



TELUS Mental Health Index.

United Kingdom | January 2025

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What you need to know for January 2025.

Nearly one in three workers are **feeling anxious**, three in ten are feeling isolated, do not have emergency savings to cover basic needs and say their mental health is negatively impacting work productivity.

- At 63.5, the mental health of workers has declined by 1.1 points from September 2024
- 35 per cent of workers have a high mental health risk, 42 per cent have a moderate mental health risk, and 24 per cent have a low mental health risk
- All mental health sub-scores, except for optimism, have declined or are unchanged from September 2024
- Anxiety and isolation remain the lowest mental health sub-scores for three years
- Mental health scores declined in all regions across the United Kingdom
- The mental health score of managers remains higher than the score of non-managers
- Labourers continue to have a lower mental health score than service industry and office workers

Nearly two in five workers **feel under constant stress**, with the concern disproportionately among younger workers and parents.

- 37 per cent of workers feel under constant stress; the mental health score of this group is more than 32 points lower than workers not feeling constant stress, and more than 17 points lower than the national average
- 34 per cent of workers are skeptical of others' motives
- 32 per cent of workers are feeling angrier and more distrustful of others
- 29 per cent of workers get easily frustrated in daily situations
- Workers under 40 are more likely to feel under constant stress, to feel angrier and more distrustful of others, to be skeptical about others' motives, and to be easily frustrated



Workers identify health benefits as the most significant opportunity for improvement; the value placed on better support for wellbeing has increased by 31 per cent since 2023.

- 48 per cent of workers say their organisation excels in flexible work, while 28 per cent say their organisation needs to improve flexible work
- 34 per cent of workers say their organisation excels at workload management, while 32 per cent say their organisation needs to improve workload management
- 23 per cent of workers say their organisation excels in health benefits, while 36 per cent say their organisation needs to improve health benefits
- 30 per cent of workers say their organisation excels in diversity and inclusion
- 62 per cent of workers trust their organisation to be fair and honest in how they deal with employees
- 34 per cent of employees would prefer better support for their wellbeing over a 10 per cent increase in salary; a 31 per cent increase from October 2023



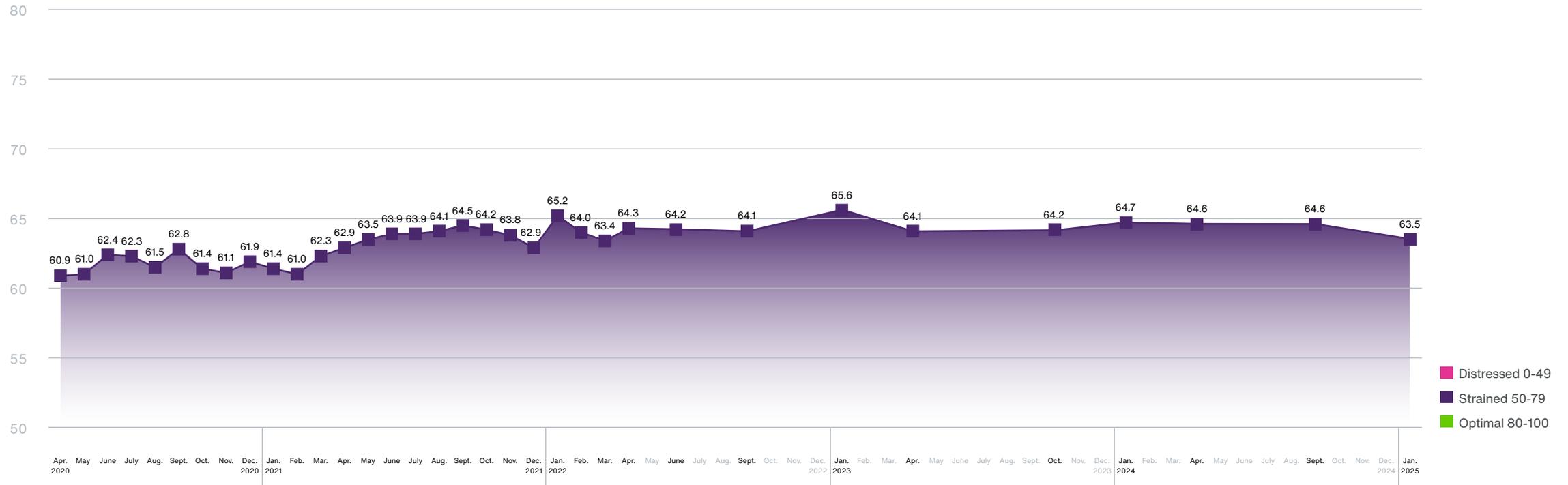
Cost and wait times cited as leading reasons for delaying or avoiding mental health support in 2024.

- 24 per cent of workers delayed or avoided seeking dental care in 2024, 14 per cent delayed or avoided medical care in 2024, and 13 per cent delayed or avoided vision care in 2024.
- 13 per cent of workers delayed or avoided mental health support in 2024.
- 51 per cent of workers cite a long wait time as the reason for delaying or avoiding seeking mental health support in 2024
- 38 per cent of workers cite cost as the reason for delaying or avoiding mental health support in 2024
- 25 per cent of workers cite stigma as the reason for delaying or avoiding mental health support in 2024

The Mental Health Index.

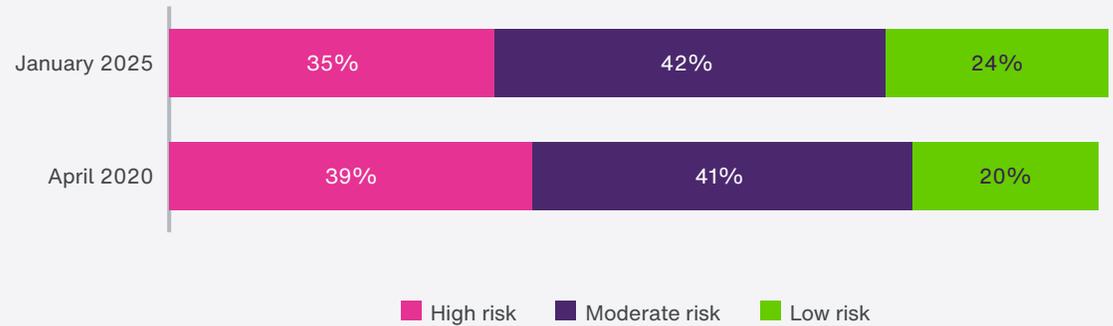
The overall Mental Health Index (MHI) for January 2025 is 63.5. The mental health score of workers in the United Kingdom has shown a downward trend since reaching its peak in January 2023. Following three months of stability, the mental health score declined by 1.1 points in January 2025.

MHI Current Month January 2025	September 2024
63.2	63.5



Mental health risk.

In January 2025, 35 per cent of workers have a high mental health risk, 42 per cent have a moderate mental health risk, and 24 per cent have a low mental health risk. Nearly five years since the launch of the Mental Health Index in April 2020, the proportion of workers in the high-risk group has declined by four per cent.



Approximately 30 per cent of workers 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 workers in the low-risk group report diagnosed anxiety or depression.

Mental Health Index sub-scores.

