

# Ben's annual Health & Wellbeing survey results

May 2024

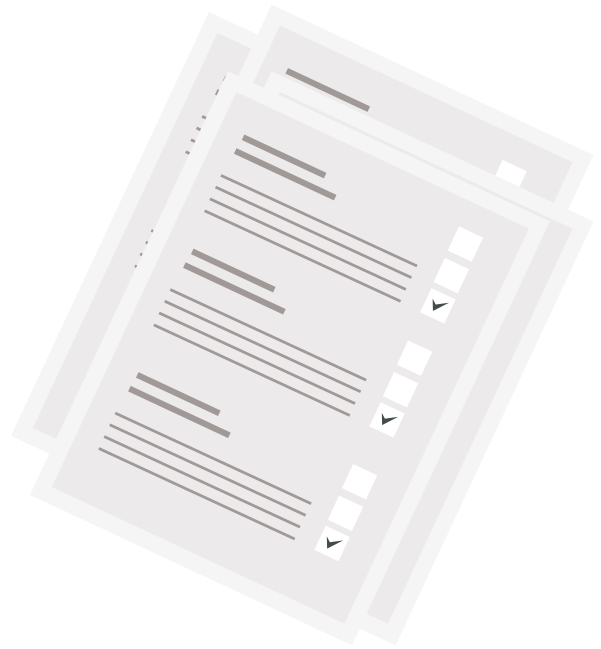
# Our biggest ever survey!

This report is a summarised set of results following the 7th wave of Ben's Annual Health & Wellbeing survey of those working in the automotive industry.

The objective of the survey is to understand the health and wellbeing issues that most affect automotive industry workers to shape Ben's service provision and provide the insights to inform and support the industry.

The survey results help ensure that Ben continues to provide the relevant support for automotive people now and in the future. We've measured the prevalence of 89 different issues that impact on the health and wellbeing of automotive industry employees.

Our most recent survey, wave 7, took place between November 2023 and January 2024 and had over 1,800 responses, which was our highest level of engagement to date. The sample represents automotive workers across all UK regions, ages, gender and working environments.



15-minute survey



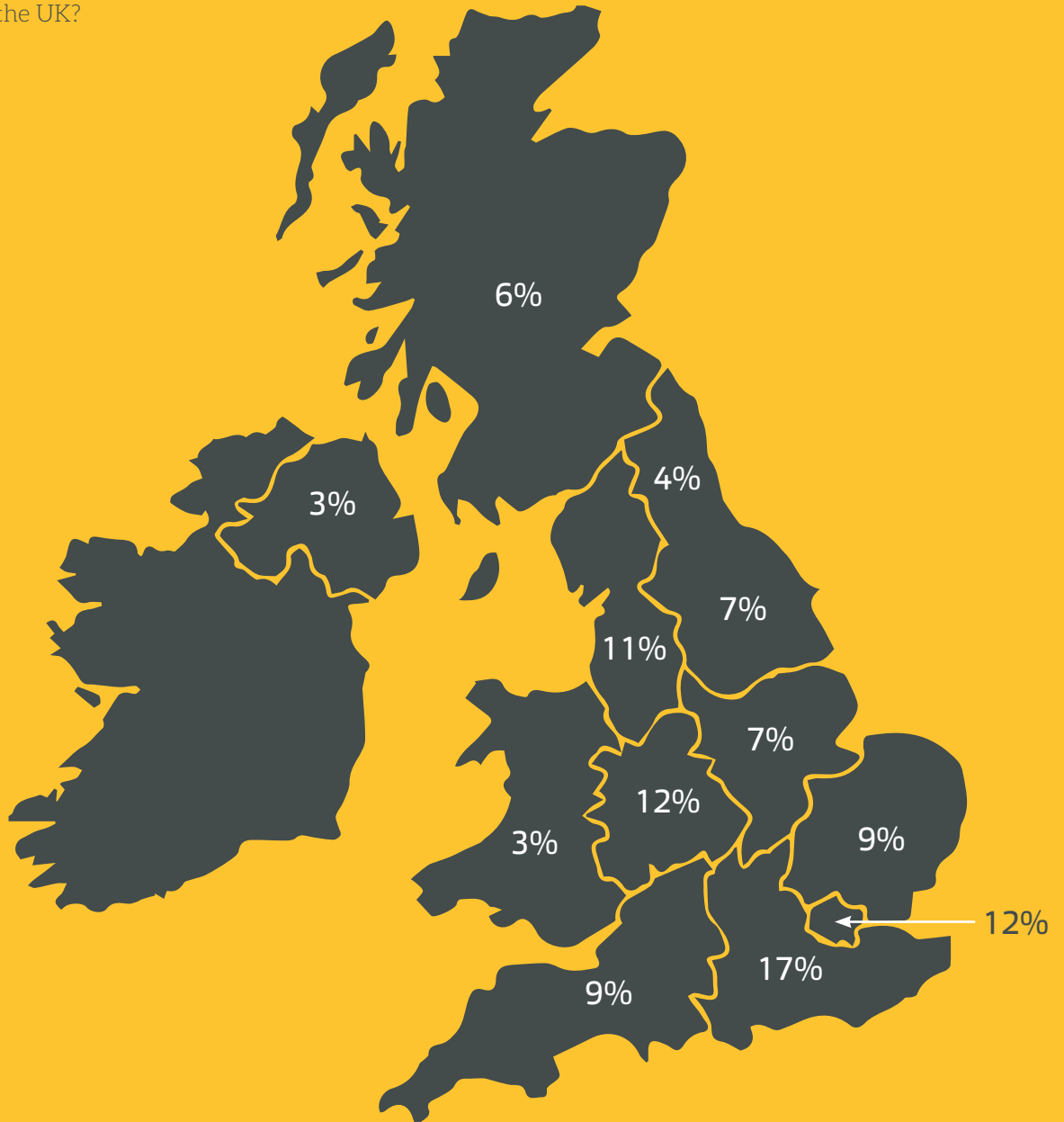
1,872 online responses



Fieldwork: Nov '23 - Jan '24

# We had robust responses from every UK region

Question asked:  
Where do you live in the UK?



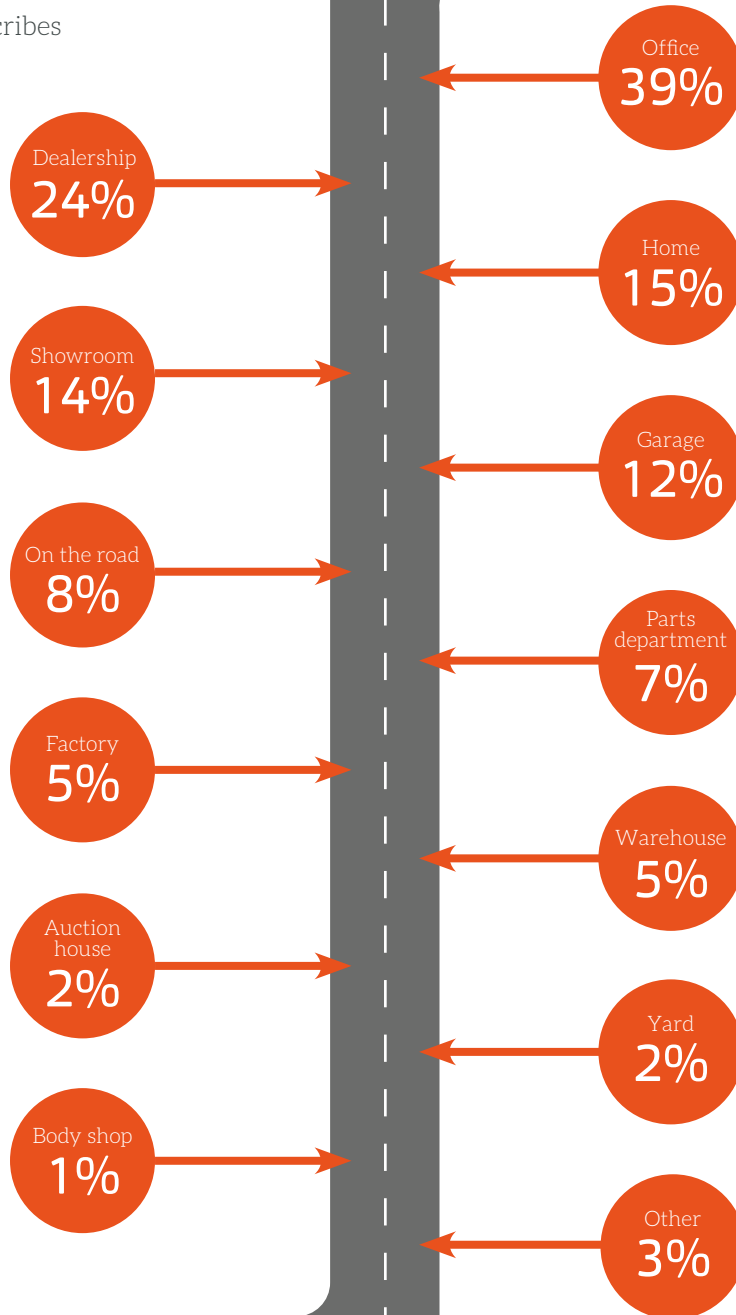
Base: UK automotive workers = (1,611)

## OUR SAMPLE – WORK ENVIRONMENT

# We had ample responses from a range of working environments

### Question asked:

What kind of place best describes where you work?



