road

What is it like working on the road?



Keeps me occupied

"I enjoy working on the road as it gets my mind off things."

"**Productive**, I find myself being busy in the car with talking things through with colleagues which makes my travelling time go quicker."



Traffic is tough

"Terrible traffic."

"**Major issue with traffic** due to the country being hugely overpopulated..."



Pressure

"Good until senior leadership who clearly haven't done a field based role start adding **ridiculous targets/KPI's**."

"Hard work and **loads of pressure**."

“
**HARD WORK
AND LOADS OF
PRESSURE**”

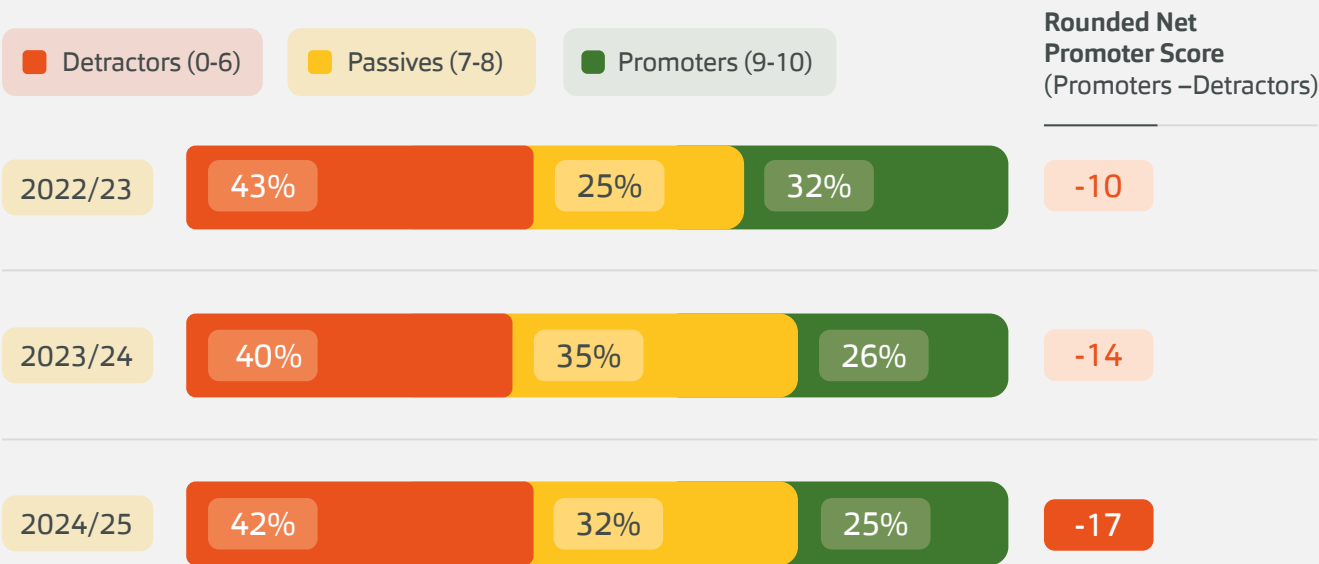
»» Feedback on employer support



»» Feedback on employer support

Employees are less likely to recommend automotive employers based upon health & wellbeing support than in previous years. NPS (Net Promoter Score)* continues to steadily decline for automotive employers.

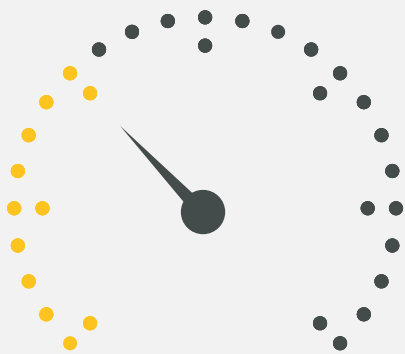
Question asked: How likely or unlikely would you be to recommend your employer based on how they support with your health & wellbeing? Rate on a scale of 0 is poor and 10 is excellent?