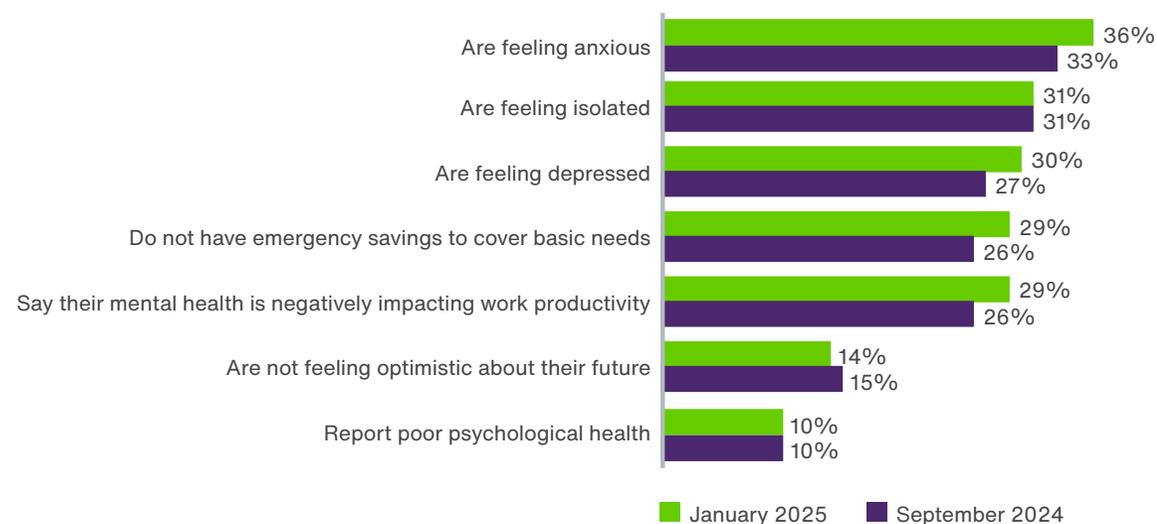
For more than two years, anxiety (55.1) has been the lowest Mental Health Index sub-score. Isolation (60.1), depression (60.5), work productivity (62), optimism (64.9), and financial risk (69.9) follow. General psychological health (72.4) continues to be the most favourable mental health measure in January 2025.

- All mental health sub-scores, except for optimism, have declined, or are unchanged from September 2024
- Anxiety and isolation remain the lowest mental health sub-scores for three years
- Anxiety, depression, and work productivity sub-scores have the most significant decreases, with 2.1-point declines from the previous period

More than one-third (36 per cent) of workers feel anxious, 31 per cent feel isolated, 30 per cent feel depressed, 29 per cent do not have emergency savings for basic needs, 29 per cent say their mental health is negatively impacting work productivity, 14 per cent do not feel optimistic about their future, and 10 per cent of workers generally cite poor psychological health.

Mental Health Index Sub-scores	January 2025	September 2024
Anxiety	55.1	57.2
Isolation	60.1	61.0
Depression	60.5	62.6
Work productivity	62.0	64.1
Optimism	64.9	64.7
Financial risk	69.9	71.4
Psychological health	72.4	72.4

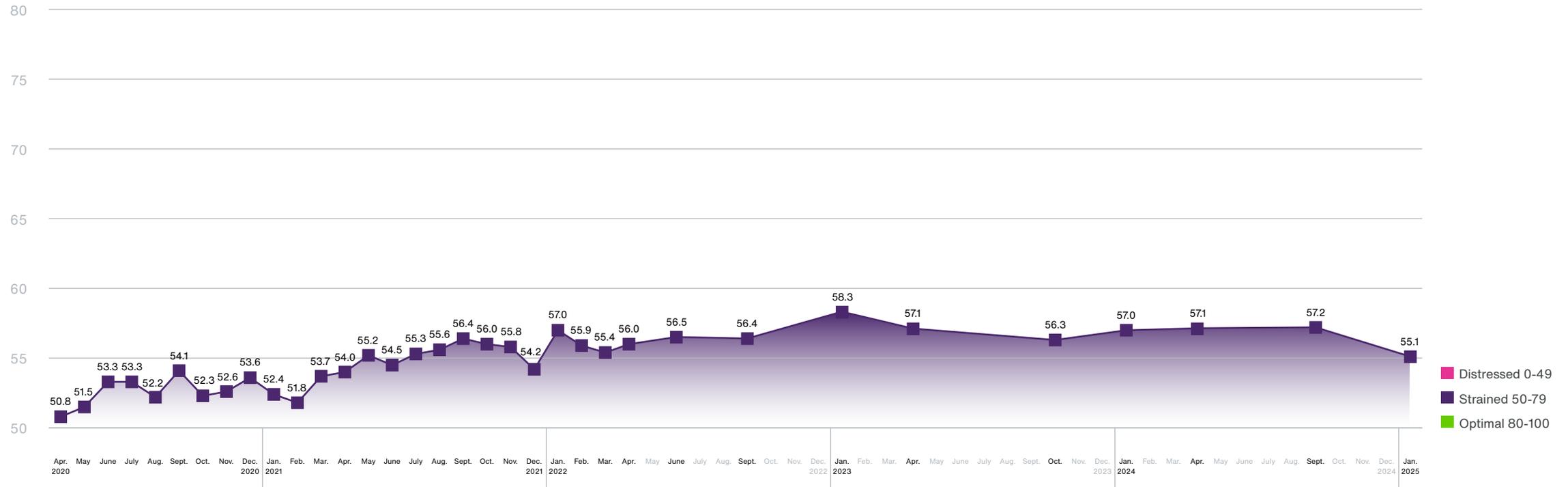
Percentage at risk by MHI sub-score



Anxiety

In January 2025, 36 per cent of workers say they often feel unsettled and nervous.

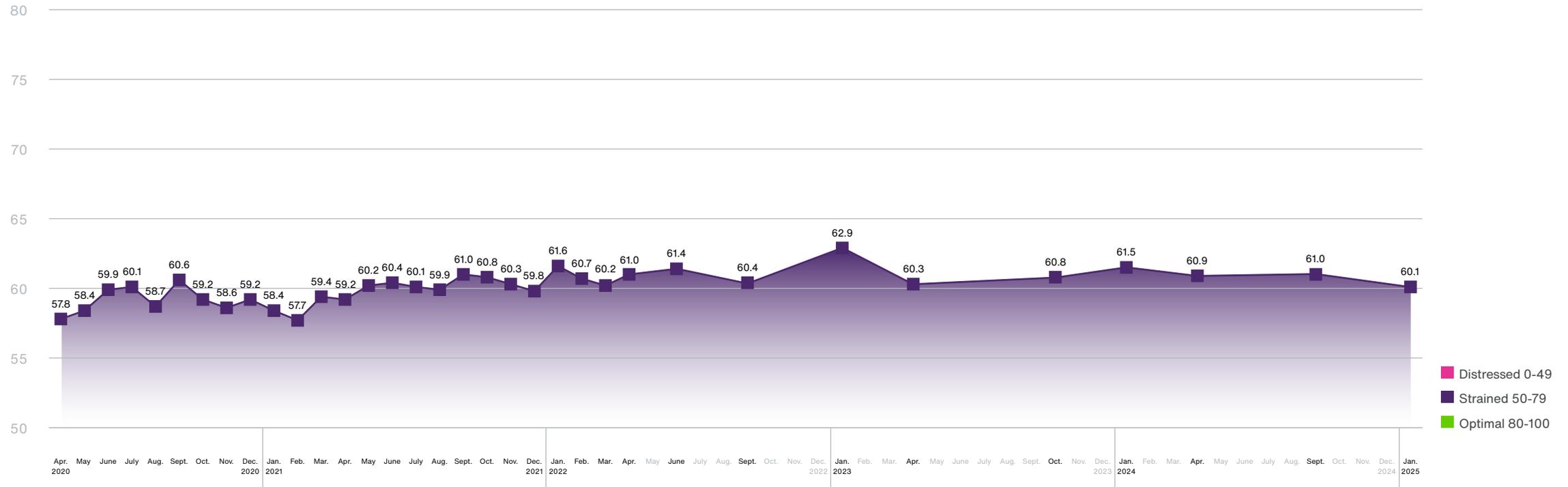
The anxiety sub-score has shown considerable variability since the launch of the MHI in April 2020. After peaking in January 2023, the anxiety sub-score declined for two consecutive periods. In January 2025, the anxiety score has declined 2.1 points from September 2024 and remains the lowest mental health sub-score for the last three years.



