



TELUS Mental Health Index.

United Kingdom | October 2023

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What you need to know for October 2023.

1. Following a sharp decline in April 2023, the mental health of workers in United Kingdom shows no improvement in October.

- At 64.2, the mental health of workers remains nearly unchanged from the prior period
- 35 per cent of workers have a high mental health risk, 39 per cent have a moderate mental health risk, and 26 per cent have a low mental health risk
- Anxiety and depression scores declined while other mental health sub-scores showed modest improvement from April to October
- Mental health scores improved in England and Wales while scores declined sharply in Northern Ireland and Scotland
- The mental health of managers is higher than non-managers
- Labourers have a lower mental health score than service and office workers

2. Anxiety and depression are the most prevalent diagnosed conditions among workers in the United Kingdom.

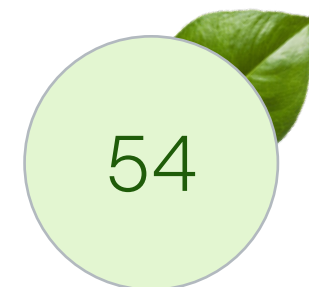
- 15 per cent report diagnosed anxiety; a further 12 per cent believe they have undiagnosed anxiety
- Workers with diagnosed anxiety lose 57 working days in productivity per year
- 11 per cent report diagnosed depression; a further eight per cent believe they have undiagnosed depression
- Workers with diagnosed depression lose 58 working days in productivity per year
- Six per cent report diagnosed sleep issues; a further seven per cent believe they have undiagnosed sleep issues
- Workers with diagnosed sleep issues lose 52 working days in productivity per year
- Workers under 40 more than twice as likely as workers over 50 to report both diagnosed and undiagnosed anxiety and depression. This group is also more than twice as likely to have used health benefits for psychological services and to value psychological benefits most
- Workers reporting diagnosed mental health conditions other than anxiety or depression lose 61 working days in productivity per year



working days per year are lost from workers reporting diagnosed depression



working days per year are lost from workers reporting diagnosed anxiety



working days per year are lost from workers reporting fear of termination/layoff



working days per year are lost from workers reporting sleep issues

3. More than one-quarter of workers say better support for their wellbeing is more important than a 10 per cent increase in salary.

- 33 per cent of workers are feeling more sensitive to stress compared to before the pandemic
- 35 per cent of workers notice their colleagues are more sensitive to stress compared to before the pandemic
- 58 per cent of office workers would prefer a 5-day work week with the ability to work remotely as much as they want; 42 per cent of office workers would prefer a 4-day work week in office

4. Among sources of work-related stress, manager relationships have the most significant impact on productivity loss.

- Workers reporting their primary source of work stress is the relationship with their manager lose 55 working days in productivity per year
- Workers reporting fear of termination or layoff is their primary source of work stress lose 54 working days in productivity per year
- Despite volume of work being the second most cited source of work stress, it has the lowest productivity loss (36 days)
- 17 per cent of workers are thinking of leaving their job; a further 24 per cent are unsure

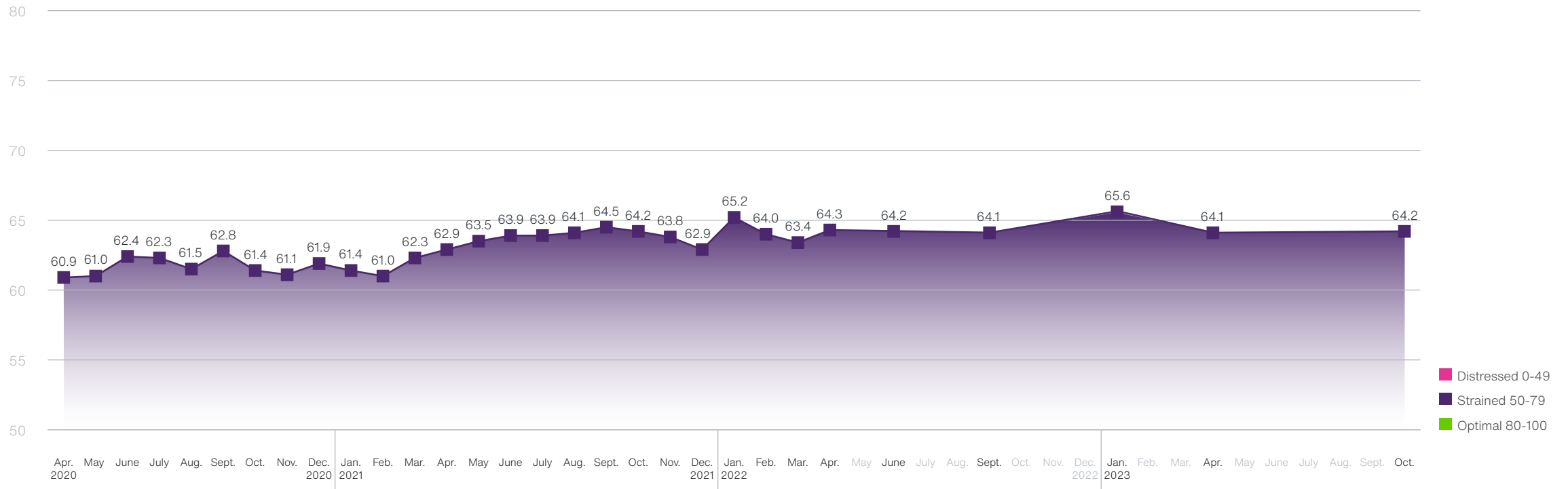


The Mental Health Index.

MHI Current Month October 2023	April 2023
64.2	64.1

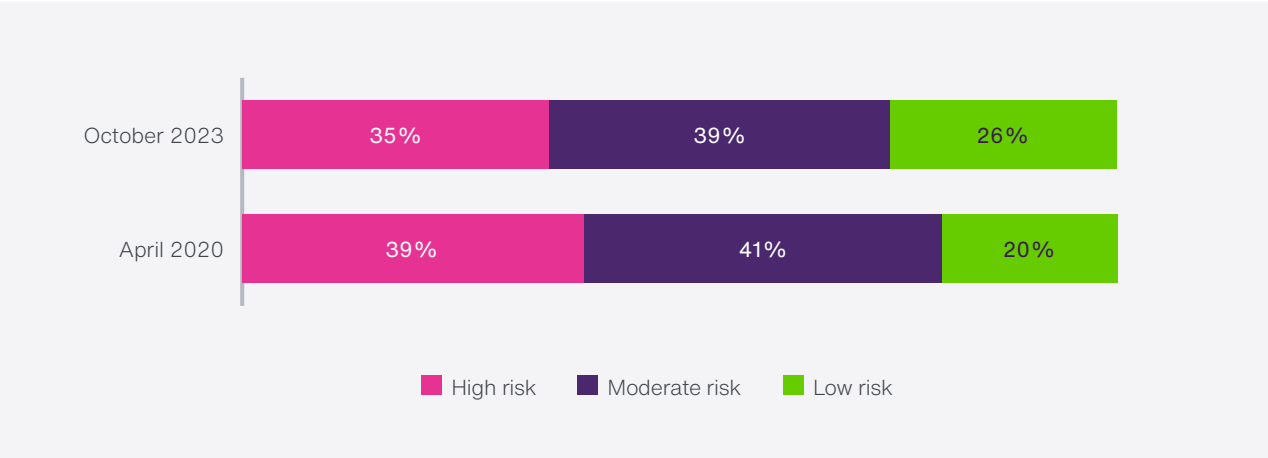
The overall Mental Health Index (MHI) for October 2023 is 64.2 points.

The mental health of workers in the United Kingdom remains nearly unchanged from the prior period.



Mental health risk.

In October 2023, 35 per cent of workers in the United Kingdom have a high mental health risk, 39 per cent have a moderate mental health risk, and 26 per cent have a low mental health risk. Three and a half years since the launch of the Index in April 2020, there has been a four per cent reduction in high-risk workers and a six per cent increase in low-risk workers.



Approximately 30 per cent of people in the high-risk group report diagnosed anxiety or depression, seven per cent report diagnosed anxiety or depression in the moderate-risk group, and one per cent of people in the low-risk group report diagnosed anxiety or depression.

Mental Health Index sub-scores.

For more than one year, the lowest Mental Health Index sub-score continues to be anxiety (56.3). Isolation (60.8), depression (61.7), work productivity (64.0), optimism (64.2) follows. Financial risk (72.1) and general psychological health (72.1) continue to be the most favourable mental health measures in October 2023.

