



**There is no health
without mental health.**

Kirk Bradley, Commercial Operations Director
Sandra Scott, People Team Business Partner





AN INDUSTRY PERSPECTIVE



people in the UK will experience a mental health problem each year



17 million working days lost each year



The cost to employers between **£33-£43 billion** each year



£1,000 per employee per year

More people claiming for mental health conditions



Bupa claim spend **£28 million** up 20% in the last 2 years



Supporting over **25,000 customers** up 37% in the last 2 years



Average inpatient stay **25 days**

Growing demand from high-cost claim areas

- 1. Depression and anxiety
- 2. Alcohol and drug dependency



36% of customers embarking on a mental health care pathway used our direct access service rather than a traditional GP-led service

Call centre mental health

The facts



1 in 5 (21%)

of call centre workers called in sick due to workplace stresses



14%

have resigned



42%

have thought of resigning due to workplace stress

Job-related anxiety

Call centre vs. other occupations

Managers	2.97
Call centre	2.92
Shopfloor - manufacturing	2.81
Maintenance engineers	2.80
Supervisors	2.79
Professional staff	2.79
Technical support staff	2.78
Clerical and secretarial	2.69
Shopfloor - other	2.61
Ancillary staff	2.61

Health and Safety Executive

Psychosocial risk factors in call centres: An evaluation of work design and well-being



The Prince's
Responsible
Business Network



and the Business in the Community Wellbeing
Leadership Team

Mental Health at Work 2020: building back responsibly and what impact has COVID had?



41%

of employees
experienced poor mental
health caused by work



51%

of poor mental health
caused by work this
year is due to pressure



30%

of employees have told
nobody about their
mental health concerns

"The need for employee
wellbeing strategies
providing preventative
care and mental health
support is more urgent
than ever before"

Mark Allan, Commercial Director
of Bupa UK Insurance



76%

say colleagues are
considerate of their
mental wellbeing



58%

of managers recognise
that providing mental
health support to their
team is part of their job



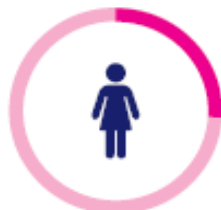
62%

of employees are
comfortable talking
about stress

"Positioning wellbeing
at the heart of business
planning and job design
will promote long-term
mental health."

Louise Aston, Wellbeing Director
at Business in the Community

35% of men have kept mental
health symptoms to themselves
vs 26% of women:



The number of employees who feel
that their organisation supports
their mental health is on the rise:



69%

say their managers are
considerate of their
mental wellbeing



63%

of employees who told
their employer about a
mental health concern
had a positive outcome



37%

of employees say their
CEOs are supportive of
mental health issues

View the full
findings at
[bitc.org.uk/report/
mhaw2020](http://bitc.org.uk/report/mhaw2020)
or visit
[bupa.co.uk/
mental-health](http://bupa.co.uk/mental-health)
for more information.

Best practice tips to create change

- ✓ Create and celebrate a **vibrant and diverse workforce**
- ✓ **Leadership starts from the top** and gives people throughout the business permission to follow
- ✓ Power of sharing **personal stories** throughout all levels of the organisation to change the conversation
- ✓ **Continual communication** to raise awareness and engagement - not just once a year during awareness weeks, it has to be regular
- ✓ Foster a **culture of openness** by including wellbeing goals in employee's objectives
- ✓ **Invest in a wellbeing strategy** that is owned by an individual/team and is not done as part of another role in their spare time (sending the wrong message)
- ✓ **Collaborate with other organisations** using common grounds to share best practice and learnings e.g. CMHA, BITC, CBI
- ✓ **Invest in training** - line manager training and MHFA training
- ✓ **Effective reporting** - creation of a MH dashboard to track effectiveness of initiatives and highlight areas for improvement

Celebrating us
Uniting Communities
Body & mind
Engagement

**Accelerated
during COVID.**

be the difference. make the difference



Celebrating Us

- Big & the Small
- Share Stories

Delivering change with agility

Congratulations - Machaela Roberts, SME Intermediary

Machaela worked tirelessly in the first weeks of the COVID crisis to ensure that the whole of the workforce in SME Intermediary were equipped to work from home and service our intermediary partners, with no dip in service. As a result we had the majority of our workforce on the phones and up and running within 2 weeks. We received **amazing feedback** from our intermediary partners advising that out of all insurers we handled this best in the market, and that's down to this individual.