Base: (1,589)





# Top issues affecting automotive industry workers

## TOP ISSUES

# Health & wellbeing issues

Almost all respondents have been personally affected by a health & wellbeing issue.

Stress remains the most common issue in the automotive industry (despite decreasing from 66% to 56%), followed by poor sleep and feelings of anxiety.

### Question asked:

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



**99.6%** of automotive workers were personally affected by a health and wellbeing issue in the past 12 months

#	Top 10 issues	23/24
1	<b>Stress</b>	<b>56%</b>
2	Poor sleep	51%
3	Feelings of anxiety	43%
4	Low mood	41%
5	Not taken time to rest and relax	39%
6	Unable to save as much as previous years	36%
7	Lack of physical activity or exercise	35%
8	Feelings of depression	33%
9	Low confidence	33%
10	Poor work-life balance	32%

Currently employed automotive workers. Base = (1,495)

## TOP ISSUES



# Health & wellbeing

'Stress', 'Poor sleep', 'Feelings of anxiety' and 'Low mood' are the top 4 issues for both UK and automotive workers. 'Unable to save as much as previous years' has entered the top 10 for both datasets.

### Questions asked:

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

### UK automotive workers vs UK workers (employed)

 UK automotive workers	 UK workers		
#	Top 10 issues	#	Top 10 issues
1	<b>Stress</b> 56%	1	<b>Poor sleep</b> 52%
2	Poor sleep 51%	2	Feelings of anxiety 45%
3	Feelings of anxiety 43%	3	Stress 42%
4	Low mood 41%	4	Low mood 37%
5	Not taken time to rest and relax 39%	5	Unable to save as much as previous years 35%
6	Unable to save as much as previous years 36%	6	Lack of physical activity or exercise 32%
7	Lack of physical activity or exercise 35%	7	Not taken time to rest and relax 31%
8	Feelings of depression 33%	8	Feelings of depression 33%
9	Low confidence 33%	9	Struggled to meet the rising cost of living 29%
10	Poor work-life balance 32%	10	Felt lonely or isolated 28%

Base: UK automotive workers = (1,495) and UK workers (employed) = (1,234) YouGov Nat Rep Sample.\*

\*Nationally representative 2023 sample 2,126 online responses (Data is weighted), 5-minute survey. Fieldwork: Nov 2023. Weighting is a technique in survey research where the tabulation of results becomes more than a simple counting process. It can involve re-balancing the data in order to more accurately reflect the population and/or include a multiplier which projects the results to a larger universe.

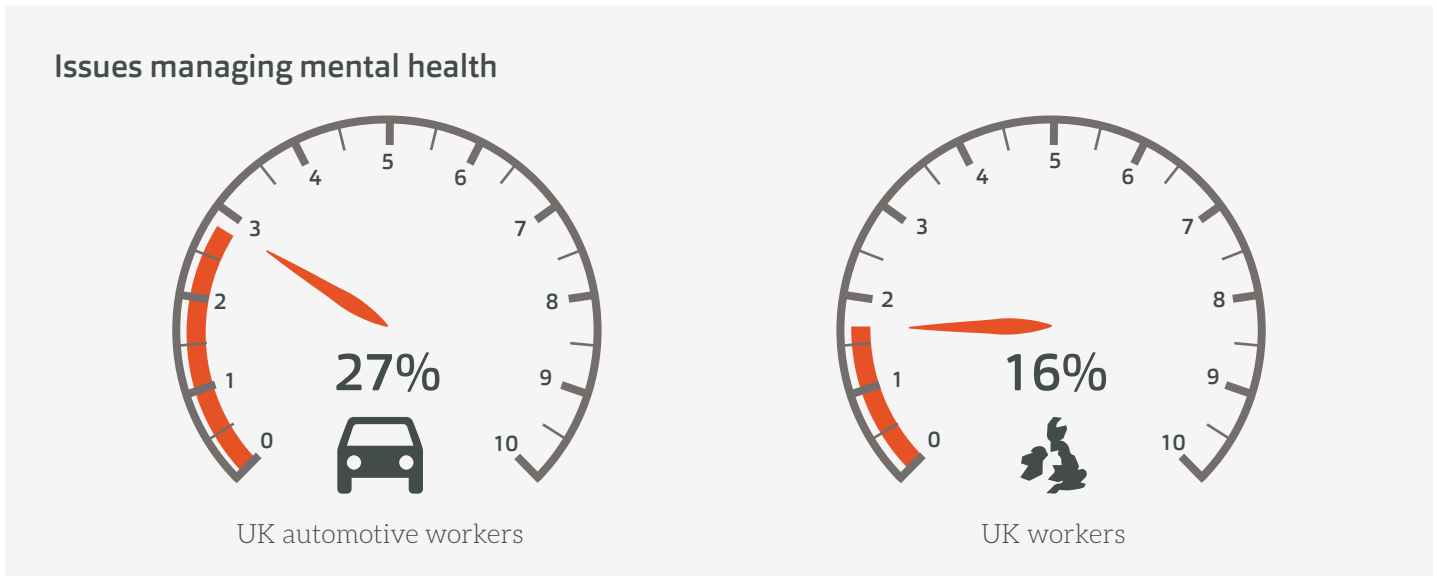
TOP ISSUES

# Health & wellbeing

'Issues managing mental health' and 'a direct negative effect on my wellbeing caused by work' are issues more common in the automotive industry than the rest of the UK.

Questions asked:

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



Base: UK Automotive workers: (1,495 - 1,501)



# Mental health

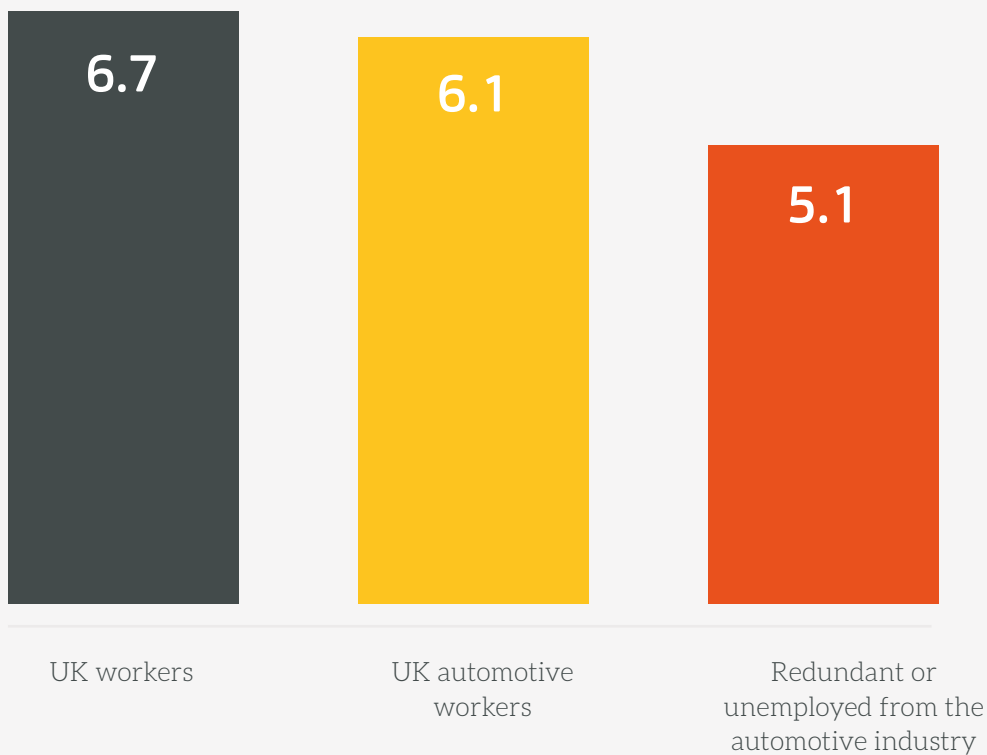
UK workers' average mental health scores are 0.3 higher than those working in the automotive industry.

