

Hospitality
Action

Taking the temperature in 2020: Results of the Hospitality Action Mental Health Survey 2020



Introduction

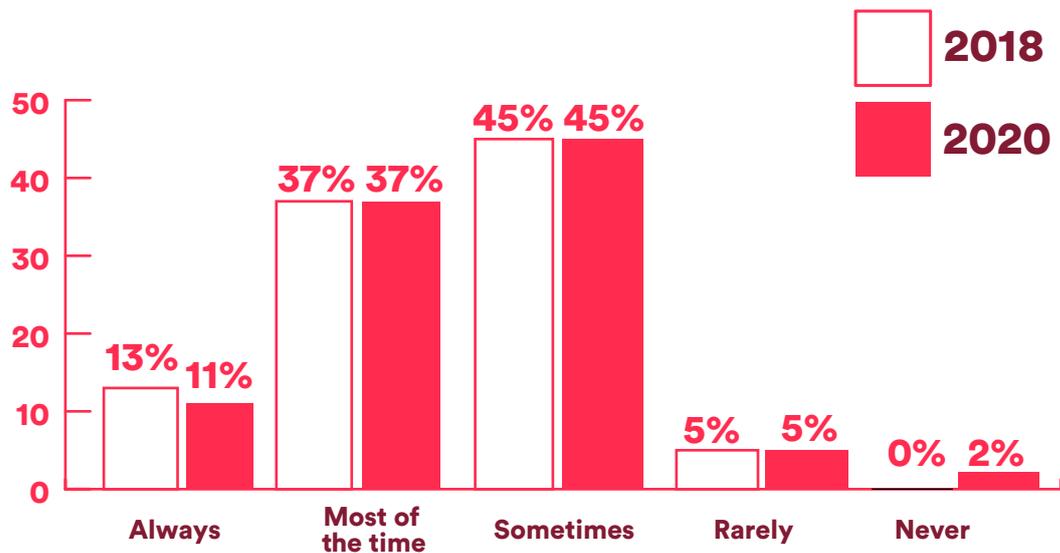
Hospitality Action conducted a Mental Health Survey in 2018 to get a sense of the type and scale of issues that affected the mental health of hospitality workers. The results were eye-opening. We used them to focus our minds on how we could support the industry's mental wellness. Our work on mental health since 2018 has become increasingly important and we're so proud to be able to work with our partners Compass UK & Ireland, Pladis, Fair Kitchens and The Savoy Educational Trust to bring you the best resources we can. The industry has made some great progress to challenge taboos and to encourage more honesty and openness in the workplace around mental health.

At the beginning of this year the industry hit unparalleled times with the rise of Covid-19 and the subsequent lockdown. We received a huge increase in calls to our Helpline and were inundated with requests for financial assistance from those furloughed or made redundant. Times have been tough for many people in the industry.