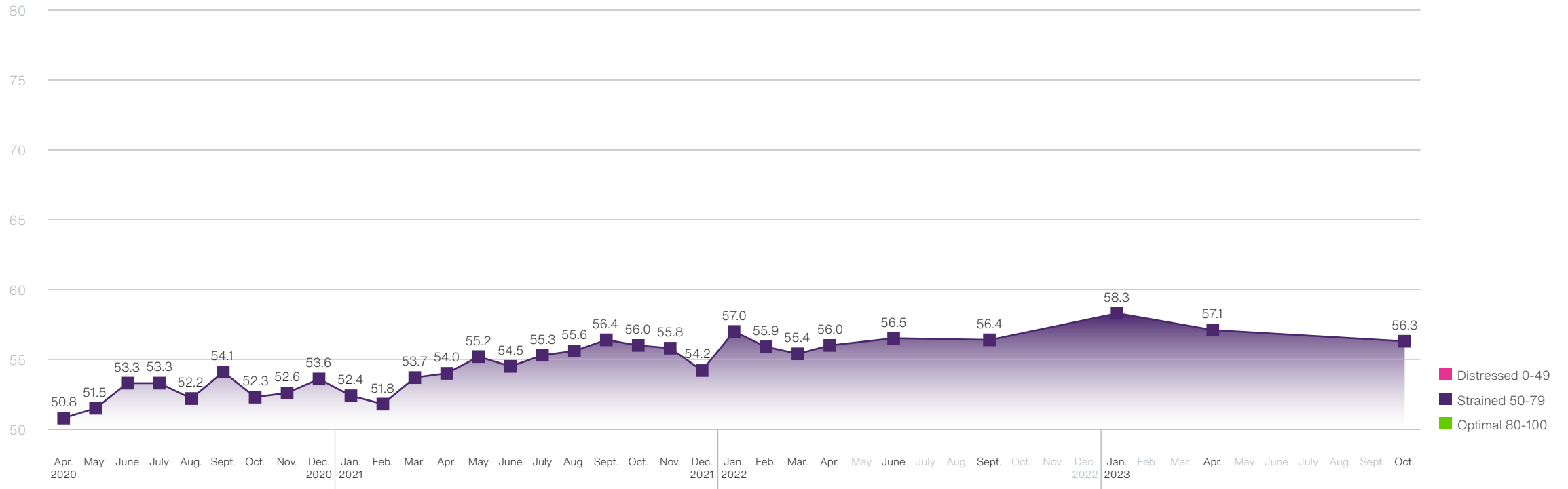
- All mental health sub-scores, apart from anxiety and depression, have improved from the prior period
- The depression sub-score declined 1.1 points from April 2023

Mental Health Index Sub-scores	October 2023	April 2023
Anxiety	56.3	57.1
Isolation	60.8	60.3
Depression	61.7	62.8
Work productivity	64.0	63.9
Optimism	64.2	63.0
Financial risk	72.1	71.5
Psychological health	72.1	71.8



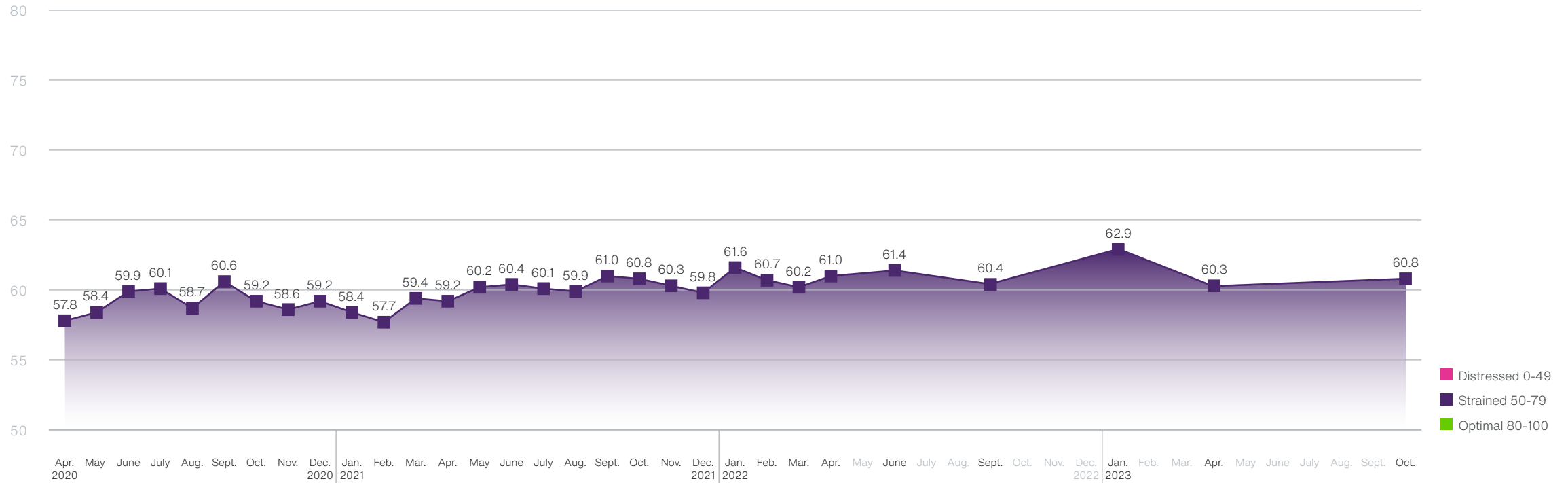
Anxiety

The anxiety sub-score has fluctuated since the launch of index in April 2020; however, it has shown general improvement, reaching its peak in January 2023. The anxiety score has declined for two consecutive periods and continues to be the lowest mental health sub-score.



Isolation

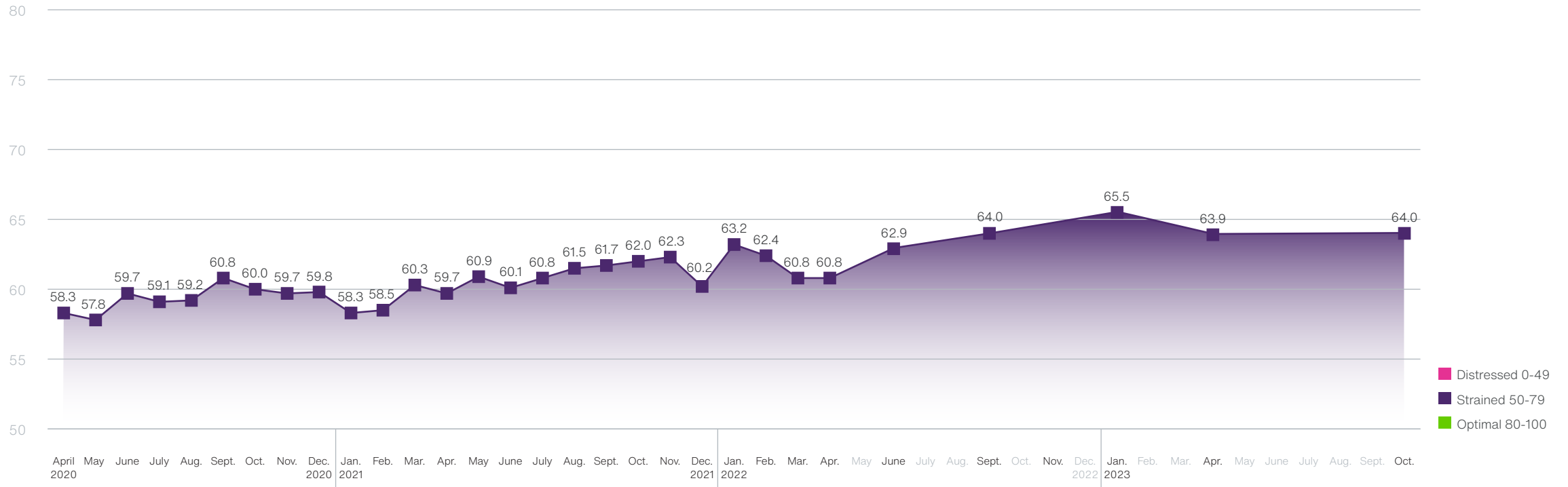
Since April 2020, the isolation sub-score has fluctuated significantly. In January 2023, the isolation score reached a high of 62.9 but declined sharply by 2.6 points in April. In October 2023, a modest improvement is observed in the isolation score compared to the prior period.



Work productivity

The work productivity sub-score measures the negative impact of mental health on work productivity and goals.

Overall, the impact of mental health on work productivity has shown general improvement suggesting that since the onset of the pandemic, the impact of mental health on work productivity has slowly lessened. The work productivity score reached its peak in December 2022; however, similar to other sub-scores, it declined in April. In October 2023, the work productivity score remains nearly unchanged from the previous period.



Mental health by gender and age.

- Since the launch of the MHI, women have had a significantly lower mental health score than men. In October 2023, the mental health score of women is 61.4 compared to 66.5 for men
- Since April 2020, mental health scores have improved with age
- Differences in mental health scores between workers with and without children have been reported since the launch of the Index in April 2020. More than three years later, this pattern continues with a lower score for workers with at least one child (60.4) than workers without children (66.2)

Mental health by employment status.

- Overall, three per cent of respondents are unemployed¹ and seven per cent report reduced hours or reduced salary
- Workers reporting reduced salary compared to the prior month have the lowest mental health score (47.1), followed by workers reporting fewer hours (50.9), individuals not currently employed (63.2), and workers with no change to salary or hours (65.3)
- Managers have a better mental health score (64.7) than non-managers (63.9)
- Labourers have a lower mental health score (62.3) than service (64.0) and office workers (64.9)
- Respondents working for companies with more than 10,000 employees have the highest mental health score (65.8)
- Respondents working for companies with 51-100 employees have the lowest mental health score (61.4)



Emergency savings

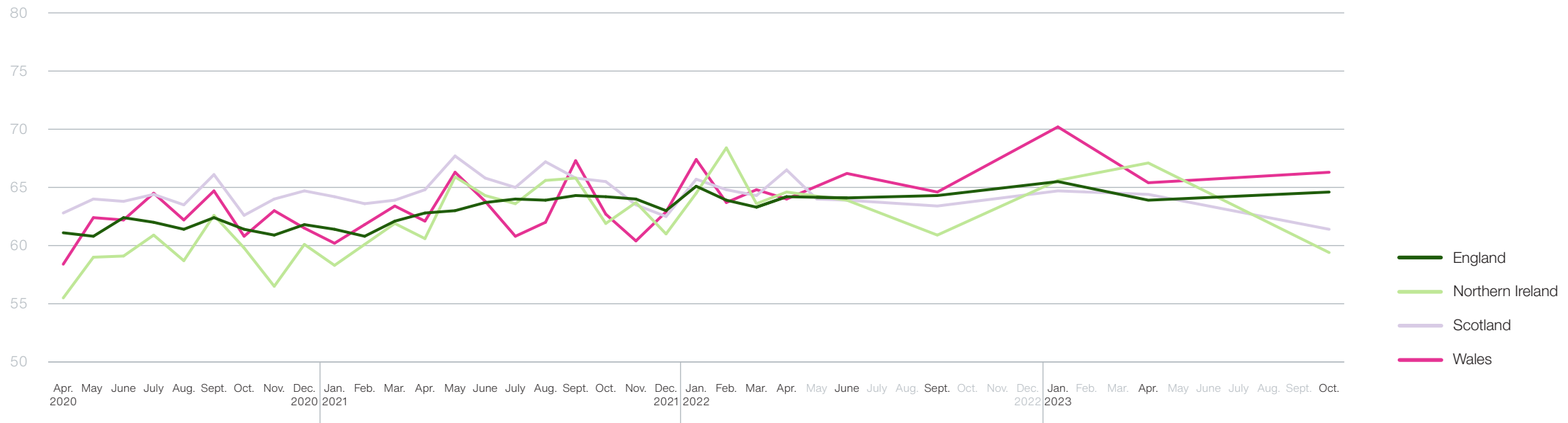
- Workers without emergency savings continue to experience a lower score in mental health (39.5) than the overall group (64.2). Workers with emergency savings have a mental health score of 74.3

¹ MHI respondents who have been employed in the past six months are included in the poll.

