

The Mental Health Index by LifeWorks™

United Kingdom | June 2021



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June 2021 highlights

Key insight: One third of Britons are unclear of their employer's plan for work or do not believe that their employer has a plan

As of June 4th, more than half of all adults in the United Kingdom had received a second dose of a COVID-19 vaccine. The country remains on track to offer a first dose to all adults by the end of July (Teneo, June 4th). Plans for a loosening of restrictions by mid-June have been set back due to concern over the threat of the highly contagious Delta variant which has become the most dominant strain in the UK, making up 91% of the country's new coronavirus cases (Teneo, June 11).

Vaccination leads to an improved outlook

- People who are fully vaccinated have better mental health and better isolation scores than the overall group.
- People who are not vaccinated but intend to be have the worst mental health score and are experiencing the highest level of isolation.

Britons need clarity on employer return to work plans

- 21% of Britons are unclear of their employer's plan for work/the worksite and another 11% do not believe that their employer has a plan.
- 38% believe that their employer will want everyone back working the way they were before the pandemic.
- 10% of people that work from home, and have always worked from home, face the least change currently and have among the most favourable mental health scores.

Britons continue to struggle with their mental health

- The Mental Health Index™ for June is nearly 11-points below the pre-2020 benchmark.
- 17% of Britons indicate that isolation has been the most difficult for them in terms of their mental health.
- People without emergency savings continue to experience a lower score in mental health (-25.3) than the overall group (-10.9) and those with an emergency savings (-6.4).

- 5% of people who believe that their employer will be flexible, allowing their employees to choose their work location, have a significantly more favourable mental health score (-7.4) than the UK population overall (-10.9).

The mental health of children has been impacted by the pandemic

- 10% of parents report a decline in the mental health of their school-age children (ages 6-12) compared to before the pandemic.
- 11% of parents report a decline in the mental health of their high-school age children (ages 13-18) compared to before the pandemic.
- 12% of parents report a decline in the mental health of their young adult children (ages 18-30) compared to before the pandemic.

Full-time post-secondary students continue to be beset with difficulties

- Full-time students have had the lowest mental health score for four of six months in 2021.
- 33% of students indicate that isolation has been the most difficult for them in terms of their mental health.
- Other difficulties affecting the mental health of students include change in income (21%), online courses (12%) and job prospects after graduation (7%).

38%

believe their employer will want work

to return to the way it was pre-pandemic

32%

are unclear of their employer's plan for work

or do not believe that their employer has a plan

33%

of students say that isolation

is affecting their mental health

5%

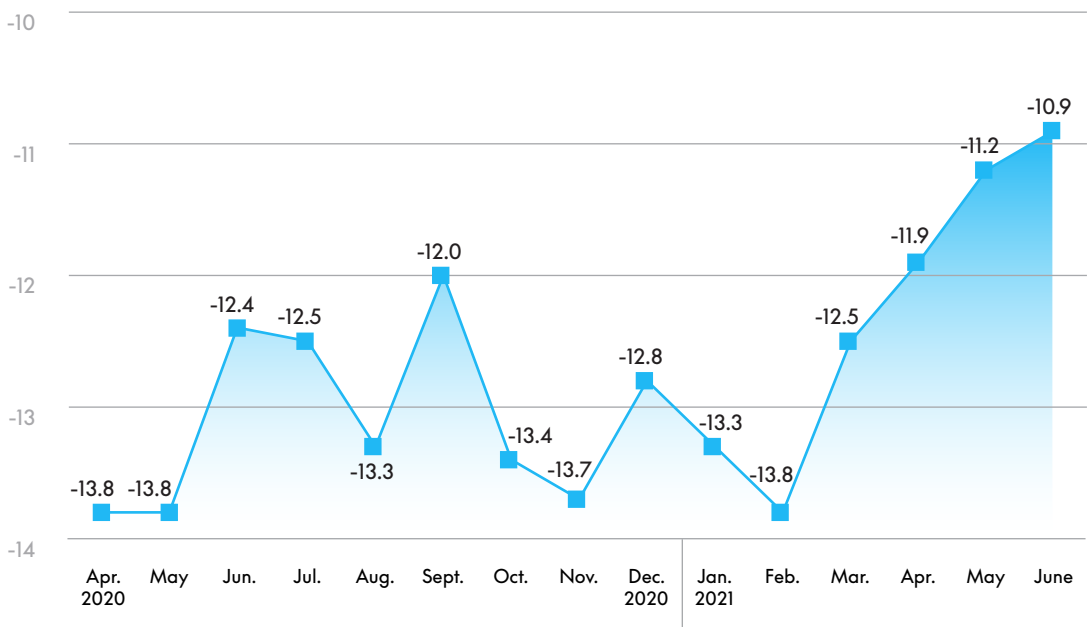
believe that their employer will be flexible

regarding where they work and this group has a higher-than-average mental health score

The Mental Health Index™

The Mental Health Index™ (MHI) is a measure of deviation from the benchmark¹ of mental health and risk.

The overall Mental Health Index™ for June 2021 is -10.9 points. A nearly 11-point decrease from the pre-COVID-19 benchmark reflects a population whose mental health is similar to the most distressed two per cent of the benchmark population.



MHI Current Month
June 2021

-10.9

May 2021

-11.2

¹ The benchmark reflects data collected in 2017, 2018 and 2019.

Mental Health Index™ sub-scores

The lowest Mental Health Index™ sub-score is for the risk measure of anxiety (-13.7 points), followed by depression (-13.4), optimism (-12.5), work productivity (-11.8), isolation (-10.5), and general psychological health (-3.5). The best sub-score, and the only measure above the benchmark is financial risk (6.5).

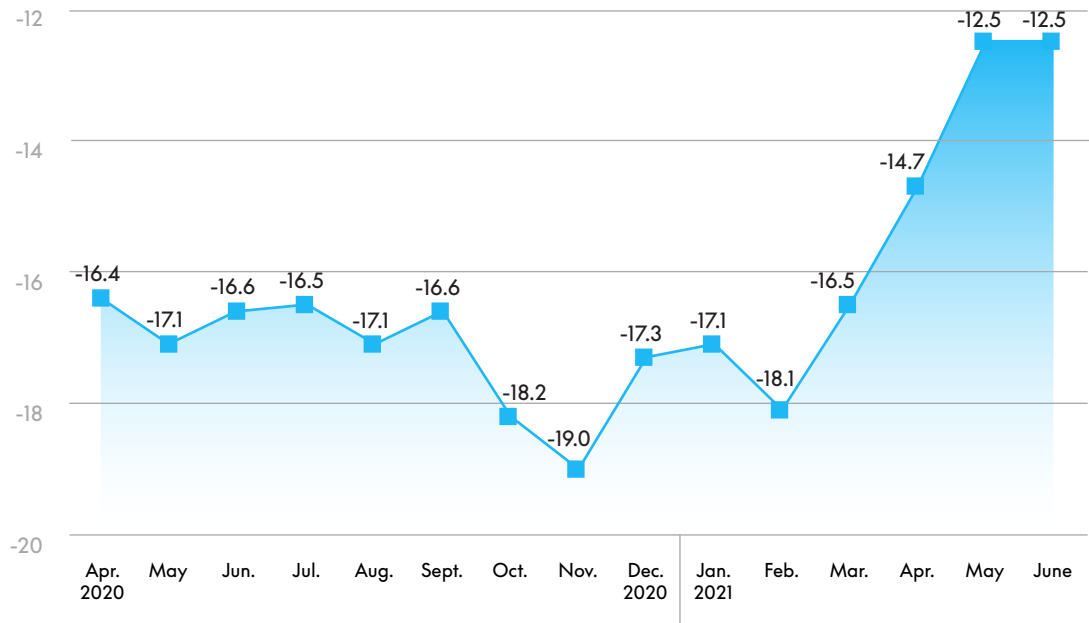
- Work productivity and anxiety scores have declined from May 2021 results.
- With a 2.4-point increase, the financial risk score has had the greatest improvement from the prior month and continues to be the strongest of all sub-scores, more than two-points above the pre-2020 benchmark.

