

# Mental Health Survey 2024

Has there been any  
movement for mental  
health in our sector  
since 2022?

**DGCOS**  
Ombudsman  
Scheme

# 2024 Results



These surveys are our roadmap to better mental health in the glass and glazing industry. It's not just about ticking boxes, it requires collective action and commitment, which is essential. The findings uncover widespread challenges employees face, showing that these issues aren't isolated - many individuals share similar experiences. By adopting proactive measures, as a sector, we can foster a workplace where mental health isn't just prioritised but nurtured, ensuring a healthier, more productive workforce for the long haul.

*Faisal Hussain*  
*Chief Executive Officer*



# Introduction

It's been two years since we ran our first mental health survey in the industry. Since then, we feel the taboo has been removed and it's more widely acknowledged that mental health is an issue in the sector and one we're collectively working towards improving, although there is a long way to go.

We would like to see if there has been any movement for Mental Health in our sector and understand if our perception is true with real life data on what's happening in our sector.

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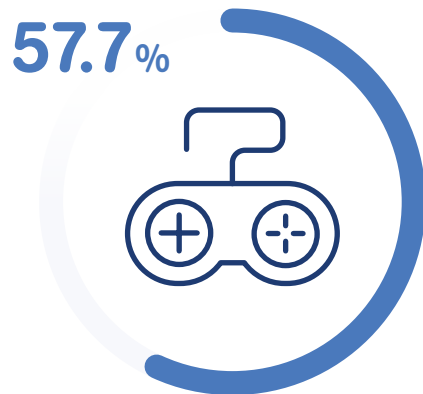
# Key Observations

# 84.6%

of people are more aware of their mental health

We have seen a **significant increase** across the industry of people being **more aware of their mental health** than 2 years ago.

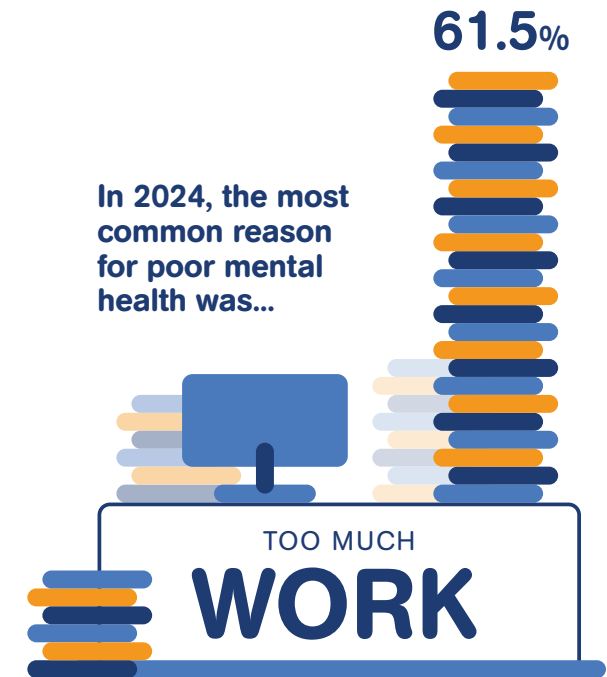
People stated that the 2 most popular methods of **managing their mental health** were **exercise** and **hobbies**.



EXERCISE



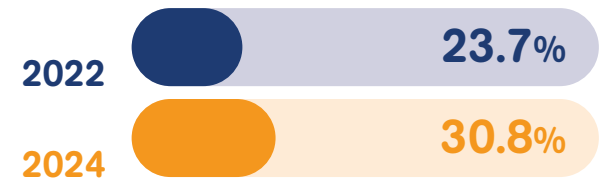
HOBBIES



In 2024, the most common reason for poor mental health was...

TOO MUCH  
**WORK**

The number of people who **sought medical help** for their **mental health** has **increased** has over the past 2 years.



7.1% increase since 2022

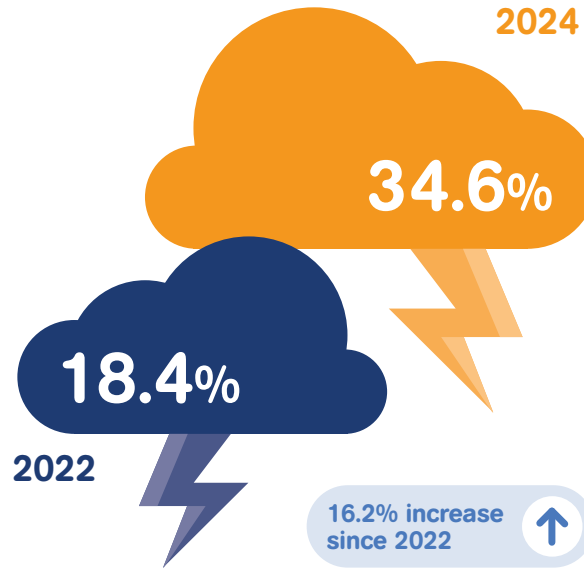
60.5% IN 2022

34.6% IN 2024

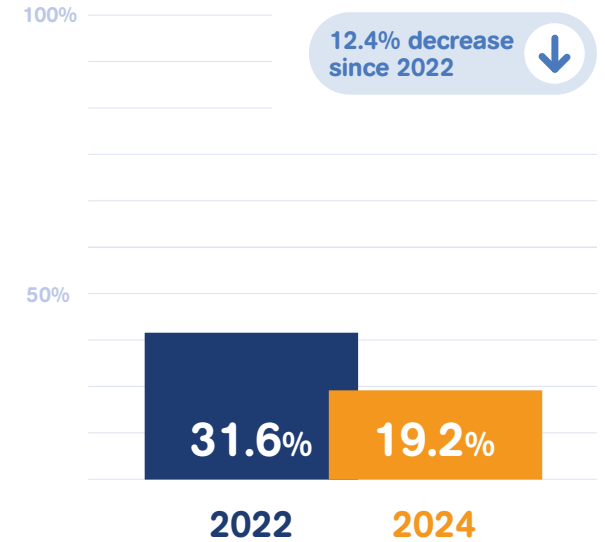
25.9% decrease since 2022



The number of people that feel there is a **mental health crisis across the industry** has **significantly decreased**.



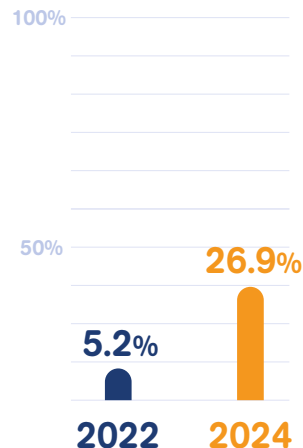
There was an **major increase** in participants who felt the **highest levels of depression** because of work.



The number of people feeling **high levels of stress** has **decreased** over the past 2 years.

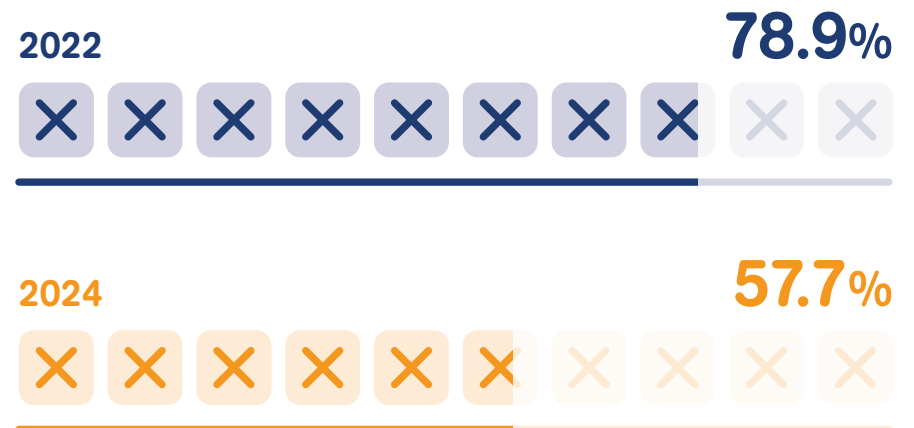
In 2024, there was a **significant increase** in people commenting that **flexible hours** would **help their mental health** at work.