The Mental Health Index by region.

Since April 2020, regional mental health scores have varied significantly. In October 2023, mental health scores declined in Northern Ireland and Scotland, while mental health scores improved in England and Wales compared to the previous period.

- With a drastic 7.7-point decline, Northern Ireland has the lowest mental health score (59.4) in October
- The mental health score in Wales improved nearly one point and is the highest mental health score (66.3) in October



Employment status	Oct. 2023	Apr. 2023
Employed (no change in hours/salary)	65.3	64.8
Employed (fewer hours compared to last month)	50.9	56.1
Employed (reduced salary compared to last month)	47.1	40.5
Not currently employed	63.2	64.0

Age group	Oct. 2023	Apr. 2023
Age 20-29	52.7	55.1
Age 30-39	59.2	57.2
Age 40-49	60.8	61.5
Age 50-59	65.1	65.6
Age 60-69	71.9	71.5

Number of children	Oct. 2023	Apr. 2023
No children in household	66.2	65.8
1 child	60.1	60.3
2 children	61.1	61.4
3 children or more	58.9	57.5

Region	Oct. 2023	Apr. 2023
England	64.6	63.9
Northern Ireland	59.4	67.1
Scotland	61.4	64.4
Wales	66.3	65.4

Gender	Oct. 2023	Apr. 2023
Men	66.5	65.7
Women	61.4	62.2

Household income	Oct. 2023	Apr. 2023
Household Income <£15K/annum	52.9	54.0
£15K to <£30K/annum	57.2	57.7
£30k to <£60K	66.1	65.5
£60k to <£100K	67.7	68.4
£100K and over	71.3	74.7

Employer size	Oct. 2023	Apr. 2023
Self-employed/sole proprietor	64.4	64.5
2-50 employees	64.0	64.7
51-100 employees	61.4	61.8
101-500 employees	65.1	63.3
501-1,000 employees	61.5	62.8
1,001-5,000 employees	64.7	63.8
5,001-10,000 employees	65.1	65.1
More than 10,000 employees	65.8	65.9

Manager	Oct. 2023	Apr. 2023
Manager	64.7	63.6
Non-manager	63.9	64.4

Work environment	Oct. 2023	Apr. 2023
Labour	62.3	61.7
Office/desk	64.9	65.1
Service	64.0	63.7

Numbers highlighted in pink are the lowest/worst scores in the group.
Numbers highlighted in green are the highest/best scores in the group.

The Mental Health Index by industry.

Full-time post-secondary students have the lowest mental health score (50.1) in October 2023, followed by employees working in Information and Cultural Industries (53.5), and Food Services (58.8).

Respondents employed in Real Estate, Rental and Leasing (72.6), Finance and Insurance (70.6), and Manufacturing (69.3) have the highest mental health scores this month.

Changes from the prior month are shown in the table.



Industry	October 2023	April 2023	Change
Other services (except Public Administration)	67.9	60.7	7.2
Arts, Entertainment and Recreation	61.0	55.5	5.5
Finance and Insurance	70.6	65.1	5.5
Accommodation	66.4	62.8	3.6
Transportation and Warehousing	67.5	64.1	3.4
Food Services	58.8	55.6	3.2
Manufacturing	69.3	66.5	2.8
Professional, Scientific and Technical Services	67.7	65.7	2.0
Retail Trade	62.2	60.5	1.7
Wholesale Trade	60.4	59.4	1.0
Construction	67.7	68.2	-0.5
Educational Services	64.9	65.5	-0.6
Health Care and Social Assistance	64.7	65.4	-0.7
Administrative and Support services	59.5	61.4	-1.8
Other	62.1	63.9	-1.9
Real Estate, Rental and Leasing	72.6	75.4	-2.8
Public Administration	61.6	65.0	-3.3
Full-time post-secondary student	50.1	56.2	-6.1
Technology	62.3	69.1	-6.8
Information and Cultural Industries	53.5	62.3	-8.7

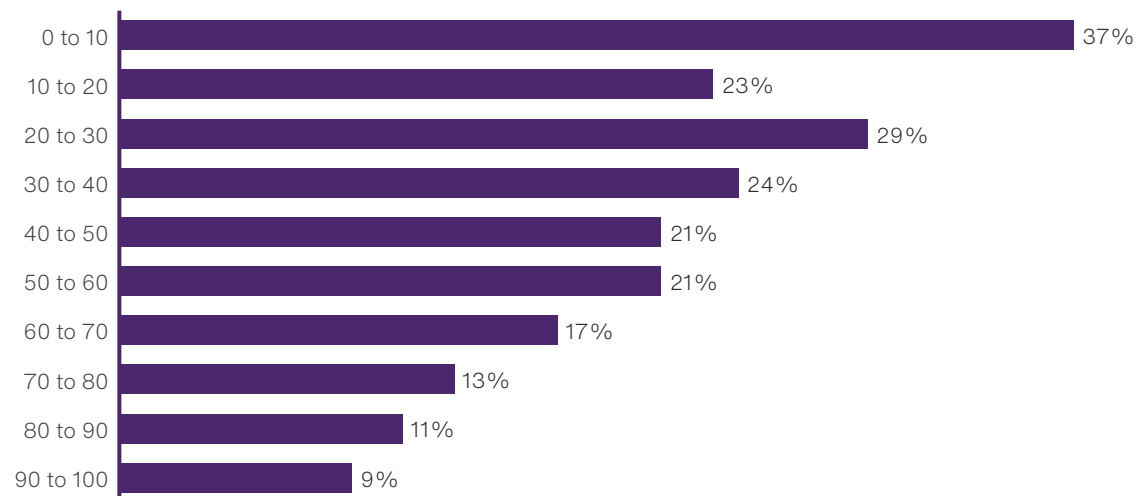
Spotlight

MHI and productivity.

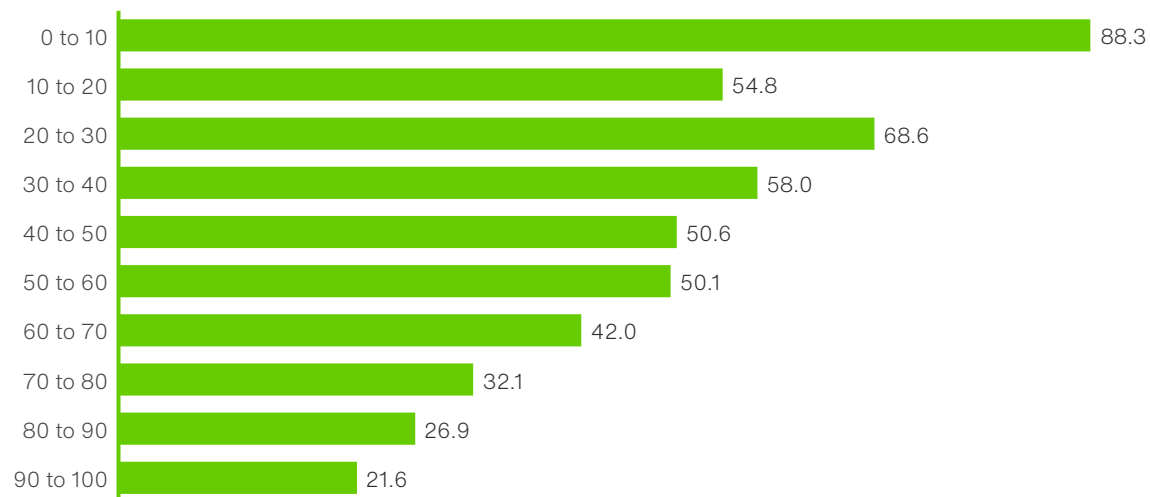
Productivity losses are calculated using the amount of effort put into work when feeling well (referred to as discretionary effort), the frequency of working when feeling unwell, and the amount of effort put into work when feeling unwell. Productivity loss is reported as a percentage of working time and as the number of days lost per year (based on 240 working days per year).