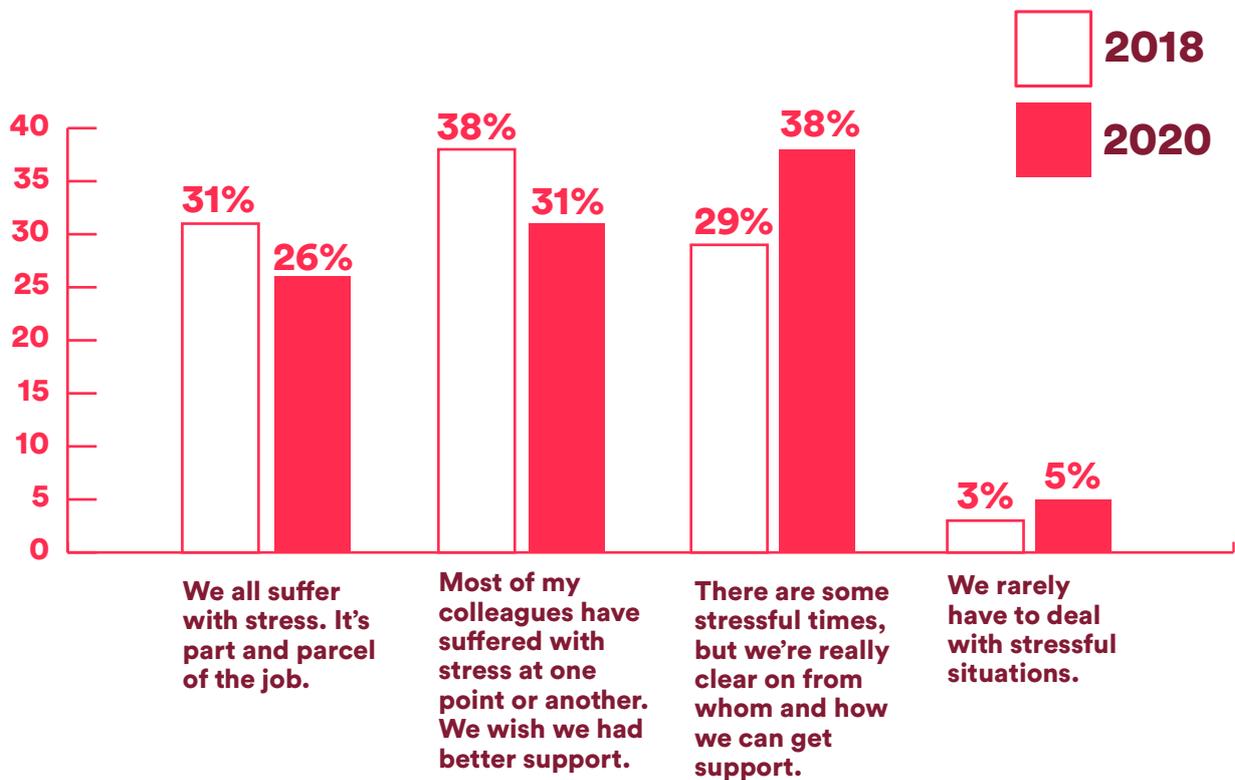
We thought this was the right time to reprise our Mental Health Survey and 'take the temperature'. Over 700 people took part, giving us a great insight into ways in which Hospitality Action and other agencies in the sector can come together to support the industry during its most challenging time. Here we present our key findings.

Survey conducted September 2020.

Would you say that your job is stressful?

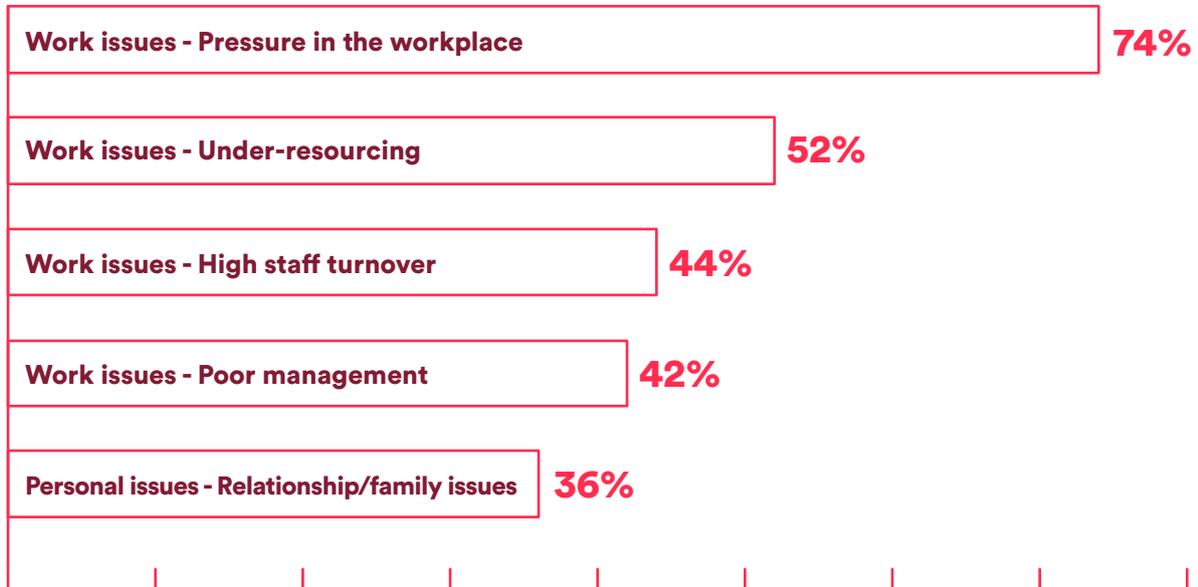


Which of these statements best describes your organisation?