21.7% increase since 2022



The number of people who did not take any **time off** because of their **mental health decreased significantly** from 2022 to 2024.

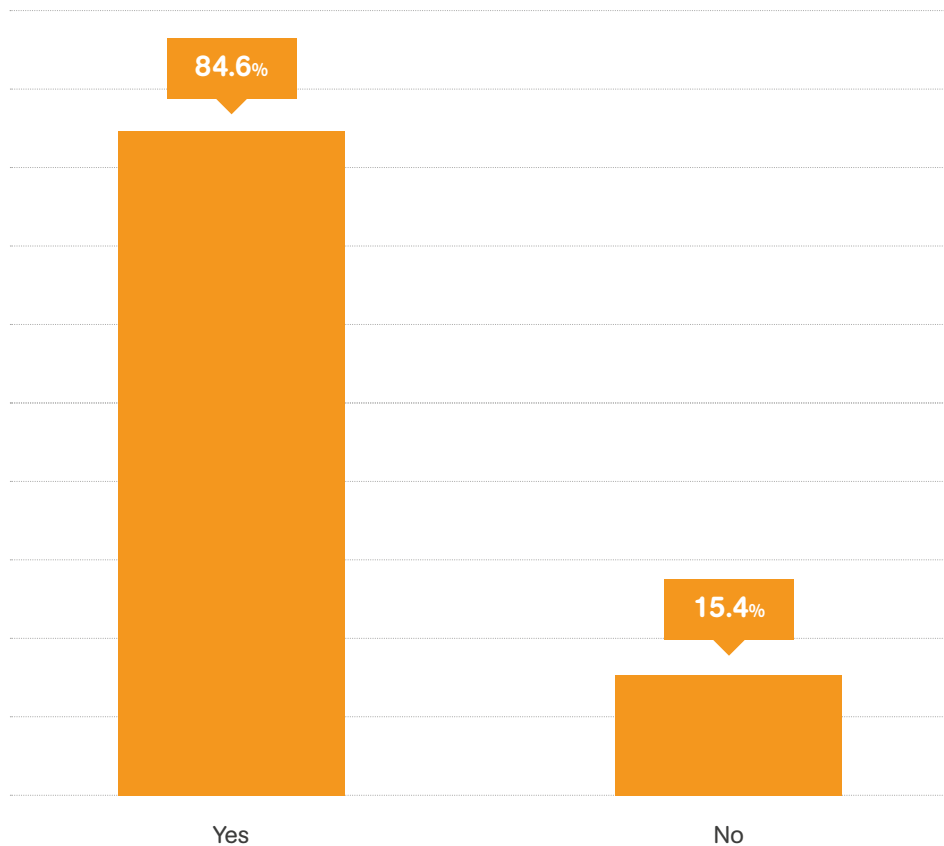
21.2% decrease since 2022



# 2024 Results

## MENTAL HEALTH AWARENESS

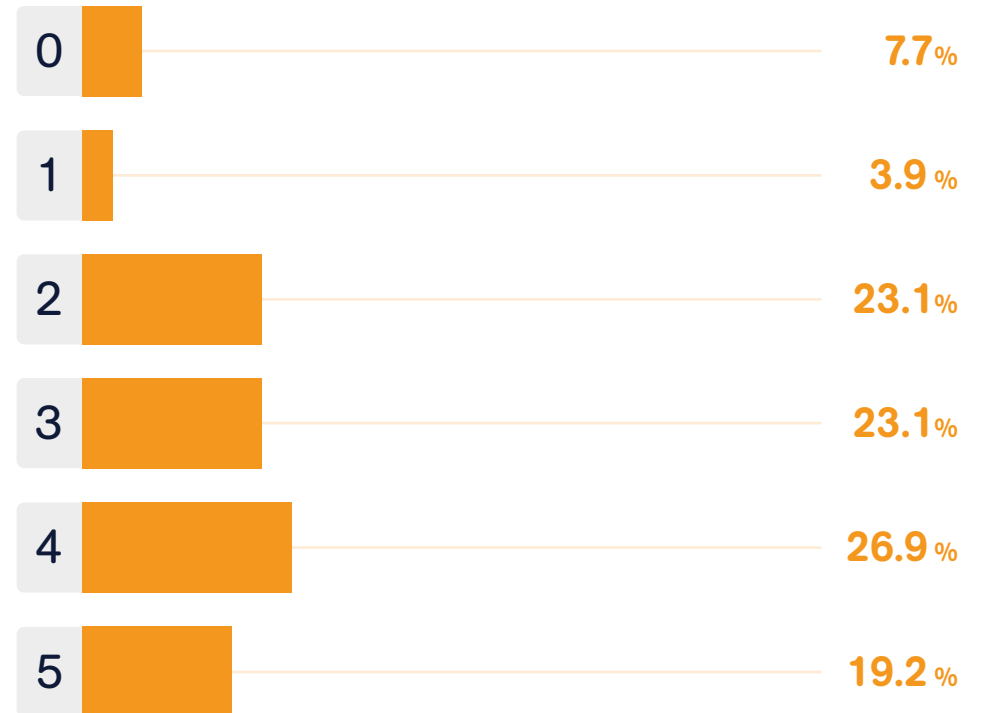
Are you **more aware** of your mental health than 2 years ago?



## SELF MANAGEMENT

On a scale of 0-5, do you feel you can **effectively manage/improve** your mental health?

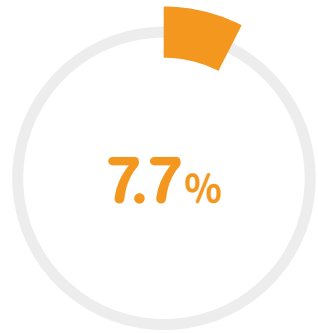
ineffective management



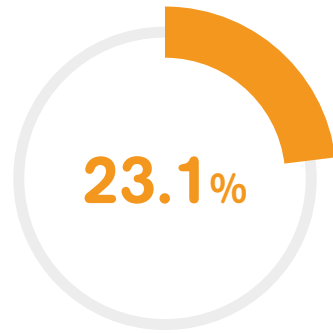
effective management

## MENTAL HEALTH MANAGEMENT

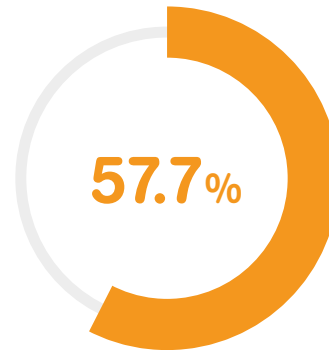
How do you **manage** your mental health?