Those that have been made redundant or are unemployed from the automotive industry have an especially low mental health score of 5.1.

**Question asked:**

Thinking about your mental health, on a scale where 0 is poor and 10 is excellent, how do you feel today? Rate on a scale of 0 is poor and 10 is excellent.

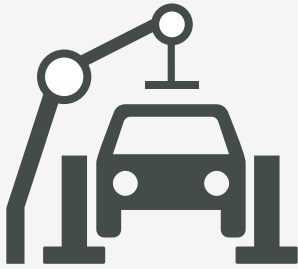
Average scores for mental health



Base: UK workers = weighted: (1,190), UK automotive workers = (1,449), Redundant or unemployed (47)

TOP ISSUES

# Different issues for different working environments



Factory workers are more likely to be personally affected by substance misuse than other automotive workers (11% vs 3%)



Parts department workers are more likely to be personally affected by poor work-life balance than other automotive workers (47% vs 32%)



Showroom workers are more likely to vape than other automotive workers (17% vs 10%) and be a victim of a crime than other automotive workers (8% vs 3%)



Office and home workers are more likely to be negatively affected by social media than other automotive workers (18% & 14% respectively vs. 11%)

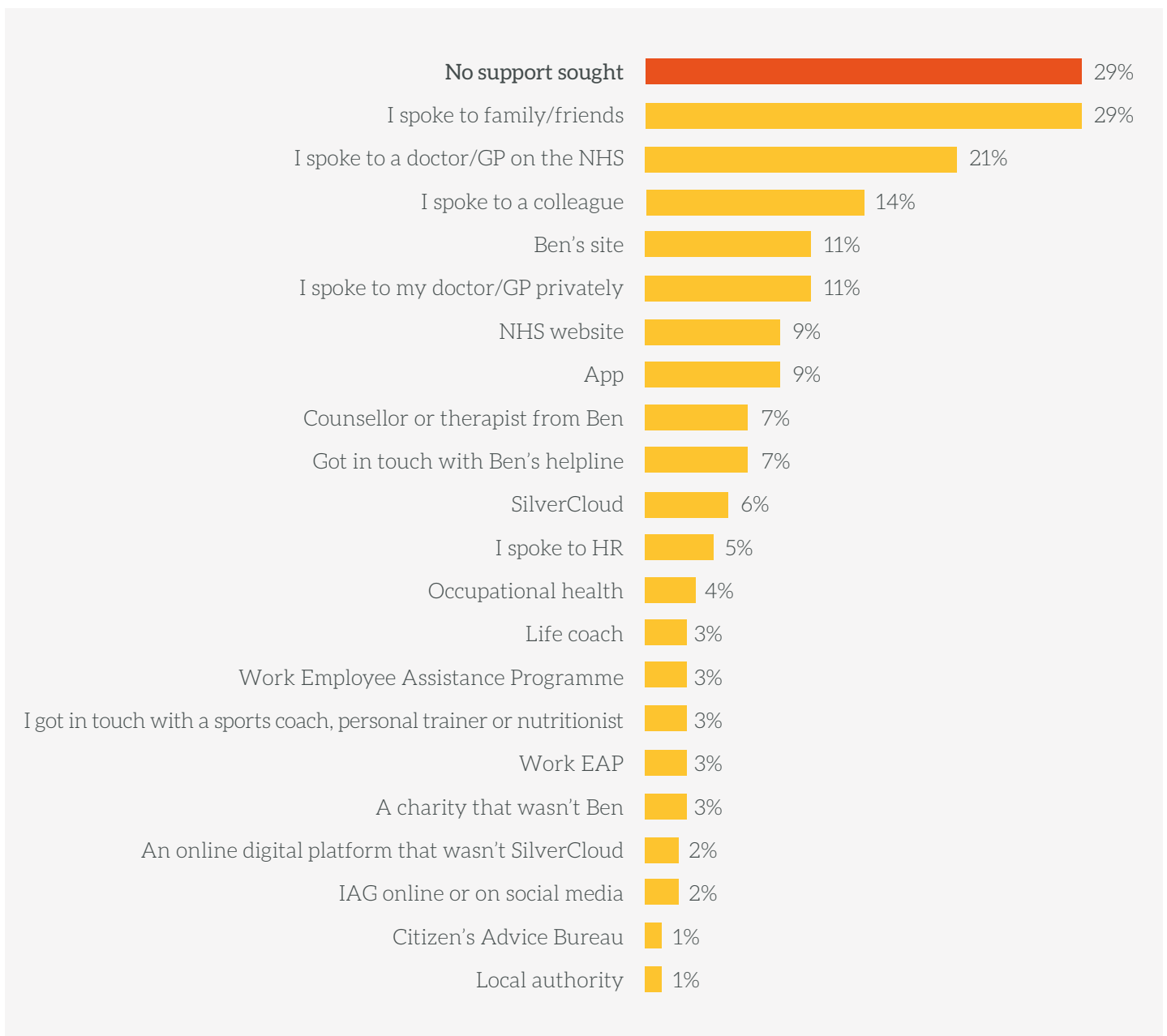
# Seeking help

**Question asked:**

Did you seek support from the following for your health and wellbeing in the past 12 months?



**3 in 10** sought no support for their health and wellbeing



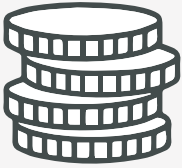
Base: Automotive workers = (1,435)



# The growing impact of financial issues on automotive workers

FINANCIAL IMPACT

# 1 in 7 (14%) current workers are considering leaving the automotive industry



87% of those considering leaving the industry have had financial issues



63% of those considering leaving the industry are experiencing stress at work

Men are more likely than women to consider leaving the automotive industry



1 in 6 men (16%) are considering leaving the industry

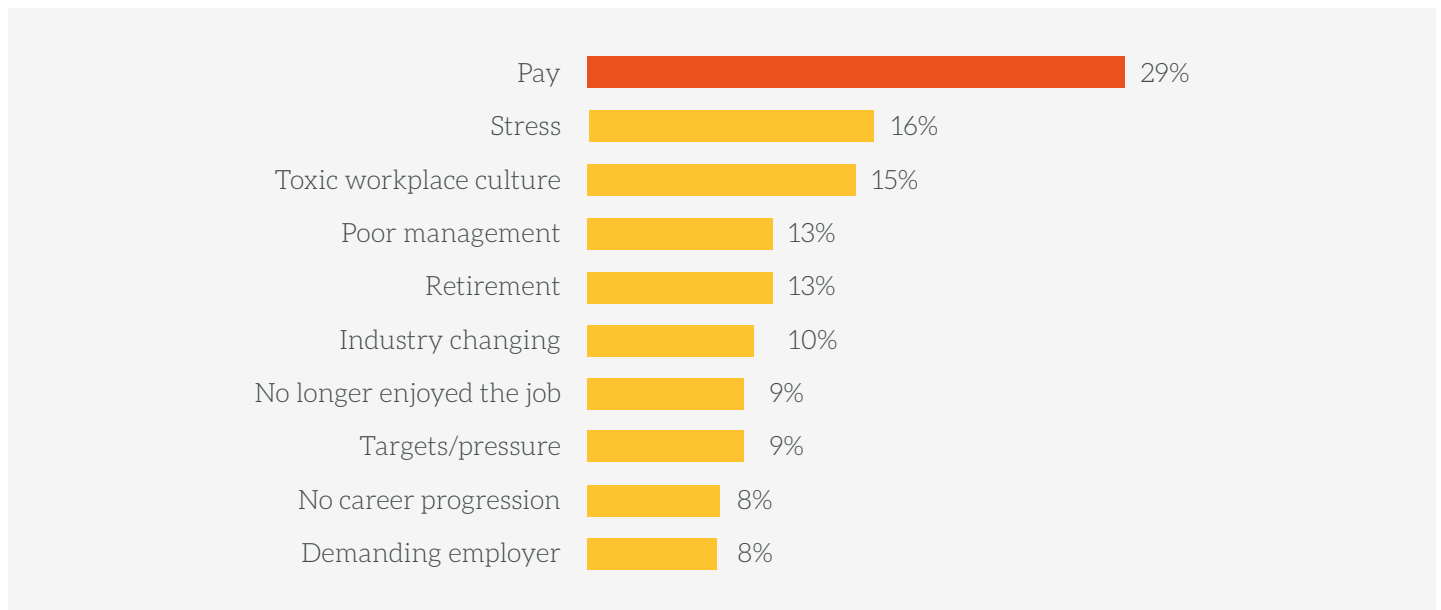


1 in 9 women (11%) are considering leaving the industry

# Pay is the most common reason why automotive workers may leave the industry

Question asked:

Why are you considering leaving the industry?



