



TELUS Mental Health Index.

United Kingdom | April 2024

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What you need to know for April 2024.

Anxiety and isolation have been the lowest mental health sub-scores for two years.

- At 64.6, the mental health of workers is nearly unchanged from January 2024
- 32 per cent of workers have a high mental health risk, 42 per cent have a moderate mental health risk, and 26 per cent have a low mental health risk
- All mental health sub-scores, apart from work productivity and anxiety, have declined, or are unchanged, from January 2024
- Mental health scores have declined in Northern Ireland, England, and Scotland whereas the mental health score in Wales has improved compared to January 2024
- The mental health score of managers has declined whereas the score for non-managers has improved from the previous period
- Labourers continue to have a lower mental health score than service industry and office workers



One-third of workers are finding it difficult to be motivated to do their work.

- 33 per cent of workers who find it more difficult to be motivated at work have a mental health score nearly 28 points lower than workers not reporting difficulty with motivation and 16 points lower than the national average
- Workers under 40 are 70 per cent more likely than workers over 50 to find it increasingly difficult to be motivated to do their work
- Personal issues are the leading cause of lack of motivation at work (reported by 28 per cent of workers)
- 24 per cent don't feel valued at work, 13 per cent report that their work is boring, 13 per cent report there is too much change at work, and seven per cent find it difficult to be motivated to do their work because of conflict with colleagues
- Managers and workers under 40 are more likely to find it difficult to be motivated to do their work because of conflict with colleagues

Younger workers are nearly three times more likely to feel burnt out.

- 47 per cent of workers who feel somewhat burnt out have a mental health score more than 20 points lower than workers not feeling burnt out and seven points lower than the national average
- Nine per cent of workers who feel extremely burnt out have a mental health score 42 points lower than workers not feeling burnt out and 29 points lower than the national average
- 44 per cent of workers feel mentally and/or physically exhausted at the end of their workday; the mental health score of this group is nearly 25 points lower than workers not reporting exhaustion and nearly 12 points lower than the national average
- Too much work is the leading cause of burnout (reported by 30 per cent of workers)
- 19 per cent of workers report having too many personal demands, 11 per cent feel a lack of recognition for the work that they do, and eight per cent feel a lack of support for the work that they do



Three in ten workers are unsure, or would not know where to go for professional help with a mental health issue.

- Workers not knowing where to go for professional help with a mental health issue are more likely to report feeling burnt out
- 40 per cent of workers report that their employer does not offer an Employee Assistance Programme, a further 28 per cent are unsure
- Workers with access to an Employee Assistance Programme through their employer have better mental health than workers without access
- 29 per cent of workers last heard about their EAP from their company's intranet/website, 19 per cent last heard about their EAP via an email message, 13 per cent last heard about their EAP from a poster at their workplace, and 13 per cent last heard about their EAP during benefits enrollment



More than three in five workers are not concerned about their company's use of Artificial Intelligence.

- The mental health score of 61 per cent of workers who are not concerned about their company's use of AI is at least 12 points higher than workers with concerns and five points higher than the national average
- 26 per cent of workers are worried that their jobs will change and 11 per cent are worried that their jobs will be eliminated
- Lower income and younger workers are more likely to be worried that their jobs will be eliminated
- Workers under 40 are twice as likely as workers over 50 to have used AI tools to do some part of their work
- Managers are more than three times as likely as non-managers to have used AI tools to do some part of their work
- Workers most commonly reporting using AI are in Media and Telecommunications, Technology, Information and Cultural Industries, Wholesale Trade, and Accommodation

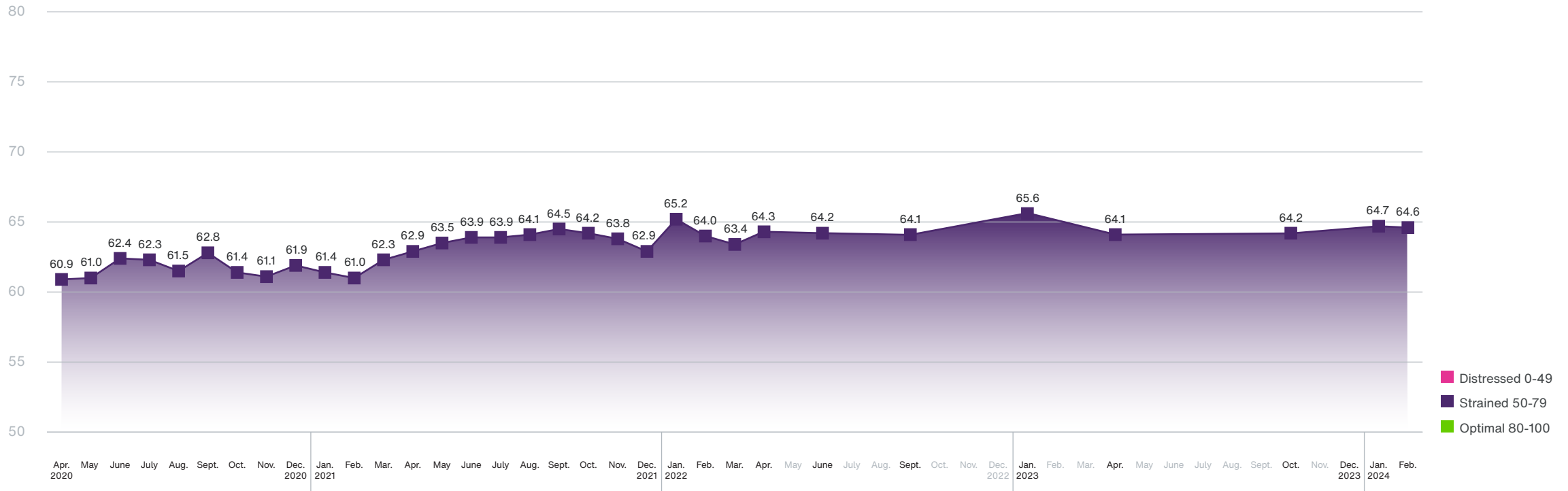
Half of workers believe that AI will have a positive impact on healthcare.

- 50 per cent believe that AI will have a positive impact on healthcare
- 31 per cent believe that AI will have a positive impact on the industry they work in; 26 per cent believe that the impact will be negative
- Technology, Media and Telecommunications, and Finance and Insurance workers are most likely to report a positive impact
- Workers in Administrative and Support services, Arts, Entertainment and Recreation, and Information and Cultural Industries are least likely to report a positive impact
- 13 per cent of workers are considering upgrading their skills related to the use of AI
- Managers and younger workers are three times more likely to be considering upgrading their skills related to the use of AI

The Mental Health Index.