Mental Health Index™ Sub-scores ² 2021	June	May
Anxiety	-13.7	-13.0
Depression	-13.4	-13.4
Optimism	-12.5	-12.5
Work productivity	-11.8	-11.0
Isolation	-10.5	-10.6
Psychological health	-3.5	-4.1
Financial risk	6.5	4.1

2 The demographic breakdown of sub-scores is available upon request.

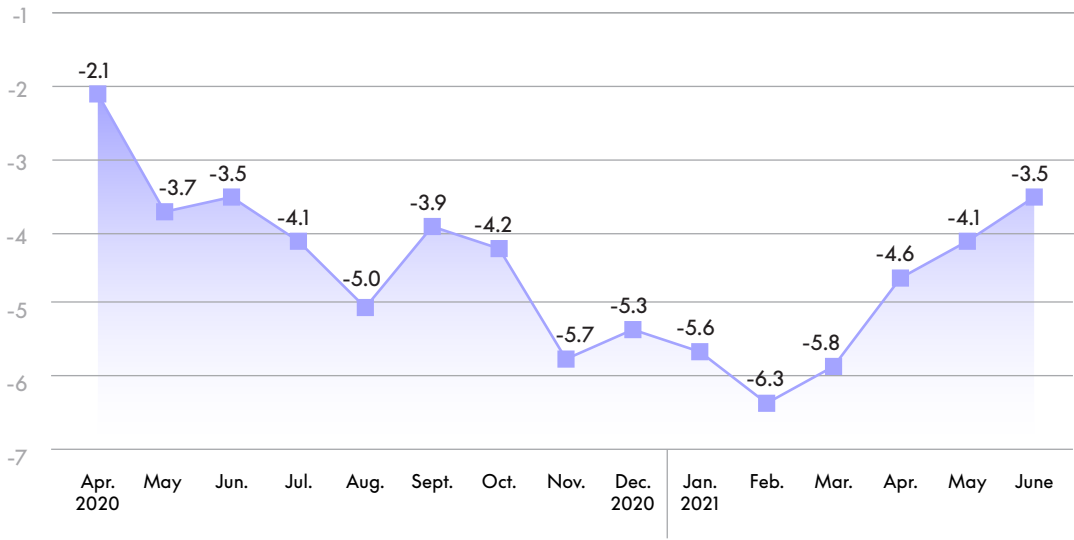
Optimism

Since April 2020, optimism scores have remained significantly below the benchmark however, beginning in March 2021, scores have improved to a high of -12.5 in May and June 2021. While it remains more than 12-points below the pre-2020 benchmark, the notable increases over the last 4 months suggest that Britons are looking ahead as restrictions are lifted in response to vaccination rates across the country.



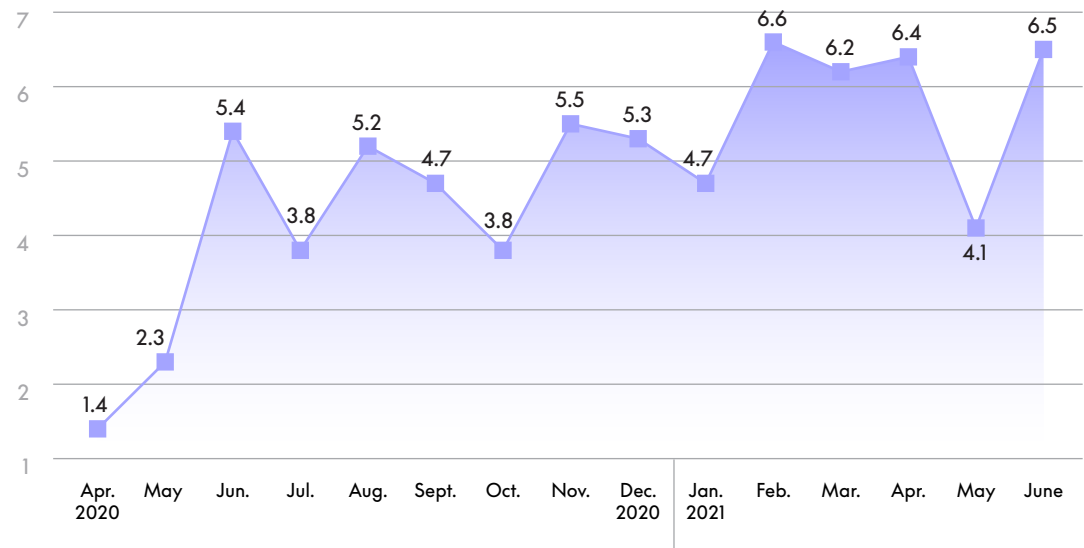
General psychological health

The psychological health measure assesses individuals' self-perception of their overall level of psychological health. From the launch of the MHI in April 2020 to February 2021, the general psychological health of Britons declined to a low of 6.3 points below the pre-2020 benchmark. Since March 2021, scores have increased, reaching -3.5 in June 2021, a 0.6-point improvement over the prior month.



Financial risk

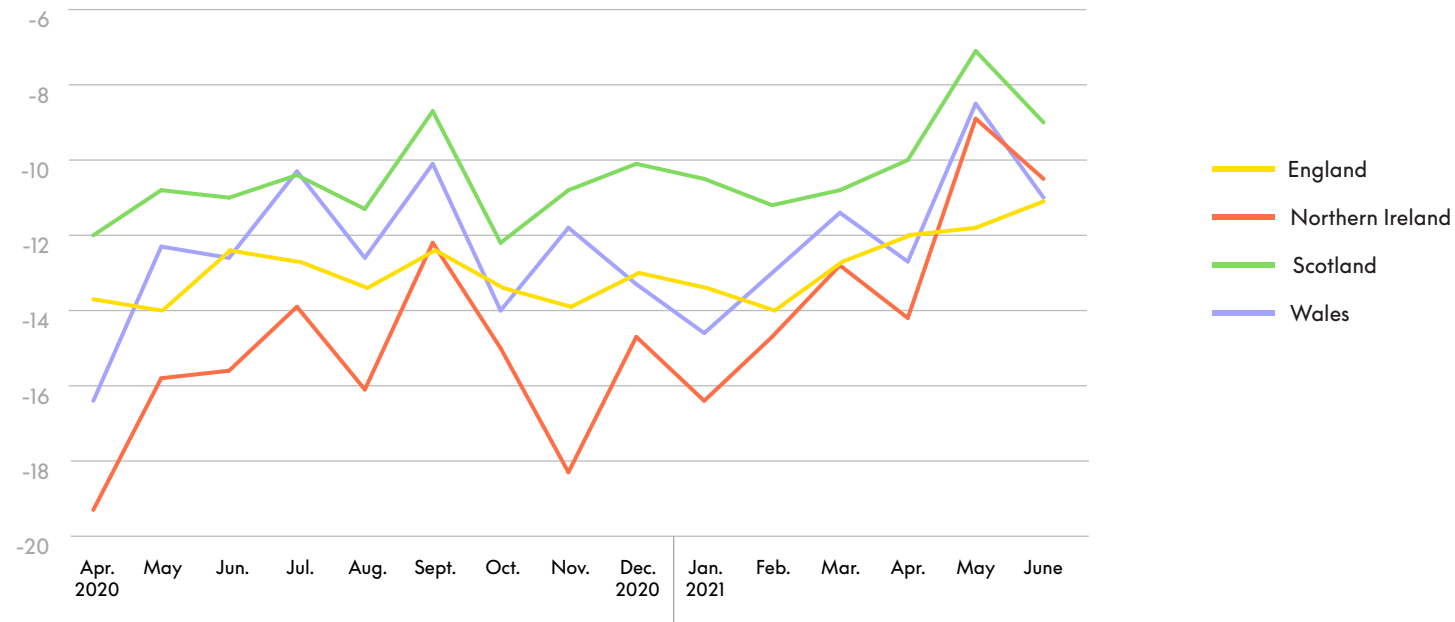
The financial risk score of Britons remains the strongest of all sub-scales. Since the launch of the Index in April 2020, the financial risk score has been above the pre-2020 benchmark. Despite some months of modest fluctuation, with a 2.4-point increase, the financial risk score in June 2021 has had the greatest single month improvement from the prior month.



Mental Health Index™ (regional)

Since April 2020, regional mental health scores have fluctuated. In June 2021, three regions (Northern Ireland, Scotland, and Wales) have had declines in mental health compared to the prior month.

- The mental health score in Scotland remains strongest (-9.0), despite a 1.9-point decline from the prior month.
- Despite a slight improvement of 0.7-points from the prior month, England has the lowest mental health score (-11.1).