## Worker comments



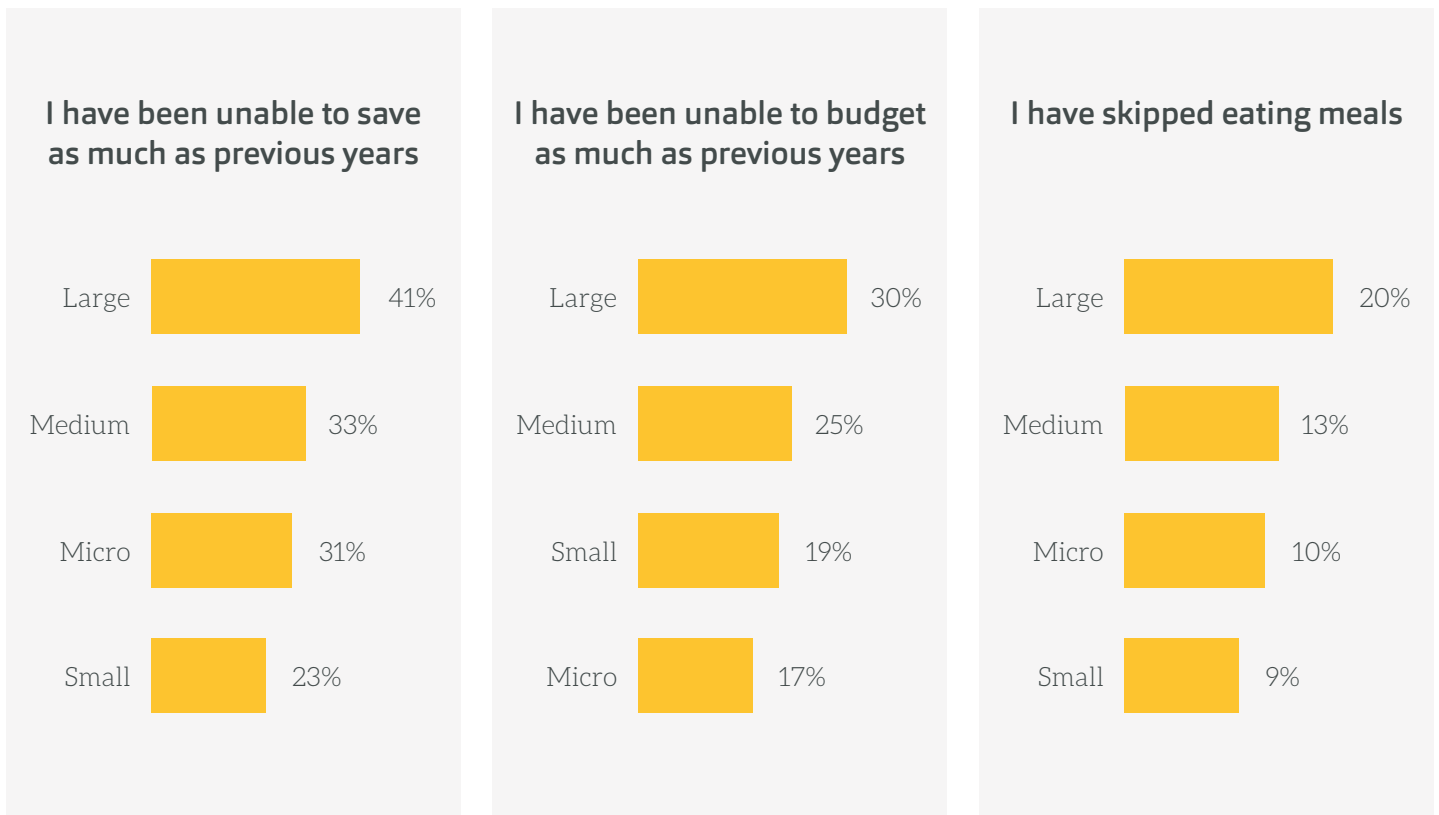
Base: UK automotive workers = (134)



# Workers in larger organisations are more likely to struggle with saving, budgeting and skipping meals

Question asked:

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



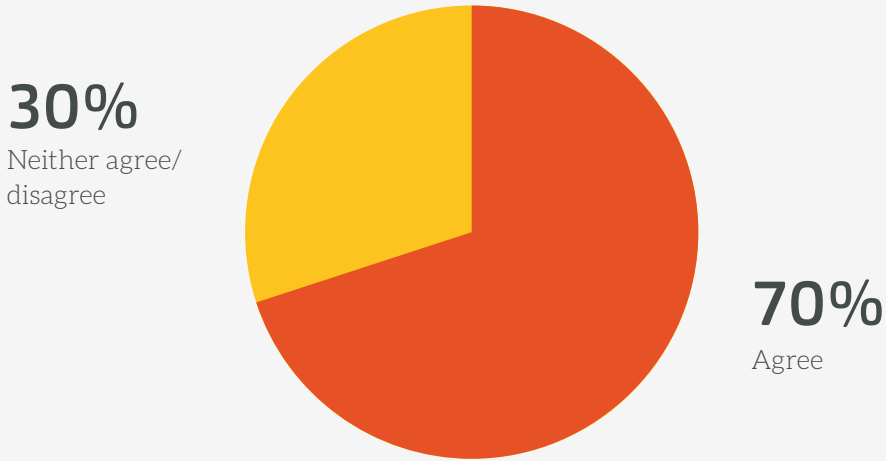
Base: (1,467) Large: (921), Medium: (199), Small: (203), Micro: (144)

# Increasing money worries and their impact

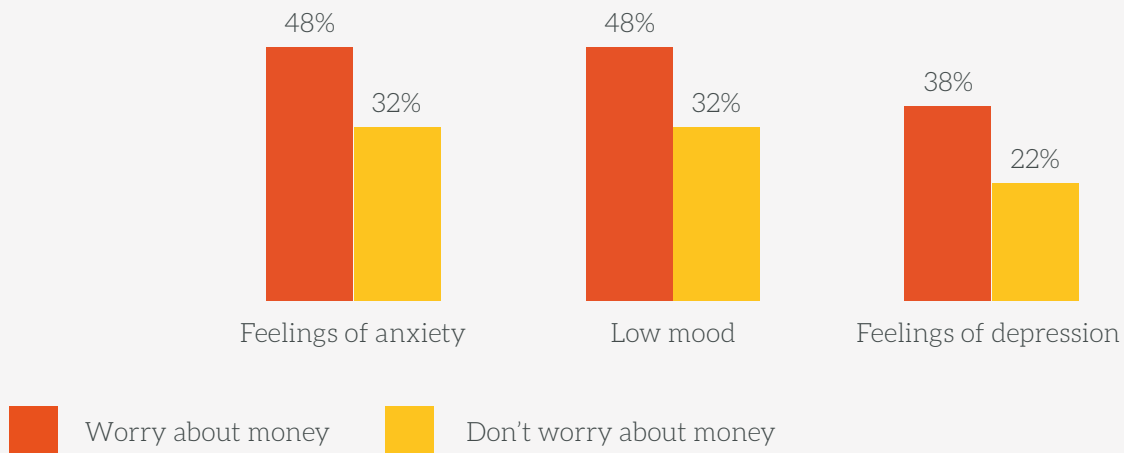
Question asked:

To what extent do you agree or disagree with: I worry about money?