- Mental health scores are strongly correlated with productivity. Lower/worse mental health scores correspond to greater productivity loss and higher/better mental health scores correspond to less productivity loss
- Twenty-nine per cent of workers have a mental health score of 50 or lower. The productivity loss of this group is equivalent to at two and half times as many days as the fourteen per cent of workers with a mental health score of 90 or higher

Average productivity loss as a percentage of time by MHI score



Average productivity loss in working days per year by MHI score



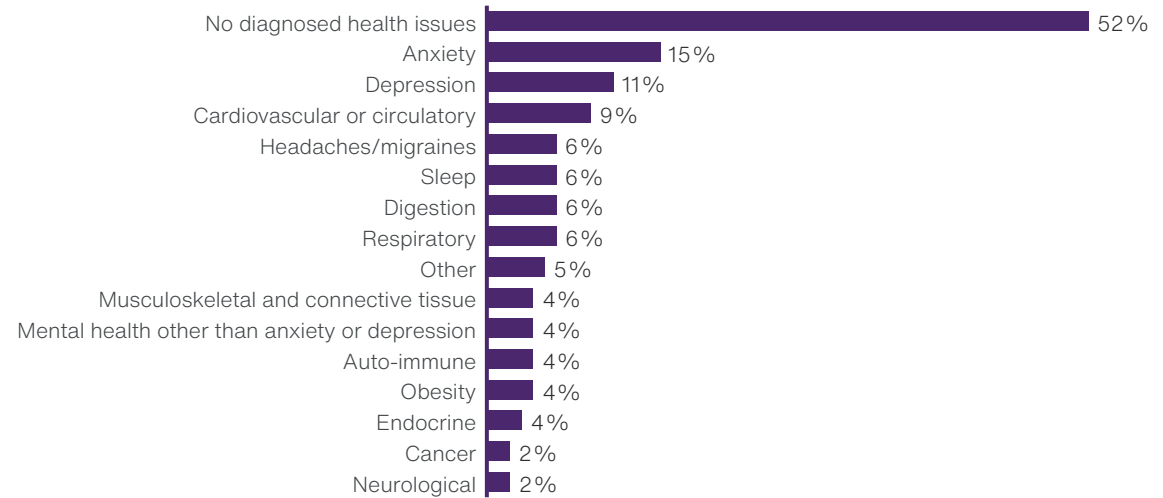
Health conditions

Diagnosed conditions

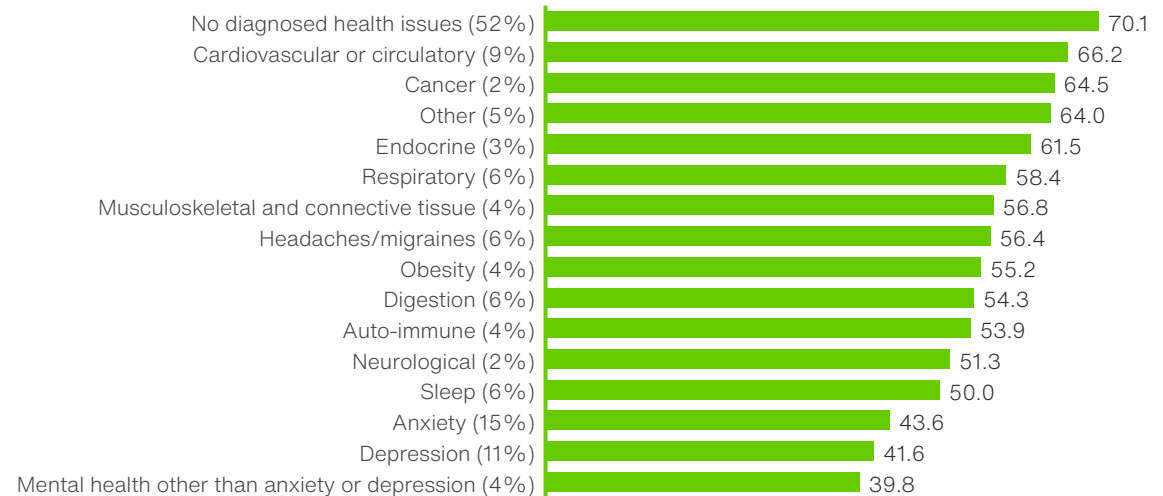
Workers were asked about the health conditions they are currently diagnosed with.

- More than one in seven (15 per cent) report an anxiety diagnosis, 11 per cent report a depression diagnosis, and nine have diagnosed cardiovascular or circulatory issues
- Workers under 40 are twice as likely as workers over 50 to report being diagnosed with anxiety and depression
- Women are 70 per cent more likely than men to report being diagnosed with anxiety
- More than half (52 per cent) did not report any diagnoses; this group has the best/highest mental health score (70.1), nearly six points higher than the national average (64.2)
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Diagnosed health conditions



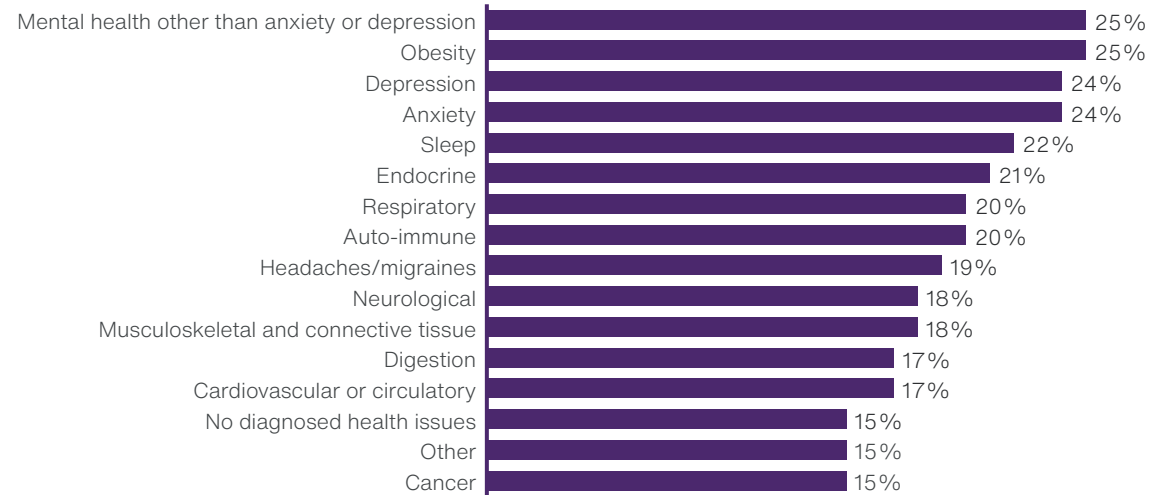
MHI score by diagnosed health conditions



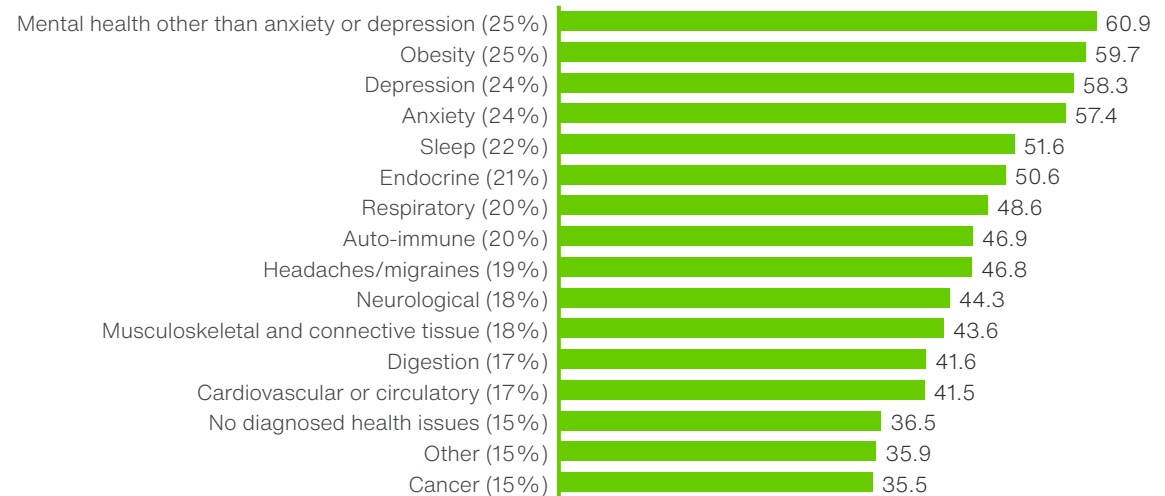
- Workers diagnosed with mental health other than anxiety or depression have the most significant productivity loss (25 per cent, equivalent to 60.9 working days/year) and the worst/lowest mental health score (39.8), more than 30 points below workers with no diagnosed health conditions (70.1) and more than 24 points lower than the national average (64.2)
- Workers diagnosed with depression have a productivity loss of 24 per cent (equivalent to 58.3 working days/year) and a mental health (41.6) score nearly 29 points lower than workers with no diagnosed health conditions (70.1) and 23 points lower than the national average (64.2)
- Workers diagnosed with anxiety have a productivity loss of 24 per cent (equivalent to 57.4 working days/year) and a mental health score (43.6) nearly 27 points lower than workers with no diagnosed health conditions (70.1) and 21 points lower than the national average (64.2)



Productivity loss as a percentage of time by diagnosed health conditions



Productivity loss in working days per year by diagnosed health conditions



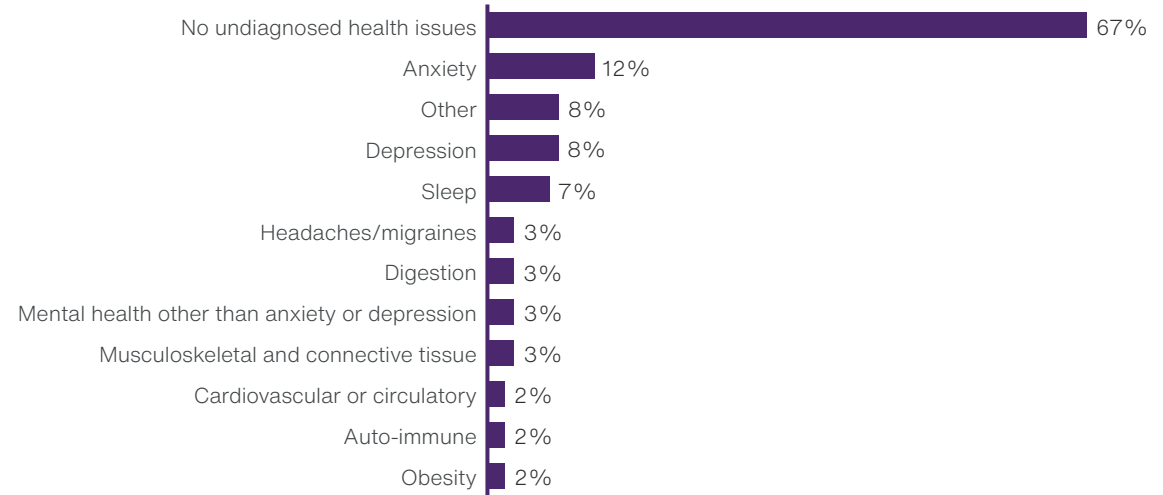
Undiagnosed health conditions.