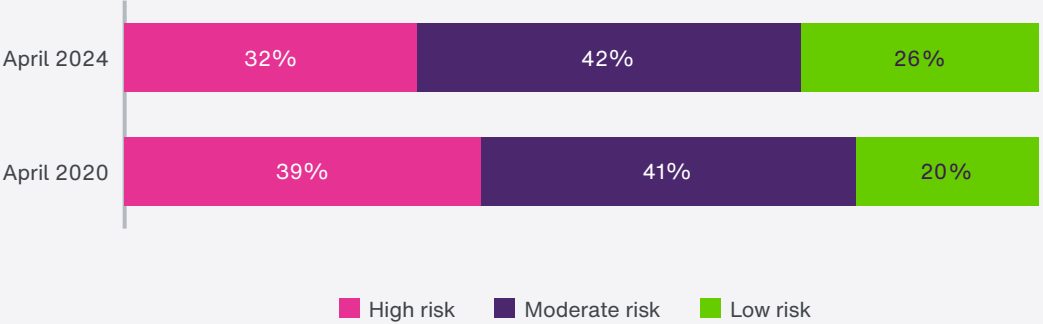
The overall Mental Health Index (MHI) for April 2024 is 64.6. Since reaching its peak in January 2023, the mental health score of workers in the United Kingdom declined and has remained relatively stable for the past year.

MHI Current Month April 2024	March 2024
64.6	64.7



Mental health risk.

In April 2024, 32 per cent of workers in the United Kingdom have a high mental health risk, 42 per cent have a moderate mental health risk, and 26 per cent have a low mental health risk. Four years since the launch of the MHI in April 2020, there has been a seven per cent reduction in workers with a high mental health risk and a six per cent increase in workers with a low mental health risk.



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 two years, the lowest Mental Health Index sub-score continues to be anxiety (57.1). Isolation (60.9), depression (62.6), optimism (64.2), work productivity (64.4), and general psychological health (72.2) follow. Financial risk (72.5) continues to be the most favourable mental health measure in April 2024.

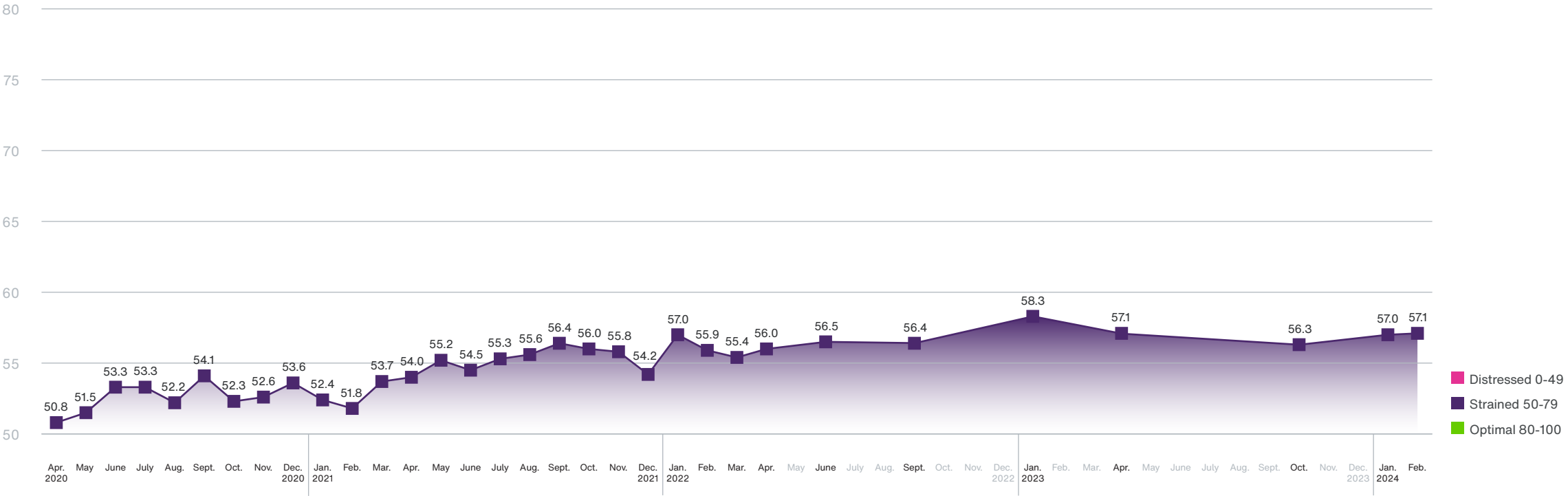
- All mental health sub-scores, apart from work productivity and anxiety, have either declined, or remained unchanged, compared to the previous period
- Despite a slight decline from January 2024, the financial risk sub-score continues to be the most favourable mental health measure

Mental Health Index Sub-scores	April 2024	January 2024
Anxiety	57.1	57.0
Isolation	60.9	61.5
Depression	62.6	62.6
Optimism	64.2	64.3
Work productivity	64.4	63.8
Psychological health	72.2	72.4
Financial risk	72.5	72.7