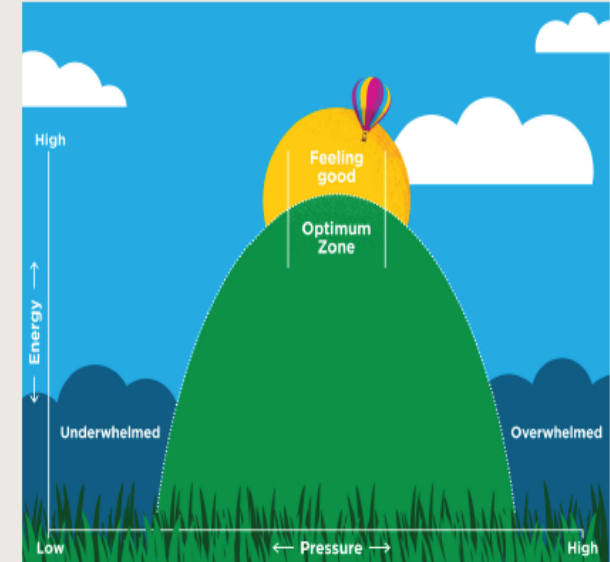


Mach adapted her leadership style, recognising the importance of mental health during the crisis and co-ordinated daily calls with the management team to ensure everyone felt supported during the uncertainty. She has been vital in delivering a successful launch of the financial distress package, by being **open and adapting quickly** she ensured this was launched quickly for our customers.

Mach has handled the crisis with a positive, **can do attitude** and has been **extremely passionate** to drive change quickly whilst most importantly adapting her own leadership style to ensure her wider team was fully **supported**. She has held her head high and soldiered through every single obstacle, whilst still finding the time to listen to her team. She has created a **shift in gear** in the department and people have commented that she's a **total inspiration**.

Body & Mind

COVID-19 Managing your energy



Help your wellbeing with these easy steps:

We all need the right level of energy to cope with the demands of our lives. It's important to pay attention to the things that give us energy so we can stay at our best.

The earlier we spot signs that we're drifting away from feeling good, the sooner we can react, and get ourselves back into a good place.

Use these questions to check in on how you are feeling:

- Where are you on the curve right now?
- Choose one word to describe how you feel right now?
- If you have drifted away from feeling good, what do you notice about how you feel?
- What one thing could you do today to get yourself back to feeling good?

Your wellbeing

This section will share advice on staying healthy while you're working at home, or in a different way. It'll include information on exercise and nutrition and keeping an eye on your general health.

Scroll down to find out more.

1. Developing healthier bodies

Scroll down to find out more.

Anytime Healthline

This a completely confidential, round the clock service with unlimited telephone consultations. It enables you to access advice from health professionals from the comfort of your own home or wherever you may be.

Here is the number: 0345 600 2007 (option 5)

Our health information pages

Our health information pages have a wealth of information from Bupa experts about a wide range of conditions, treatments and procedures, as well as advice on staying healthy and living well.

- > [Health information](#)
- > [Staying healthy in lockdown: 10 tips from a GP](#)
- > [Locking after your teeth](#)
- > [Coronavirus: terms explained](#)
- > [Asthma and Coronavirus](#)
- > [Recovering from coronavirus at home](#)

Babylon

If you're a member of the staff Health Trust you can access the online GP, Babylon. You'll need to download the Babylon app on Apple or Android, or access on a computer (with limited functionality) by selecting this tile.

The code is BUPATRUST and you'll need to enter your personal details as they appear on the scheme documents.

[Sign-in to Babylon](#)

Sleep

Sleep is a really important part of our recovery and resilience. Here are some links that might help:

- > [Listen to our sleep podcast](#)
- > [Three tips to help you get back to sleep](#)
- > [Sleep and recovery toolkit](#)
- > [Improving your sleep webinar](#)
- > [Calm meditations, sleep stories, movement exercises, journals and music](#)

Nutrition

Select this tile for advice on ways to maintain a healthy and nutritional diet whilst self-isolating.

- > [Tips for healthy eating when self-isolating](#)
- > [Tips for healthy snacking during lockdown](#)

Exercise

Useful links:

- > [How to start running: Tips for beginners](#)
- > [Home workout using household items](#)
- > [HIIT workout](#)
- > [15-minute bodyweight workout](#)
- > [Fitness studio exercise videos](#)
- > [Gym-free workouts](#)

Stretches

Useful links:

Dental

Useful links:

- > [How to look after braces when self-isolating](#)
- > [How to relieve tooth ache when at home](#)

Take care of your body

Looking after how your body's working gives your mind the best chance of having good energy to cope with life's demands.

Ask yourself these quick questions:

- Am I eating and drinking in a healthy way?
- Am I watching my alcohol intake?
- Do I do some exercise I enjoy a few times a week?
- Am I sleeping 7-9 hours a night?
- Am I having quality time with my partner and family?
- Am I planning in time to connect with my friends virtually?
- Am I finding time to really relax and switch off?

