







### Key worker employers

From call handlers to cashiers: how to provide mental wellbeing support



Andrea Woodside Training Lead The Retail Trust



Paul Day Senior Support Officer CABA



# Digital mental health platform with counselling built-in





#### Reasons for poor mental health at work:

### What we are seeing in the workplace

31% of workers said their work patterns didn't support their needs

- The percentage of respondents showing any level of anxiety is 61.7%
- 19.8% of UK employees are showing signs of burnout
- The percentage who thought that work negatively affected their mental health was 34.1%
- Half of employees from discriminated groups were the most likely to say that work had a negative impact on their mental wellbeing.
- Leavers 21% would like to leave their employer
- Absenteeism 1 in 4 people have taken time off due to poor mental health

Source: Flourish UK worker mental health study June 2022 findings report

| High Pressure                           | 50.5% |
|---|-------|
| Unmanageable Workloads                  | 49.2% |
| Unrealistic Expectations                | 47.6% |
| Long working hours                      | 47.2% |
| Lack of Recognition                     | 47.1% |
| Negative<br>Relationships/communication | 45.8% |
| Unsupportive Culture                    | 44.2% |
| Lack of Purpose                         | 42.2% |
| Lack of Flexibility                     | 39.6% |
| Lone Working                            | 36.8% |
| Other                                   | 36.8% |
| Job Insecurity                          | 36.2% |
| High Risk                               | 35.0% |
| Precarious Contracts                    | 34.8% |
|   |       |









### What we are seeing

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Have your say: interactive poll



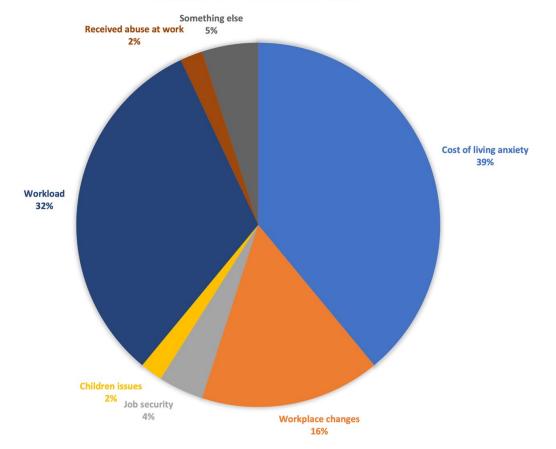
# What are the key mental wellbeing issues your employees are raising in your workplace?

- 1. Cost of living anxiety
- 2. Workplace changes
- 3. Job security
- 4. Children issues
- 5. Partner issues

- 6. Witnessed a traumatic event
- 7. Workload
- 8. Received abuse at work
- Something else (please share this in the chat if you feel comfortable doing so)



#### WHAT ARE THE KEY MENTAL WELLBEING ISSUES YOUR EMPLOYEES ARE RAISING IN YOUR WORKPLACE?









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### Discussion

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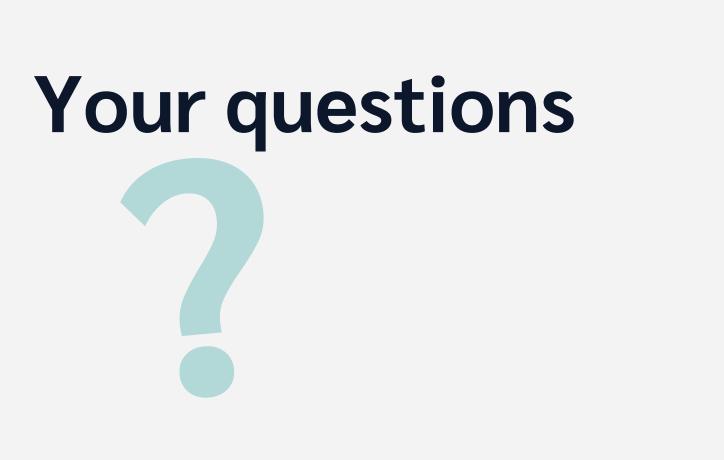


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## Wrap up

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## We asked respondents what type of mental health support they wanted:

| Anonymity and confidentiality                    | 74.5% |
|--|-------|
| Free access                                      | 60.2% |
| Convenient access                                | 59.7% |
| No waiting list                                  | 57.0% |
| Speak to a live professional                     | 52.5% |
| Pick the mental health topic most relevant to me | 30.5% |
| Accessibility on my phone                        | 18.8% |
| Share resources with family                      | 17.2% |



### Scan here to check your mental health score



Conduct company wide and receive your Workforce Mental Health Report & Clinical Recommendations









## Thank you

For a copy of this session and the supporting data please email mbrazier@kooth.com



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