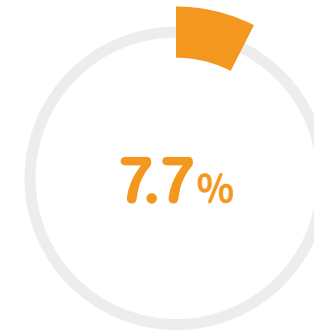
Counselling



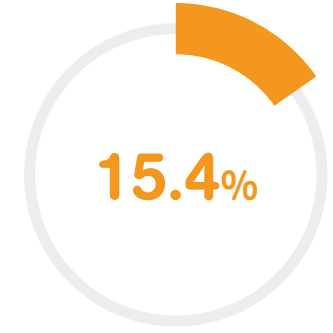
Time off



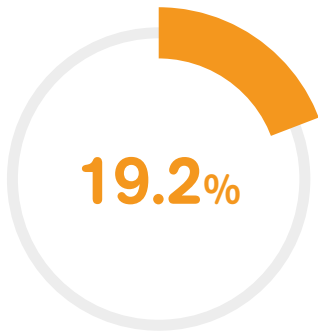
Exercise



Podcasts



Wellbeing apps



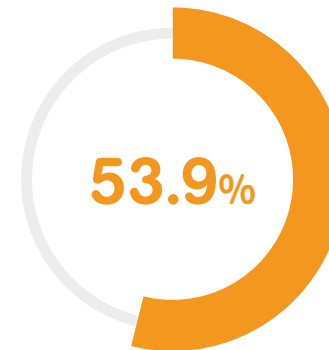
I don't have a  
mental health issue



More structured  
work day



I don't manage my  
mental health effectively



Hobby/spending time  
doing something you enjoy



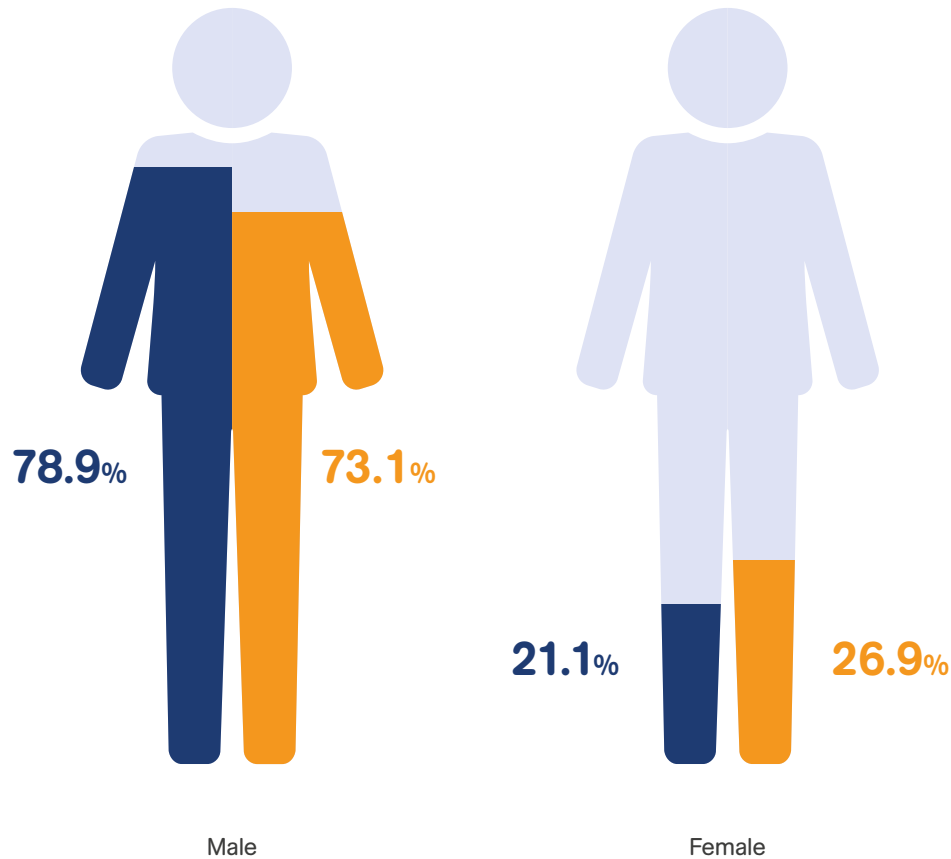
I just get on with it as  
there is no choice

# Demographics

2022   
2024 

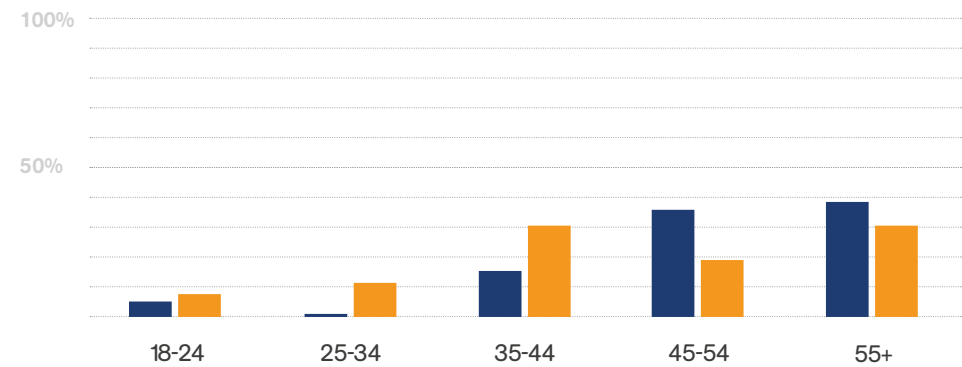
## GENDER

What is your **gender**?



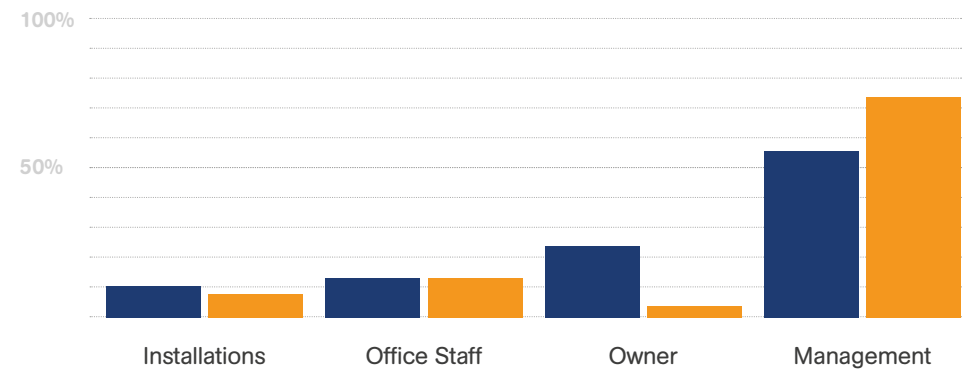
## AGE

What is your **age**?





## JOB TITLE

What is your **job title/function**?

