



**HELP STOP THE SUFFERING IN SILENCE,  
STRATEGIES FOR MANAGING EMPLOYEE MENTAL HEALTH.**

***VANESSA SALLAWS,***  
**Benefits & Governance Director**



## MENTAL ILL-HEALTH V PHYSICAL ILL-HEALTH

Great differences in the likely absence durations and the support available to employees, depending on their illness.

Employers are less concerned by absences due to musculoskeletal disorders than those related to mental health issues. (L&G 2016)

17% said  
musculoskeletal  
absences were a  
growing issue for  
business

37% felt that  
mental health  
was more of a  
problem

22% felt the  
impact of  
musculoskeletal  
disorders was  
reducing

9% thought the  
same about  
mental health  
absences

20% of  
musculoskeletal  
absences last  
more than 20  
days

42% of mental  
health-related  
absences  
usually last 20  
days or more

12% of mental  
health absences  
lasting 50 days or  
more

31% said there  
was no formal  
process for  
managing  
mental health  
absences

## MENTAL HEALTH AND ABSENCE TRENDS

- **Average absences down - 6.3 days per employee per year (6.9 in 2015).** (CIPD 2016)
- **Mental health problems increasing.** (CIPD 2016)
- **Stress now the top cause of long-term absence** (CIPD 2016)

**Second highest cause of short term absence.**  
(CIPD 2016)

- **1/4 people experience a mental health problem each year.** (Mind)
- **Mental health problems cost UK employers £30 billion a year.** (ACAS 2016)

**1 in 3**  
organisations  
report rise in  
MH problems

**2 in 5**  
organisations report  
increased stress  
related absences in  
past year

**1** **ONE IN FOUR**  
OF US EXPERIENCE A MENTAL  
HEALTH PROBLEM EACH YEAR.

## AUDIENCE POLL

**How comfortable do you think your employees' feel discussing mental health issues with a representative of your company?**

**Our research shows:**

<b>A. Very comfortable</b>	<b>31%</b>
<b>B. Somewhat comfortable</b>	<b>46%</b>
<b>C. Not very comfortable</b>	<b>20%</b>
<b>D. Not at all comfortable</b>	<b>3%</b>



## THE GAP IN UNDERSTANDING; EMPLOYERS

We are always striving to **learn** and **grow** as a business and **new research** has helped us understand how **employers are misreading their employees willingness to discuss mental health issues** with company representatives.

**77%**

felt employees or team members would feel 'somewhat' or 'very comfortable' discussing their mental health with them

**64%**

of employers felt comfortable discussing mental health

**83%**

of employers felt comfortable discussing general wellbeing

**81%**

felt comfortable discussing physical injuries like broken legs



## THE GAP IN UNDERSTANDING; EMPLOYEES

Despite employers' perceptions...

Over **93%** feel  
there is a link  
between physical  
and mental  
wellbeing

Less than  
**10%** would  
speak to a manager  
or superior about  
their mental health

**32%**  
feel like they had *no  
one at all* to talk to  
about their mental  
health

Over **73%** said  
that taking part in  
some sort of sport  
helped them feel  
'somewhat' or 'much  
better' in themselves

**22%**  
would discuss  
physical injury

## EMPLOYEE ASSISTANCE PROGRAMME (EAP)

**Extensive EAP can help employees find help before they need time off**

- All employees, including those not covered by the GIP policy have access to EAP
- Working with experts

Back at work following counselling



98% of  
calls  
answered  
in 20  
seconds

Available  
24 hours a  
day 356  
days a year

Provided  
at NO  
extra cost

**Health Assured**





## HOW GROUP PROTECTION CAN HELP

**Mental health absence has been the number one cause of claim on our Group Income Protection (GIP) policies since 1999.**

### EARLY INTERVENTION

We recognise that early intervention is key and this is why we work with employers from just **four** weeks of absence to support both the business and the employee who is away from work.

### Added Value Services

The longer the absence continues, the less likely an individual is to return to work

We work closely with employers and offer an early notification bonus

### RETURN TO WORK

We are proud that over 80% of the mental health related cases reported to us last year were able to return to work before becoming a claim.



## SPECIALIST REHABILITATION SUPPORT

**A rehabilitation team full of knowledge, skill and experience.**

- Occupational health specialists
- Clinical governance experts
- Registered general nurses
- Physiotherapists

### **Working with experts**

- Pioneering digital mental health treatment options
- 12 month relapse prevention programme
- Offered with CBT Clinics
- Claims Innovation of the Year

**We benefit from decades of experience when it comes to supporting mental health in the workplace with our return to work success unparalleled.**



## EXTENSIVE, EFFECTIVE, BESPOKE SUPPORT

- ✓ Funding all appropriate mental health treatment no GP referral needed
- ✓ Over 5,000 treatments paid for in 2016
- ✓ Paid out 94.8% of group income protection claims in 2016. Industry average was 81% of claims paid
- ✓ Paid £1.2m in 2016 to eligible employers who notified us of absence within our early notification bonus period. Since 2006 we've paid out over £6m
- ✓ Free access to specialist professionals
- ✓ Average perceived employee value 4.7% payroll
- ✓ Actual typical cost 1%

## OUR EXPERIENCE AS AN EMPLOYER

2011

- Working with the Government to help drive policy

2011

- Member of the Government's Department of Work and Pensions Mental Health and Employment Expert Advisory Group

2013

- Signed the Time to Change Campaign pledge

2015

- for World Mental Health Day, CEO Nigel Wilson and Lord Dennis Stevenson MQ charity. Meeting to facilitate detailed discussion including mental health in the workplace.

2016

- '1 in 4' campaign which is the overarching strategy for all our mental health initiatives supporting our employees
- Introduced mental health first aiders – now 40

2017

- Two conferences with the Mental Health Foundation and GOFAL
- CBT training module for line managers
- #NotARedCard

## ITS NOT A RED CARD OFFENCE

Our **Not a Red Card** campaign aims to encourage more workplace conversations about mental health.

Using **sport** as an analogy, the campaign features a resource hub, giving employers and employees access to a range of tools and ideas to help them start conversations about mental health.

Talking about mental health,  
it's **Not a Red Card Offence**.

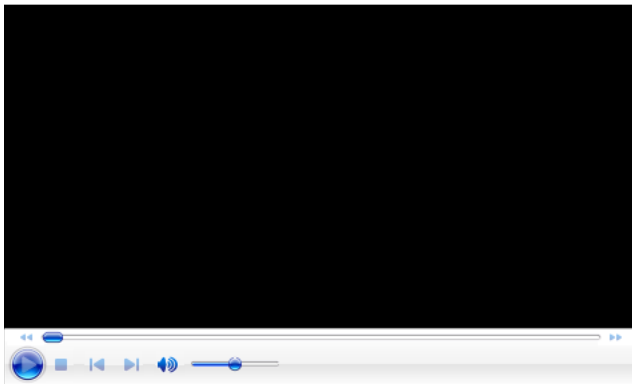


Total  
microsite  
traffic:  
13.4k

Total video  
views:  
372k

Social Media  
total reach:  
830k

Film 2  
Launching  
10<sup>th</sup> July



**THANK YOU**

**QUESTIONS?**