Isolation

In January 2025, 31 per cent of workers say they often feel alone.

The isolation sub-score has fluctuated significantly since April 2020, peaking in January 2023 before declining sharply in April 2023. Despite experiencing a brief improvement in September 2024, the isolation sub-score has declined in January 2025 and remains the second-lowest among sub-scores for the last three years.



Work productivity

In January 2025, 29 per cent of workers say their mental health is negatively impacting their work productivity and goals.

Overall, the impact of mental health on work productivity has shown general improvement, suggesting that the adverse effects of mental health on work productivity have slowly decreased. After peaking in January 2023, the work productivity score followed a downward trend through 2024. In January 2025, a 2.1-point decline is observed from September 2024.



Mental health by gender and age.

- Since the launch of the MHI, women have had a significantly lower mental health score than men. In January 2025, the mental health score of women is 61.0 compared to 66.0 for men
- Since April 2020, mental health scores have improved with age
- Differences in mental health scores between workers with and without minor children have been reported since the launch of the MHI in April 2020. More than four years later, this pattern continues with a lower score for workers with at least one child (60.4) than workers without children (65.5)

Mental health by employment status.

- Overall, three per cent of respondents are unemployed¹ and eight per cent report reduced hours or reduced salary
- Workers reporting reduced salary compared to the previous month have the lowest mental health score (44.3), followed by workers reporting fewer hours than the last month (53.6), respondents not currently employed (64.4), and workers with no change to salary or hours (64.5)
- Labourers have a lower mental health score (58.1) than service industry (63.2) and office workers (65.1)
- Managers have a higher mental health score (64.3) than non-managers (62.8)
- Respondents working for companies with 1,001-5,000 employees have the highest mental health score (65.2)
- Respondents working for companies with 51-100 employees have the lowest mental health score (59.2)



Emergency savings

- Workers without emergency savings continue to experience a lower mental health score (40.3) than the overall group (63.5). Workers with emergency savings have a mental health score of 73.4

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

The Mental Health Index by region.

The mental health scores in January 2025 declined across the United Kingdom. England experienced a modest decrease, while Northern Ireland, Scotland, and Wales saw significantly larger declines in mental health scores compared to September 2024.

- Despite a modest 0.7-point decline from September 2024, the highest mental health score is in England (63.9)
- With a 3.5-point decline, the lowest mental health score is Northern Ireland (60.0)

Region	January 2025	September 2024	Change
England	63.9	64.6	-0.7
Wales	61.1	63.5	-2.4
Scotland	62.5	65.9	-3.4
Northern Ireland	60.0	63.5	-3.5

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



Employment status	Jan. 2025	Sept. 2024
Employed (no change in hours/salary)	64.5	65.3
Employed (fewer hours compared to last month)	53.6	55.0
Employed (reduced salary compared to last month)	44.3	48.2
Not currently employed	64.4	66.7

Age group	Jan. 2025	Sept. 2024
Age 20-29	58.4	54.9
Age 30-39	58.9	59.7
Age 40-49	59.9	60.5
Age 50-59	64.4	66.6
Age 60-69	70.9	71.4

Number of children	Jan. 2025	Sept. 2024
No children in household	65.5	66.1
1 child	60.1	61.9
2 children	60.5	62.0
3 children or more	60.8	59.5

Gender	Jan. 2025	Sept. 2024
Men	66.0	67.4
Women	61.0	61.4

Household income/annum	Jan. 2025	Sept. 2024
<£15K/annum	55.0	55.1
£15K to <£30K/annum	56.4	57.6
£30k to <£60K	63.2	64.3
£60k to <£100K	67.1	68.6
£100K and over	72.6	74.0

Employer size	Jan. 2025	Sept. 2024
Self-employed/sole proprietor	62.2	66.9
2-50 employees	64.5	64.4
51-100 employees	59.2	60.6
101-500 employees	63.3	63.1
501-1,000 employees	62.9	66.3
1,001-5,000 employees	65.2	65.6
5,001-10,000 employees	64.5	65.6
More than 10,000 employees	64.4	65.3

Manager	Jan. 2025	Sept. 2024
Manager	64.3	65.3
Non-manager	62.8	63.8

Work environment	Jan. 2025	Sept. 2024
Labour	58.1	61.8
Office/desk	65.1	65.4
Service	63.2	64.5

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 (52.8), followed by workers in Food Services (55.1) and Wholesale Trade (57.9).

Workers in Real Estate, Rental and Leasing (71.9), Finance and Insurance (68.9), and Utilities (68.9) have the highest mental health scores this month.



Industry	January 2025	September 2024	Change
Utilities	68.9	64.0	4.8
Educational Services	68.7	64.8	3.9
Technology	68.3	65.8	2.5
Real Estate, Rental and Leasing	71.9	70.2	1.7
Finance and Insurance	68.9	67.4	1.5
Information and Cultural Industries	58.0	57.8	0.1
Professional, Scientific and Technical Services	68.2	68.2	0.0
Other	65.7	65.9	-0.2
Arts, Entertainment and Recreation	61.4	61.8	-0.4
Public Administration	61.3	62.1	-0.7
Other services (except Public Administration)	62.7	64.2	-1.4
Accommodation	58.9	60.5	-1.7
Full-time post-secondary student	52.8	55.0	-2.2
Transportation and Warehousing	62.8	65.2	-2.4
Administrative and Support Services	58.3	60.7	-2.4
Health Care and Social Assistance	62.8	65.4	-2.6
Retail Trade	59.9	62.5	-2.6
Construction	62.9	66.5	-3.6
Food Services	55.1	58.7	-3.6
Manufacturing	66.2	69.9	-3.7
Wholesale Trade	57.9	62.1	-4.2
Media and Telecommunications	63.1	68.3	-5.1

Spotlight

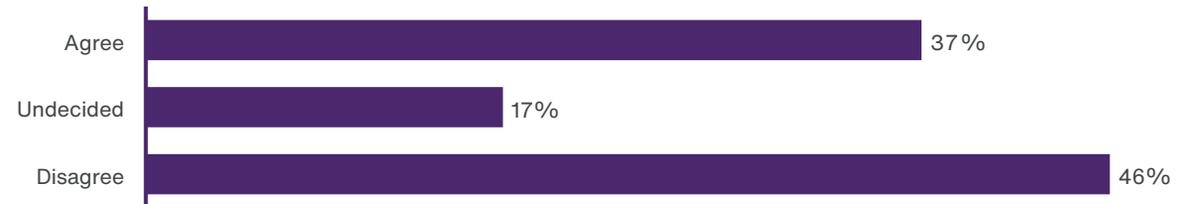
Stress, skepticism, and optimism.

Nearly two in five workers feel under constant stress, with the concern disproportionately among younger workers and parents.