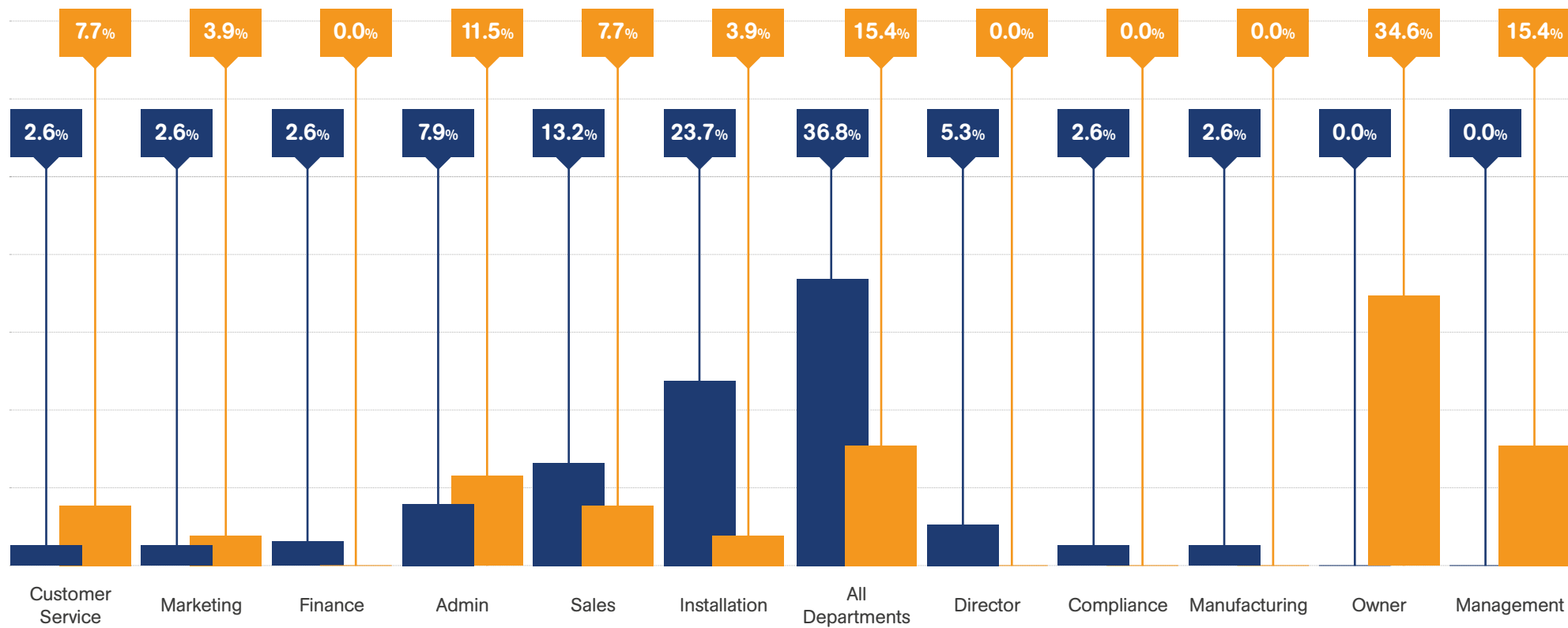




DEPARTMENT

2022   
2024 

What **department** do you work in?



# Ratings

2022



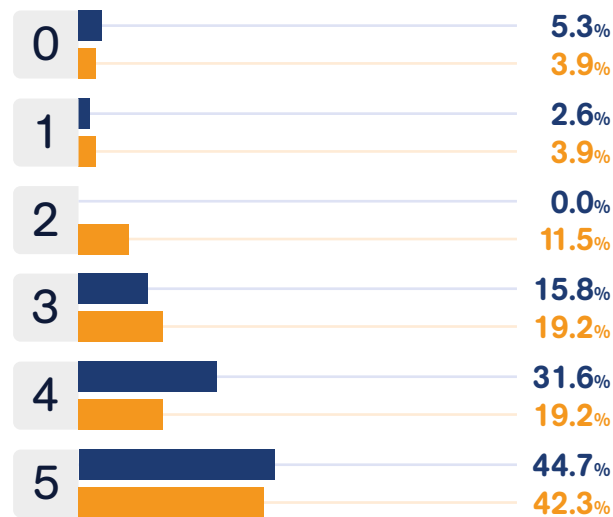
2024



## STRESS

How stressed have you felt because of work in the last 2 years?

not stressed



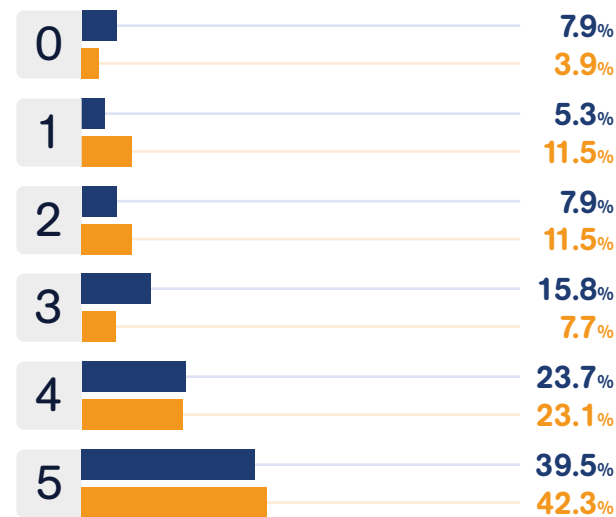
very stressed

- ➔ The percentage of participants who felt **low levels of stress** remained **similar**.
- ⬆️ There was an **moderate increase** in participants who felt **medium levels of stress**.
- ⬇️ There was a **moderate decrease** in participants feeling **high levels of stress**.
- ⬇️ There was a **minor decrease** in participants feeling **highest levels of stress**.

## ANXIETY

How anxious have you felt because of work in the last 2 years?

not anxious



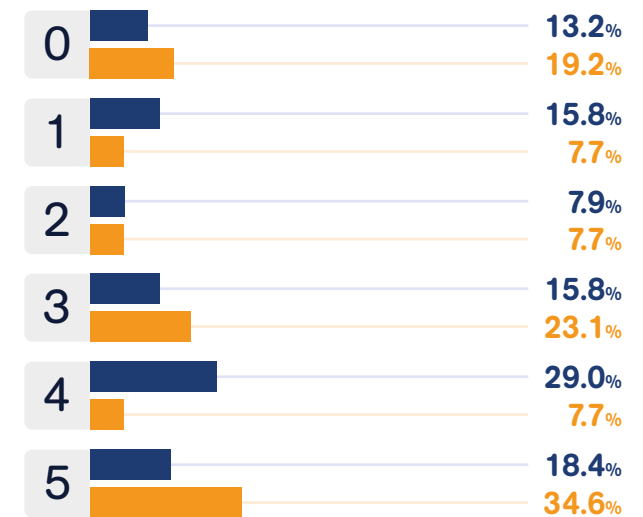
very anxious

- ⬆️ There was a **minor increase** in participants who felt **low levels of anxiety**.
- ⬆️ There was a **minor increase** in participants who felt **medium levels of anxiety**.
- ⬆️ There was a **minor increase** in participants feeling **high levels of anxiety**.
- ⬆️ There was a **minor increase** in participants feeling **highest levels of anxiety**.

## DEPRESSION

How depressed have you felt because of work in the last 2 years?