Demographics

- Since the start of the MHI, women have had a significantly lower mental health score than men. In June 2021, the mental health score of women is -12.5 compared to -9.6 for men.
- In each of the past fifteen months, mental health scores have improved with age.
- Differences in mental health scores between people with and without children have been seen since the launch of the Index in April 2020. More than one year later, this pattern continues with a lower score for those with at least one child (-13.1) compared to those without children (-9.7).

Employment

- Overall, five per cent of respondents are unemployed³ and eleven per cent report reduced hours or reduced salary.
- Individuals reporting fewer hours compared to the prior month have the lowest mental health score (-18.0), followed by those not currently employed (-16.4), and those with reduced salary compared to the prior month (-15.2).
- Non-managers have a slightly lower mental health score (-10.9) than managers (-10.6).
- Self-employed people/sole-proprietors have the highest mental health score (-8.2).
- Respondents working for companies with 501-1,000 employees have the lowest mental health score (-14.9).

Emergency savings

- People without emergency savings continue to experience a lower score in mental health (-25.3) than the overall group. Individuals with emergency savings have a mental health score of -6.4.

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

Employment status	June 2021	May 2021
Employed (no change in hours/salary)	-9.7	-10.1
Employed (fewer hours compared to last month)	-18.0	-18.2
Employed (reduced salary compared to last month)	-15.2	-19.8
Not currently employed	-16.4	-13.6
Age group	June 2021	May 2021
Age 20-29	-19.6	-19.7
Age 30-39	-16.6	-17.2
Age 40-49	-11.5	-11.7
Age 50-59	-8.5	-8.2
Age 60-69	-4.1	-3.9
Number of children	June 2021	May 2021
No children in household	-9.7	-10.2
1 child	-12.1	-12.5
2 children	-13.5	-13.7
3 children or more	-16.1	-13.3

Region	June 2021	May 2021
England	-11.1	-11.8
Northern Ireland	-10.5	-8.9
Scotland	-9.0	-7.1
Wales	-11.0	-8.5
Gender	June 2021	May 2021
Men	-9.6	-9.2
Women	-12.5	-13.7
Household income	June 2021	May 2021
<£15K/annum	-18.4	-18.6
£15K to <£30K/annum	-15.3	-16.8
£30k to <£60K	-9.8	-10.2
£60k to <£100K	-7.8	-7.2
£100K and over	-3.8	-2.4

Employer size	June 2021	May 2021
Self-employed/sole proprietor	-8.2	-10.8
2-50 employees	-8.4	-8.9
51-100 employees	-14.3	-15.9
101-500 employees	-11.6	-11.4
501-1,000 employees	-14.9	-14.9
1,001-5,000 employees	-11.1	-9.7
5,001-10,000 employees	-9.6	-11.4
More than 10,000 employees	-10.0	-9.8
Manager	June 2021	May 2021
Manager	-10.6	-10.2
Non-manager	-10.9	-11.8

Numbers highlighted in **orange** are the most negative scores in the group.

Numbers highlighted in **green** are the least negative scores in the group.

Available upon request:

Specific cross-correlational and custom analyses

Mental Health Index™ (industry)

Full-time post-secondary students have the lowest mental health score (-26.4). This score continues to be significantly lower than the next lowest scores: individuals in Wholesale Trade (-18.9) and Food Services (-14.8).

Individuals employed in Real Estate, Rental and Leasing (2.1), Manufacturing (-5.3), and Management of Companies and Enterprises (-6.7) have the highest mental health scores this month.

Individuals employed in the Management of Companies and Enterprises, and Health Care and Social Assistance have seen the greatest improvement in mental health from the prior month.

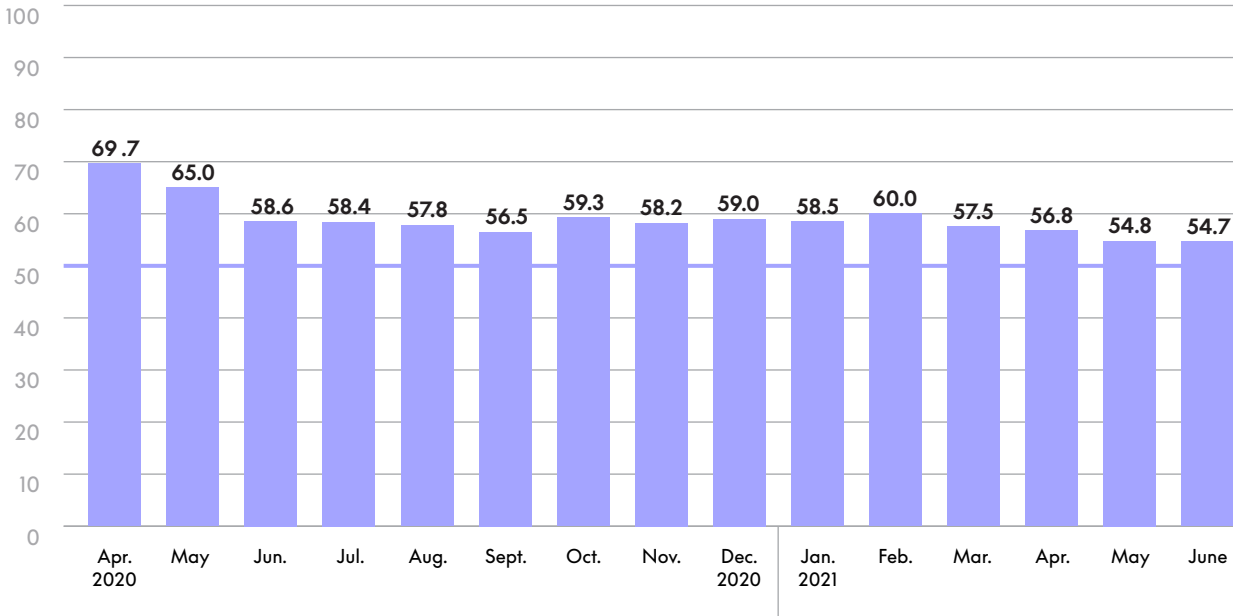
Changes from the prior month are shown in the table.

Industry	June 2021	May 2021	Change
Management of Companies and Enterprises	-6.7	-12.2	5.5
Health Care and Social Assistance	-11.2	-15.0	3.8
Other	-11.3	-14.9	3.7
Arts, Entertainment and Recreation	-10.2	-12.6	2.4
Professional, Scientific and Technical Services	-8.5	-10.4	1.9
Real Estate, Rental and Leasing	2.1	0.2	1.9
Construction	-10.9	-12.5	1.6
Administrative and Support services	-12.1	-13.0	0.9
Public Administration	-8.3	-8.4	0.1
Retail Trade	-13.9	-13.8	-0.1
Transportation and Warehousing	-13.0	-12.8	-0.2
Other services (except Public Administration)	-8.2	-7.9	-0.3
I am a student	-26.4	-26.0	-0.4
Manufacturing	-5.3	-4.1	-1.2
Educational Services	-11.3	-9.8	-1.4
Information and Cultural Industries	-12.4	-9.2	-3.2
Food Services	-14.8	-11.0	-3.7
Finance and Insurance	-14.0	-8.8	-5.2
Wholesale Trade	-18.9	-13.7	-5.2

The Mental Stress Change score

The Mental Stress Change score (MStressChg) is a measure of the level of reported mental stress compared to the prior month. **The Mental Stress Change score for June 2021 is 54.7.** This reflects a net increase in mental stress compared to the prior month.

The current score indicates that 17 per cent of the population is experiencing more mental stress compared to the prior month, with 8 per cent experiencing less. A continued increase in mental stress since April 2020 indicates a significant accumulation of strain in the British population.