Base for 2024/25: 806 Ben Automotive worker sample 2023/24: 1,235 Ben Automotive worker sample 2022/23: 591

*NPS (Net Promoter Score) is a customer satisfaction metric used to gauge customer loyalty by measuring their likelihood of recommending a company to others. Scoring -100 to +100.

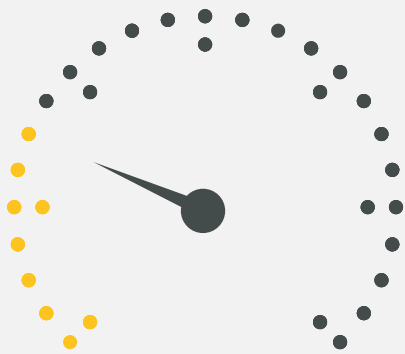
Why are 2 in 5 automotive workers not recommending employers?



40% Lack of genuine care and support for employee wellbeing

"Profit is my employer's number one priority. My health and wellbeing is not on the radar."

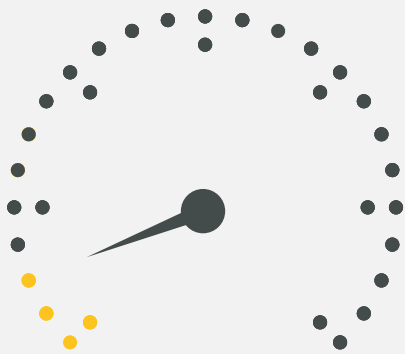
"Because my employer doesn't care, it is just a box that needs a tick in it, shareholder-based corporations care nothing for the staff at all."



35% Inconsistent or non-existent mental health support

"Mental health is a tick-box exercise for 90% of dealerships - not just our group."

"They don't discuss mental health and make fun of it."



25% Toxic culture and restructure

"It is an unreasonable toxic environment."

"We've always been pushed beyond the limit, made redundancies and tried to reinvent the wheel. We push so hard for results we're not bothered at what expense - like people's health and wellbeing."

»» Next steps for employers:
Improving the wellbeing of
your workforce



Improving the health and wellbeing of your people

Ben is the charity dedicated to supporting the people of the automotive industry, providing health and wellbeing support for life for them and their family dependants.

For 120 years, Ben has supported the automotive industry's people to overcome some of life's toughest challenges. Ben's vision is of an automotive family that thinks well, feels well, lives well and, in turn, is able to work well.

Our Health & Wellbeing model

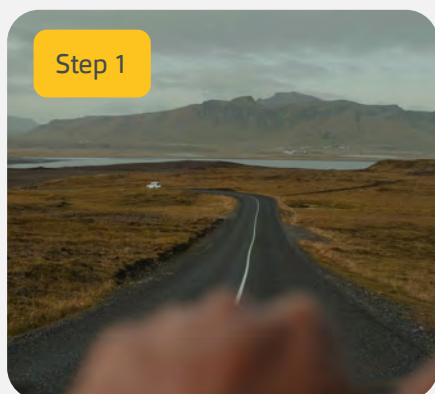
In the centre of everyone's life is their personal 'health' and 'wellbeing' which they alone are responsible for managing as they navigate through life. However, sometimes everyone needs some extra support and guidance to get them through any unexpected bumps in the road. This is where Ben comes in. With Ben's support and guidance, automotive industry people can overcome obstacles at any point in their lives. Each individual's wellbeing is unique to them but there are six core, inter-related areas which help them to thrive and enjoy a good quality of life: MyHome, MyMoney, MyNetwork, MyLifestyle, MyEmotions and MySelf. Find out more at www.ben.org.uk/wellbeing.



Key focus

A key focus for Ben is to work in partnership with automotive industry employers and stakeholders to build a resilient and motivated workforce, as well as champion and influence positive change for automotive workers and the industry as a whole. As part of this, Ben is encouraging the whole industry to collaborate and play its part in supporting automotive workers. After all, we're in this together and stronger together. Looking after the health and wellbeing of automotive people should be a collective responsibility.

There are several ways in which employers and stakeholders can work with Ben and play their part in supporting the health & wellbeing of their people and the wider automotive industry...