not depressed



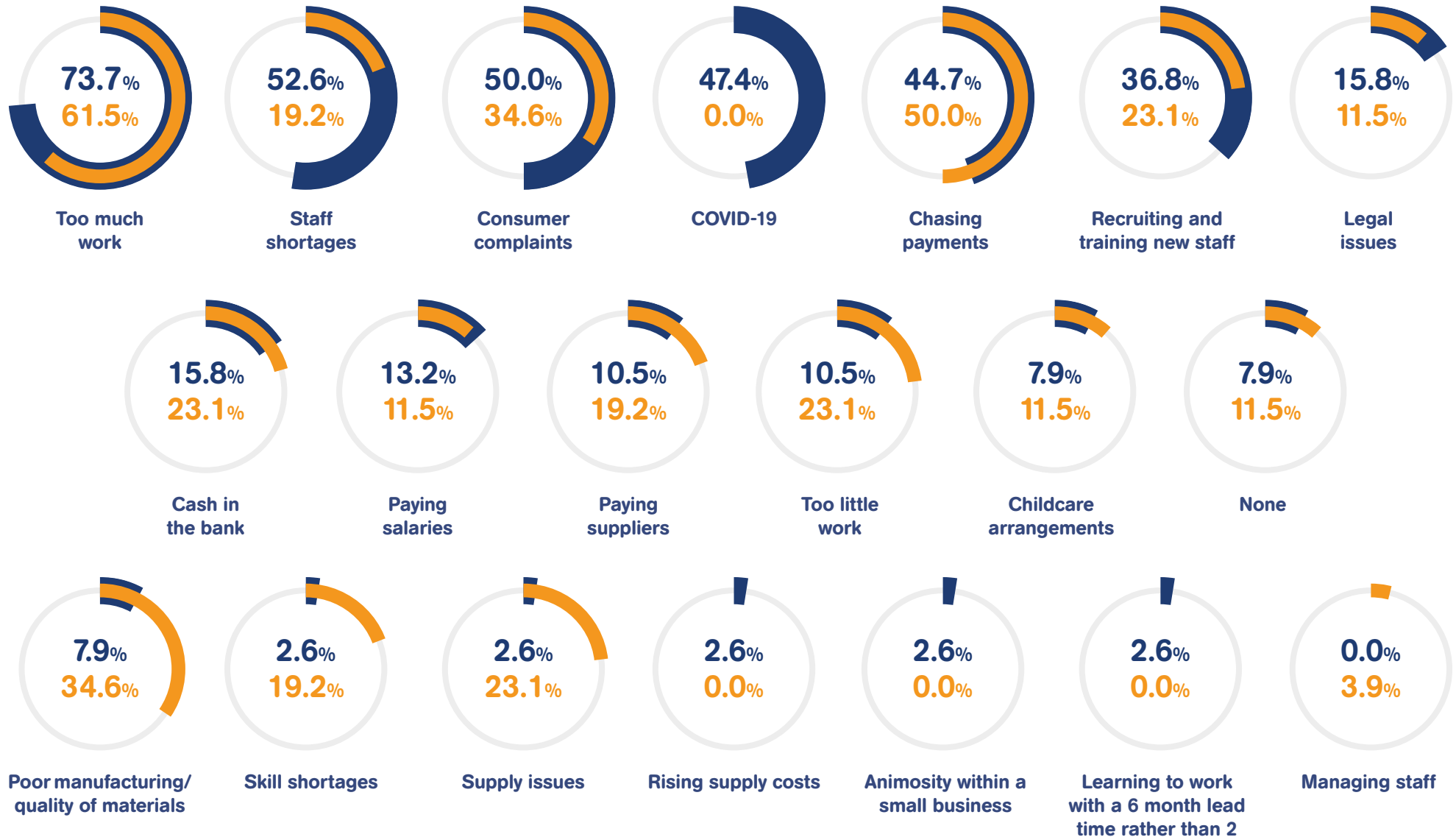
very depressed

- ⬆️ There was a **minor increase** in participants who felt **no level of depression**.
- ⬇️ There was a **minor decrease** in participants who felt **low levels of depression**.
- ⬆️ There was a **minor increase** in participants who felt **medium levels of depression**.
- ⬇️ There was a **minor decrease** in participants feeling **high levels of depression**.
- ⬆️ There was an **major increase** in participants who felt the **highest levels of depression**.

# MENTAL HEALTH CAUSES AT WORK

2022 ■  
2024 ■

Reasons that are causing mental health problems at work:



# Support

2022

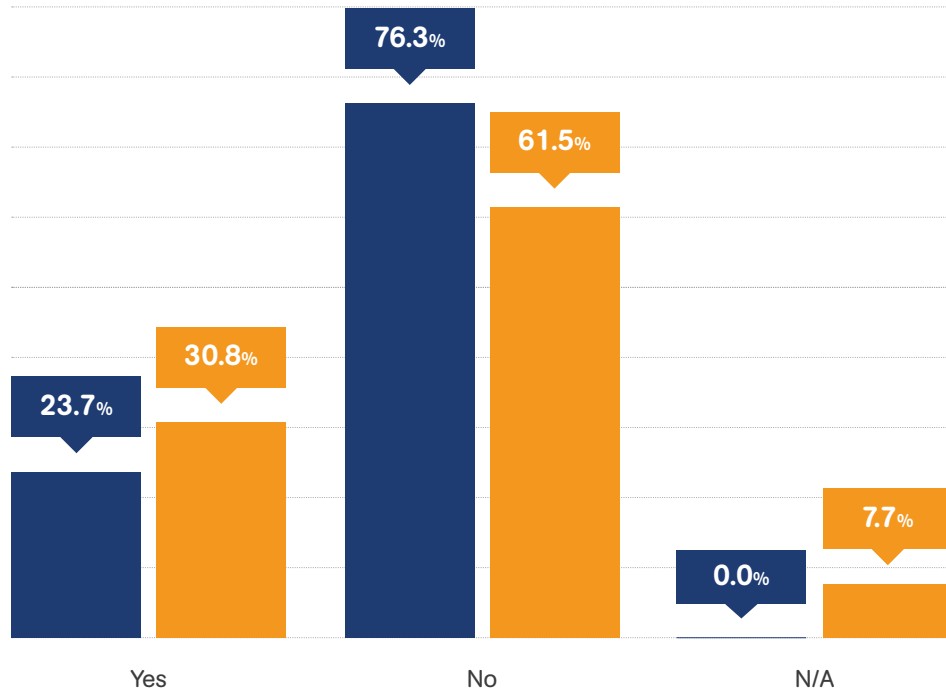


2024



## SEEKING MEDICAL HELP

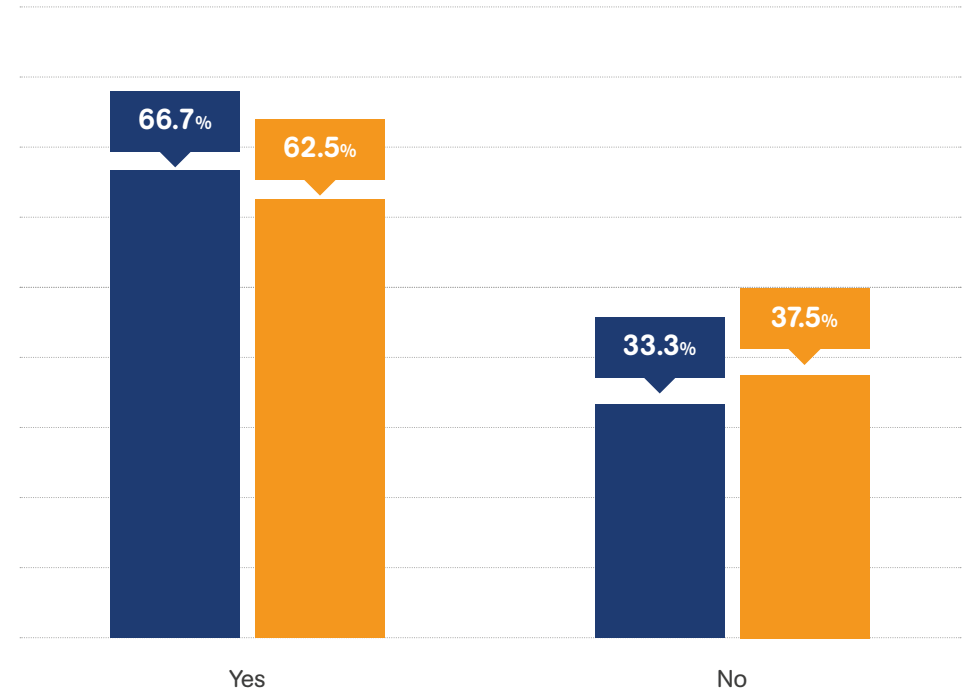
Have you sought **medical help for your mental health**?



