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The Motor Ombudsman partners with Ben to help 'Steer' automotive businesses through employee mental health challenges

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Steering mental health challenges
into a drive for positive change for
automotive businesses





The Motor Ombudsman tells us:

(All words and photographs from The Motor Ombudsman).

- **The Motor Ombudsman has partnered with automotive industry charity Ben to create '*Steer*', a**

new quick-reference guide to help automotive businesses recognise and support employees

encountering mental health and wellbeing challenges

- **The printed and free-to-download guide from The Motor Ombudsman's website**

(TheMotorOmbudsman.org) has been developed in response to the Ombudsman's annual poll

of vehicle repairers, which found that the increasing pressures on the mental and physical

health of team members were one of the biggest workforce challenges for their business

- **Amongst other topics, *Steer* offers an insight into key issues which are driving mental health**

struggles, and provides practical strategies for assisting people effectively, including

resources and support available from Ben

- **The guide is being unveiled by The Motor Ombudsman and Ben at the**



Automechanika

**Birmingham trade show taking place at the National Exhibition Centre (NEC)
between 03 - 05**

June

London 03 June, 2025 The Motor Ombudsman, the Ombudsman dedicated to the automotive industry,

has partnered with automotive industry charity Ben, to create '*Steer*', a printed and free-to-download,

quick-reference guide to help automotive businesses recognise and support their workers encountering

mental health and wellbeing challenges. These are often driven by a whole host of factors from both within

and outside the workplace, and impact individuals of any age and background.

The introduction of the new resource comes in response to a survey of independent garages and

franchise dealer workshops undertaken by The Motor Ombudsman towards the end of last year. The

research found that increasing pressures on the mental and physical health of industry people due to

rising bills and the cost of living, was a primary concern for nearly half (49%) of vehicle repairers, when it



came to their workforce.

These findings were echoed in Ben's latest annual Health and Wellbeing survey results, which polled over

1,000 automotive workers across the UK about their personal health and wellbeing challenges over the

past 12 months. The report revealed stress (57%), poor sleep (52%) and anxiety (44%) are the top three

health and wellbeing issues for today's automotive employees. Highlighting the impact of these issues

amidst increasing financial pressures, where household bills saw another marked rise in April, these

respective figures are higher than those seen last year, and above the national average.

Steer has been jointly designed and written by The Motor Ombudsman and Ben, two experts in their

respective fields, with the objective of further raising awareness of how mental health struggles can play a

significant part in influencing workforce morale, engagement and performance. In addition, it outlines

practical strategies and guidance, as well as signposting readers to resources for how to approach and

support those who may be encountering challenges.



The launch edition of *Steer*:

- Acts as an overview to mental health and common drivers of personal struggles;
- Identifies how employers can foster a positive and open mental health-aware environment;
- Broaches the subject of mental health and wellbeing, highlights the importance of good communication, and some of the next key steps in supporting automotive employees;
- Provides case studies and testimonials of how garages have helped individuals to navigate challenges, and turned to Ben for support;
- Offers a summary of the key findings from the charity's latest annual Health and Wellbeing survey report; and
- Includes an overview of the free and confidential support, services and resources provided by Ben for those in the automotive industry who are struggling with their health and wellbeing.

On the unveiling of *Steer*, Bill Fennell, Chief Ombudsman and Managing Director of The Motor

Ombudsman, said: "We are delighted to be partnering with Ben on such an important initiative. The

resource has been designed to guide businesses in the right direction when identifying mental health



challenges, whilst equally empowering employers and employees to talk openly in a positive environment

to tackle these challenges effectively together.

Bill added: "People are an organisation's most valuable resource, and whilst there is never a 'one-size-fits-

all-approach', it is important that they never feel alone and are aware that there is support available in their

time of need, both via their employer and beyond. In fact, *Steer* builds on our own internal and continued

commitment to staff wellbeing and training offered to our teams, and we look forward to sharing the

resource across the automotive sector, and promoting the great work that Ben does in the space of staff

wellbeing."

Rachel Clift, Ben's Chief Executive Officer, said: "We're thrilled to join forces with The Motor Ombudsman,

an authority in the automotive sector, to provide this much-needed and vital resource which will prove very

useful to those working in the industry. It also allows us to engage further and build even greater

awareness about mental health and the importance of talking about this topic, which can



still have a

stigma attached to it.

“Personal struggles with health and wellbeing aren’t always visible, which sometimes makes them difficult

to identify and discuss. By showing understanding, having open conversations, and letting people know

that support is there, we can better help individuals with their mental health. Steer will provide an

invaluable helping hand for businesses as to what they can do, and where to go next. This is particularly

important, as many in our industry find it difficult to be vulnerable about how they are feeling.”

This slideshow requires JavaScript.

To view the free-to-download Steer guide, and to find out more, visit

www.TheMotorOmbudsman.org/Steer.

Print copies of the guide may be ordered from The Motor Ombudsman’s Code Shop, with 50p from every

purchase donated to Ben. For further information, please contact business@tmo-uk.org.