- Nearly two in five (37 per cent) workers are feeling under constant stress; this group has the lowest mental health score (46.1), more than 32 points lower than workers not feeling constant stress (78.5) and 17 points lower than the national average (63.5)
- Workers under 40 are 80 per cent more likely than workers over 50 to feel under constant stress
- Parents are more than 50 per cent as likely as non-parents to feel under constant stress
- More than two in five (46 per cent) are not under constant stress; this group has the highest mental health score (78.5), 15 points higher than the national average (63.5)



I feel under constant stress



MHI score by “I feel under constant stress”

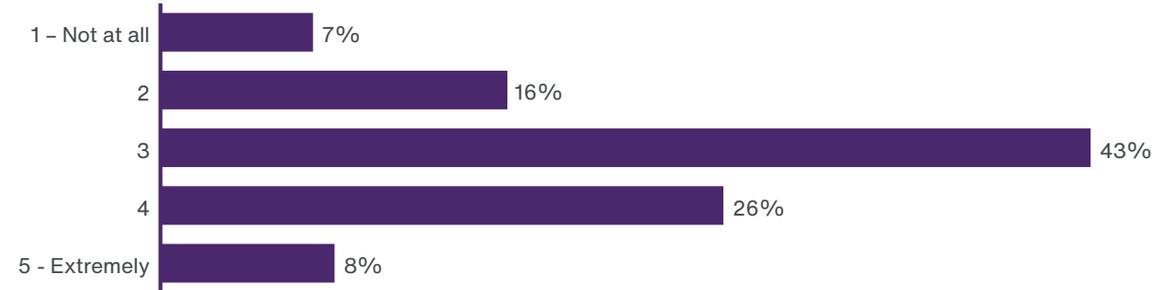


More than one-third of workers are highly skeptical about others' motives.

- More than one-third of workers (34 per cent) are highly skeptical (rating of 4 or 5) about others' motives; this group has the lowest mental health scores (57.0 and 49.1, respectively), at least six points lower than the national average (63.5)
- Workers under 40 are 50 per cent more likely than workers over 50 to be skeptical about others' motives
- Nearly one-quarter (23 per cent) are unlikely to be skeptical (rating of 1 or 2) about others' motives; this group has the highest mental health scores (76.6 and 72.4, respectively), at least nine points higher than the national average (63.5)



On a scale of 1-5 (1 being not at all, 5 being extremely), how skeptical are you about others' motives?



MHI score by “On a scale of 1-5 (1 being not at all, 5 being extremely), how skeptical are you about others' motives?”

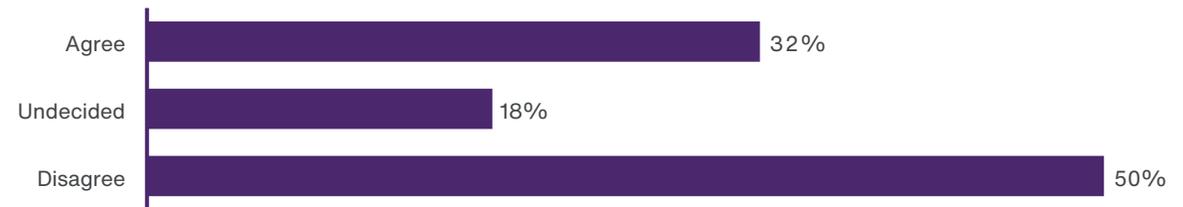


Nearly one in three workers feel angrier and more distrustful of others.

- Nearly one-third (32 per cent) of workers are feeling angrier and more distrustful of others; this group has the lowest mental health score (46.9), nearly 30 points lower than workers not feeling angrier and more distrustful of others (76.1) and nearly 17 points lower than the national average (63.5)
- Workers under 40 are 70 per cent more likely than workers over 50 to be feeling angrier and more distrustful of others
- Half (50 per cent) of workers are not feeling angrier and more distrustful of others; this group has the highest mental health score (76.1), nearly 13 points higher than the national average (63.5)



I am feeling angrier and more distrustful of others



MHI score by “I am feeling angrier and more distrustful of others”



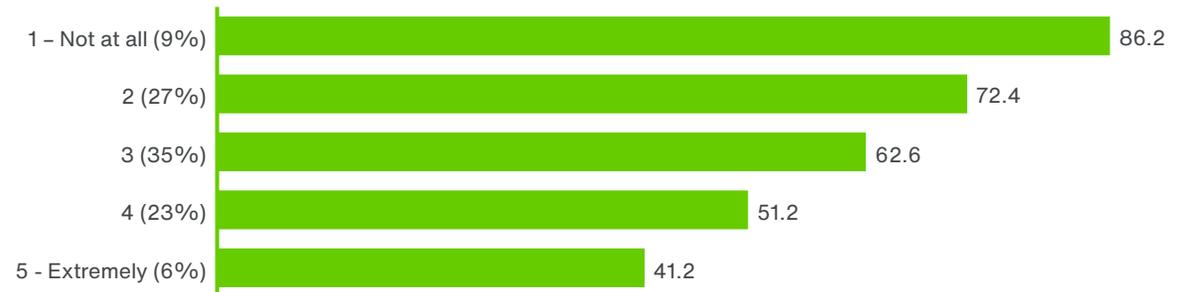
Nearly one in four workers report getting easily frustrated in daily situations.

- Nearly three of ten (29 per cent) workers report being easily frustrated in daily situations (rating of 4 or 5); this group has the lowest mental health scores (41.2 and 51.2, respectively), at least 12 points lower than the national average (63.5)
- Workers under 40 are 70 per cent more likely than workers over 50 to report being easily frustrated in daily situations
- Parents are 30 per cent more likely than non-parents to report being easily frustrated in daily situations
- Workers without emergency savings are nearly three times more likely than workers with emergency savings to report being easily frustrated in daily situations
- More than one in three (36 per cent) report not being easily frustrated in daily situations (rating of 1 or 2); this group has the highest mental health scores (86.2 and 72.4, respectively), at least nine points higher than the national average (63.5)

On a scale of 1 to 5 (1 being not at all, 5 being extremely), how easily do you get frustrated in daily situations?



MHI score by “On a scale of 1 to 5 (1 being not at all, 5 being extremely), how easily do you get frustrated in daily situations?”