**7 in 10 automotive workers are worried about money, up from 6 in 10 last year**



**Those who worry about money are more likely to experience feelings of anxiety, depression and low mood**

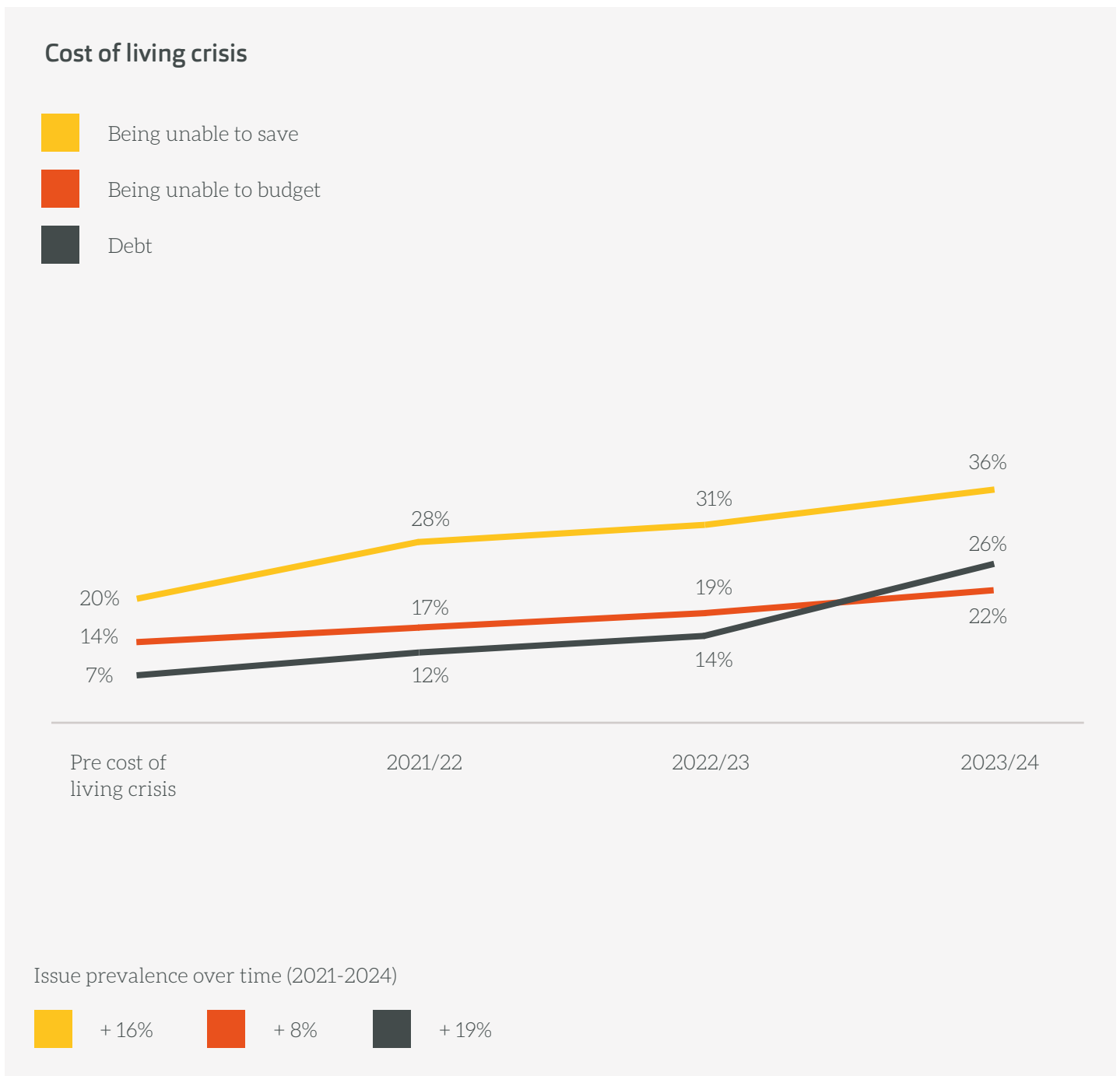


Bases: Worry about money (829) Don't worry about money (372)

# Impact of cost of living crisis

Question asked:

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



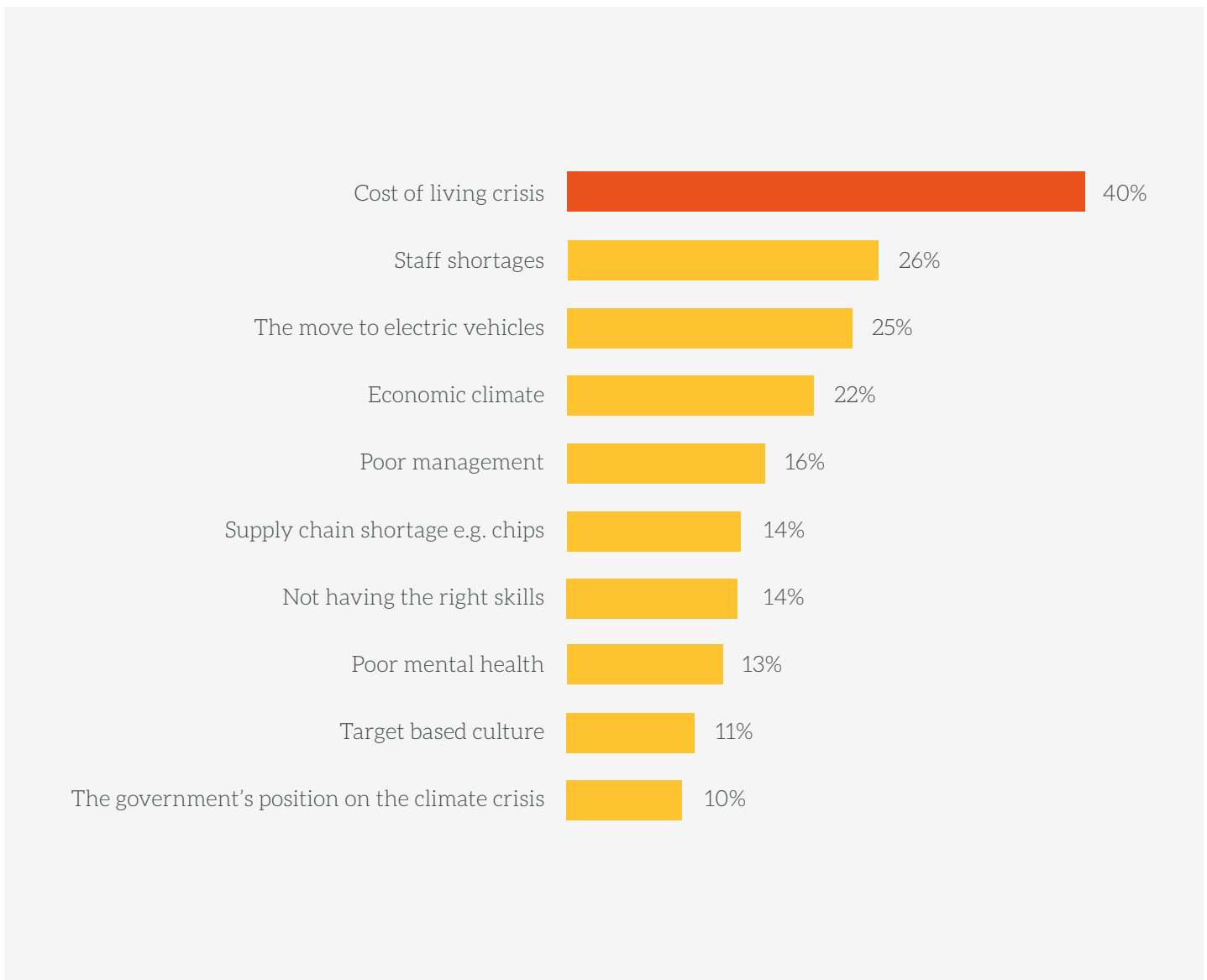
Base: 2023: (1,188), 2022: (1,094) Weighted