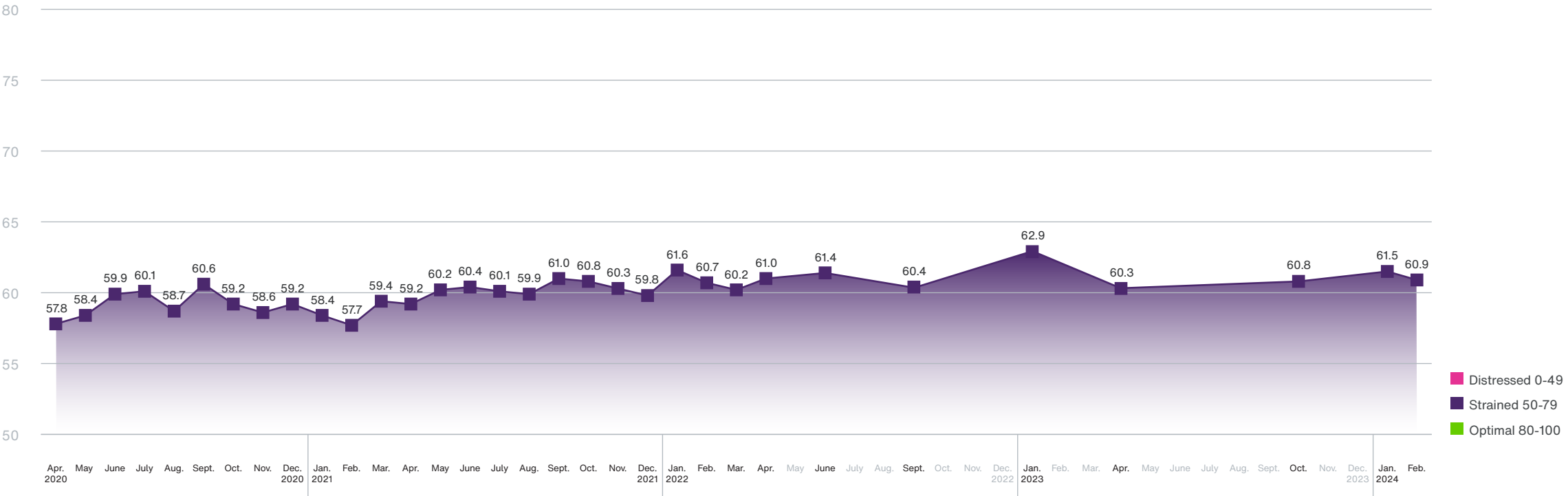
Anxiety

The anxiety sub-score has fluctuated since the launch of the MHI in April 2020. After reaching its peak in January 2023, the anxiety sub-score declined for two consecutive periods. In April 2024, the anxiety score is nearly unchanged from the prior period and remains the lowest mental health sub-score for two years.



Isolation

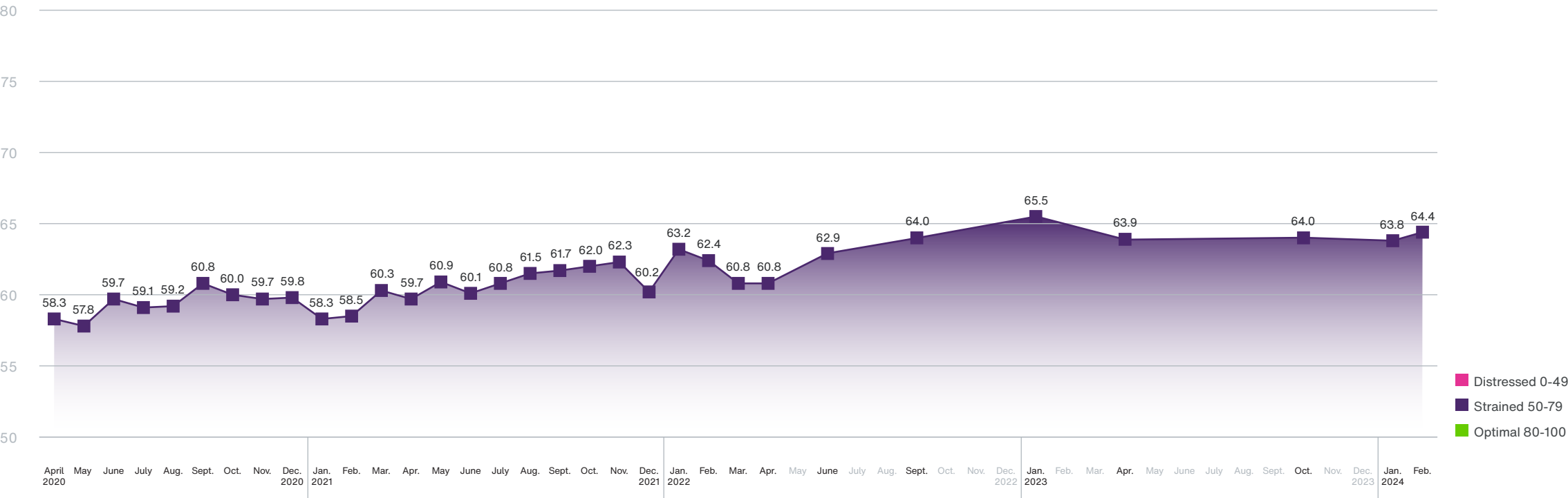
Since April 2020, the isolation sub-score has varied significantly. After reaching its peak in January 2023, the isolation score declined sharply in April. In April 2024, the isolation score has declined after a modest improvement in the prior two periods and continues to be the second-lowest sub-score for two years.



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 generally improved, suggesting that since the onset of the pandemic in 2020, the impact of mental health on work productivity has slowly lessened. The work productivity score reached its peak in January 2023 and similar to other sub-scores, declined through January 2024. In April 2024, work productivity has improved modestly from the prior 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 April 2024, the mental health score of women is 62.0 compared to 66.8 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. Four years later, this pattern continues with a lower score for workers with at least one child (61.3) than workers without children (66.1)

Mental health by employment status.

- Overall, two per cent of respondents are unemployed¹ and six per cent report reduced hours or reduced salary
- Workers reporting fewer hours when compared to the prior month have the lowest mental health score (50.5), followed by workers reporting reduced salary (54.6), respondents not currently employed (61.4), and workers with no change to salary or hours (65.5)
- Managers have a higher mental health score (65.0) than non-managers (64.3)
- Labourers have a lower mental health score (61.3) than service (64.8) and office workers (65.4)
- Respondents working for companies with 5,001-10,000 employees have the highest mental health score (68.7)
- Respondents working for companies with 51-100 employees have the lowest mental health score (60.4)



Emergency savings

- Workers without emergency savings continue to experience a lower mental health score (39.1) than the overall group (64.6). Workers with emergency savings have a mental health score of 74.1

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

The Mental Health Index by region.

In April 2024, the mental health scores in Northern Ireland, Scotland, and England have declined whereas the mental health score in Wales has improved modestly compared to January 2024.