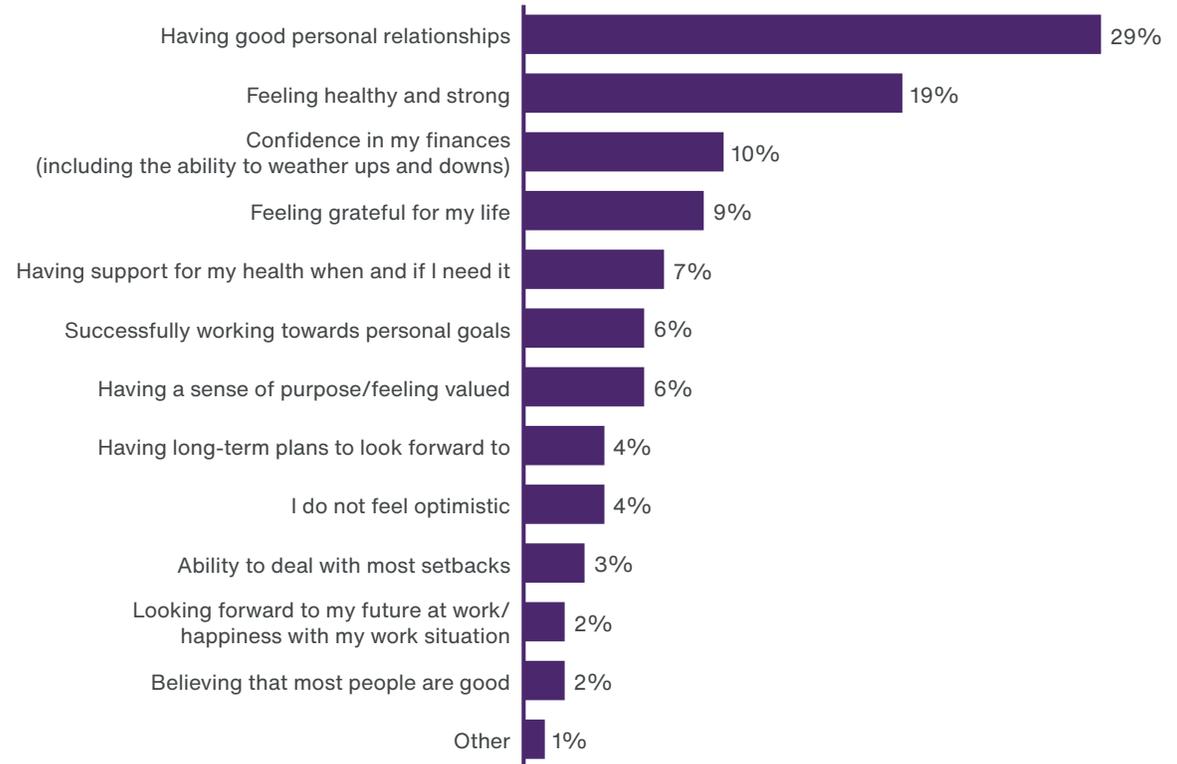


Good personal relationships, feeling healthy and strong, gratitude, and confidence in financial stability drive personal optimism.

- Having good personal relationships is the leading factor most driving personal optimism (29 per cent), followed by feeling healthy and strong (19 per cent), confidence in their finances (10 per cent), and feeling grateful for their life (nine per cent)

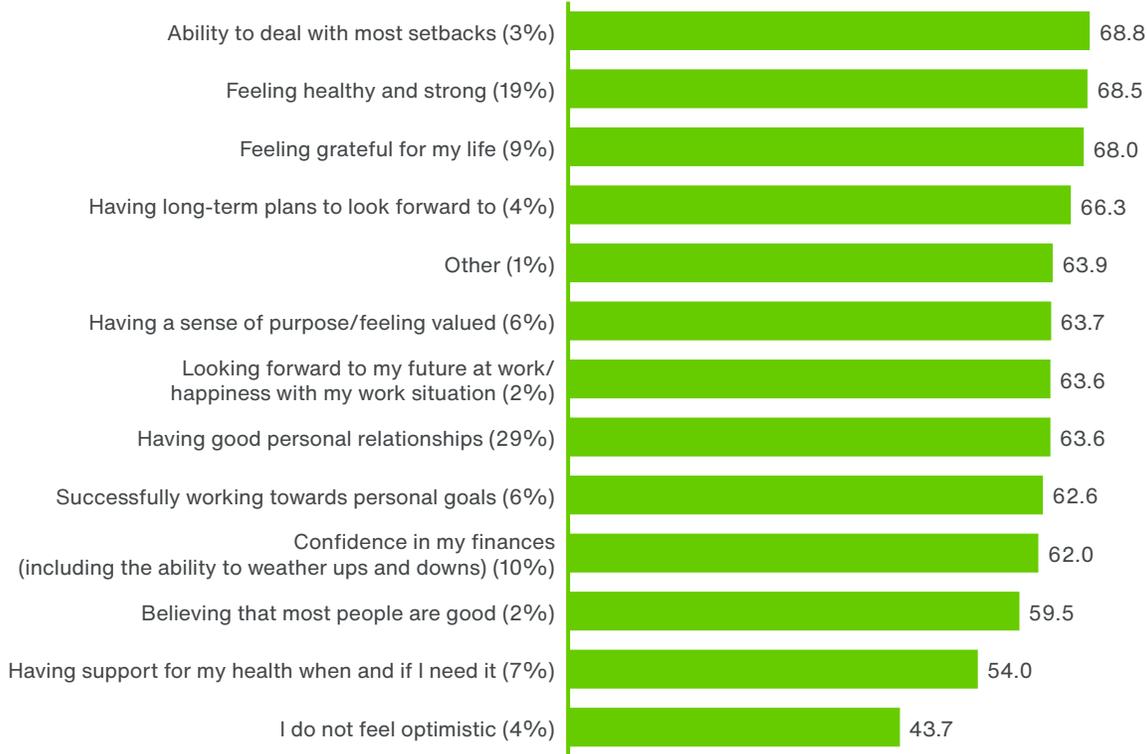


What factor most drives your personal optimism?





MHI score by “What factor most drives your personal optimism?”



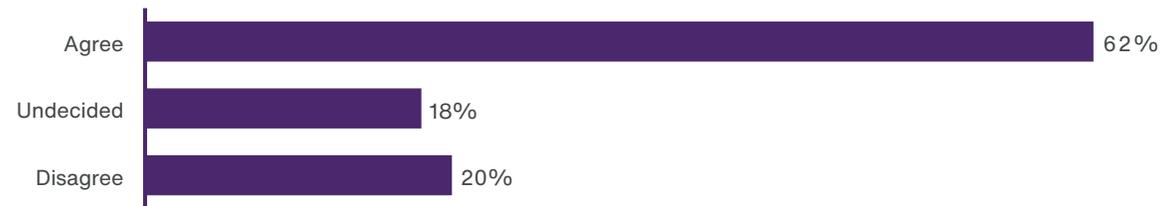
Perceptions of organisational fairness, strengths, and opportunities.

Nearly one in three workers trust their company to be fair and honest in dealing with employees.

- Nearly one in three (62 per cent) workers trust their company to be fair and honest in how they deal with employees; this group has the highest mental health score (67.8), more than four points higher than the national average (63.5)
- One in five (20 per cent) don't trust their company to be fair and honest in how they deal with employees; this group has the lowest mental health score (56.3), more than 11 points lower than workers who trust their company (67.8) and seven points lower than the national average (63.5)



I trust the company I work for to be fair and honest in how they deal with employees



MHI score by "I trust the company I work for to be fair and honest in how they deal with employees"

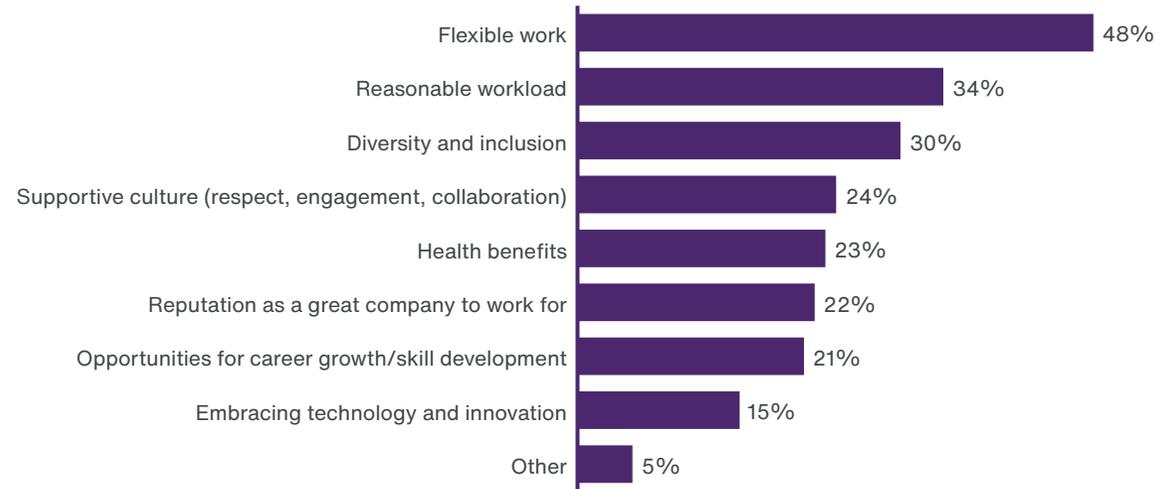


Workers rank flexible work as the area in which their organisation excels most.