# ... And automotive workers say it's set to continue

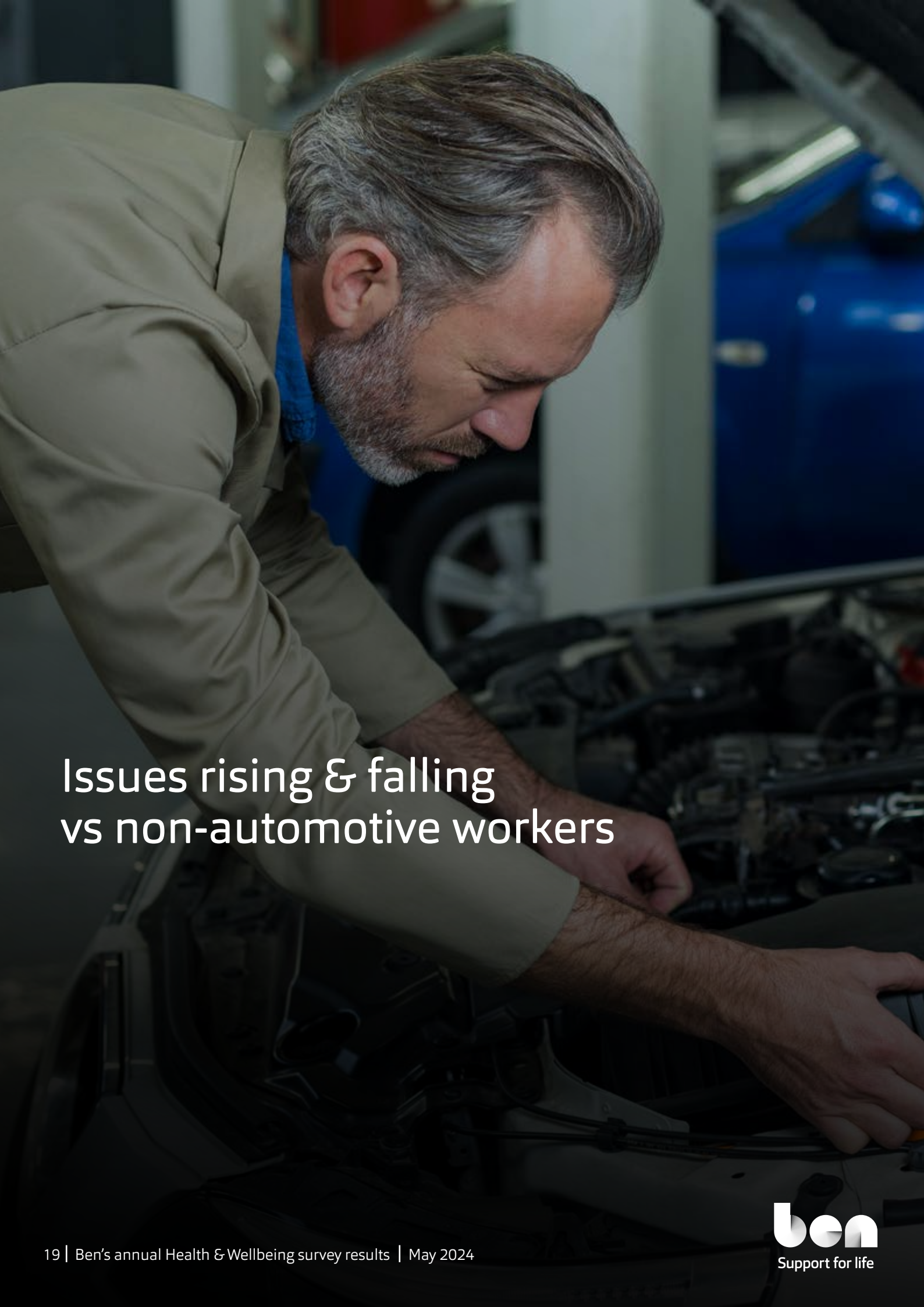
Automotive workers say the cost of living crisis will have the biggest negative impact on the industry over the next 12 months.

**Question asked:**

Which of the following in your view, will have the biggest negative impact on the UK automotive industry over the next 12 months?



Base: UK Automotive workers: (1,241)



# Issues rising & falling vs non-automotive workers

# More automotive workers are struggling with money

Question asked:

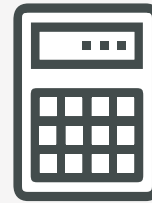
Which, if any, of the following issues have you been affected personally by, for any duration in the past 12 months?

## Debt +3%



Debt has increased by 3% from 19% to 22%

## Unable to budget +12%



Being unable to budget has increased by 12% from 14% to 26%

## Unable to save +5%



Being unable to save has increased by 5% from 31% to 36%

## Skipping meals +6%



Skipping meals increased by 6% from 10% to 16%



## ISSUES RISING & FALLING

# Financial issues rising for all UK workers especially gambling

UK workers are also struggling more with money.

### Question asked:

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

### Debt +2%



Debt has also increased by 2% from 15% to 17%

### Unable to budget +7%



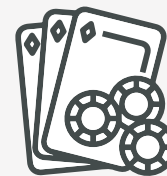
Being unable to budget has increased by 7% from 11% to 18%

### Unable to save +6%



Being unable to save has increased by 6% from 29% to 35%

### Gambling +9%



Gambling has increased by 9% from 2% to 11%

ISSUES RISING & FALLING

# Positive changes for automotive workers

Some issues have become less common for automotive workers.

**Question asked:**

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

## Lack of physical activity 8% change



Lack of physical activity or exercise has decreased by 8% from 40% to 32%

## Stress 10% change



Stress overall has fallen by 10%.  
Stress at home has decreased by 6% from 34% to 28%

## Poor work-life balance 5% change



Poor work-life balance has decreased by 5% from 32% to 27%

## Poor diet 5% change



Poor diet has decreased by 5% from 30% to 25%

# Positive changes for automotive workers

1 in 6 have been positively impacted by increasing their physical activity levels or by their love of the job in the last 12 months.

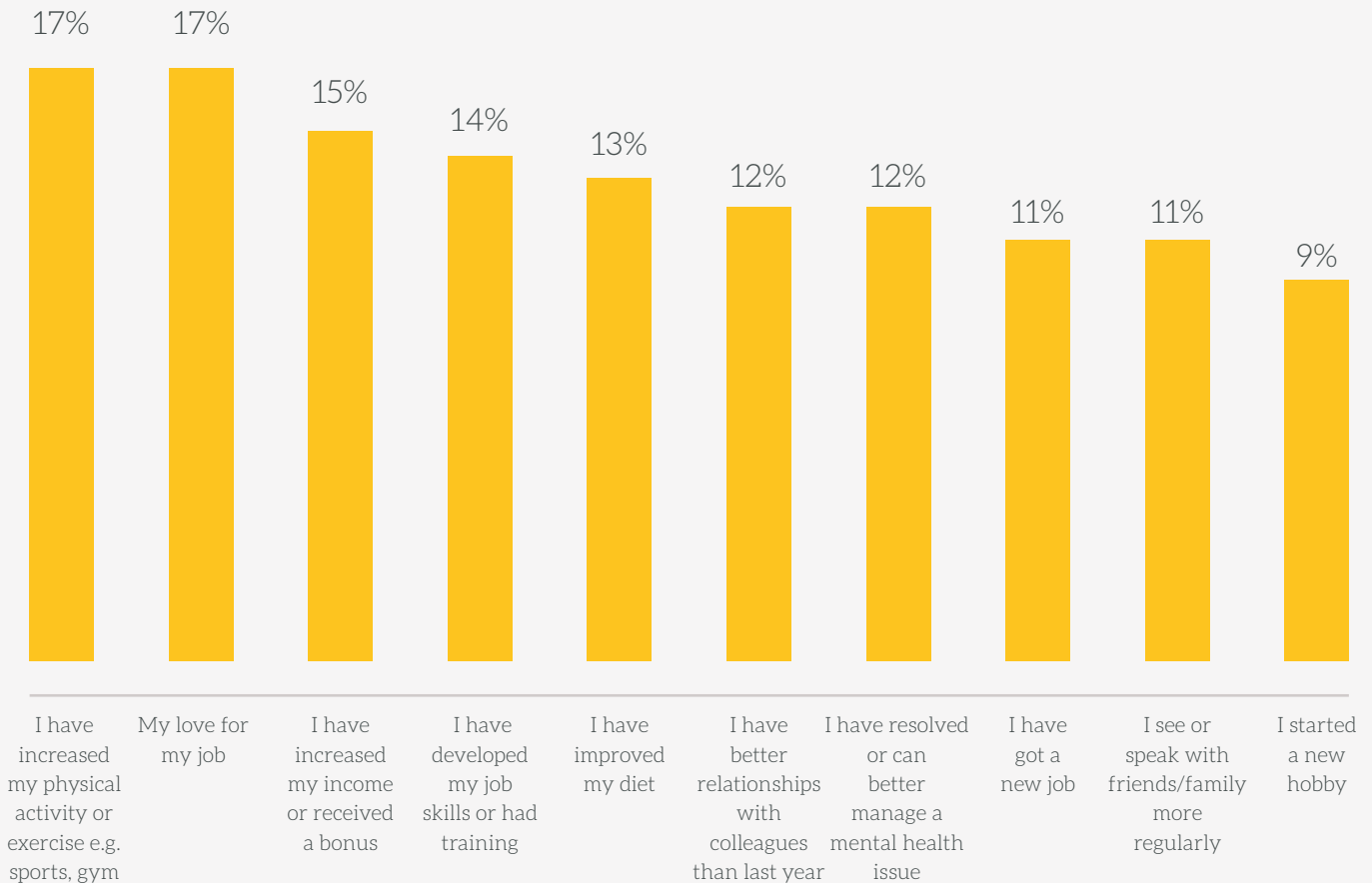
**Question asked:**

Which of the following has positively impacted you in the past 12 months?



**1 in 6** however said nothing positively impacted them in the last 12 months

## Positive changes for workers



Base: UK automotive workers = (1,457)



A focus on disability  
in the industry

FOCUS ON DISABILITY

# Disability in the industry

Those with disabilities in the automotive industry report lower mental health and physical health scores than those who aren't disabled.