Workers were asked whether they believe there are any undiagnosed health conditions affecting their health.

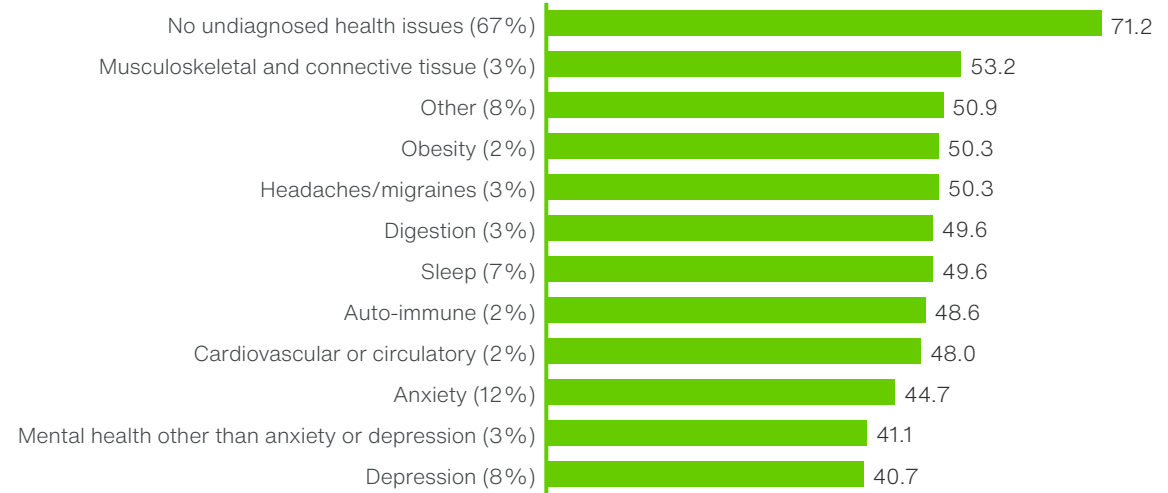
- More than one in ten (12 per cent) report undiagnosed anxiety, eight per cent report undiagnosed depression, and seven per cent report undiagnosed sleep issues
- Workers under 40 are more than twice as likely as workers over 50 to report undiagnosed anxiety and depression
- Women are 50 per cent more likely than men to report undiagnosed anxiety



Undiagnosed health conditions



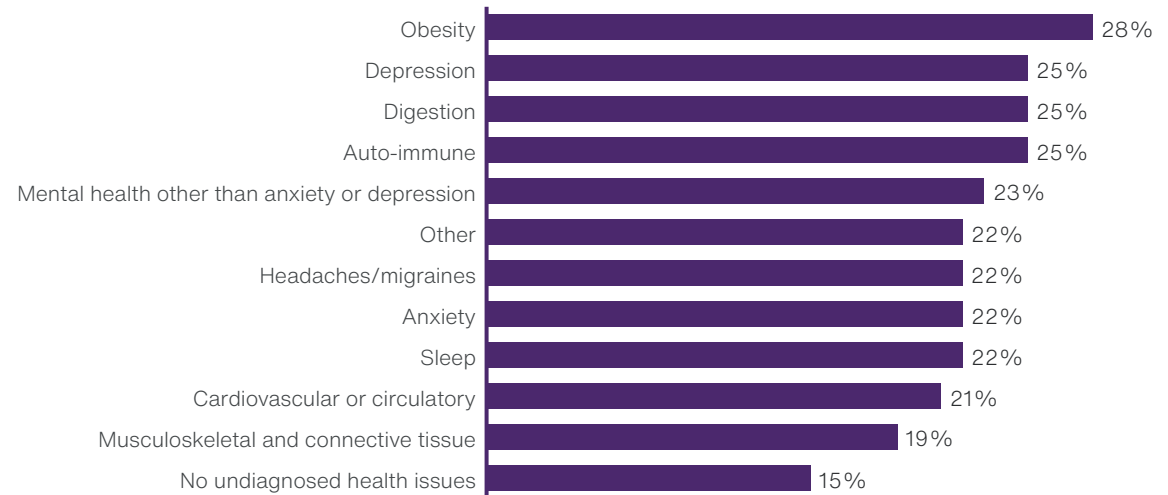
MHI score by undiagnosed health conditions



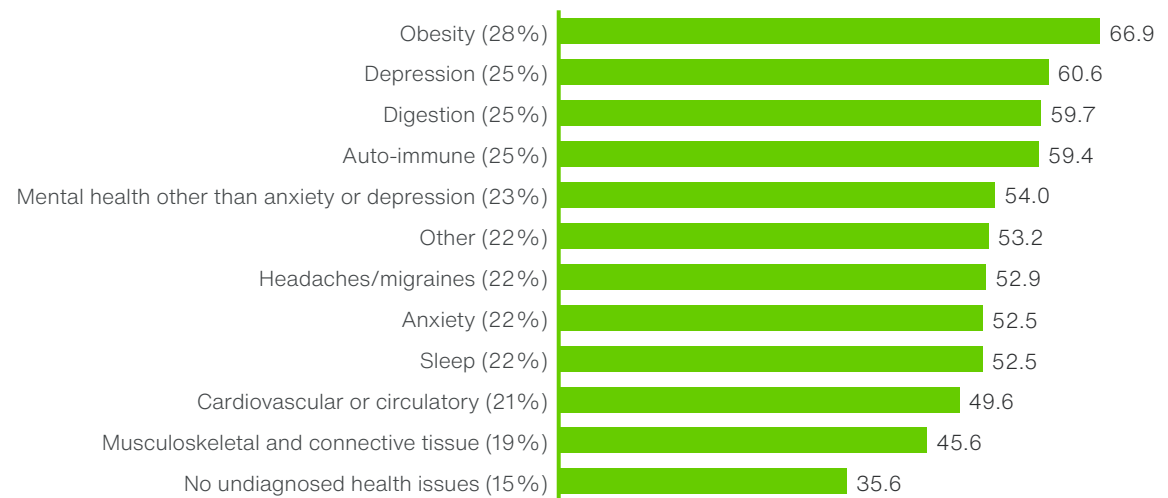
- Workers reporting undiagnosed obesity have the most significant productivity loss (28 per cent, equivalent to 66.9 working days/year), followed by workers reporting undiagnosed depression (25 per cent productivity loss, equivalent to 60.6 working days/year)
- The worst/lowest mental health score (40.7) is among eight per cent reporting undiagnosed depression, more than 30 points lower than workers with no undiagnosed conditions (71.2) and more than 23 points lower than the national average (64.2)
- Two-thirds (67 per cent) report no undiagnosed health conditions; this group has the best/highest mental health score (71.2), seven points higher than the national average (64.2)