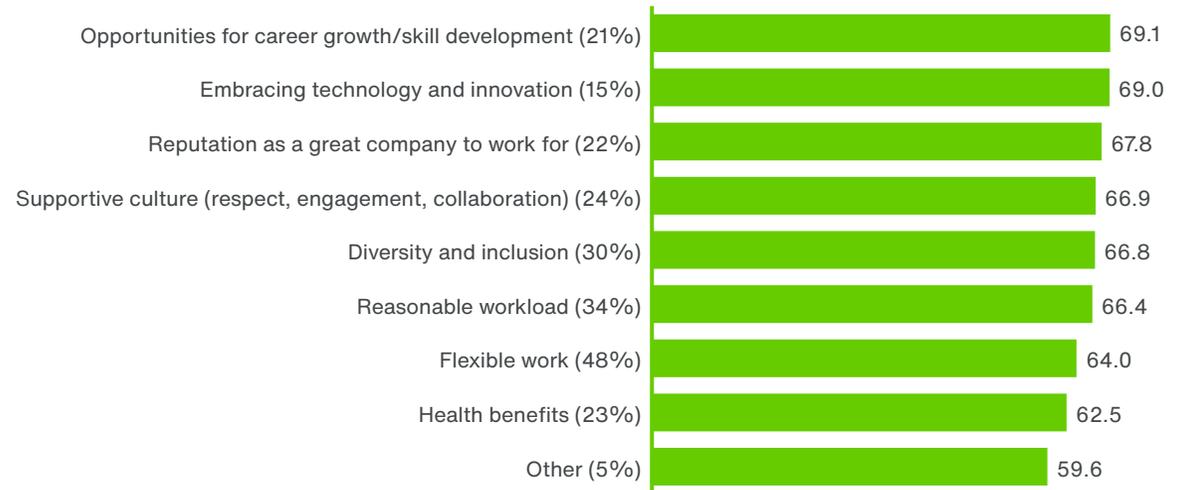
- Nearly half (48 per cent) of workers say their organisation excels at flexible work, 34 per cent say their organisation excels at workload management, 30 per cent say diversity and inclusion is an area in which their organisation excels, 24 per cent say their organisation excels because of its supportive culture, and 23 per cent say health benefits is an area in which their organisation excels



In which area(s) do you believe your organisation excels?



MHI score by “In which area(s) do you believe your organisation excels?”

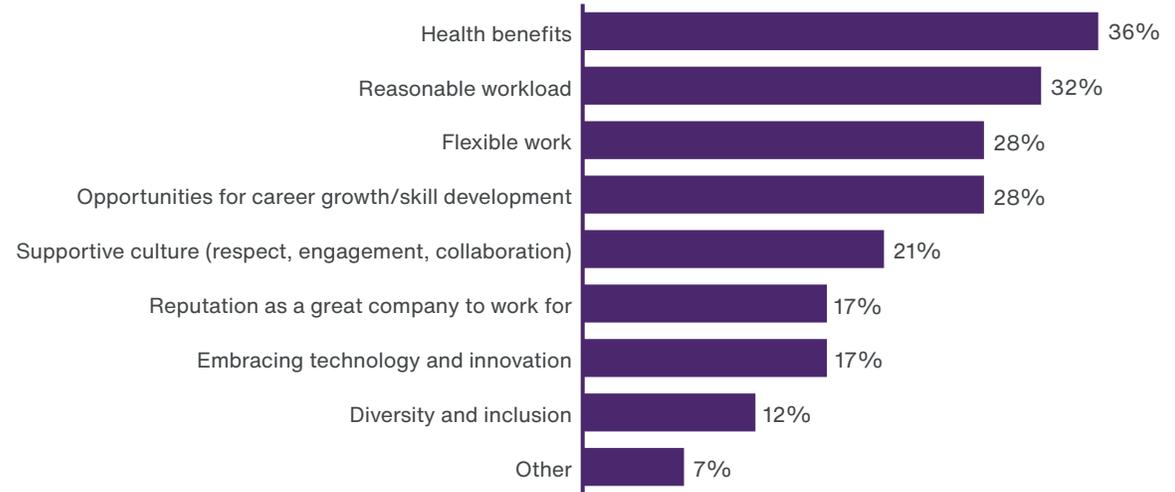


Workers identify health benefits as the greatest opportunity for improvement in their workplaces.

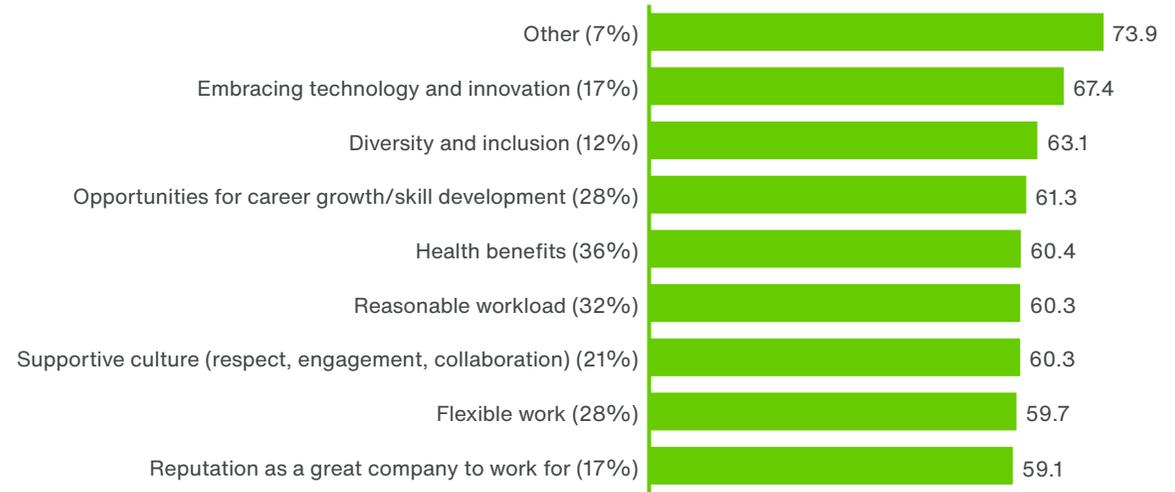
- More than one-third (36 per cent) of workers say their organisation needs to improve health benefits, 32 per cent say their organisation needs to improve workload management, 28 per cent say improvement is needed concerning flexible work, 28 per cent say opportunities for career growth/skills development needs to improve, and 21 per cent say a supportive culture is an area requiring the most improvement in their organisation



In which area(s) do you believe your organisation needs to improve?



MHI score by “In which area(s) do you believe your organisation needs to improve?”