- Wales is the only region with improvement, up 0.5 points from January 2024
- Despite a slight decline from January 2024, the highest mental health score is in England (64.9)
- With a 1.1-point decline, the lowest mental health score continues to be in Scotland (61.2)

Region	April 2024	January 2024	Change
Wales	64.8	64.3	0.5
Northern Ireland	64.8	64.9	-0.1
England	64.9	65.0	-0.1
Scotland	61.2	62.3	-1.1



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	Apr. 2024	Jan. 2024
Employed (no change in hours/salary)	65.5	65.6
Employed (fewer hours compared to last month)	50.5	51.5
Employed (reduced salary compared to last month)	54.6	n/a
Not currently employed	61.4	64.9

Age group	Apr. 2024	Jan. 2024
Age 20-29	54.1	54.7
Age 30-39	58.0	58.2
Age 40-49	62.0	61.3
Age 50-59	65.8	67.2
Age 60-69	71.7	71.9

Number of children	Apr. 2024	Jan. 2024
No children in household	66.1	66.4
1 child	61.8	60.1
2 children	61.1	62.9
3 children or more	59.5	61.4

Gender	Apr. 2024	Jan. 2024
Men	66.8	67.2
Women	62.0	61.9

Household income/annum	Apr. 2024	Jan. 2024
<£15K	55.4	56.1
£15K to <£30K	56.7	58.1
£30k to <£60K	64.6	65.3
£60k to <£100K	68.8	67.4
£100K and over	74.4	76.0

Employer size	Apr. 2024	Jan. 2024
Self-employed/sole proprietor	66.4	63.8
2-50 employees	63.8	63.9
51-100 employees	60.4	62.2
101-500 employees	66.1	64.1
501-1,000 employees	61.9	64.5
1,001-5,000 employees	64.1	65.6
5,001-10,000 employees	68.7	68.5
More than 10,000 employees	65.8	66.4

Manager	Apr. 2024	Jan. 2024
Manager	65.0	65.7
Non-manager	64.3	63.8

Work environment	Apr. 2024	Jan. 2024
Labour	61.3	62.0
Office/desk	65.4	65.5
Service	64.8	64.8

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.

Workers in Food Services have the lowest mental health score (55.3), followed by workers in Information and Cultural Industries (57.6), and Administrative and Support services (57.7).

Workers in Real Estate, Rental and Leasing (75.0) and Manufacturing (68.6) have the highest mental health scores this month.



Industry	April 2024	January 2024	Change
Media and Telecommunications	62.2	58.0	4.2
Other services (except Public Administration)	66.8	63.1	3.7
Other	67.2	64.7	2.6
Real Estate, Rental and Leasing	75.0	72.5	2.5
Arts, Entertainment and Recreation	65.3	63.6	1.8
Wholesale Trade	61.9	60.2	1.7
Construction	65.8	64.8	1.0
Educational Services	65.5	64.8	0.6
Information and Cultural Industries	57.6	57.2	0.4
Health Care and Social Assistance	65.4	65.3	0.1
Transportation and Warehousing	66.7	66.7	0.0
Technology	66.5	66.6	0.0
Manufacturing	68.6	69.2	-0.6
Administrative and Support services	57.7	58.5	-0.8
Retail Trade	63.0	63.9	-0.9
Public Administration	61.8	63.4	-1.6
Finance and Insurance	65.2	68.1	-2.9
Accommodation	59.2	63.0	-3.8
Professional, Scientific and Technical Services	65.6	69.8	-4.2
Food Services	55.3	62.4	-7.1

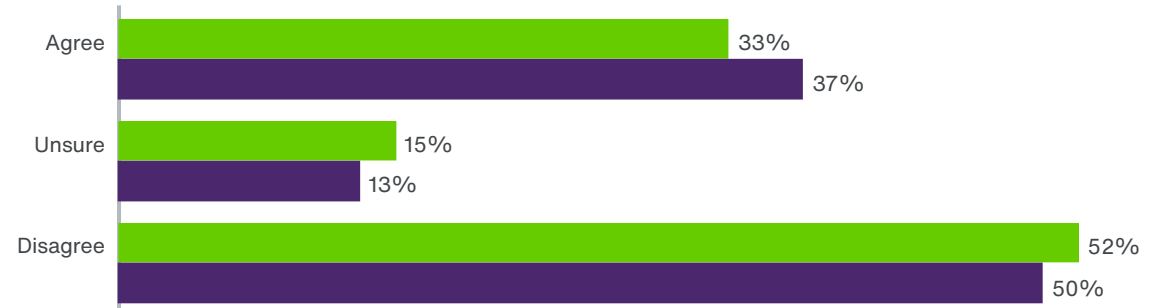
Spotlight

Burnout

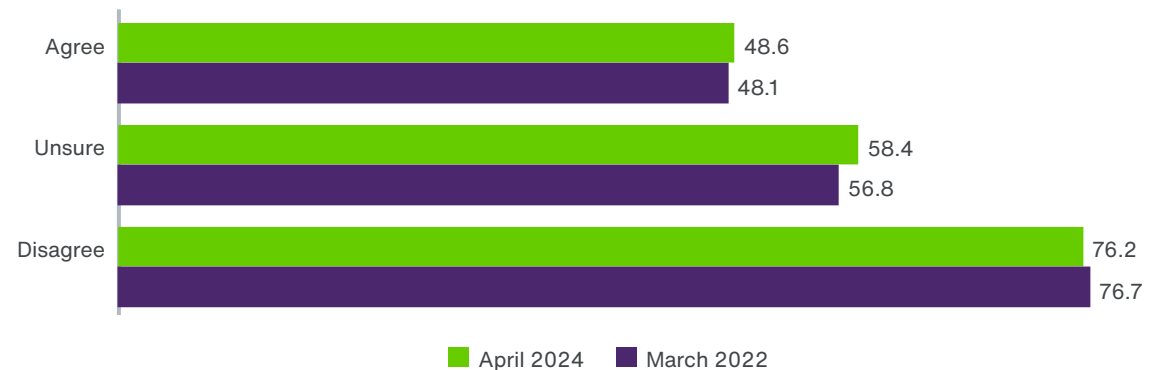
One-third (33 per cent) of workers are finding it increasingly difficult to be motivated to do their work.

- Workers finding it more difficult to be motivated have the lowest/worst mental health score (48.6), nearly 28 points lower than workers not reporting difficulty with motivation and 16 points lower than the national average (64.6)
- Workers under 40 are 70 per cent more likely than workers over 50 to find it increasingly difficult to be motivated to do their work, suggesting a potentially higher rate of burnout among younger workers
- More than half (52 per cent) are not finding it difficult to be motivated to do their work; this group has the highest/best mental health score (76.2), more than 11 points higher than the national average (64.6)

I am finding it increasingly difficult to be motivated to do my work



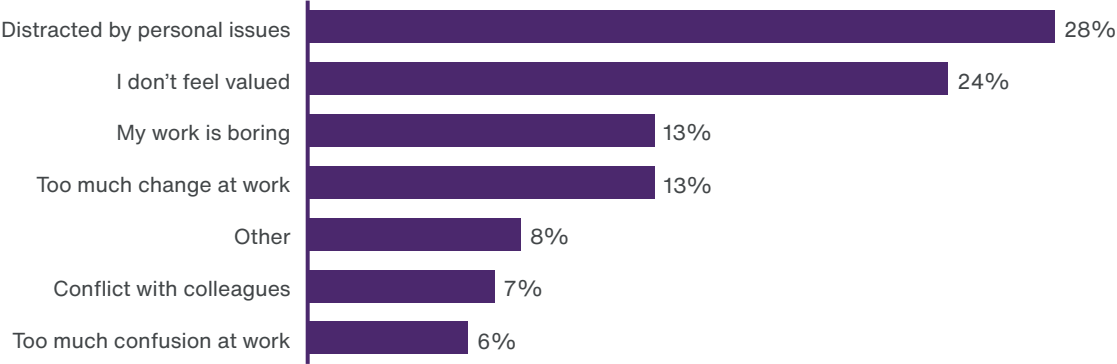
MHI score by “I am finding it increasingly difficult to be motivated to do my work”



Among workers finding it difficult to be motivated to do their work, personal issues are the leading cause.