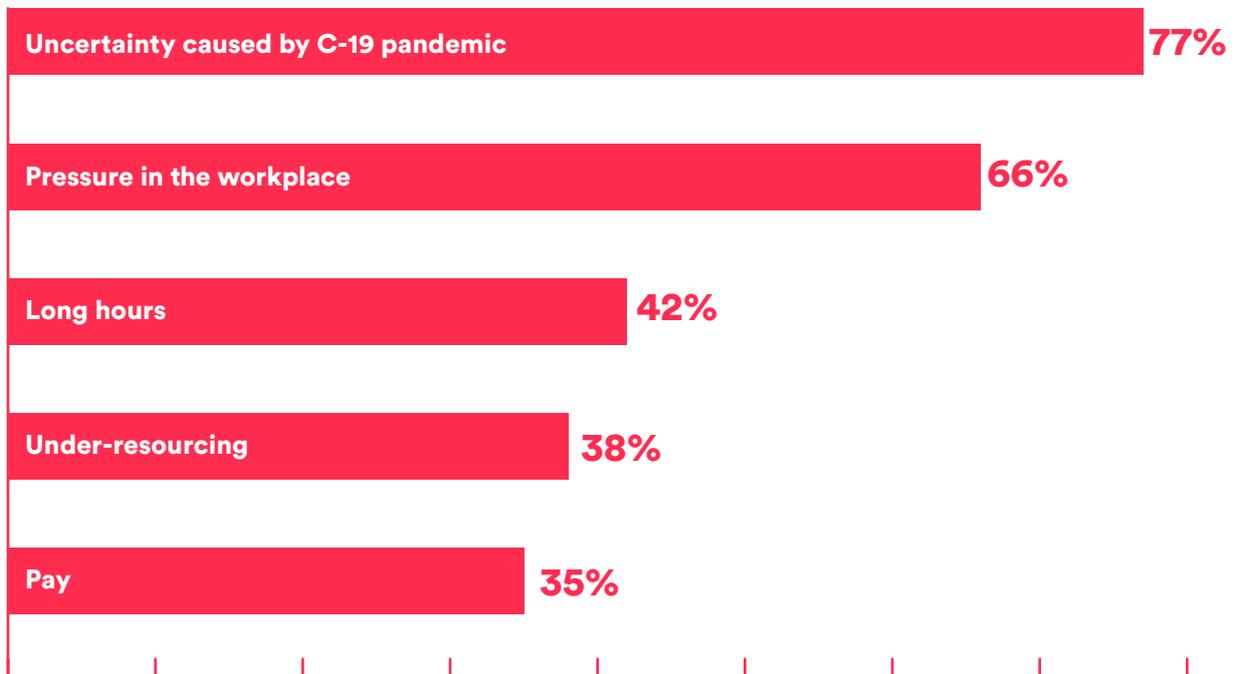


What do you think are the main causes of employee stress in your organisation?