- ▲ More mental stress
- 50 = No change from prior month
- ▼ Less mental stress

MStressChg Current
Month—June 2021

54.7

MStressChg
May 2021

54.8

Mental Stress Change (percentages)

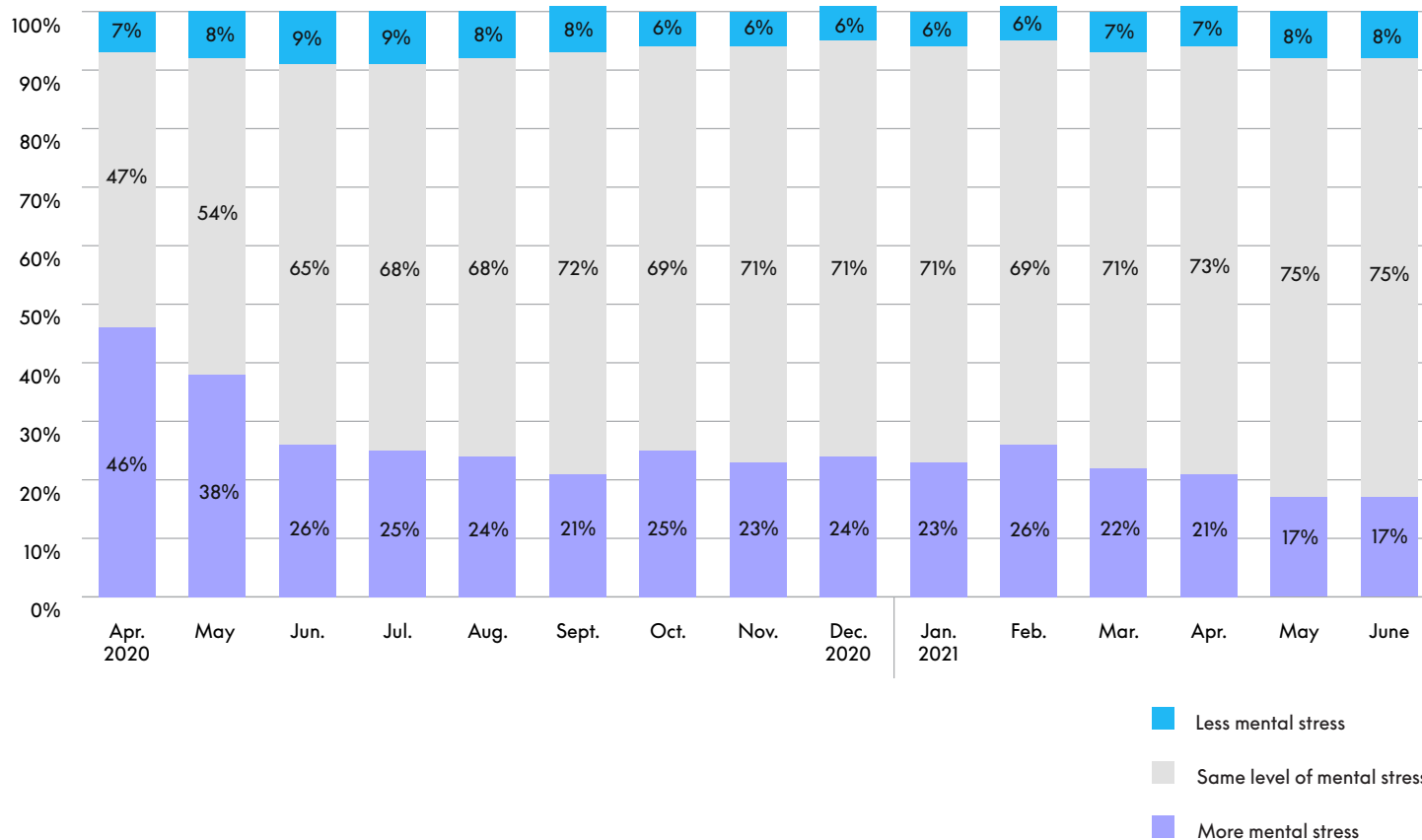
Mental Stress Change tracks stress changes each month.

The percentages of those experiencing more stress, the same level of stress, and less stress for each month of the survey are shown in the graph.

For more than one year, the percentage of those experiencing more mental stress than the previous month has steadily decreased; however, the data showing this decline is too insignificant to lower the overall Mental Stress Change score to below 50 (the level at which stress is lower than the previous month). As the proportion of individuals reporting the same level of stress or more stress than the previous month continues to outweigh the proportion reporting less mental stress, the population will continue to feel the effects of significantly increased stress and will not be able to reach a more sustainable and healthy level of stress.

In April 2020, 46 per cent of individuals reported an increase in mental stress. Those reporting increased month-over-month mental stress reduced to 17 per cent in June 2021, while 75 per cent of respondents report the same level of mental stress and 8 per cent report a decrease in mental stress.

Mental Stress Change by month



Demographics

- Since the start of the MHI in April 2020, younger people are experiencing a greater increase in mental stress month over month, when compared to older respondents.
- Since April 2020, women have had larger increases in mental stress compared with males. In June 2021, the mental stress change score of women is 55.9 compared to 53.8 for men.

Geography

- The greatest increase in month-over-month stress is for respondents living in Northern Ireland (57.3), followed by England (54.8), Scotland (53.8), and Wales (53.0).

Employment

- The greatest increase in mental stress is seen in unemployed people (60.0), followed by employed people with reduced hours (62.3), unemployed people (57.9), and employed people with reduced salary (57.3).
- Managers have a greater increase in mental stress (55.6) than non-managers (54.0).

Employment status	June 2021	May 2021
Employed (no change in hours/salary)	54.0	54.3
Employed (fewer hours compared to last month)	57.9	57.6
Employed (reduced salary compared to last month)	57.3	61.7
Not currently employed	60.0	52.9
Age group	June 2021	May 2021
Age 20-29	56.6	58.8
Age 30-39	58.3	58.2
Age 40-49	55.2	56.2
Age 50-59	52.3	51.0
Age 60-69	52.6	52.1
Number of children	June 2021	May 2021
No children in household	53.4	53.2
1 child	56.5	58.4
2 children	57.5	56.5
3 children or more	58.3	58.2

Region	June 2021	May 2021
England	54.8	55.2
Northern Ireland	57.3	54.2
Scotland	53.8	51.3
Wales	53.0	51.8
Gender	June 2021	May 2021
Men	53.8	54.0
Women	55.9	55.7
Household income	June 2021	May 2021
<£15K/annum	56.7	57.5
£15K to <£30K/annum	56.3	57.1
£30k to <£60K	54.5	54.6
£60k to <£100K	54.9	53.6
£100K and over	52.7	51.7

Employer size	June 2021	May 2021
Self-employed/sole proprietor	55.7	55.6
2-50 employees	54.8	53.4
51-100 employees	56.5	59.4
101-500 employees	57.0	54.6
501-1,000 employees	53.5	55.0
1,001-5,000 employees	54.9	53.5
5,001-10,000 employees	54.4	54.7
More than 10,000 employees	50.7	54.1
Manager	June 2021	May 2021
Manager	55.6	56.3
Non-manager	54.0	53.5

Numbers highlighted in orange are the most negative scores in the group.

Numbers highlighted in green are the least negative scores in the group.

Available upon request:

Specific cross-correlational and custom analyses

The Mental Stress Change (industry)

The Mental Stress Change score for individuals employed in Administrative and Support services report less stress than the prior month (49.5). A score of 50 means that the proportion of the population experiencing more stress is balanced by the proportion experiencing less stress. A score below 50 indicates that the group is experiencing less stress than the prior month.

Full-time post-secondary students have the most significant increase in mental stress (65.9), followed by individuals employed in Food Services (61.4), and Wholesale Trade (61.2).

Mental Stress changes from the last two months are shown in the table.