- More than one-quarter (28 per cent) are distracted by personal issues; this group has the lowest/worst mental health score (44.9), nearly 20 points lower than the national average (64.6)
- Nearly one-quarter (24 per cent) do not feel valued at work, 13 per cent report that their work is boring, 13 per cent report that there is too much change at work, and seven per cent find it difficult to be motivated to do their work because of conflict with colleagues
- Managers are 50 per cent more likely than non-managers to find it difficult to be motivated to do their work because of conflict with colleagues
- Workers under 40 are twice as likely as workers over 50 to find it difficult to be motivated to do their work because of conflict with colleagues

Primary reason for finding it difficult to be motivated to work



MHI score by “Primary reason for finding it difficult to be motivated to work”

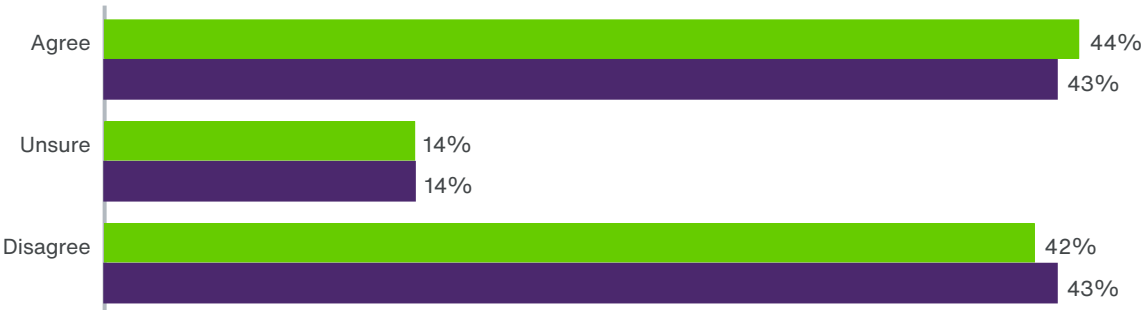


More than two in five (44 per cent) workers often end their workday feeling mentally and/or physically exhausted.

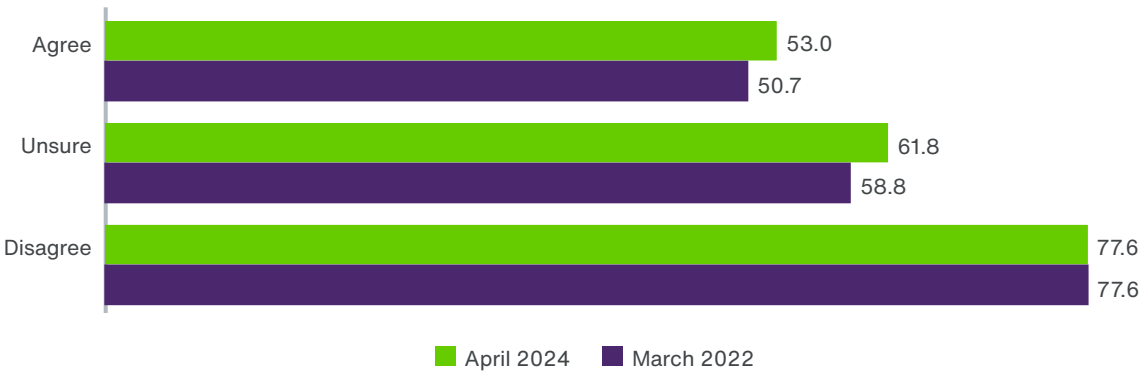
- The mental health score of 44 per cent of workers feeling mentally and/or physically exhausted at the end of their workday (53.0) is nearly 25 points lower than workers not reporting exhaustion (77.6) and nearly 12 points lower than the national average (64.6)
- Workers under 40 are 50 per cent more likely than workers over 50 to end their workday feeling mentally and/or physically exhausted, indicating that younger workers may be more likely to suffer from burnout
- More than two in five (42 per cent) do not end their workday feeling mentally and/or physically exhausted; this group has the highest/best mental health score (77.6), 13 points higher than the national average (64.6)



I often end my workday feeling mentally and/or physically exhausted



MHI score by “I often end my workday feeling mentally and/or physically exhausted”



More than half (56 per cent) of workers feel burnt out.

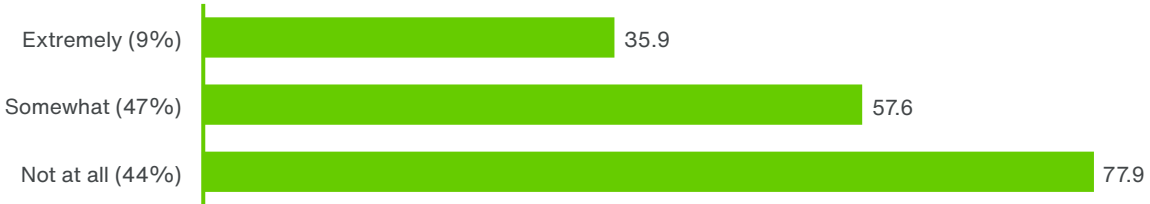
- Nearly half (47 per cent) report feeling somewhat burnt out; this group has a mental health score (57.6) more than 20 points lower than workers not feeling burnt out (77.9) and seven points lower than the national average (64.6)
- Nearly one in ten (nine per cent) report feeling extremely burnt out; this group has the lowest/worst mental health score (35.9), 42 points lower than workers who do not feel burnt out (77.9) and nearly 29 points lower than the national average (64.6)
- Workers under 40 are nearly three times more likely than workers over 50 to feel extremely burnt out
- Women are 40 per cent more likely than men to feel extremely burnt out
- More than two in five (44 per cent) do not feel burnt out; this group has the highest/best mental health score (77.9), more than 13 points higher than the national average (64.6)
- Non-parents and workers over 50 are significantly more likely not to feel burnt out



Do you feel burnt out?