Make good choices

Making good choices can help you to find the time to take better care of your body and mind:

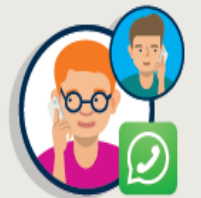
- Aim to do something to help take care of your body and mind most days - not just on your days off
- Make a plan for when you will fit in time to do something for yourself
- Notice any bad habits you slip into when the pressure is on



Check your thoughts

If you think more positively, you are more likely to make positive choices:

- Give yourself permission to prioritise your own wellbeing and energy
- Recognise the things you can take control of in your life and let go of the things you can't control
- Find purpose in each thing that you do, even in the smallest things
- Don't expect to be perfect - when times are uncertain it's a time to learn and that means accepting mistakes and being flexible



Close the day

At the end of the day, ask yourself:

- What have I done today I feel good about?
- Who have I helped today?
- What am I grateful for today?

Be you at Bupa

24 hour Healthy Minds helpline

0345 600 2007

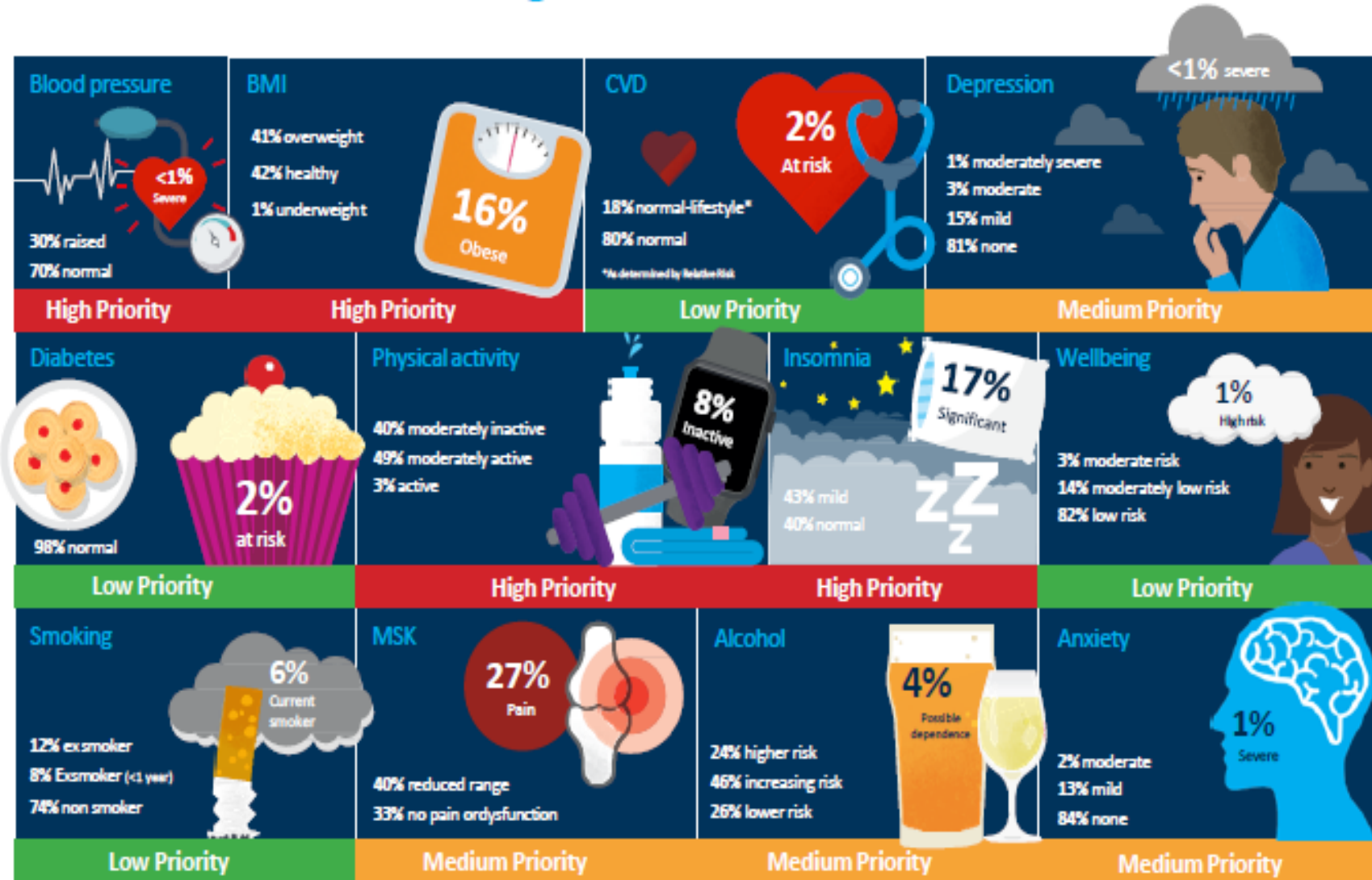
Option 4
[Bupa.com/mentalhealth](https://www.bupa.com/mentalhealth)

Body & Mind

- Financial Wellbeing Guidance
- Domestic Abuse Support
- Mental Wellness Apps



Your picture of physical and mental wellbeing





Thank you