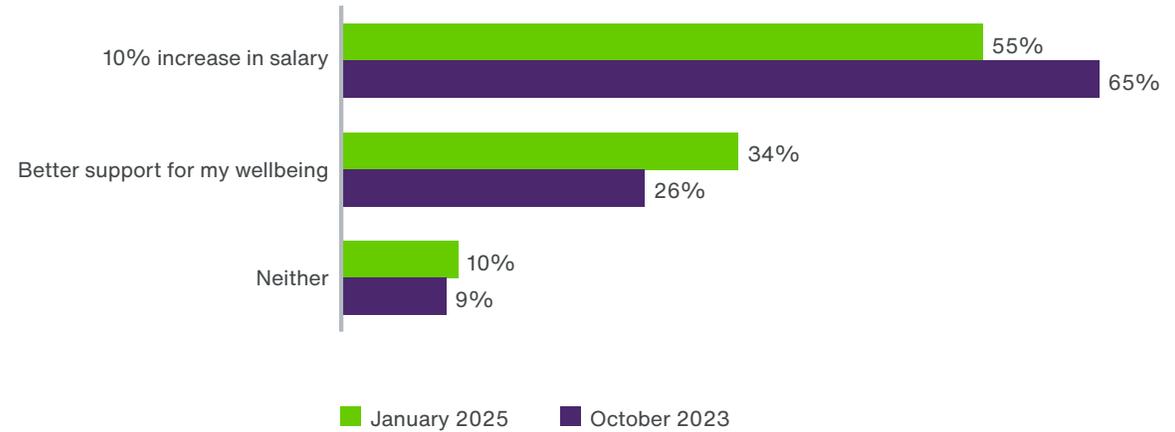


The value placed on better support for wellbeing has increased by 31 per cent from 2023, while the importance of a 10 per cent salary increase has lessened.

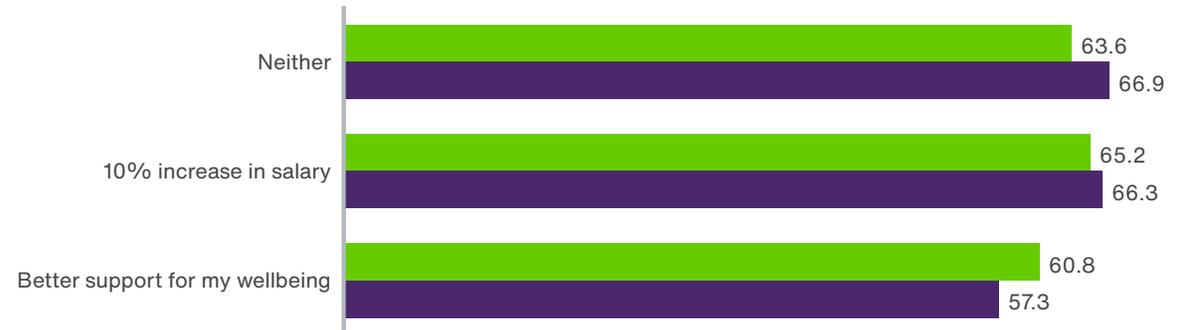
- More than half (55 per cent) of workers say a 10% increase in salary is more important; this group has a mental health score (65.2) modestly higher than the national average (63.5)
- One-third (33 per cent) say better support for their wellbeing is more important; this group has the lowest mental health score (60.8), nearly three points lower than the national average (63.5)
- Between October 2023 and January 2025, the importance of support for wellbeing rose from 26 per cent to 34 per cent, while the importance of a 10% salary increase fell from 65 per cent to 55 per cent



Which of the following is more important to you?



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

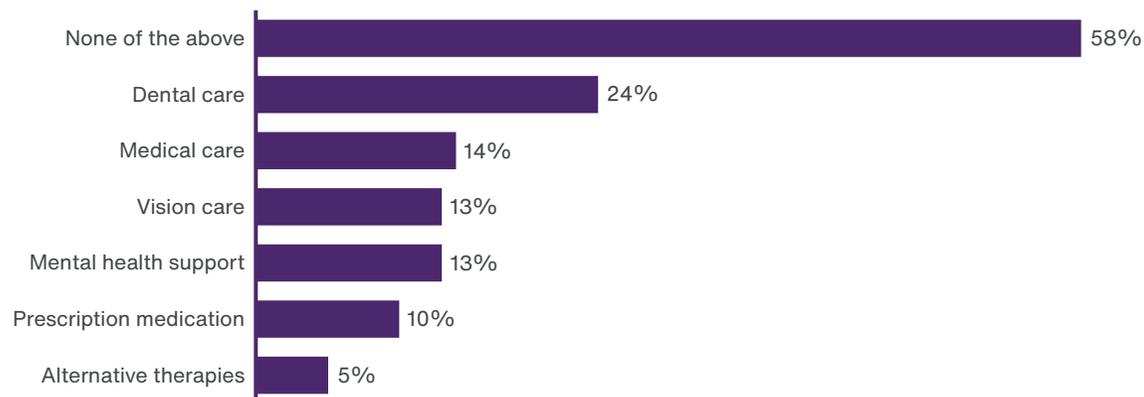


Use of and barriers to healthcare.

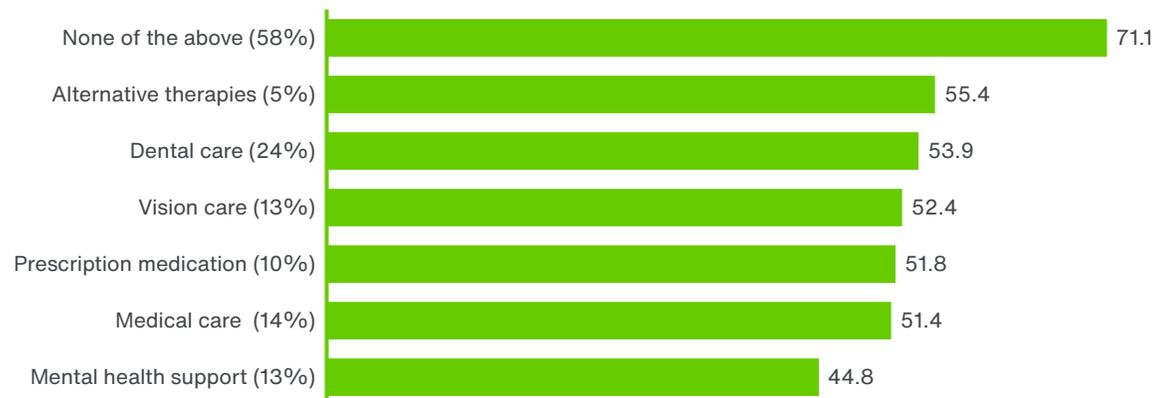
Younger workers and parents more often delayed or avoided seeking mental health support in 2024.

- Nearly one-quarter (24 per cent) of workers delayed or avoided seeking dental care in 2024, 14 per cent delayed or avoided medical care, and 13 per cent delayed or avoided vision care in 2024
- The lowest mental health score (44.8) is among 13 per cent of workers who delayed or avoided seeking mental health support in 2024, nearly 27 points lower than workers who did not delay or avoid seeking care and nearly 19 points lower than the national average (63.5)
- Workers under 40 are more than four times as likely as workers over 50 to have delayed or avoided seeking mental health support in 2024
- Parents are twice as likely as non-parents to have delayed or avoided seeking mental health support in 2024
- Workers without emergency savings are five times more likely than workers with emergency savings to have delayed or avoided seeking mental health support in 2024
- Nearly three in five (58 per cent) did not delay or avoid seeking care in the last year; this group has the highest mental health score (71.1), nearly eight points higher than the national average (63.5)
- Workers over 50 are 85 per cent more likely than workers under 40 not to have delayed or avoided seeking care in 2024

In the last year (2024), did you delay or avoid seeking any of the following?



MHI score by “In the last year (2024), did you delay or avoid seeking any of the following?”