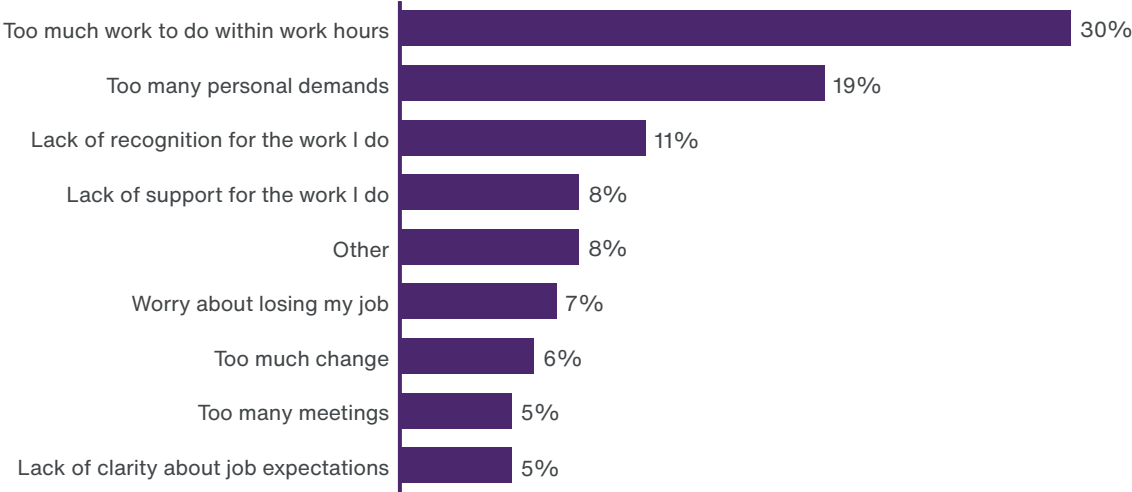
MHI score by “Do you feel burnt out?”



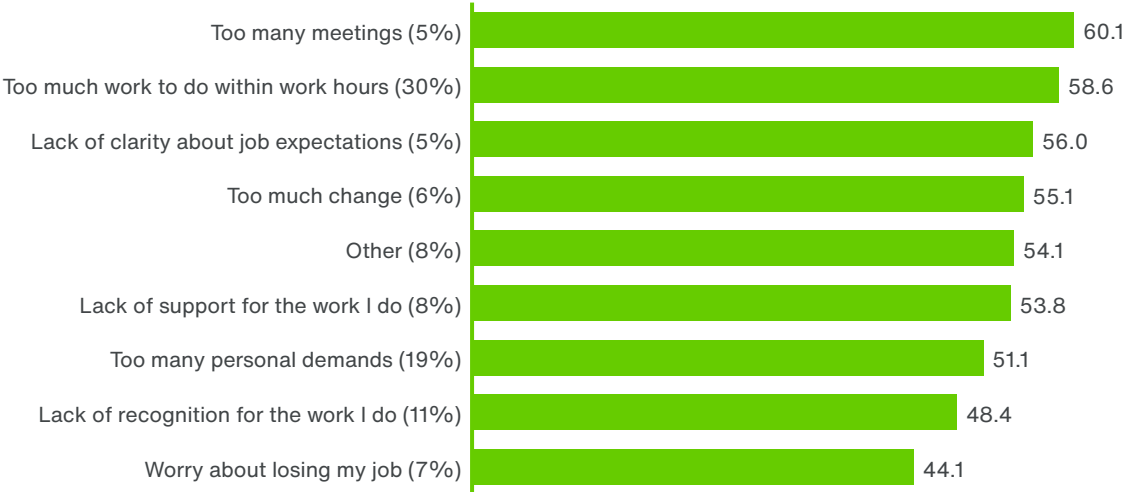
Among 56 per cent of workers reporting feeling burnt out, too much work is the leading cause.

- Nearly one-third (30 per cent) feel burnt out because they have too much work to do within working hours, 19 per cent have too many personal demands, 11 per cent feel a lack of recognition for the work they do, and eight per cent feel a lack of support for the work they do
- The lowest/worst mental health score (44.1) is among seven per cent of workers who are worried about losing their job, more than 20 points lower than the national average (64.6)

Primary reason for feeling burnt out



MHI score by “Primary reason for feeling burnt out”



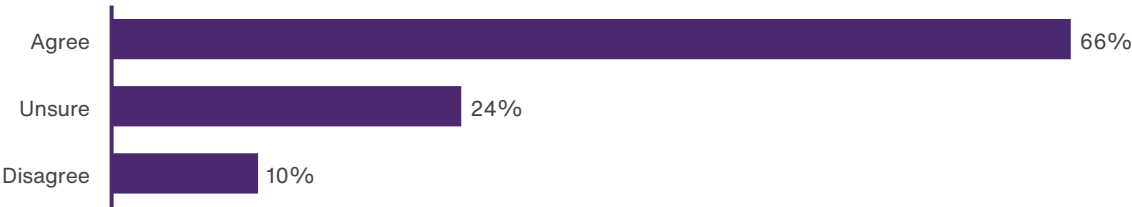
Professional support for mental health.

More than one-third (34 per cent) of workers are unsure, or would not know where to go for professional help if they had a mental health issue.

- Nearly seven in ten (66 per cent) would know where to go for professional help if they had a mental health issue; this group has highest/best mental health score (67.6), nearly 16 points higher than workers who would not know where to go for help (52.0) and three points higher than the national average (64.6)
- Workers who know where to go for professional help if they had a mental health issue are more likely to report not feeling burnt out
- More than one-third (34 per cent) are unsure, or would not know where to go for professional help if they had a mental health issue



If I had a mental health issue, I would know where to go for professional help



MHI score by “If I had a mental health issue, I would know where to go for professional help”



Percentage not feeling burnt out by knowing where to find professional help for a mental health issue



Employee Assistance Programme (EAP).

Nearly seven in ten (68 per cent) workers are unsure, or their employer does not offer an Employee Assistance Programme.