⬆️ There was an **minor increase** in participants who **sought medical help for their mental health**.

## SUPPORT FOR MENTAL HEALTH

If you sought medical help, did you **receive the right support**?



⬇️ There was an **minor decrease** in participants who felt they found the right support when **seeking medical help for their mental health**.



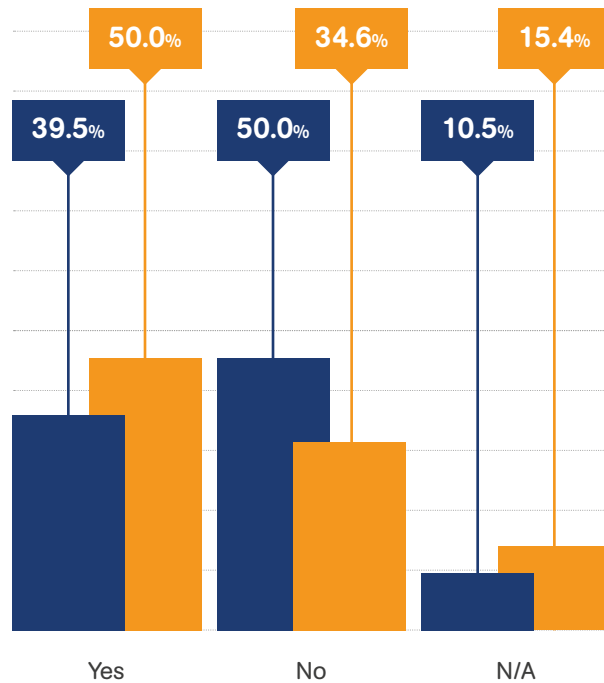
From 2022 to 2024, there was an **9.8% increase** in employees feeling **company mental health days** would help their mental health.

# Workplace

2022   
2024 

## CONFIDING IN PEERS

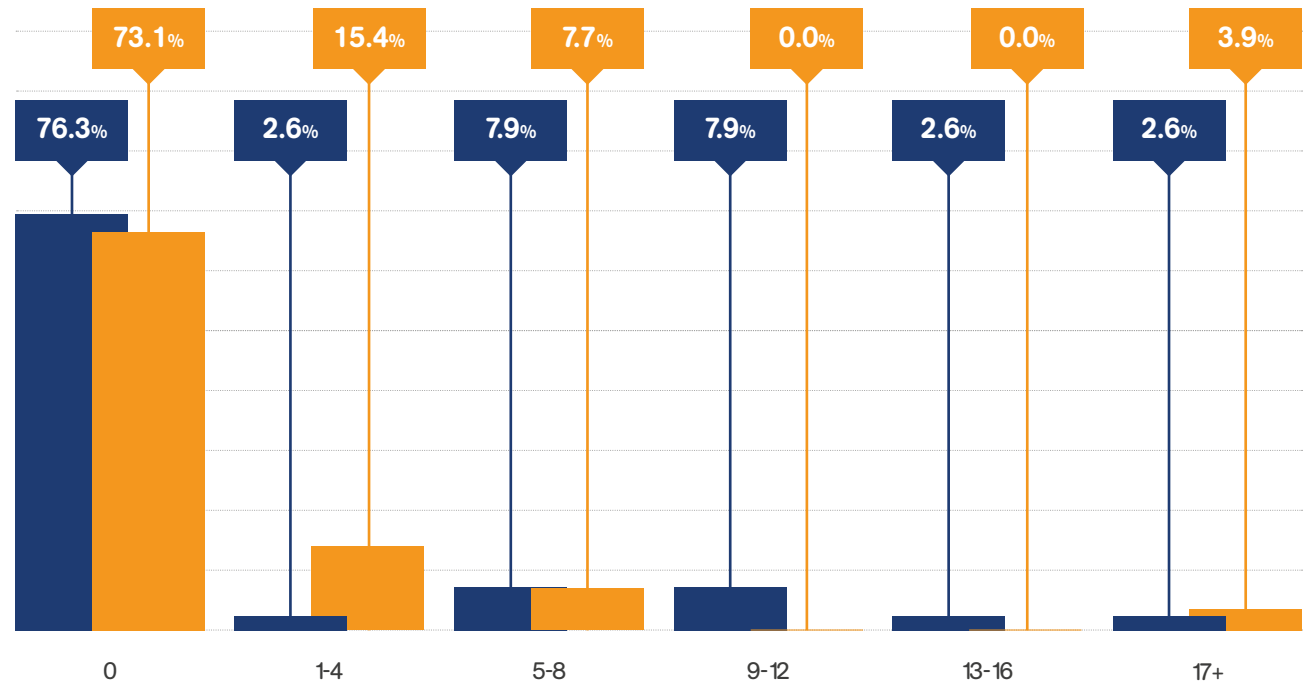
Have you **confided in any friends or work colleagues** about your mental health?



⬆️ There was a **minor increase** in participants who **confided in friends or colleagues**.

## DAYS OFF WORK

How many **days have you taken off work** due to your mental health in the last year?



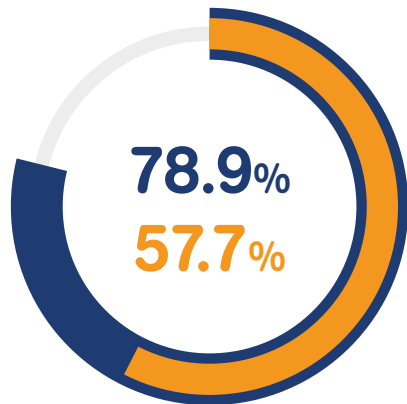
⬇️ There was an **minor decrease** in participants taking 0 sick days.  
⬆️ There was a **minor increase** in participants who took a low number of sick days.

⬇️ There was an **minor decrease** in participants who took a high number of sick days.  
⬆️ There was an **minor increase** in participants who took over 17 sick days.

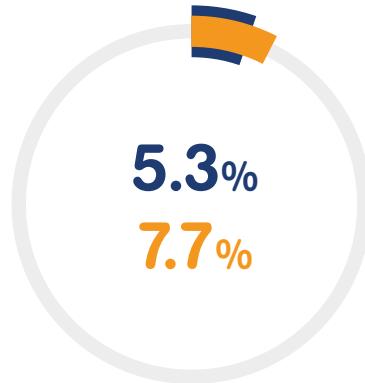
## REASON FOR ABSENCE

2022   
2024 

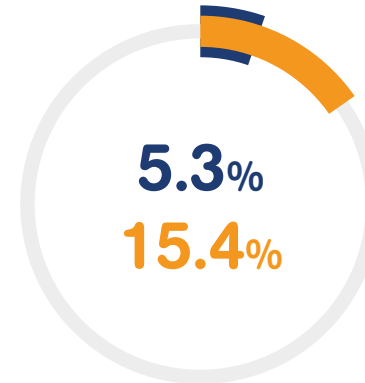
If you have taken time off for your mental health, did you **reveal this to your employer** or did you **give a different reason** for your absence?



I haven't taken any time off due to mental health



I am self employed

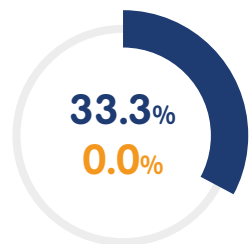


Yes I revealed the reason why

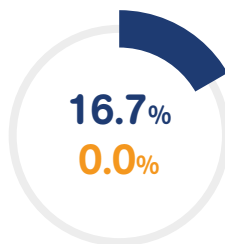


No I gave a different reason

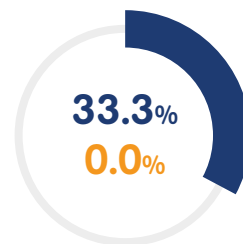
If you answered no to the above, why did you not **reveal the real reason to your employer**?