**Question asked:**

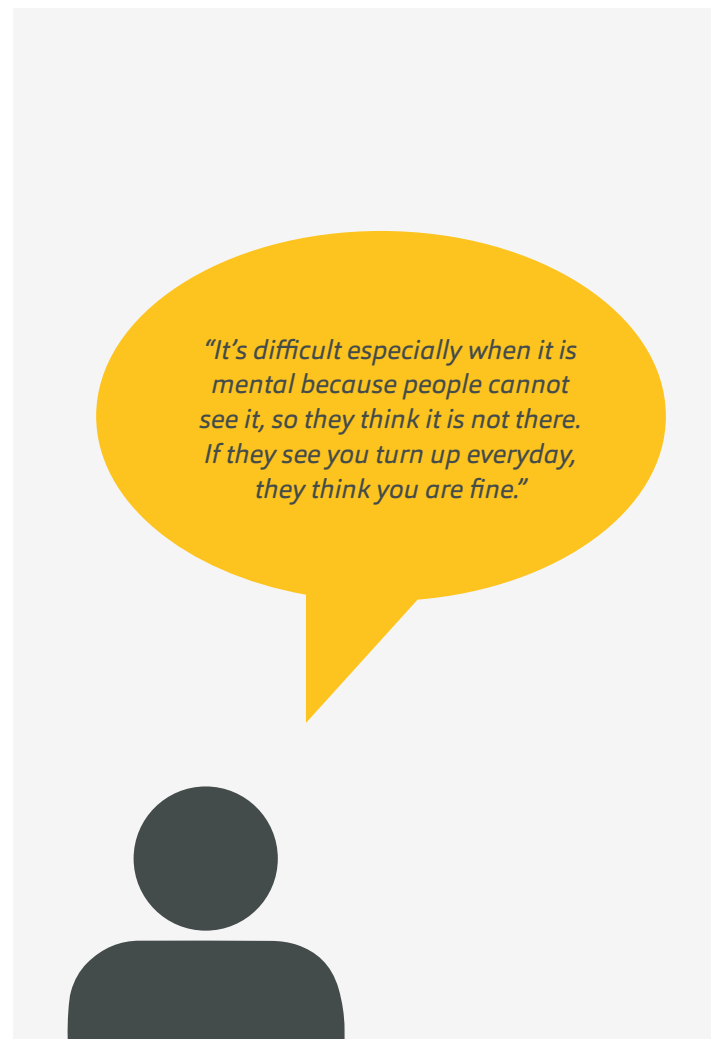
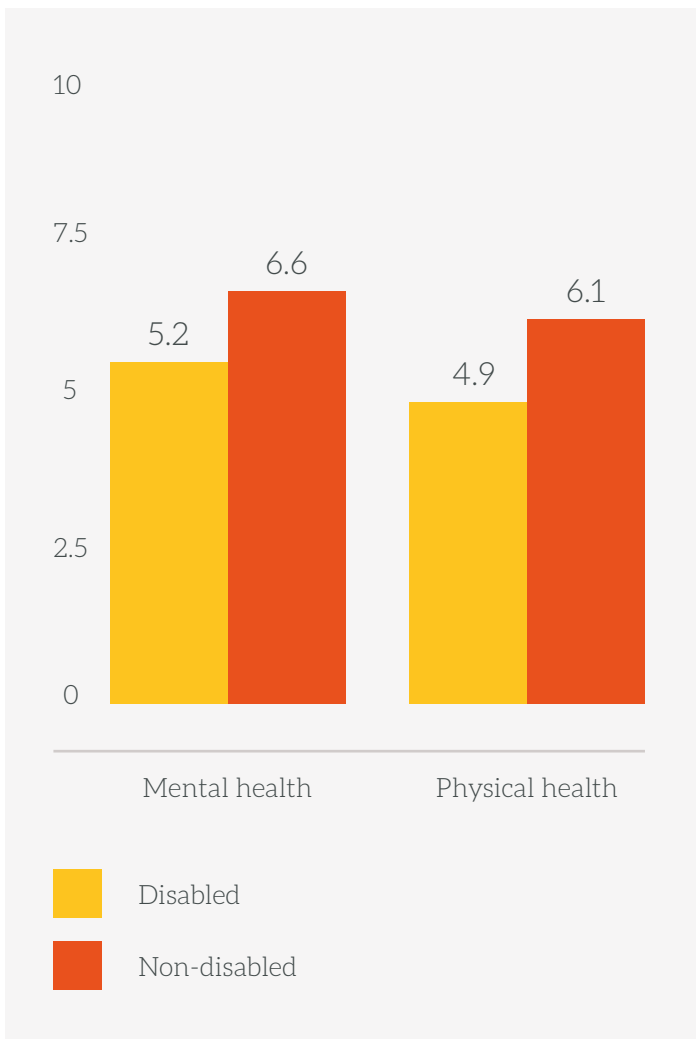
Thinking about your mental health, on a scale where 0 is poor and 10 is excellent, how do you feel today?

**Question asked:**

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



**1 in 4** disabled workers report that a lack of understanding of their disability (26%) and mental health (28% vs. 10%) affected their health and wellbeing



Base: Disabled = (150) Non Disabled = (1,290)  
Base: (1,719) Disabled = (156), Not disabled = (1,262)

# Disability in the industry

**Question asked:**

Thinking about disability which of these statements do you agree or disagree with?

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



Over **1 in 4** (27%) disabled people reported that there is a lack of support or understanding in the workplace



**57%**

Agree



**16%**

Disagree

Around 1 in 6 of all automotive workers disagree that 'their workplace is a welcoming environment for disabled people'

The rest of the sample neither agreed or disagreed



**52%**

Agree



**21%**

Disagree

However 1 in 5 of automotive disabled workers disagree that 'their workplace is a welcoming environment for disabled people'

The rest of the sample neither agreed or disagreed





Feedback on employer  
health & wellbeing support

# Employer health & wellbeing support

1 in 4 (26%) gave positive comments about current employer health and wellbeing support, citing the following:

## Supportive work environment

*"Industry-leading when it comes to supporting and availability of support."*

*"My mental health was probably the worst it had ever been before I joined (company) and I was worried that I had made a mistake in joining them but in the short time I have been with the company I have realised it was the best decision I ever could have made."*

*"Tightly run family business with a focus on the employees, regular chats about the jobs and their home life."*

## Caring management

*"My manager is very supportive within the workplace. She is always supporting our wellbeing."*

*"I don't think there is a company who could try any harder to support its members."*

*"They are continually reviewing ways they can improve staff health and wellbeing. They are proactive and supportive."*

## Positive approach to employee wellbeing

*"If I raise an issue, we have a support network and processes in place to support me."*

*"I feel that they couldn't really do much more. There has been such a cultural shift in the business and now it is a very open, safe environment."*

*"They actively reach out and have sessions for women's health, men's health, pension, money sessions for budgeting, etc."*

# Employer health & wellbeing support

2 in 5 (40%) gave negative comments about employer health & wellbeing support, citing the following:

## Not committing fully

*“They could do more, sometimes it just seems like they’re saying what they think they need to without actually doing much.”*

*“The intentions are there and all of the resources, it’s just not bought in to by everyone and senior and management levels so not as well enforced or spoken about as it could be.”*

*“Most of the support is via external organisations or colleagues at work, management or leadership do not seem much interested, just do tick exercises or lip service.”*

## Don’t take mental health seriously

*“I had an experience with my employer regarding my mental health and time off and wasn’t treated very well with it.”*

*“Because they really do not care about people’s mental health even though they give the impression.”*

## Lack of care – profits come first

*“Making people redundant a month before Christmas is not conducive to the wellbeing of those leaving, or those who have to remain.”*

*“They could do more to make financial impact for people to do something about their health a tiny contribution is not enough for some people cycle to work is not viable to all or safe and tick box exercise.”*

*“We’re here to sell cars. If we don’t sell cars, we’re of no use. Get a different person to sell cars. Colleagues have died in their role, and they’re never mentioned again when the job has been filled.”*

## EMPLOYER FEEDBACK

# Employer health & wellbeing support

Automotive workers repeatedly mention that employers use health & wellbeing as a 'tick box exercise'.