- The mental health scores of workers who do not know, or report that their employer does not offer an EAP, are at least three points lower than workers with an EAP (67.5)
- Nearly one-third (32 per cent) report that their employer offers an EAP; this group has the highest/best mental health score (67.5), nearly four points higher than workers without an EAP (63.8) and three points higher than the national average (64.6)
- Nearly one-third (29 per cent) of workers reporting that their employer offers an EAP last heard about it from their company's intranet/website, 19 per cent heard about their EAP via an email message, 13 per cent last heard about their EAP from a poster at their workplace, and 13 per cent last heard about their EAP during benefits enrollment

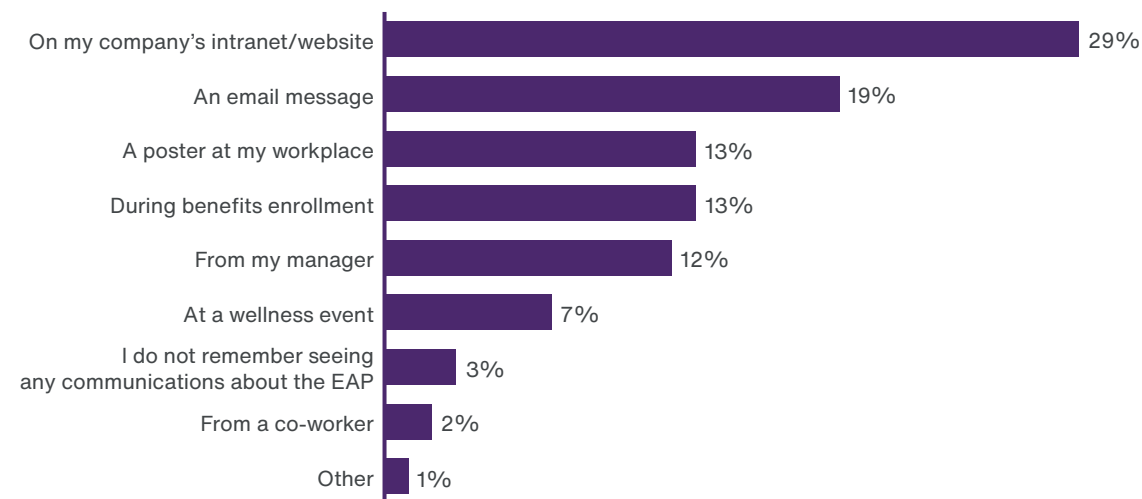
Does your employer offer an Employee Assistance Programme?



MHI score by “Does your employer offer an Employee Assistance Programme?”



Where did you last hear about your Employee Assistance Programme?

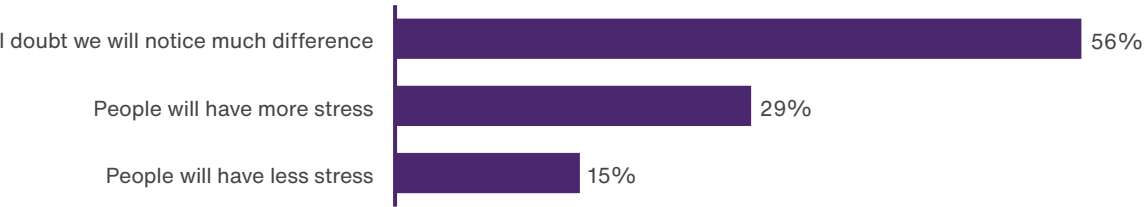


Artificial Intelligence (AI) in the workplace.

- More than half (56 per cent) of workers do not expect an impact on work stress because of the use of AI.
- More than one-quarter (29 per cent) think that people will have more stress because of increased use of AI in the workplace; this group has the lowest/worst mental health score (60.3), more than four points lower than the national average (64.6)
 - Roughly one in six (15 per cent) think that people will have less stress because of increased use of AI in the workplace; this group has the highest/best mental health score (68.1), nearly eight points higher than workers who think it will result in more stress (60.3) and more than three points higher than the national average (64.6)



Perceived impact of increased use of Artificial Intelligence (AI) on work stress



MHI score by “Perceived impact of increased use of Artificial Intelligence (AI) on work stress”

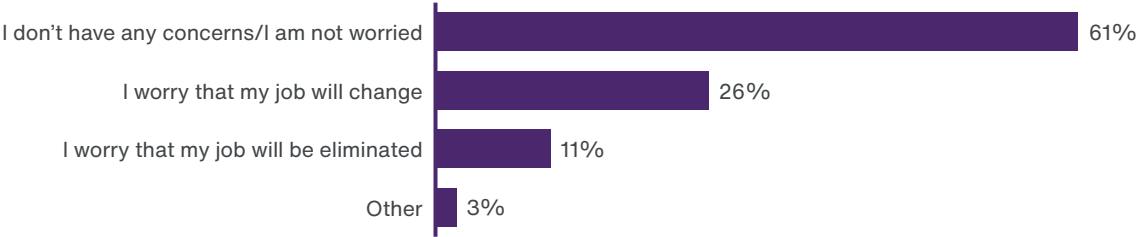


More than three in five (61 per cent) workers do not have concerns about their company’s use of AI.

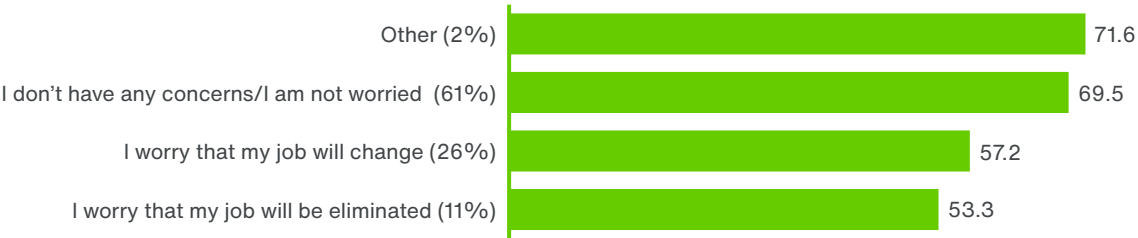
- The mental health score of the 61 per cent of workers who are not concerned about their company’s use of AI (69.5) is at least 12 points higher than workers with concerns and five points higher than the national average (64.6)
- More than one-quarter (26 per cent) are worried that their jobs will change and 11 per cent are worried that their jobs will be eliminated
- The lowest/worst mental health score (53.3) is among 11 per cent who are worried that their jobs will be eliminated because of their company’s use of AI
- Workers under 40 are 70 per cent more likely than workers over 50 to be worried that their jobs will be eliminated
- Workers with an annual household income less than \$100,000 are 60 per cent more likely than workers with an annual household income greater than \$100,000 to be worried that their jobs will be eliminated



Concerns over use of Artificial Intelligence (AI) at work



MHI score by “Concerns over use of Artificial Intelligence (AI) at work”



Eight in ten (81 per cent) workers report not having used AI tools to do any part of their work.