2018

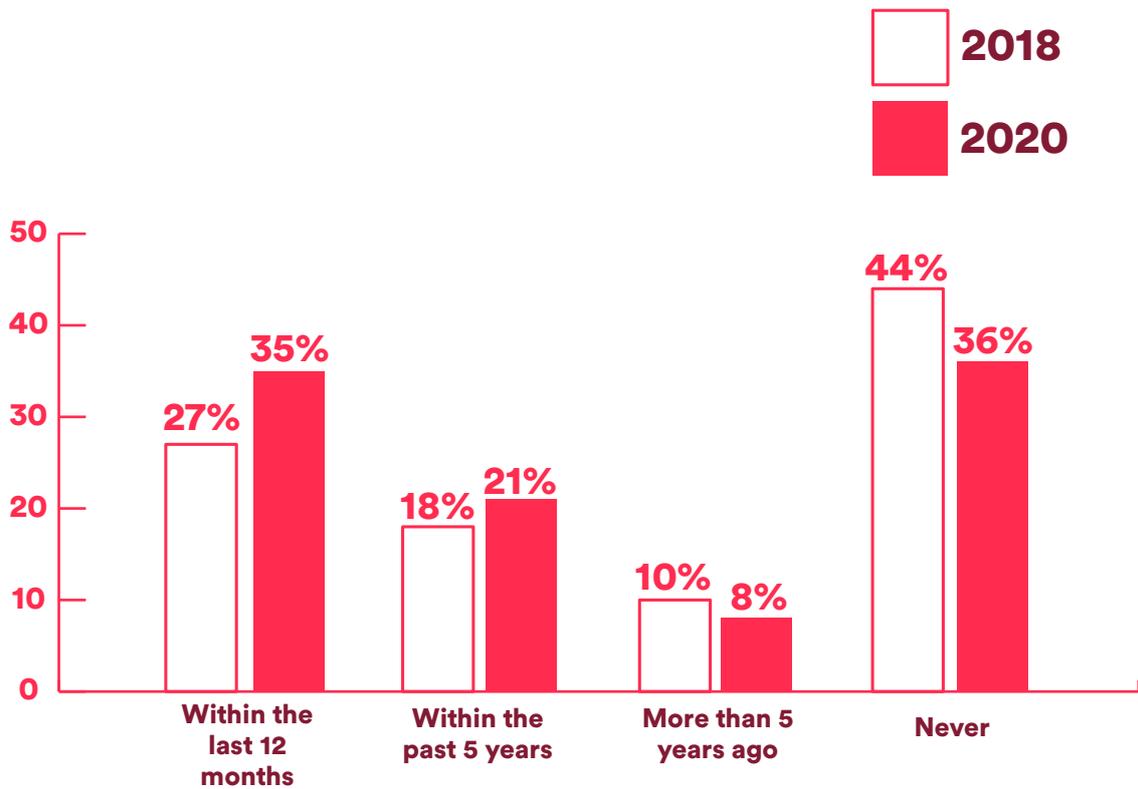


2020

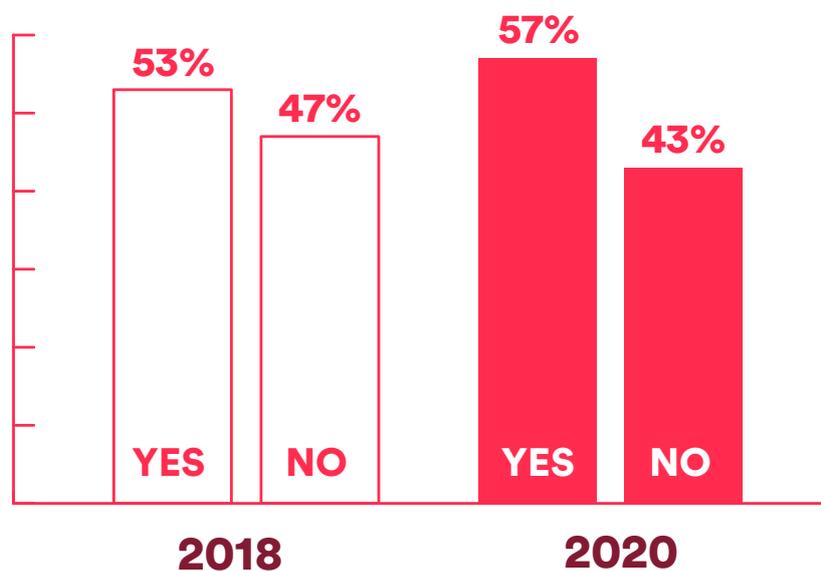


Respondents were able to select more than one answer.