Sign up to BenLife

By partnering with Ben, through BenLife, employers can improve the health and wellbeing of their people, adding value to support greater employee satisfaction, productivity and retention. BenLife is the only health and wellbeing solution designed exclusively for automotive, helping people to think well, feel well, live well and work well.

BenLife provides confidential health and wellbeing support for automotive workers and their families. In addition to Ben's online support, Helpline, support & specialist services, employees of BenLife partners have further access to a health and wellbeing digital platform and a 24/7 support line with dedicated counselling advisors, providing support via WhatsApp, email, SMS and telephone 365 days a year.

BenLife has been specifically designed to enable Ben to work in partnership with automotive industry employers, providing health and wellbeing support for their people. Through BenLife, partners show commitment to maximising engagement with Ben's services by raising awareness within their organisations. As part of the partnership, Ben offers insights to BenLife partners about the topical health and wellbeing issues within their workforce and across the wider automotive industry. In addition, Ben provides access to employer resources, toolkits, annual health & wellbeing reports and thought leadership.

By signing up to BenLife, partners demonstrate their commitment to the health and wellbeing of their people and the automotive industry as a whole. BenLife partners will also join a celebrated network, proudly represented by wearing a BenLife badge and making a pledge...



Get involved

Play your part



Tell everyone

Help us raise awareness within your business and the wider automotive industry through your network



Give

Donate to Ben so we can continue to provide life-changing and life-saving health and wellbeing support.

Visit www.ben.org.uk/benlife or call 01344 892135 to find out more.



Build an alliance with Ben

Working with Ben as part of a long-term strategic partnership has many business benefits, while also supporting your people and your charity. In joining forces, both parties can benefit from achieving common goals, sharing resources, raising awareness, expanding audience reach and creating potential new opportunities with mutual value.



Collaborate with us

Businesses can partner with Ben on a campaign or initiative to raise awareness and engagement about our charity's services within their company and also externally. Other examples include working together on health and wellbeing awareness campaigns, fundraising campaigns, reports and other topical content. These initiatives can help both parties raise their visibility and profile, expand their reach and take advantage of cross-promotional opportunities.



Promote Ben

By offering to promote Ben, you are helping the charity reach new audiences and, ultimately, support more people. There are several ways to promote Ben:



Tell your company

Tell your company, starting with you HR/wellbeing team, about Ben and the support the charity provides, so that they know how we can they can work with us to support employees. Spreading the word to colleagues also helps Ben reach more people who may need support. Share Ben's contact details (www.ben.org.uk/gethelp) and encourage sign ups to our tips, advice and tools (www.ben.org.uk/signup).



Book a visit from Ben on the road

Whether it's a regular agenda item or a nudge to industry contacts to book a visit from our Ben on the Road team, every word counts. Timely reminders could make the difference when someone in our automotive family is struggling or in crisis.

Book a visit from our team by visiting www.ben.org.uk/benontheroad.



Share Ben's content

Sharing Ben's content on your available channels, internally and externally, all helps to expand the charity's reach so more automotive people get the support they need.



Engage with us on social media

Follow Ben's social media accounts and take the time to like, share, comment and tag others in our posts so we can reach more people.





Support Ben

There are many other ways to support Ben, including individual and corporate donations, participating, and promoting individual fundraising, corporate events and campaigns, as well as working with Ben to create initiatives or schemes that can provide regular and ongoing fundraising opportunities.

Ben can't continue its life-changing, and often life-saving work, without the generous support of the industry. Find out more by visiting: www.ben.org.uk/supportBen.