Productivity loss as a percentage of time by undiagnosed health conditions



Productivity loss in working days per year by undiagnosed health conditions

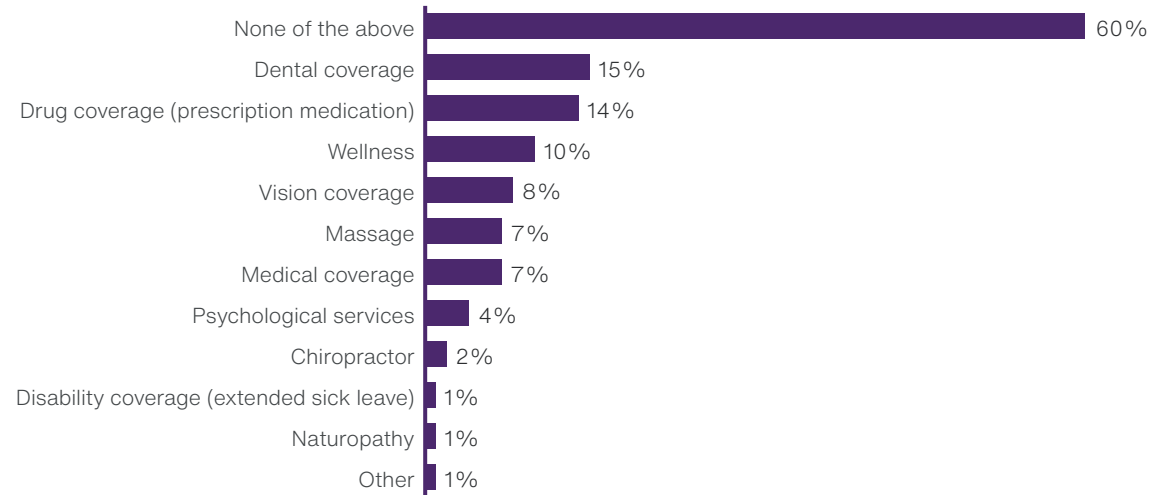


Health benefits

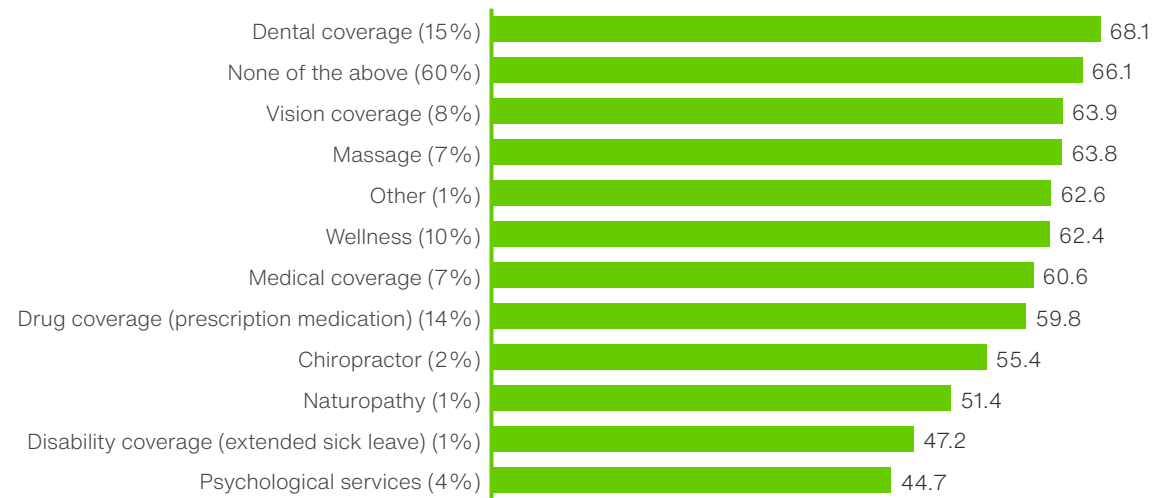
Workers were asked which elements of their health benefits they have used in the past year.

- More than one in seven (15 per cent) have used dental benefits, 14 per cent have used benefits for prescription medication, and 10 per cent have used their benefits for wellness
- Four per cent have used their benefits for psychological services; this group has the worst/lowest mental health score (44.7), nearly 20 points lower than the national average (64.2)
- Workers under 40 are three and half times more likely than workers over 50 to have used health benefits for psychological services
- Workers over 50 are two and half times more likely than workers under 40 to have used health benefits for prescription medication

Which elements of your health benefits have you used in the past year?



MHI score by “Which elements of your health benefits have you used in the past year?”

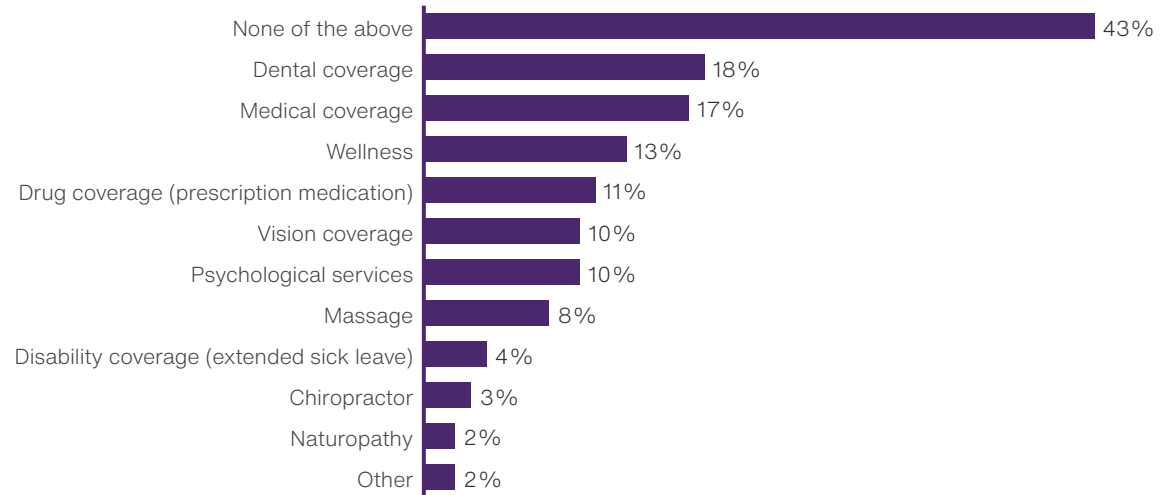


Workers were asked which elements of their health benefits they value most.

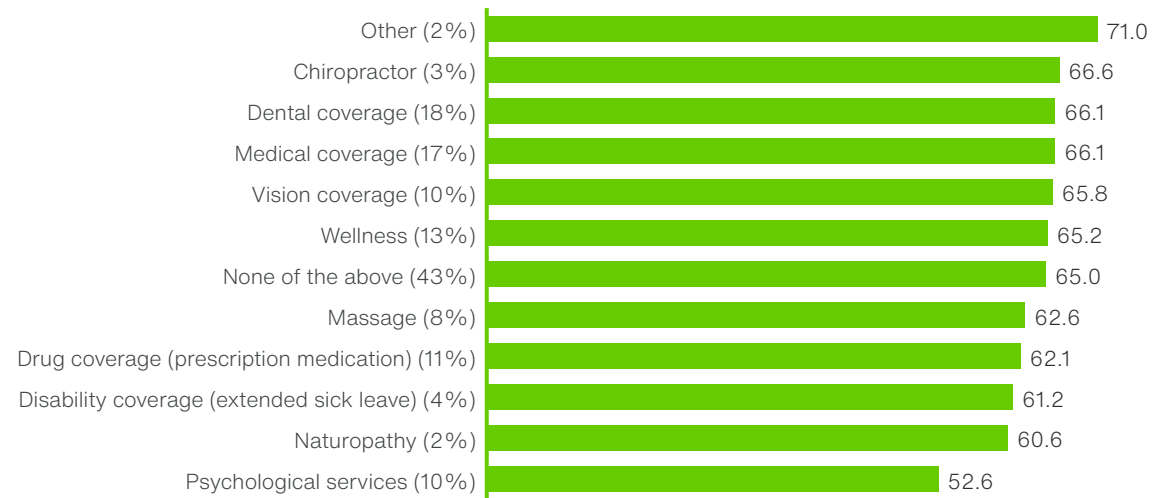
- Nearly one in five (18 per cent) value dental coverage the most, 17 per cent value medical coverage the most, 13 per cent most value wellness benefits, and 11 per cent most value prescription medication coverage
- The value placed on elements of health benefits aligns closely with the proportional use of health benefits as reported on the previous page
- One in ten (10 per cent) value psychological services most; this group has the worst/lowest mental health score (52.6), more than 11 points lower than the national average (64.2)
- Workers under 40 are nearly three times more likely than workers over 50 to value psychological services most



Which elements of your health benefits do you value most?



MHI score by “Which elements of your health benefits do you value most?”



Stress

Workers were asked whether they are feeling more sensitive to stress compared to before the pandemic.

- One-third (33 per cent) are feeling more sensitive to stress compared to before the pandemic; this group has the worst/lowest mental health score (50.6), nearly 14 points below the national average (64.2)
- Workers under 40 are 70 per cent more likely than workers over 50 to feel more sensitive to stress compared to before the pandemic
- Parents are 60 per cent more likely than non-parents to feel more sensitive to stress compared to before the pandemic
- Managers are more than 40 per cent more likely than non-managers to feel more sensitive to stress compared to before the pandemic

Workers were asked whether they notice their colleagues are more sensitive to stress compared to before the pandemic.

- More than one-third (35 per cent) notice their colleagues are more sensitive to stress compared to before the pandemic; this group has the worst/lowest mental health score (56.1), more than eight points below the national average (64.2)

Compared to before the pandemic, I am feeling more sensitive to stress



MHI score by “Compared to before the pandemic, I am feeling more sensitive to stress”



Compared to before the pandemic, I notice that my colleagues are more sensitive to stress



MHI score by “Compared to before the pandemic, I notice that my colleagues are more sensitive to stress”

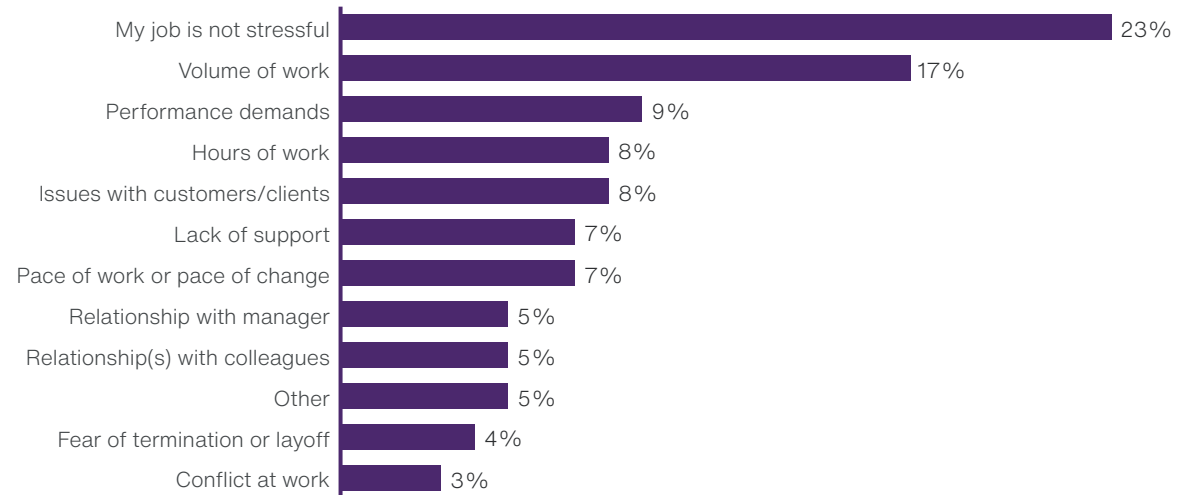


Workers were asked about their primary source of work stress.