Industry	June 2021	May 2021
Administrative and Support services	49.5	55.2
Real Estate, Rental and Leasing	50.0	47.3
Professional, Scientific and Technical Services	51.1	55.4
Health Care and Social Assistance	52.2	58.2
Construction	52.6	59.6
Other services (except Public Administration)	52.7	55.1
Transportation and Warehousing	53.4	51.9
Public Administration	54.0	56.3
Manufacturing	54.2	53.2
Other	54.3	57.4
Information and Cultural Industries	54.8	56.5
Arts, Entertainment and Recreation	55.1	56.5
Management of Companies and Enterprises	55.6	56.5
Retail Trade	56.3	53.4
Educational Services	57.3	54.7
Finance and Insurance	59.9	53.8
Wholesale Trade	61.2	50.0
Food Services	61.4	47.6
I am a student	65.9	55.6

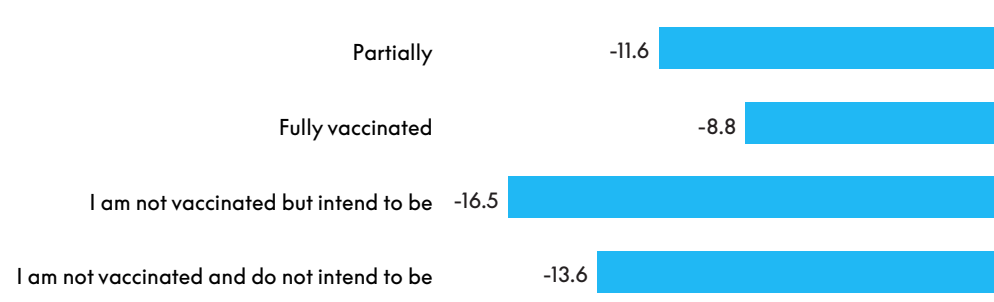
Spotlight

Vaccination

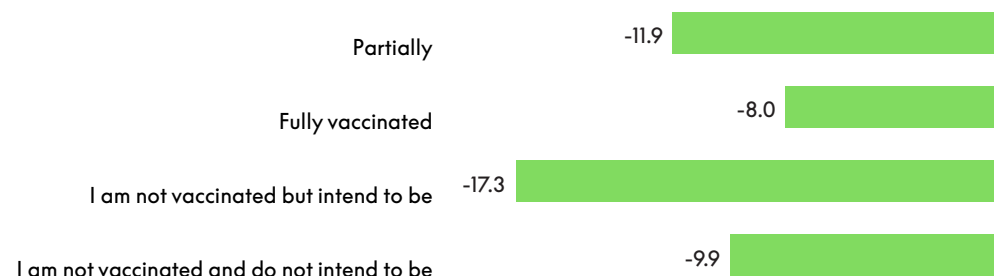
In April 2021, more than one-third (40 per cent) of Britons reported that vaccination against COVID-19 or reaching herd immunity would most improve their outlook for the future. In June 2021, Britons were asked about their vaccination status.

- People who are fully vaccinated have better mental health and better isolation scores than the overall group.
- People who are not vaccinated but do not intend to be have the worse mental health score and are experiencing the highest level of isolation.
- Respondents aged 50 and older are two and one-half times more likely to report being fully vaccinated against COVID-19 than people under 40.

MHI score by vaccination status



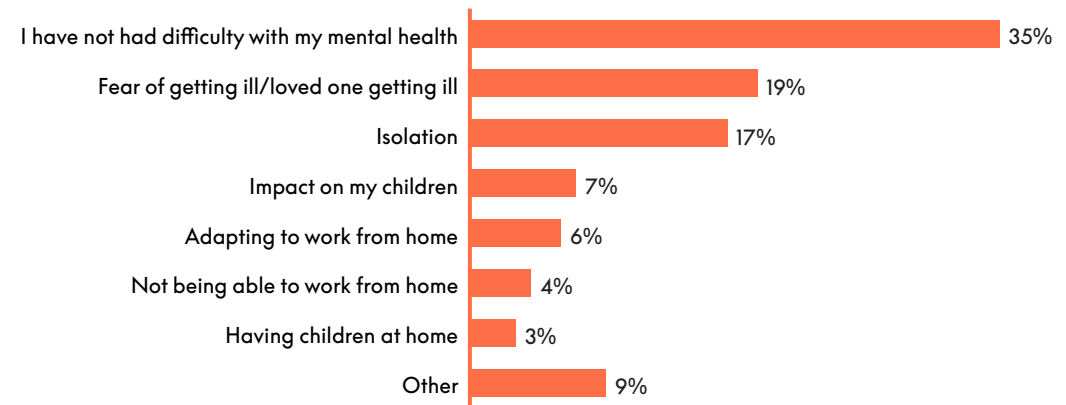
Isolation score by vaccination status



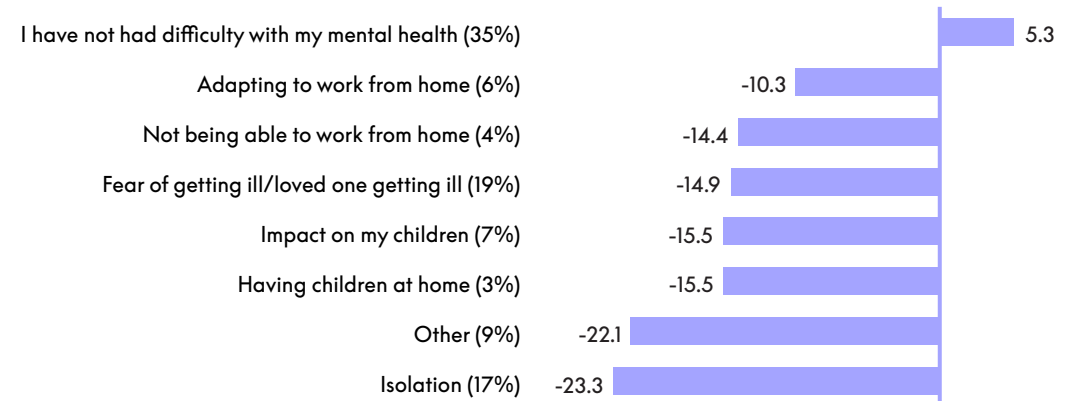
Challenges to mental health

- Sixty-five per cent of Britons have had difficulty with their mental health.
- Only about one-third (35 per cent) report having no difficulty with their mental health and this group has the highest mental health score (5.3).
- Seventeen per cent indicate that isolation is the most difficult for them in terms of their mental health and this group has the least favourable mental health score (-23.3), more than ten-points below the overall average (-10.9).
- Women are thirty per cent more likely to have difficulty with their mental health than men.
- Parents are more than fifty per cent more likely to have difficulty with their mental health than non-parents.
- Managers are approximately thirty per cent more likely to have difficulty with their mental health than non-managers.
- Employed people with fewer hours or reduced salary are approximately fifty per cent more likely to have difficulty with their mental health than employed people with no change to hours or salary.

Challenges to mental health



MHI score by challenges to mental health



Relationship with and mental health of children

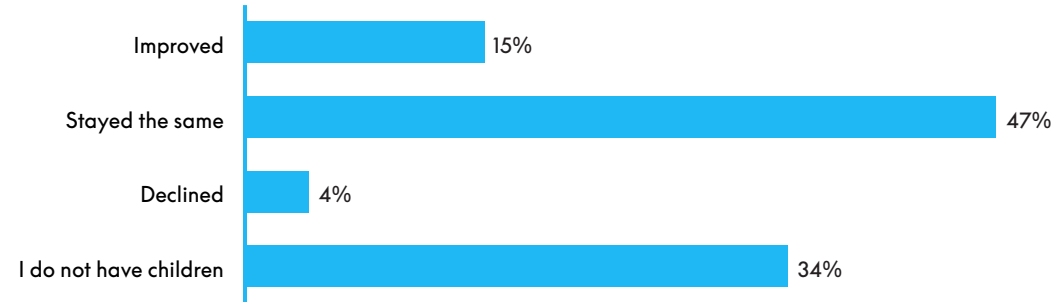
The lives of British children have been upended since the first pandemic-related closures were announced in Spring 2020. Since then, children have had to rapidly adapt to changes at school, including online learning, and have limited social interactions, including isolation from friends and extended family members. The impact of the past fifteen months on the mental wellbeing of children will be examined for its influence on their physical, social, and emotional development as well as their reintegration as life returns to the 'new normal'.

Relationship with children

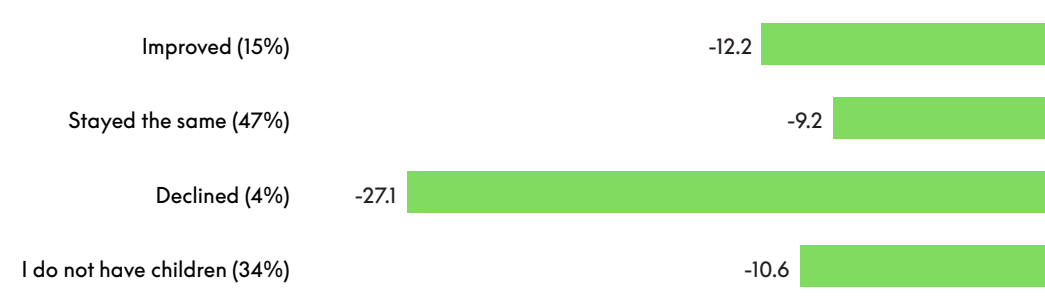
Respondents were asked about the state of their relationship with their children during the pandemic.