- Four in five (81 per cent) have not used AI tools to do any part of their work; this group has the highest/best mental health score (65.2), three points higher than workers who have used AI tools for work (62.3), and modestly higher than the national average (64.6)
- One in five (19 per cent) have used AI tools to do some part of their work; this group has the lowest/worst mental health score (62.3) more than two points lower than the national average (64.6)
- Workers under 40 are twice as likely as workers over 50 to have used AI tools to do some part of their work
- Managers are more than three times as likely as non-managers to have used AI tools to do some part of their work
- Workers most commonly reporting using AI are in Media and Telecommunications, Technology, Information and Cultural Industries, Wholesale Trade, and Accommodation

Have you used any Artificial Intelligence (AI) tools to do any part of your work?



MHI score by “Have you used any Artificial Intelligence (AI) tools to do any part of your work?”



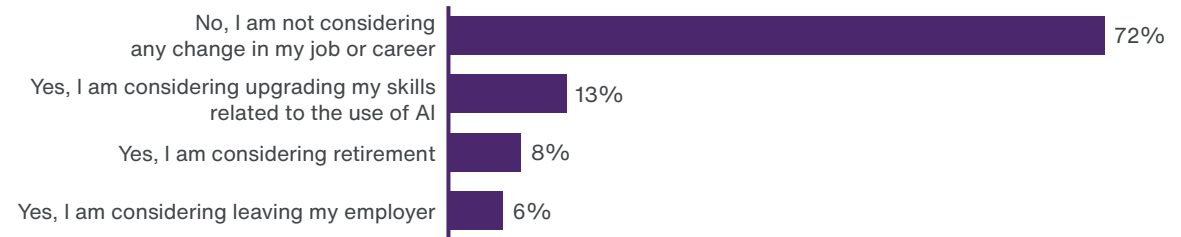
Top five industries that employ AI	
Media and Telecommunications	43%
Technology	43%
Information and Cultural Industries (excluding media and telecommunications)	38%
Wholesale Trade	31%
Accommodation	28%

Nearly three in ten (28 per cent) workers are considering a change because of the use of AI tools in their workplace.

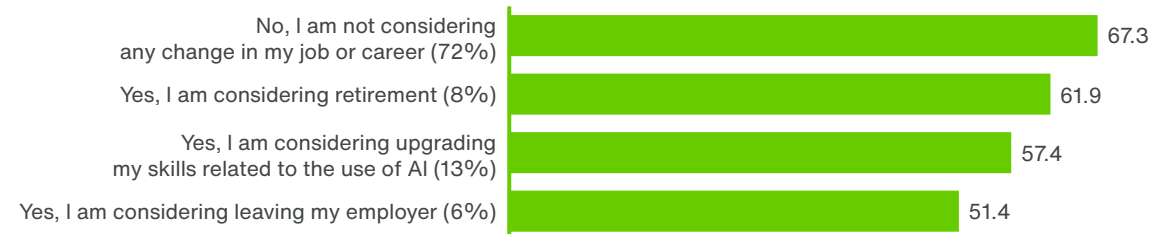
- Nearly one in seven (13 per cent) are considering upgrading their skills related to the use of AI and eight per cent are considering retirement
- Workers under 40 are three times more likely than workers over 50 to be considering upgrading their skills related to the use of AI
- Managers are three times more likely than non-managers to be considering upgrading their skills related to the use of AI
- Parents are nearly three times more likely than non-parents to be considering upgrading their skills related to the use of AI
- Nearly three-quarters (72 per cent) are not considering a change because of the use of AI in their workplace; this group has the highest/best mental health score (67.3), nearly three points higher than the national average (64.6)
- The lowest/worst mental health score (51.4) is among six per cent of workers who are considering leaving their employer because of the use of AI tools in their workplace, nearly 16 points lower than workers who are not considering any change (67.3) and more than 13 points lower than the national average (64.6)



Are you considering a change because of the use of AI tools in the workplace?



MHI score by “Are you considering a change because of the use of AI tools in the workplace?”



- More workers do not perceive AI will have an impact on their industry compared to workers reporting either a positive or a negative impact.**
- More than two in five (43 per cent) believe that AI will have no impact on the industry they work in; this group has a mental health score (66.1), modestly higher than the national average (64.6)
 - Nearly one-third (31 per cent) believe that AI will have a positive impact on the industry they work in; this group has the best/highest mental health score (68.5) nearly 11 points higher than workers who believe that AI will have a negative impact and nearly four points higher than the national average (64.6)
 - More than one-quarter (26 per cent) believe that AI will have a negative impact on the industry they work in; this group has the lowest/worst mental health score (57.7), seven points lower than the national average (64.6)
 - Technology (52 per cent), Media and Telecommunications (43 per cent), and Finance and Insurance (43 per cent) workers are most likely to report a positive impact
 - Administrative and Support services (23 percent), Arts, Entertainment and Recreation (23 per cent), and Information and Cultural Industries (24 per cent) workers are least likely to report a positive impact



Perceived impact of AI on industry



MHI score by “Perceived impact of AI on industry”

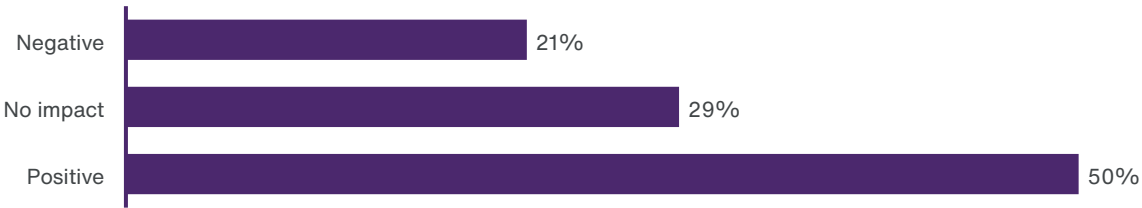


Half (50 per cent) believe that AI will have a positive impact on healthcare.

- The highest/best mental health score (67.5) is among 50 per cent who believe that AI will have a positive impact on healthcare; this score is more than 10 points higher than workers who believe AI will have a negative impact (57.3) and three points higher than the national average (64.6)
- More than one in five (21 per cent) believe that AI will have a negative impact on healthcare; this group has the lowest/worst mental health score (57.3), more than seven points lower than the national average (64.6)



Perceived impact of AI on healthcare



MHI score by “Perceived impact of AI on healthcare”



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 April 5 and April 15, 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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