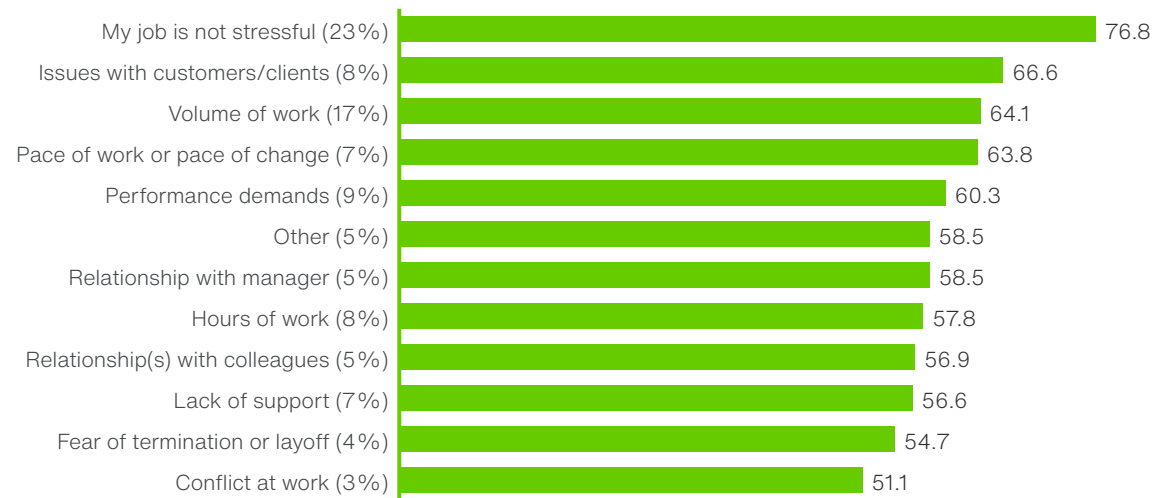
- Nearly one-quarter (23 per cent) indicate their job is not stressful; this group has the best/highest mental health score (76.8), nearly 13 points higher than the national average (64.2)
- The lowest mental health score (51.1) is among three per cent of workers reporting conflict at work as the primary source of work stress, 13 points below the national average (64.2)
- Non-managers are 70 per cent more likely than managers to report their job is not stressful
- Non-parents are 80 per cent more likely than parents to report their job is not stressful



What is your primary source of work stress?



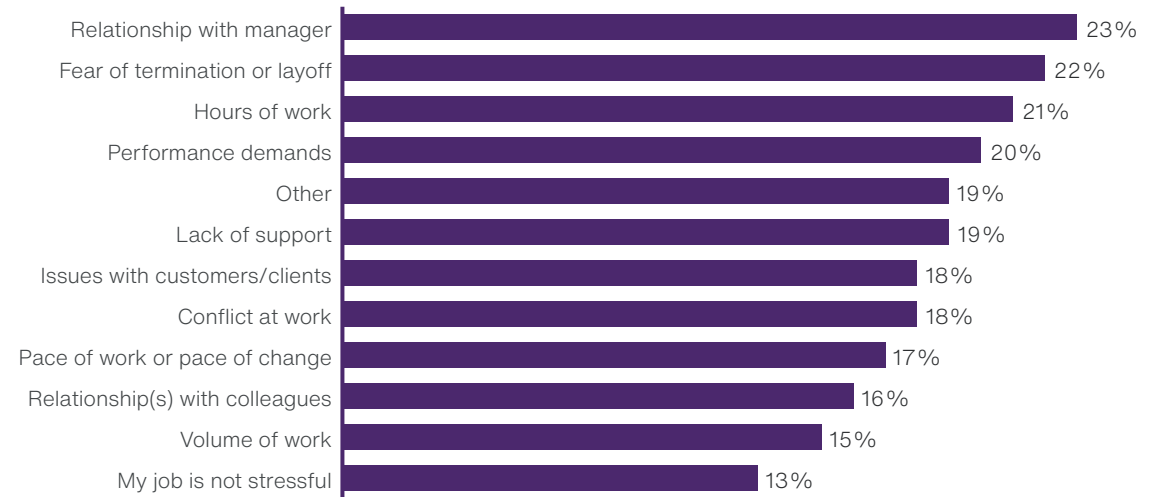
MHI score by “What is your primary source of work stress?”



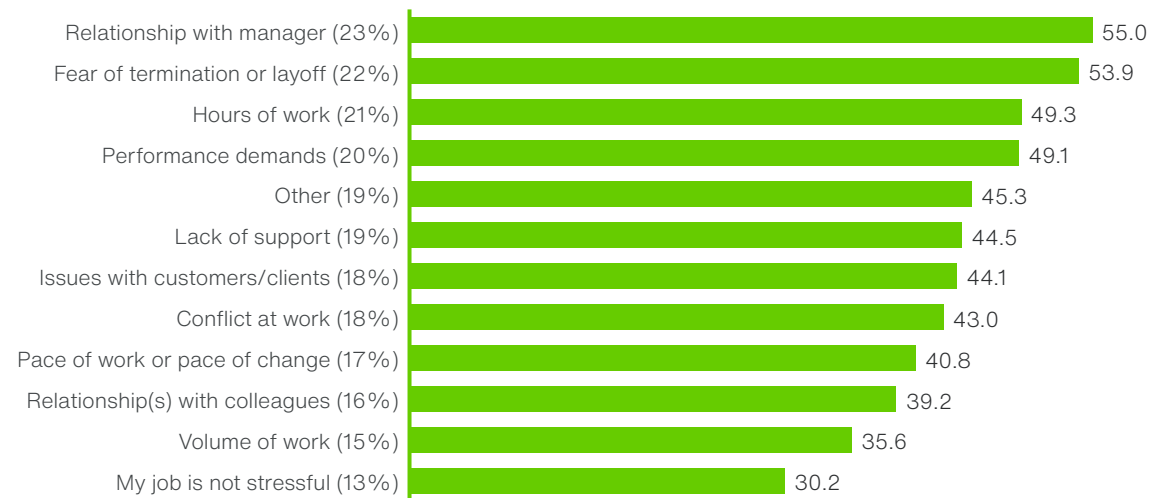
- Workers reporting the relationship with their manager is their primary source of work stress have a productivity loss of 23 per cent (equivalent to 55.0 working days/year)
- Workers reporting fear of termination or layoff is their primary source of work stress have a productivity loss of 22 per cent (equivalent to 53.9 working days/year)



Average productivity loss as a percentage of time by primary source of work stress



Average productivity loss in working days per year by primary source of work stress



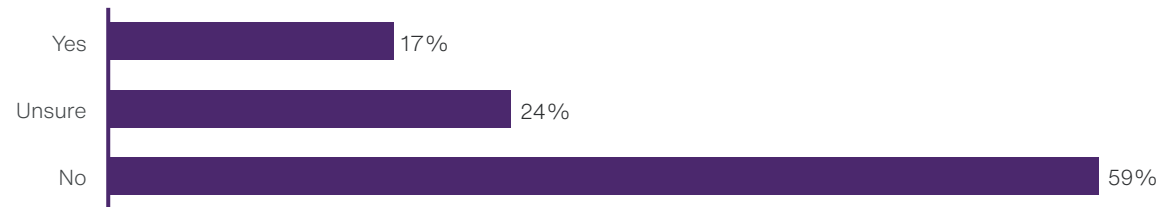
Turnover

Workers were asked if they are thinking about leaving their job.

- More than two in five (41 per cent) are thinking about leaving their job, or are unsure
- The worst/lowest mental health score (53.5) is among 17 per cent of workers who are thinking about leaving their job; this score is nearly 11 points lower than the national average (64.2)
- Labourers are nearly 60 per cent more likely service industry workers and more than 30 per cent more likely than office workers to be thinking about leaving their job
- Workers with reduced salary or fewer hours compared to the previous month are nearly twice as likely as workers with no change in salary/hours to be thinking about leaving their job
- Nearly three in five (59 per cent) are not thinking about leaving their job and this group has the best/highest mental health score (70.8)



Are you thinking of leaving your job?



MHI score by “Are you thinking of leaving your job?”



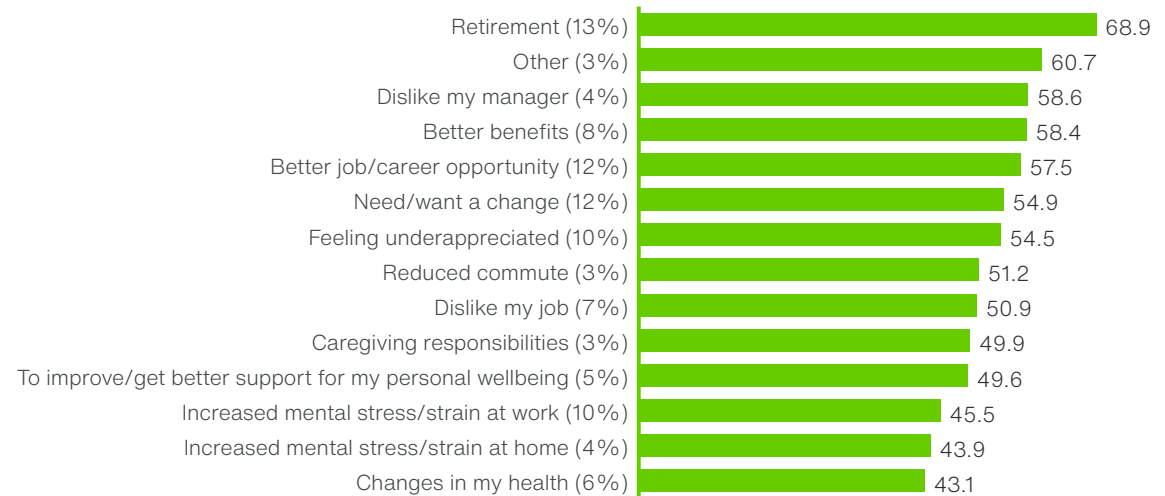
Workers thinking about leaving their job, or are unsure, were asked for the primary reason they are considering leaving.