- Nearly half (47 per cent) indicate that their relationship with their children has remained the same during the pandemic and this group has the most favourable mental health score (-9.2).
- Thirteen per cent report that their relationship with their children has improved during the pandemic.
- Four per cent report a decline in their relationship and this group has the least favourable mental health score (-27.1).
- Managers are fifty per cent more than likely than non-managers to report an improved relationship with their children.

Relationship with children



MHI score by relationship with children

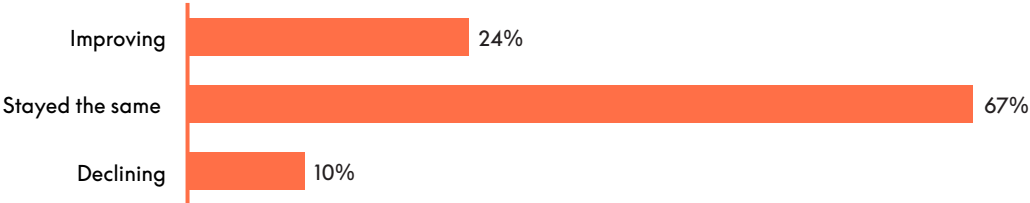


Mental health of school-age children (ages 6-12)

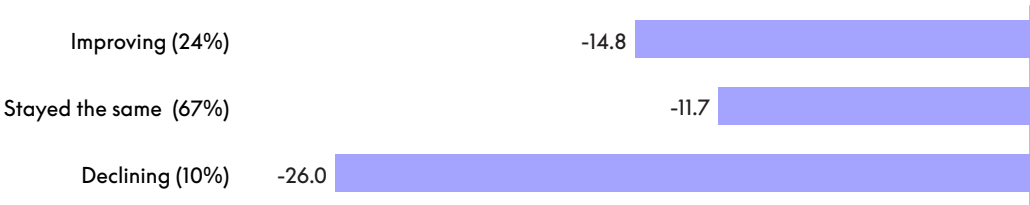
Parents of school-age children (ages 6 to 12) were asked about the mental health of their children compared to before the pandemic.

- Two-thirds (67 per cent) indicate that the mental health of their school-age children has stayed the same as it was before the pandemic and this group has the most favourable mental health score (-11.7).
- Twenty-four per cent report that mental health of their children has improved compared to prior to the pandemic.
- Ten per cent report a decline in the mental health of their school-age children compared to before the pandemic and these parents have the least favourable mental health score (-26.0).
- Managers are more than fifty per cent more likely than non-managers to report that the mental health of their children is improving compared to before the pandemic.

Mental health of school-age children (ages 6-12)



MHI score by mental health of school-age children (ages 6-12)

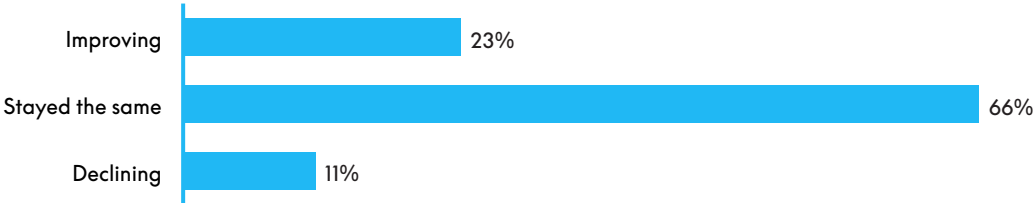


Mental health of high-school age children (ages 13-18)

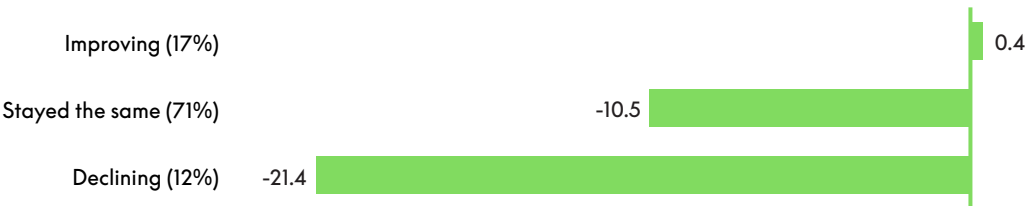
Parents of high-school age children (ages 13 to 18) were asked about the mental health of their children compared to before the pandemic.

- Nearly two-thirds (66 per cent) indicate that the mental health of their high-school age children has remained the same as it was before the pandemic.
- Twenty-three per cent report that the mental health of their children has improved compared to prior to the pandemic and these parents have the most favourable mental health score (0.4).
- Eleven per cent report a decline in the mental health of their high-school age children and these parents have the least favourable mental health score (-21.4).
- Managers are more than sixty per cent more likely than non-managers to report that the mental health of their children is improving compared to before the pandemic.

Mental health of high-school age children (ages 13-18)



MHI score by mental health of high-school age children (ages 13-18)

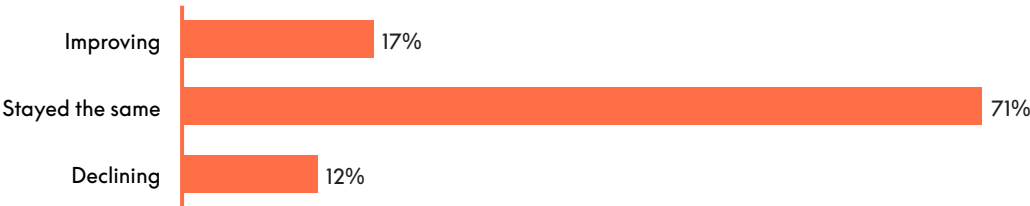


Mental health of young adult children (18-30 years)

Parents of young adult children (ages 18 to 30) were asked about the mental health of their children compared to before the pandemic.

- More than two-thirds (71 per cent) indicate that the mental health of their young adult children has remained the same as it was before the pandemic.
- Seventeen per cent report that the mental health of their children has improved compared to prior to the pandemic and this group has the most favourable mental health score (-9.1).
- Twelve per cent report a decline in the mental health of their young adult children and these parents have the least favourable mental health score (-23.2).
- Managers are eighty-five per cent more likely than non-managers to report that the mental health of their children is improving compared to before the pandemic.

Mental health of young adult children (ages 18-30)



MHI score by mental health of young adult children (ages 18-30)



Mental health of full-time post-secondary students

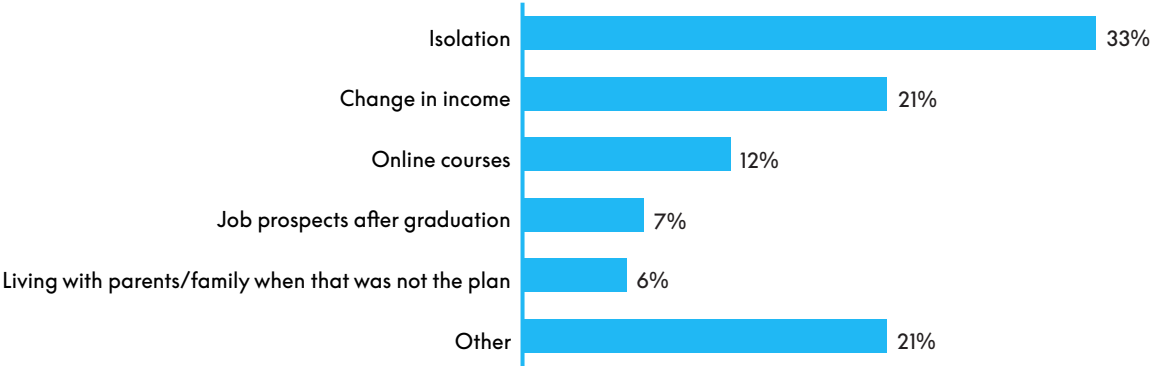
Full-time post-secondary students have been beset with difficulties. Since April 2020, the mental health of students has been lower than other groups on multiple occasions. Furthermore, as reported in the [May special edition of the MHI on substance use](#) since the onset of the pandemic, full-time post-secondary students are nearly twice as likely to report an increase in drug use and are nearly twice as likely to regularly use more medication than prescribed or to use in ways that are not prescribed.