**"Too many tick box exercises** happening and not enough conversations or training of/for managers."

"As mentioned in previous questions, most of the support is via external organisations or colleagues at work, management or leadership do not seem much interested, **just do tick exercises or lip service.**"

"Feel they **just use it as box ticking.**"

**"Only going through a tick box,** don't really give a toss only interested in making money and selling on."

"Feels like there is not a lot available to us out of hours, and the in hours support is **a bit tick box like.**"

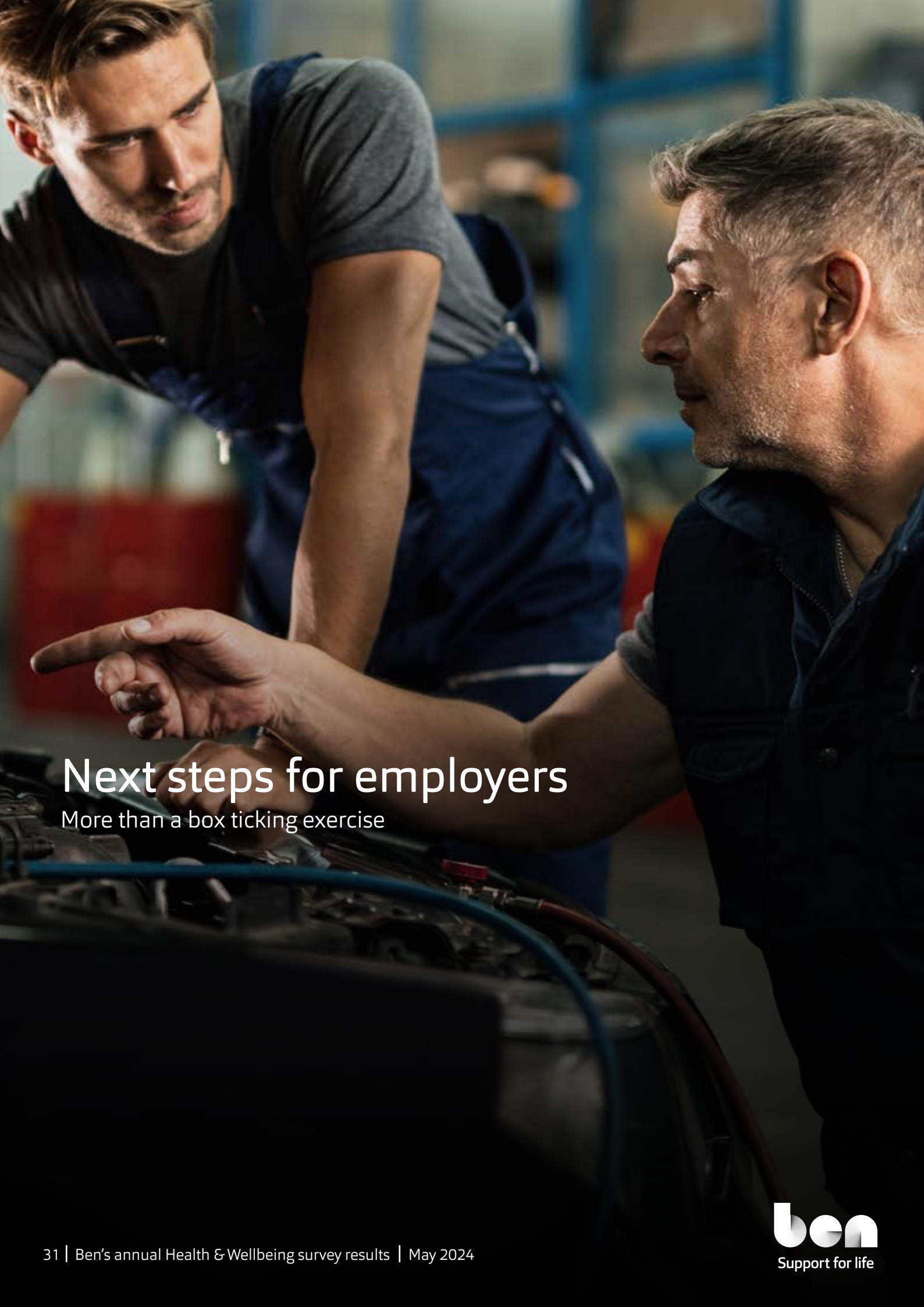
"Plenty of resources available but do feel managers are not included in mental health issues but expected to check on their staff (no-one checks in on me). **Bit of a tick box exercise.**"

"I feel my company treat wellbeing as **a tick box exercise.**"

"All the information about health and wellbeing appears to be **more of a tick box exercise** rather than genuine concern."







# Next steps for employers

More than a box ticking exercise

## NEXT STEPS

# Improving the wellbeing of your workforce – more than a box ticking exercise

Ben offers a range of services to industry partners and we're ready to rally around you and your team when you need us. Ben partners exclusively with the automotive industry to provide support for life to its people and their family dependents. We partner with businesses to help them improve the health and wellbeing of their workforces, adding value to support greater employee satisfaction, productivity and retention.

We work together to create a tailored programme of awareness, training and income generating activities in support of Ben, to suit individual business needs.

## Ben Training

We deliver effective health and wellbeing training to people working in automotive, supporting everyone from shop floor to top floor to build the self-awareness and good habits that promote resilient mental health, and the skills to help others. [Click here](#) to find out more about Ben Training ([www.ben.org.uk/training](http://www.ben.org.uk/training)).

## 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.

## Health Checks

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).

In the physical health check, four tests are carried out including resting heart rate, blood pressure, body mass index (BMI) and body fat percentage. The health professional will then discuss results with each employee and compare them with national health guidelines to provide a clear understanding of their current health. In the physical and mental health check, employees will go through all of the physical tests as well as a mental health check-in. [Click here](#) to find out more about our health checks. ([www.ben.org.uk/healthchecks](http://www.ben.org.uk/healthchecks))

Find out more online:

[www.ben.org.uk/how-we-help/for-my-business](http://www.ben.org.uk/how-we-help/for-my-business)

Email: [partnerships@ben.org.uk](mailto:partnerships@ben.org.uk)

Telephone: 01344 892135

## NEXT STEPS

# Improving the wellbeing of your workforce – more than a box ticking exercise

### Inform your employees about Ben

As an employer, you can spread the word to your employees about Ben and the support we offer, by providing the following information and our contact details.

Ben supports individuals to navigate through life's challenges, empowering them to make positive, lasting change. We work with people to improve their lives by enhancing their health and wellbeing through our free and confidential **online self-help, helpline and support services.**

Ben provides life-changing support to those facing crisis as well as helping them prevent crisis. Ben is here for automotive people, day or night, 24/7. You can chat with us online or call our helpline. It's free & confidential and available **Monday to Friday - 8am to 8pm.**

 08081 311 333

 [supportservices@ben.org.uk](mailto:supportservices@ben.org.uk)

 [www.ben.org.uk](http://www.ben.org.uk)

### Book a visit from Ben on the road

Ben has a dedicated team that is on a mission to increase awareness of Ben's Health & Wellbeing services and support. The team will be out on the road in our Ben Bus delivering free on-site visits to automotive employers to spread the word to ensure more people who work in the automotive industry know Ben is here for them and their families.

Visit [www.ben.org.uk/botr](http://www.ben.org.uk/botr) to find out more and book a visit.





## NEXT STEPS

# Improving the wellbeing of your workforce – more than a box ticking exercise

### Access to SilverCloud

You and your employees have fast-track access to our digital therapeutic platform, SilverCloud, 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.

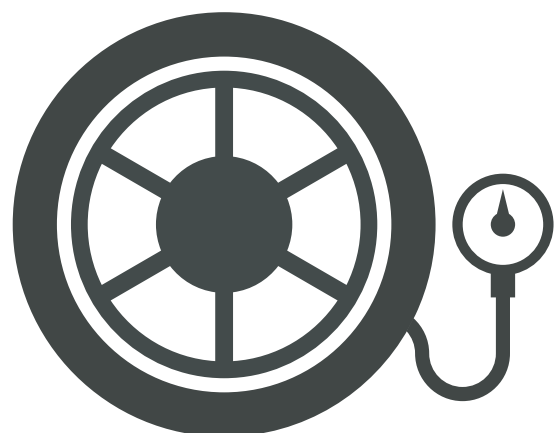
SilverCloud can also help you develop positive coping strategies to better deal with life's challenges.

Sign up for **FREE**, just [click here \(https://ben.org.uk/how-we-help-for-me/articles/silvercloud/\)](https://ben.org.uk/how-we-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.



## NEXT STEPS

# Promote and support Ben

### How we help

Share more details with your employees about how we can support them: [www.ben.org.uk/howwehelp](http://www.ben.org.uk/howwehelp).

### Ways to support Ben

There are many ways to support Ben, including fundraising and donating. Find out more at [www.ben.org.uk/supportBen](http://www.ben.org.uk/supportBen).

### Tips, advice & tools via email

Individuals can sign up to receive regular tips, advice & tools from Ben via email:

[www.ben.org.uk/signup](http://www.ben.org.uk/signup)

### Connect with us on social media



Thank you for  
reading our report