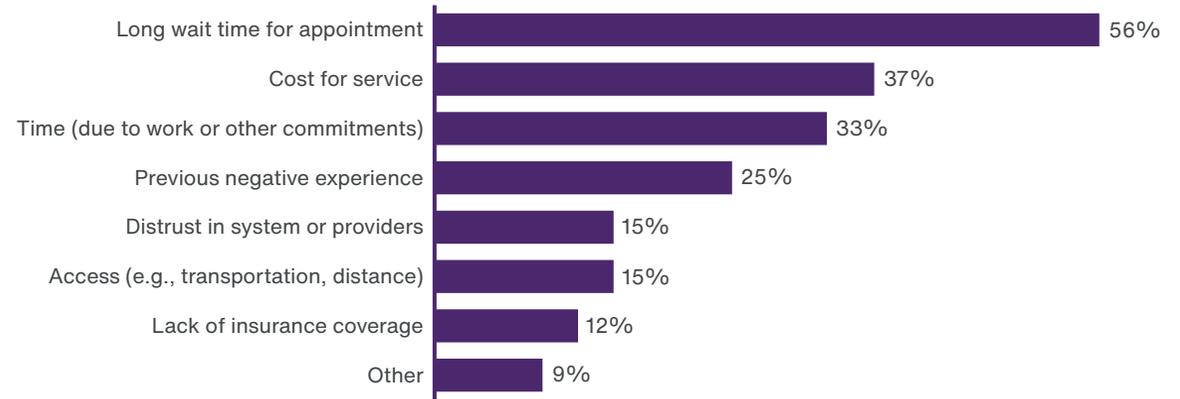


Cost and wait time are the top reasons cited for delaying or avoiding medical care in 2024.

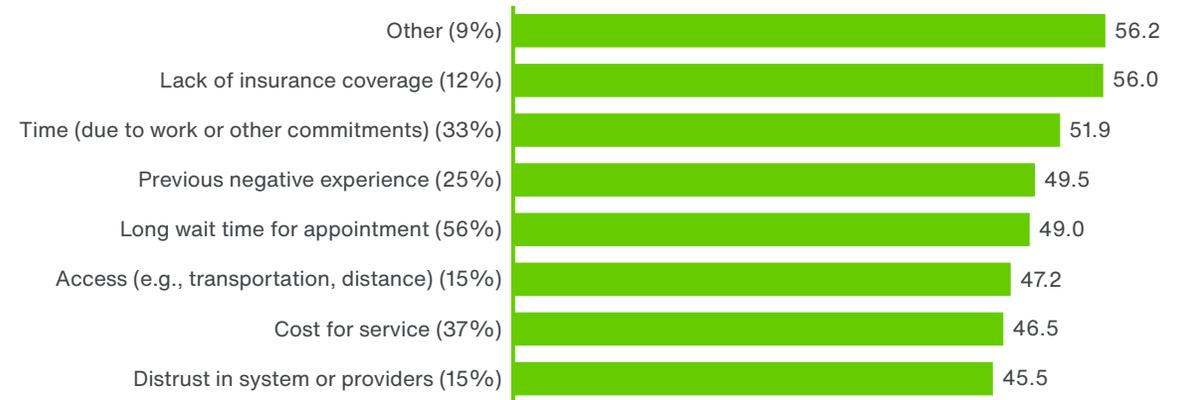
- More than half (56 per cent) of workers cite a long wait time for an appointment as the reason for delaying or avoiding seeking medical care in 2024, 37 per cent cite cost, 33 per cent cite a lack of time, 25 per cent cite previous negative experiences, 15 per cent cite distrust in the system or provider, and 15 per cent cite accesses (e.g., transportation, distance)
- The lowest mental health score (45.5) is among 15 per cent of workers citing distrust in the system or provider as the reason for delaying or avoiding seeking medical care in 2024, 18 points lower than the national average (63.5)



Why did you delay or avoid seeking medical care in 2024?



MHI score by “Why did you delay or avoid seeking medical care in 2024?”

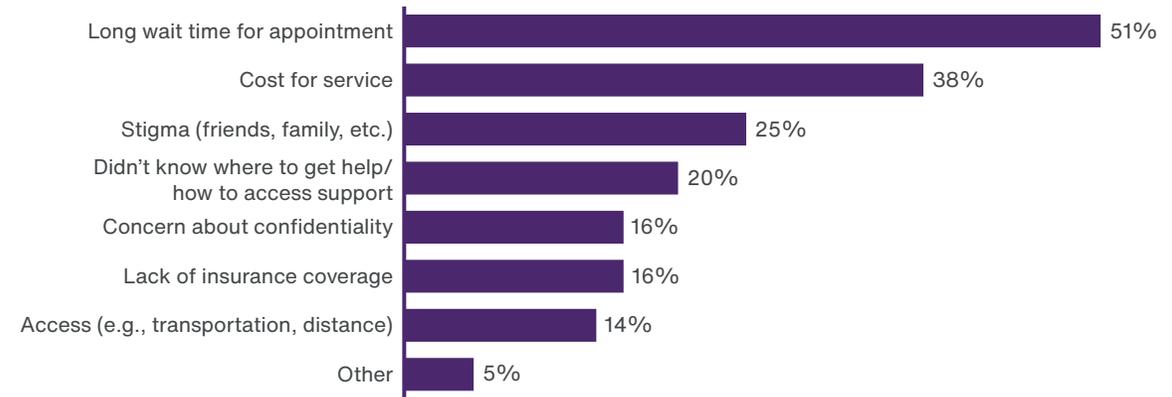


Workers overwhelmingly cite cost as the top barrier to having delayed or avoided seeking mental health support in 2024.

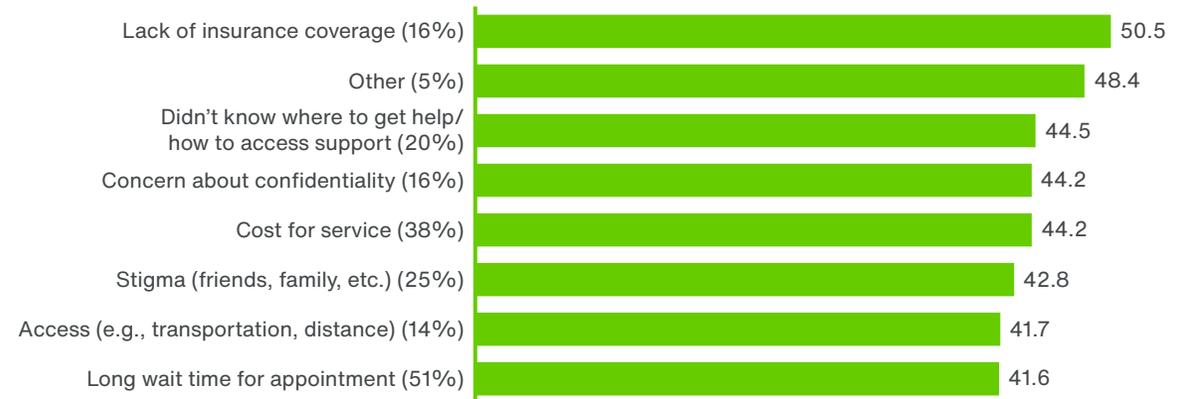
- More than half (51 per cent) of workers cite a long wait time for an appointment as the reason for delaying or avoiding seeking mental health support in 2024, 38 per cent cite cost, 25 per cent cite stigma, and 20 per cent say they didn't know where to get help/how to access support
- The lowest mental health score (41.6) is among 51 per cent of workers citing long wait times as the reason for delaying or avoiding seeking mental health support in 2024, 22 points lower than the national average (63.5)



Why did you delay or avoid seeking mental health support in 2024?



MHI score by “Why did you delay or avoid seeking mental health support in 2024?”



Overview of the TELUS Mental Health Index.

The mental health and wellbeing of a population are essential to overall health and work productivity. The Mental Health Index provides measures of the current mental health status of employed adults. 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 businesses and governments.

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 previous 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 January 22 and January 31, 2025.

Calculations

A response scoring system, turning individual responses into point values, is used to create the Mental Health Index. 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. The 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.

Contact MHI@telushealth.com





www.telushealth.com