Mental health difficulties for students

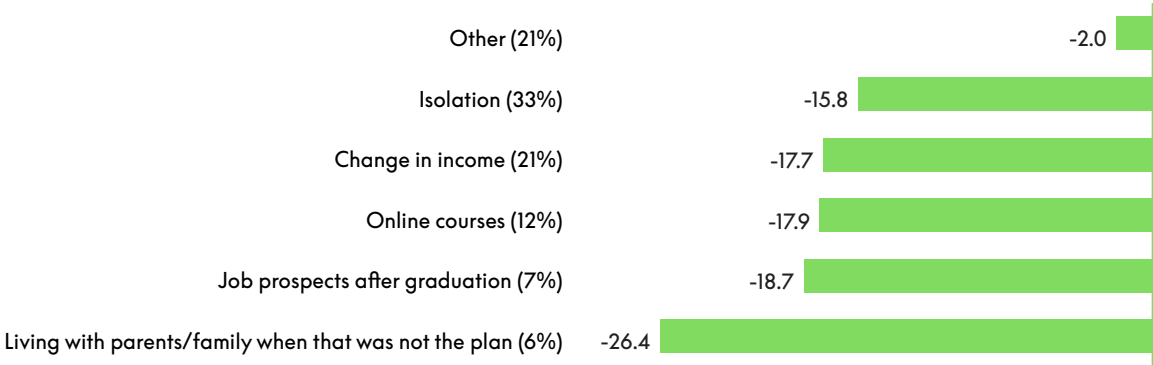
Full-time post-secondary students were asked about what has been most difficult for them in terms of their mental health.

- One-third indicate that isolation has been the most difficult for them in terms of their mental health.
- More than one-in-five indicate that the change in income has been most difficult for them, followed by twelve per cent reporting that online courses have been most difficult for them in terms of their mental health.
- Six per cent of students report that living with their parents/family is the most difficult aspect of life and this group has the least favourable mental health score (-26.4).

Most difficult in terms of mental health



MHI score by most difficult in terms of mental health

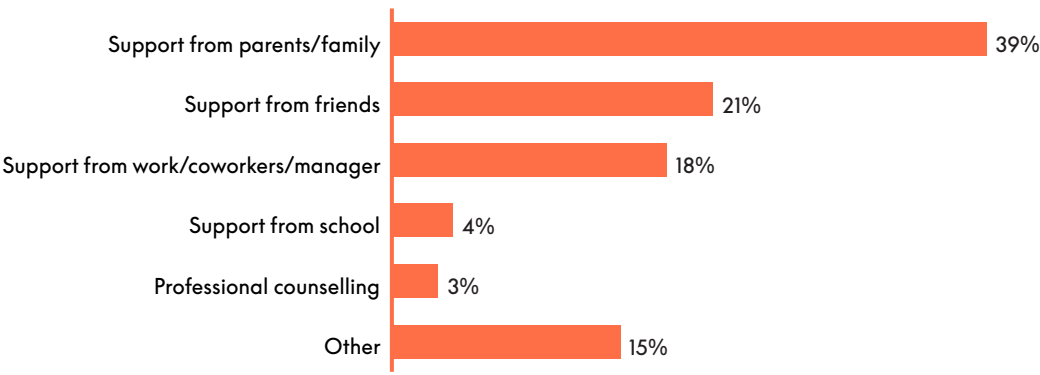


Support for mental health

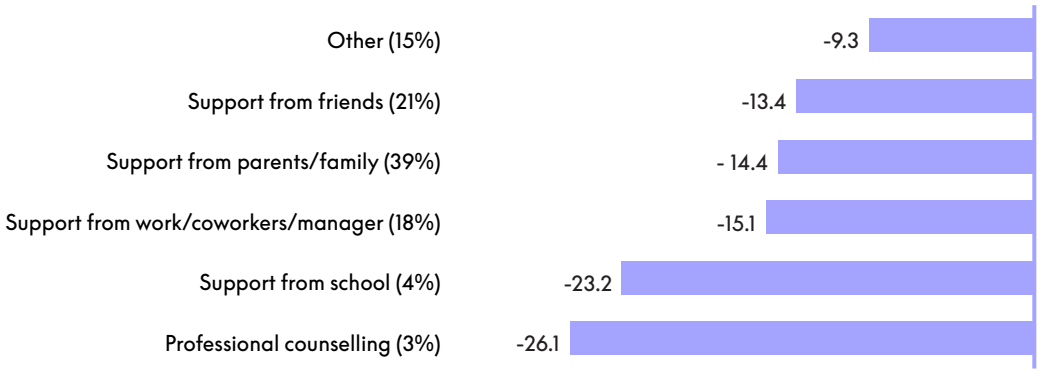
Full-time post-secondary students were asked what has been the most helpful for them in terms of their mental health.

- Nearly forty per cent (39 per cent) of students indicate that support from parents/family has been the most helpful to them in terms of their mental health.
- Less than one-quarter (21 per cent) indicate that support from friends has been the most helpful, followed by eighteen per cent that received support from work/co-workers/manager.

Most helpful for mental health



MHI score by most helpful for mental health

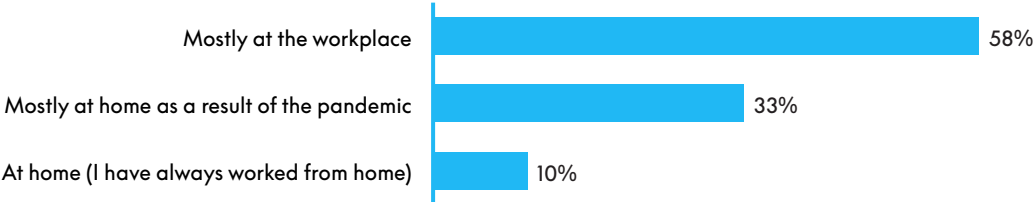


Return to workplace

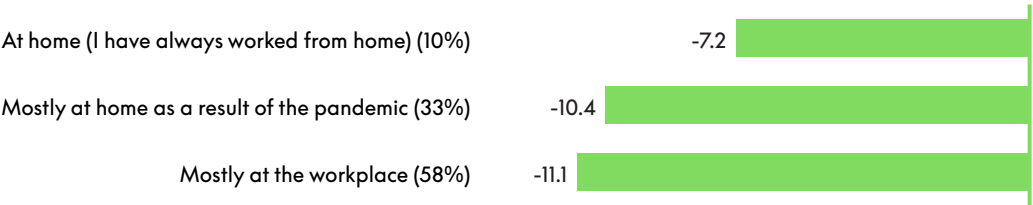
Current place of work

- More than half (58 per cent) are working mostly at the workplace and this group has the least favourable mental health score (-11.1).
- Ten per cent of people who work at home, and have always worked from home, have the most favourable mental health score (-7.2).
- Non-managers are sixty per cent more likely than managers to report that they have always worked from home.

Current place of work



MHI score by current place of work

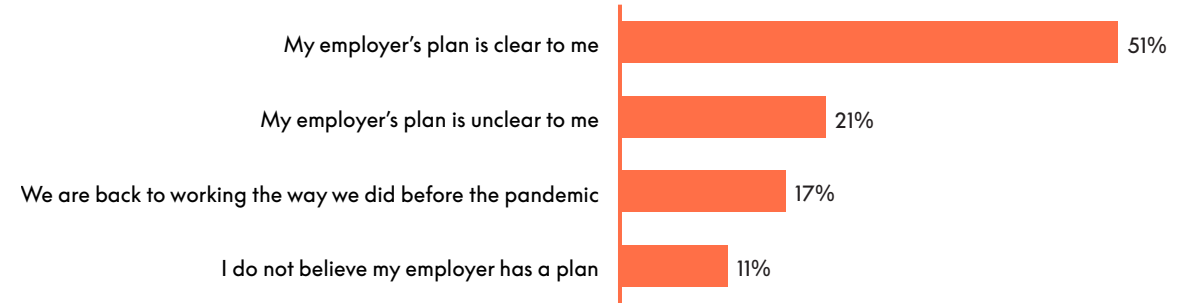


Employer's plan for work

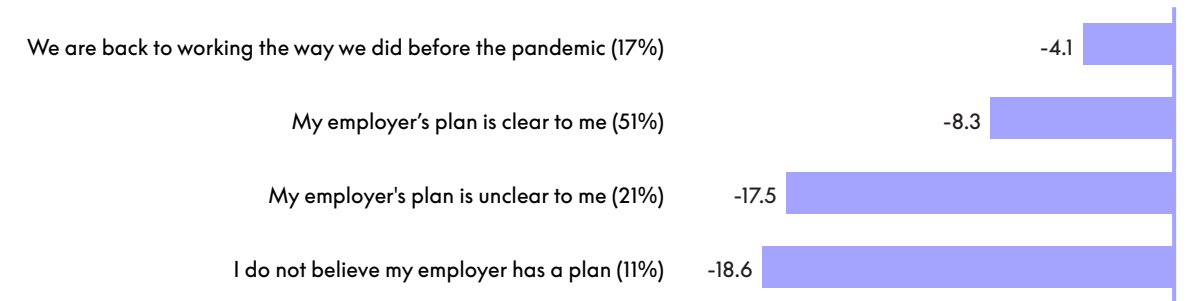
Employed people were asked to consider the next six months in terms of how clear they are about their employer's plan for how and where work will be done.