- Thirteen per cent of workers are considering leaving for retirement, 12 per cent are considering leaving for a better job or career opportunity and 12 per cent need or want a change
- The best/highest mental health score (68.9) is among thirteen per cent of workers reporting retirement as the reason they are considering leaving
- The worst/lowest mental health score (43.1) is among six per cent of workers reporting that changes in their health is the reason they are considering leaving their job; this score is more than 21 lower than the national average (64.2)
- Managers are more than 30 per cent more likely than non-managers to consider leaving their job for a better job or career opportunity
- Parents are nearly twice as likely as non-parents to report that better benefits is the reason they are considering leaving
- Workers under 40 are nearly three times more likely than workers over 50 to consider leaving their job for a better job or career opportunity, and nearly twice as likely to consider leaving for better benefits

What is the primary reason you are thinking of leaving your job?



MHI score by "What is the primary reason you are thinking of leaving your job?"



Work preferences

Office workers were asked whether they would prefer a 5-day work week with the ability to work remotely as much as they want or a 4-day work week in the office.

- Nearly three in five (58 per cent) would prefer a 5-day work week with the ability to work remotely as much as they want. This group has the best/highest mental health score (65.0), slightly higher than workers who would prefer a 4-day work week in office (64.7)



Preference for work week



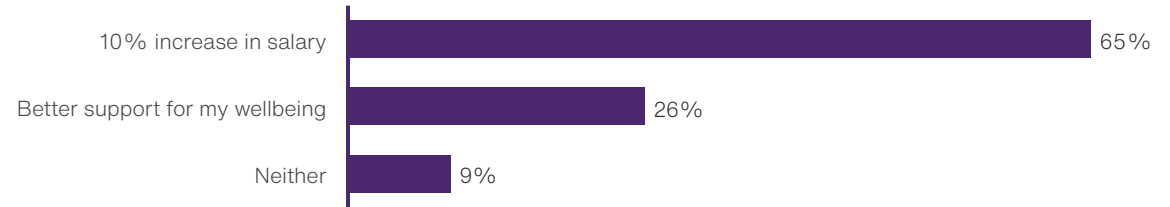
MHI score by “Preference for work week”



Workers were asked which is most important, a 10 per cent increase in salary or better support for their wellbeing.

- Nearly two-thirds (65 per cent) indicate a 10 per cent increase in salary is most important while 26 per cent say better support for their wellbeing is most important

Which of the following is most important to you?



MHI score by “Which of the following is most important to you?”



Work-life balance

Workers were asked where they invest most of their energy.

- Nearly two in five (38 per cent) invest most of their energy in their personal life, 36 per cent invest most of their energy in a balanced personal/work life and 26 per cent invest most of their energy in their work life



Thinking about your current lifestyle, where do you invest most of your energy?



MHI score by “Thinking about your current lifestyle, where do you invest most of your energy?”

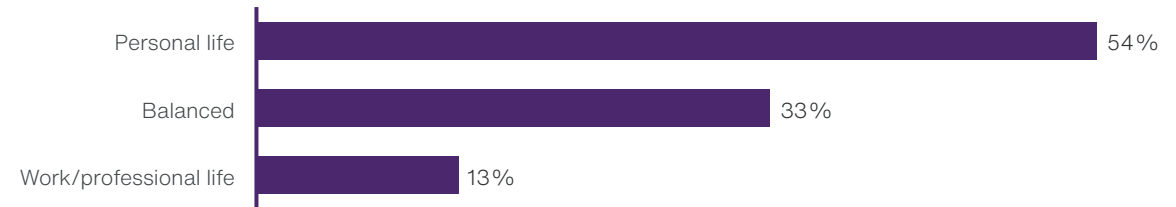


Workers were asked where they find fulfillment.

- More than half (54 per cent) find fulfillment in their personal life, 33 per cent find fulfillment in a balanced personal/work life, and 13 per cent find fulfillment in their work life
- The best/highest mental health score (71.4) is among 33 per cent finding fulfillment in a balanced personal/work life. The mental health score of this group is more than seven points higher than the national average (64.2)
- Managers are 50 per cent more likely than non-managers to find fulfillment in their work/professional life



Where do you find fulfillment?



MHI score by “Where do you find fulfillment?”



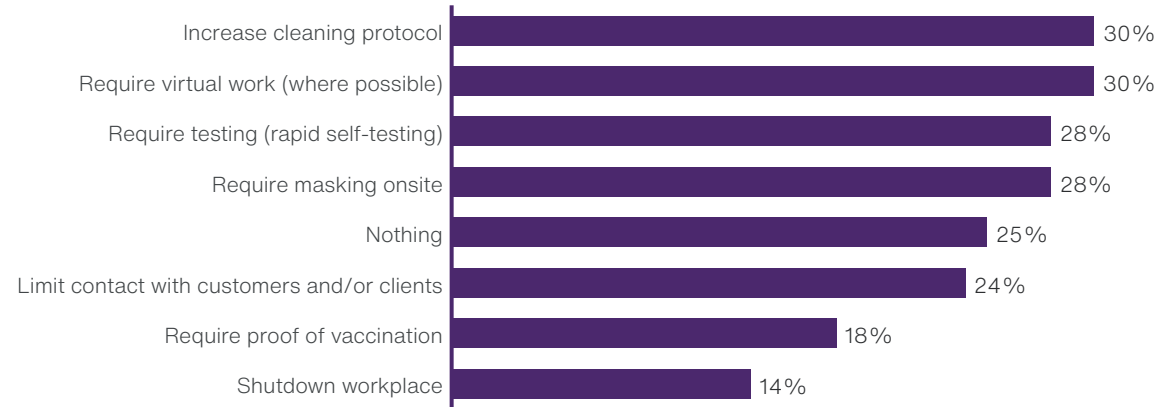
COVID-19 policy in the workplace.

Workers were asked what they would want their employer to do in an event of escalation in the spread of COVID-19.

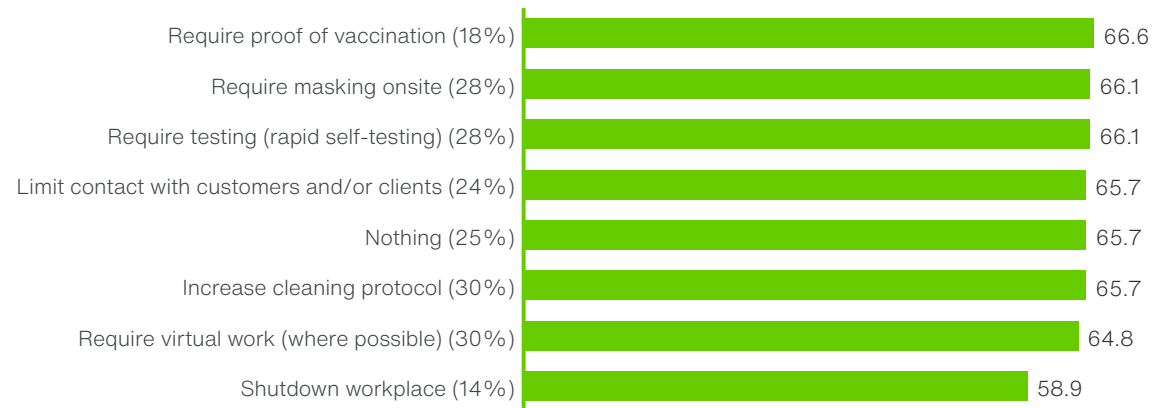
- Nearly one-third (30 per cent) would expect each of increased cleaning protocols and virtual work, 28 per cent would expect each of testing (rapid self-testing) and masking



Expectations of employers in an event of escalation in the spread of COVID-19



MHI score by “Expectations of employers in an event of escalation in the spread of COVID-19”



Overview of the TELUS Mental Health Index.

The mental health and wellbeing of a population is essential to overall health and work productivity. The Mental Health Index provides a measure of the current mental health status of employed adults. The increases and decreases in the MHI are intended to predict cost and productivity risks and inform the need for investment in mental health support by business and government.

The Mental Health Index report has two parts:

1. The overall Mental Health Index (MHI).
2. A spotlight section that reflects the specific impact of current issues in the community.

Methodology

Data for this report is collected through an online survey of 2,000 people who live in the United Kingdom and are currently employed or who were employed within the prior six months. Participants are selected to be representative of the age, gender, industry, and geographic distribution in the United Kingdom. Respondents are asked to consider the prior two weeks when answering each question. Data for the current report was collected between October 4 and October 12, 2023.

Calculations

To create the Mental Health Index, a response scoring system is applied to turn individual responses into point values. Higher point values are associated with better mental health and less mental health risk. The sum of scores is divided by the total number of possible points to generate a score out of 100. The raw score is the mathematical mean of the individual scores. Distribution of scores is defined according to the following scale:

Distressed 0 - 49 **Strained** 50-79 **Optimal** 80 - 100

Additional data and analyses.

Demographic breakdowns of sub-scores, and specific cross-correlational and custom analyses, are available upon request. Benchmarking against the national results or any sub-group is available upon request.

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