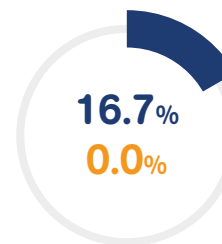
I'm an employer / boss



Lack of support



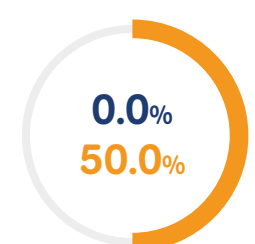
Stress brings on other health issues



I didn't feel comfortable



I struggle telling my loved ones as I don't want them to judge me



N/A

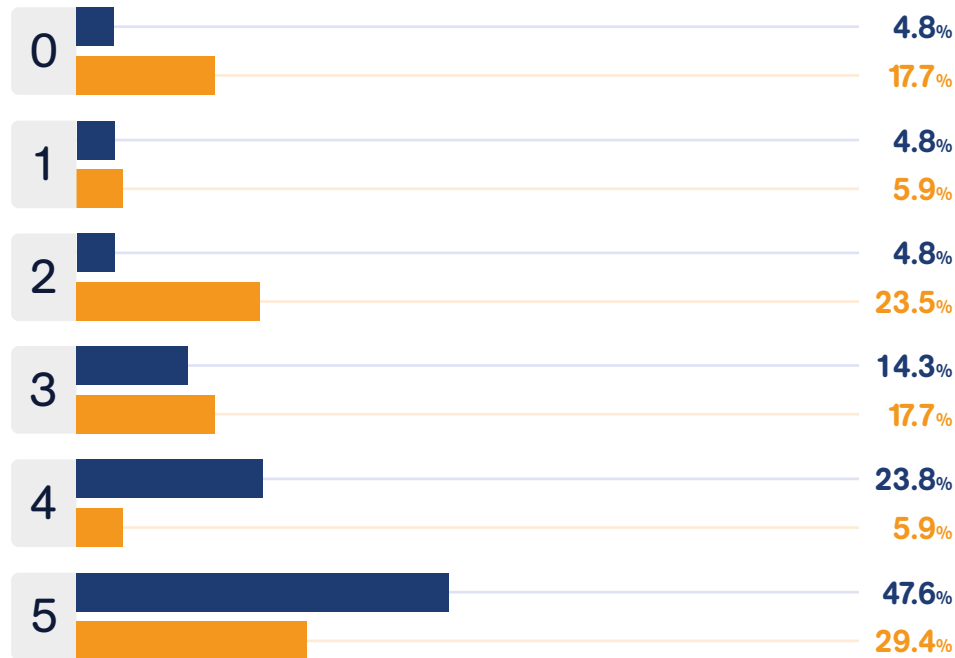
# Workplace

2022 ■  
2024 ■

## EMPLOYEE SUPPORT

As an employee, how **supportive** is your employer?

not supportive



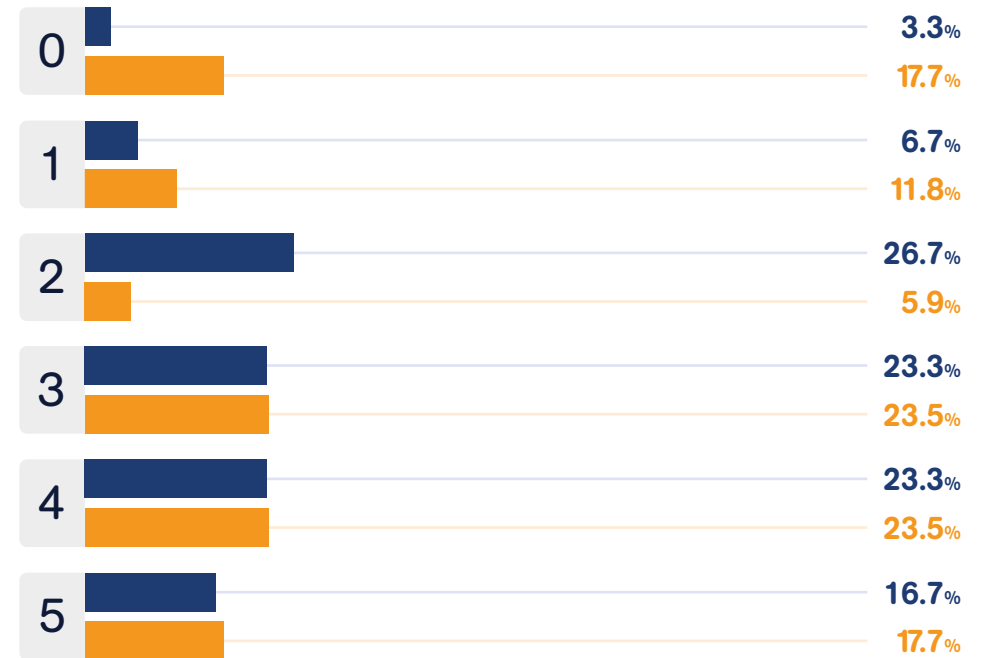
very supportive

- ⬆️ There was a **moderate increase** in participants who feel their employer is **not supportive**.
- ⬆️ There was a **moderate increase** in participants who feel their employer is **somewhat supportive**.
- ⬇️ There was a **major decrease** in participants who feel their employer is **very supportive**.

## EMPLOYER SUPPORT

As an employer, how **supportive** are your staff?

not supportive



very supportive

- ⬆️ There was a **moderate increase** in employers who feel their staff are **not supportive**.
- ⬇️ There was a **moderate decrease** in employers who feel their staff are **somewhat supportive**.
- ⬆️ There was a **minor increase** in employers who feel their staff are **very supportive**.

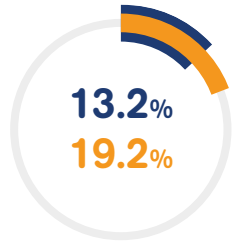


## HELP IN THE WORKPLACE

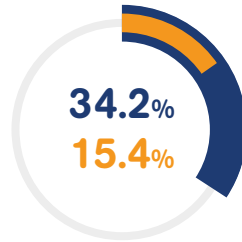
2022

2024

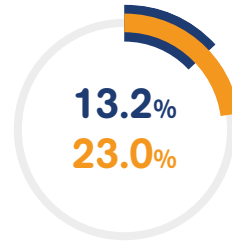
What would help your mental health at work?