- More than half (51 per cent) indicate that their employer's plan about how and where work will be done is clear.
- Nearly one-quarter (21 per cent) are unclear of their employer's plan for work and eleven per cent do not believe that their employer has a plan (-14.9). The latter group has the least favourable mental health score (-18.6).
- Seventeen per cent report that they are back to working the way they did before the pandemic and this group has the most favourable mental health score (-4.1).

Employer's plan for work



MHI score by employer's plan for work

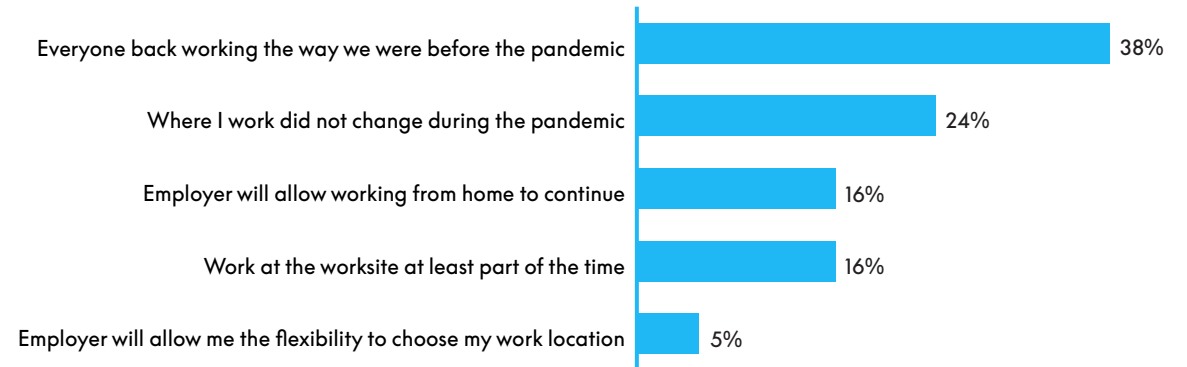


Employer expectations for work

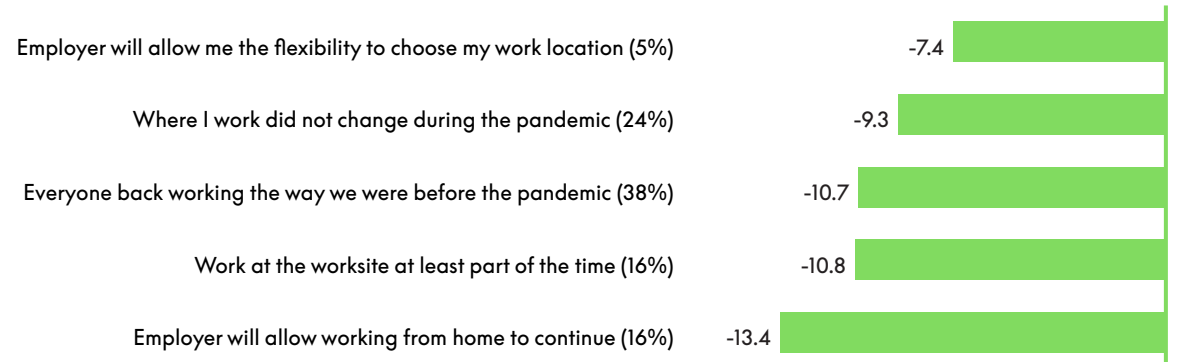
Employed people were asked how they believe their employer will want them to be working by September 2021.

- More than one-third (38 per cent) believe that their employer will want everyone back working the way they were before the pandemic.
- Sixteen per cent worked from home because of the pandemic and believe that their employer will want that to continue; this group has the least favourable mental health score (-13.4).
- The most favourable mental health score (-7.4) is among the five per cent of people that believe that their employer will be flexible, allowing employees to choose their work location.

Employer work expectations by September 2021



MHI score by employer expectations for work by September 2021



Perception of employer’s expectations for work

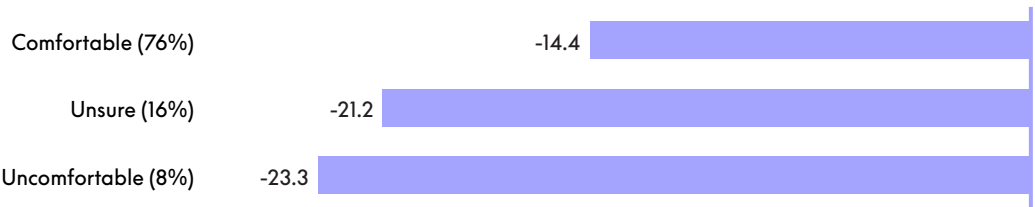
Respondents who believe that their employer will want them to back at the worksite at least some of the time were asked how comfortable they are with their employer’s expectations for work.

- More than three-quarters (76 per cent) indicate that they are comfortable with their employer’s expectations for work, and this group has the most favourable mental health score (-14.4).
- Eight per cent report being uncomfortable with their employer’s expectations for work and this group has the least favourable mental health score (-23.3).

Perception of employer’s expectations for work



MHI score by perception of employer’s expectations for work



Overview of the Mental Health Index by LifeWorks™

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 in each geography compared to benchmarks collected in 2017, 2018 and 2019. 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 three parts:

1. The overall Mental Health Index™ (MHI), which is a measure of change compared to the benchmark of mental health and risk.
2. A Mental Stress Change (MStressChg) score, which measures the level of reported mental stress compared to the prior month.
3. 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 Britons who are living 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. The same respondents take part each month to remove a sampling bias. Respondents are asked to consider the prior two weeks when

answering each question. The Mental Health Index™ is published monthly starting in April 2020. Benchmark data was collected in 2017, 2018 and 2019. Data for the current report was collected between May 28 to June 4, 2021.

Calculations

To create the Mental Health Index™, the first step leverages a response scoring system turning individual responses to each question into a point value. Higher point values are associated with better mental health and less mental health risk. Everyone's scores are added and then divided by a total number of possible points to get a score out of 100. The raw score is the mathematical mean of the individual scores.

To demonstrate change, the current month's scores are then compared to the benchmark and the prior month. The benchmark comprises data from 2017, 2018 and 2019. This was a period of relative social stability and steady economic growth. **The change compared to the benchmark is the Mental Health Index™. A score of zero in the Mental Health Index™ reflects no change, positive scores reflect improvement, and negative scores reflect decline.**

A Mental Stress Change score is also reported given that increasing and prolonged mental stress is a potential contributor to changes in mental health. It is reported separately and is not part of the

calculation of the Mental Health Index™. The Mental Stress Change score is (percentage reporting less mental stress + percentage reporting the same level of mental stress * 0.5) * -1 + 100. The score reflects a comparison of the current to the prior month. **A Mental Stress Change score of 50 reflects no change in mental stress from the prior month. Scores above 50 reflect an increase in mental stress and scores below 50 reflect a decrease in mental stress.** The range is from zero to 100. A succession of scores over 50, month over month, reflects high risk.

Additional data and analyses

Demographic breakdown 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@lifeworks.com



About LifeWorks

LifeWorks is a global leader in delivering technology-enabled solutions that help clients support the total wellbeing of their people and build organizational resiliency. By improving lives, we improve business. Our solutions span employee and family assistance, health and wellness, recognition, pension and benefits administration, retirement and financial consulting, actuarial and investment services. LifeWorks employs more than 7,000 employees who work with more than 24,000 client organizations that use our services in more than 160 countries. LifeWorks is a publicly traded company on the Toronto Stock Exchange (TSX: LWRK).

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