Book a training course for employees

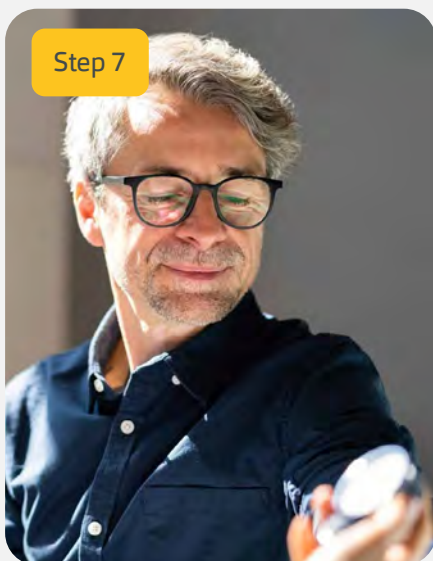
Ben delivers paid for training for employers offering cost-effective, pro-active, and preventative health and wellbeing training to people working in automotive. This training can support everyone from shop floor to top floor, developing and building greater self-awareness and better lifestyle habits, that promote all aspects of Ben's health & wellbeing model - MyLife.

Examples of training include mental health first aid and managing mental health in the workplace, coping with stress and pressure, managing money, and fuelling your wellbeing.

For more information about our training offer, go to <https://ben.org.uk/how-we-help/for-my-business/ben-training/>.

All our training products are designed to support our industry family to live their lives well and to build resilience and motivation. We're also keen to develop new products based on industry insights and employer needs, so if you've got a training need or requirement, we might already be able to support and/or help develop a training product for you. Please do get in touch.

Step 7



Book Health Checks for staff

Ben Health Checks provide an opportunity for automotive employees to have one-on-one conversations about their physical and mental health with a qualified health professional. The health checks also identify potential issues surrounding each individual's health and wellbeing and help them make positive changes so they can live and work well.

There are two types of health checks available; one focusing solely on physical health (20 minutes) and another that is a full MOT, checking both physical and mental health (30 minutes). Find out more at www.ben.org.uk/healthchecks.

Step 8



Learn about our urgent response service

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



Critical incident

A critical incident involving loss of life or traumatic event.



Complex cases or situations

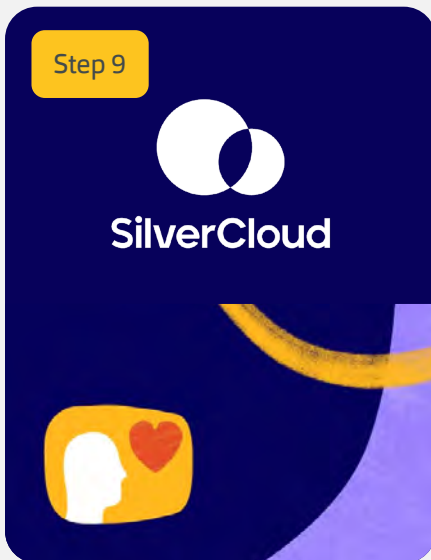
An employee presenting with complex issues or situation.



Safeguarding, suicide or self-harm

Where a safeguarding, suicide or self-harm risk has been identified by the employer.

Find out more at www.ben.org.uk/urgentresponse.



Share SilverCloud

Share the details of our digital therapeutic platform, SilverCloud, with your employees. You and your employees have fast-track access and can get started straight away. SilverCloud uses an evidence based, Cognitive Behavioural Therapy (CBT) approach which focuses on the relationship between our thoughts, feelings and behaviours.

Sign up for FREE, just click here (<https://ben.org.uk/howwe-help/for-me/articles/silvercloud/>) and enter the access code 'ben' to get started today.



Check your stress risk assessment

It is a legal requirement for all employers to complete a stress risk assessment, so make sure that your company is covered. We have partnered with the Health & Safety Executive (HSE) to ensure your business has the right solutions to help you support your employees. Click [here](#) to find out more about the HSE stress risk indicator.

Partnering with Ben, your automotive industry charity, is a great way to showcase and meet your CSR aspirations and ESG requirements for wellbeing and sustainability, as well as supporting charitable impact, social value and equity. Partnering with Ben can help meet these commitments and demonstrate this in a tangible way.

»» For more information about partnering with Ben visit:
www.ben.org.uk/business

📞 01344 892135

✉️ partnerships@ben.org.uk



Partner with us



»» **Thank you** for
reading our report

Contact Ben for support



08081 311 333



supportservices@ben.org.uk



www.ben.org.uk



Ben - Support for Life



Ben Automotive Charity



Ben Automotive Industry Charity



@BenSupport4Auto



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