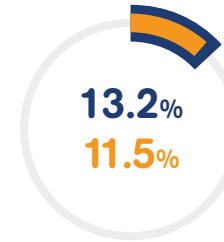
Company focus on employee wellbeing



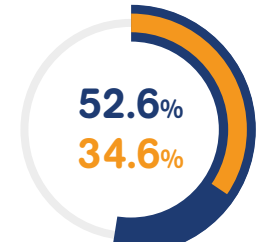
More staff



Company mental health days



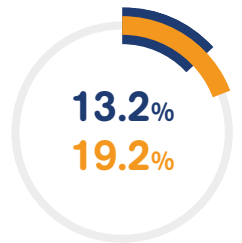
More training



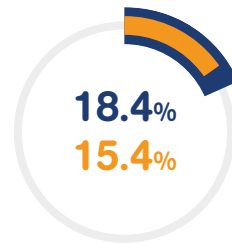
More understanding from customers



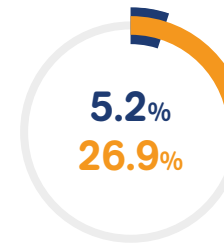
More understanding from work colleagues



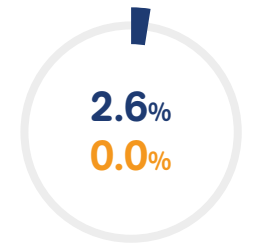
Pay rise



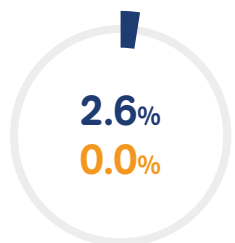
I don't need any extra support at work



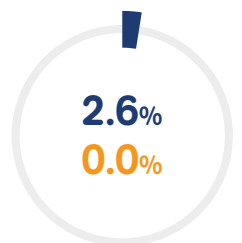
Flexible hours



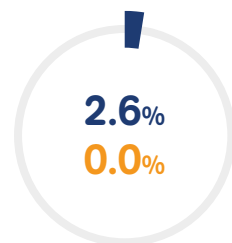
The time to engage with people



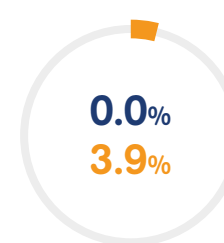
More skilled conservatory and window fitters



I don't know



Quality manufacturers



Normal annual leave



Retiring

# Industry

2022

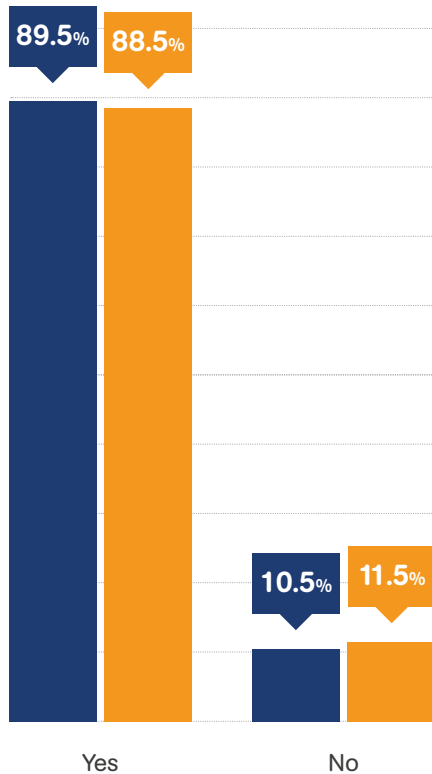


2024



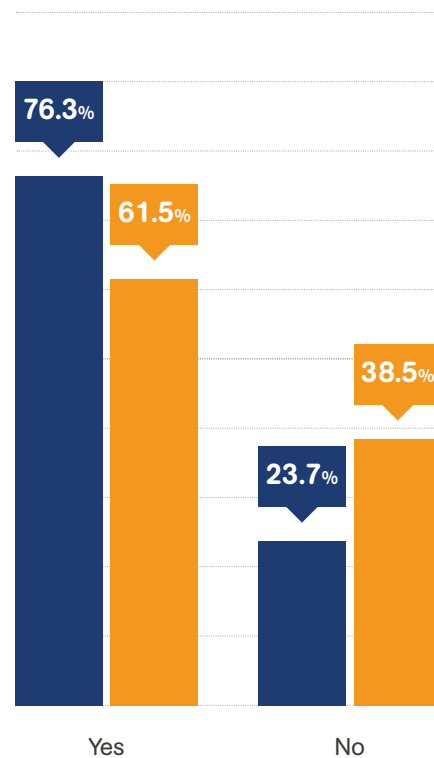
## WORKLOAD INCREASE

Have you seen an **increase** in your workload since the pandemic?



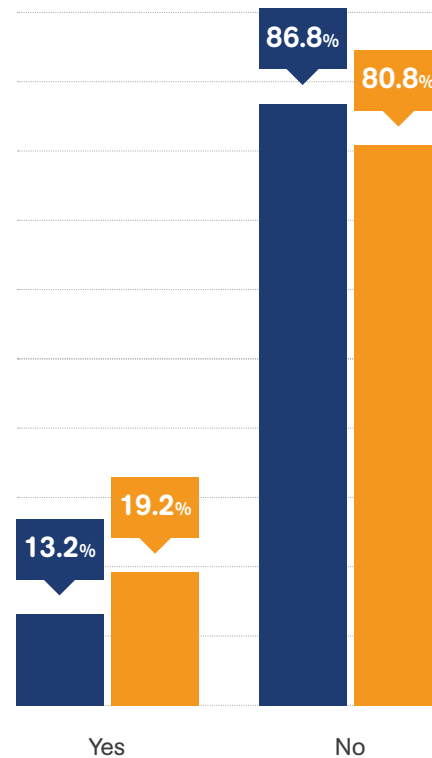
## WORKLOAD BURNOUT

Are you experiencing **burnout** from your workload from the last 2 years?



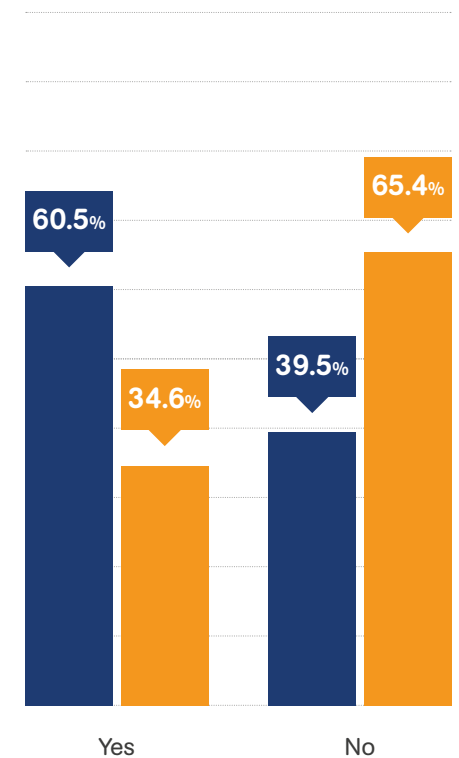
## SECTOR AWARENESS

Do you think there is enough **awareness** about mental health in our sector?



## INDUSTRY AWARENESS

Do you think there is a **mental health crisis** in the glass and glazing industry?



## If you think there isn't enough awareness about mental health in our sector, how do you think we can improve awareness as an industry?

- > *More compassion, empathy, kindness*
- > *Days based on mental health*
- > *The problems are bigger than this industry*
- > *Not enough young people want to work in this business*
- > *Getting orders right the first time*
- > *Normalise mental health*
- > *Open the discussion / talking*
- > *Be more inclusive*
- > *Educating the public / customers*
- > *There is the stereotypical male 'man up and deal with it' syndrome*
- > *Stop the 'boys club' at trade body level and have an open industry*
- > *Stricter quality control*
- > *Ease work loads*
- > *To be more aware*
- > *Training*
- > *Less pressure on people*
- > *Less people at the top only in it for the profit*
- > *More literature to distribute amongst staff and workers*
- > *Listen*
- > *To focus on the business owners and not just the tradespeople*

The logo for DGCOS Ombudsman Scheme is a dark blue circle with a white border. Inside the circle, the text "DGCOS" is written in a large, bold, white sans-serif font. Below "DGCOS", the words "Ombudsman" and "Scheme" are stacked in a smaller, white sans-serif font.

**DGCOS**

Ombudsman  
Scheme

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