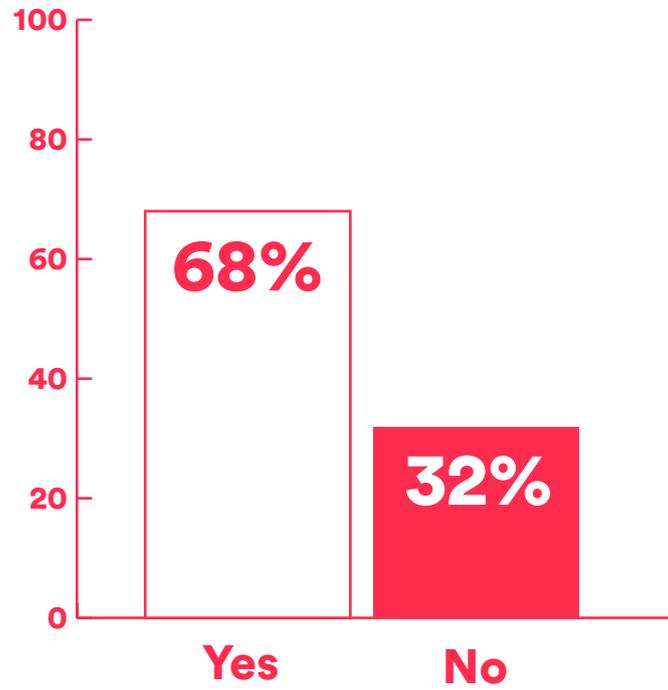
Have you struggled with a mental health issue in your career?



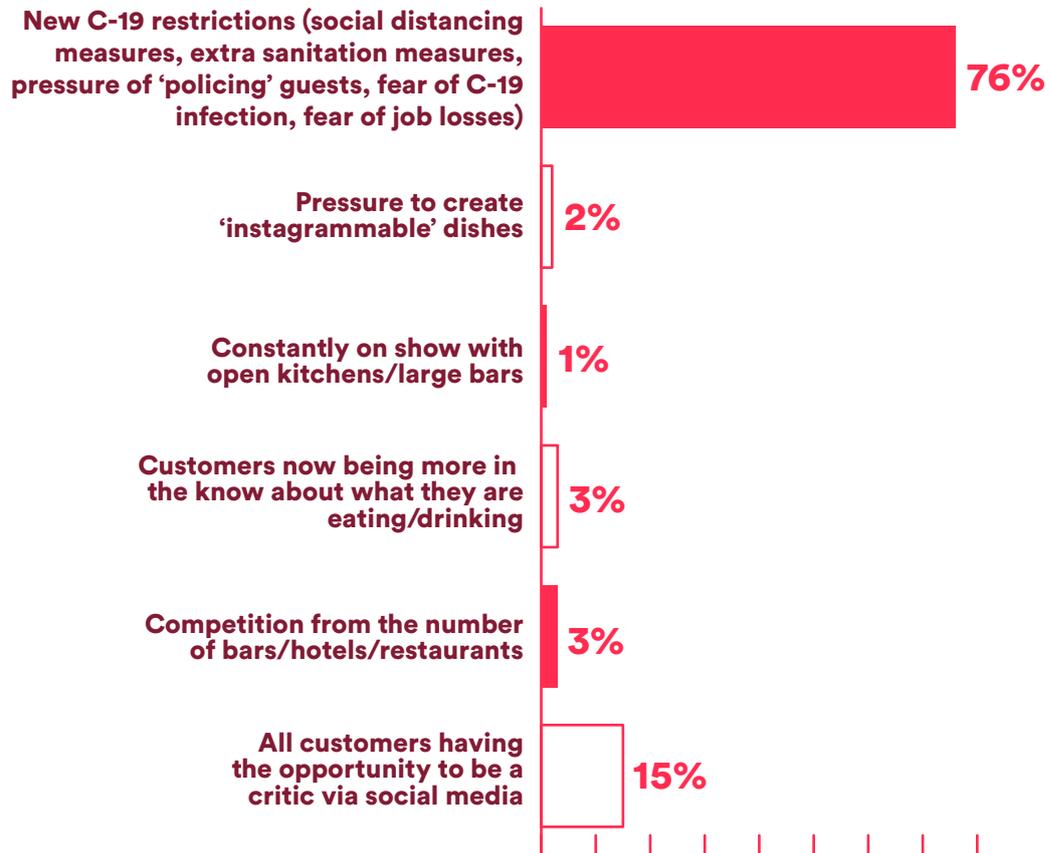
Do you think employees are more likely to discuss mental health issues with their employers than they have previously been?



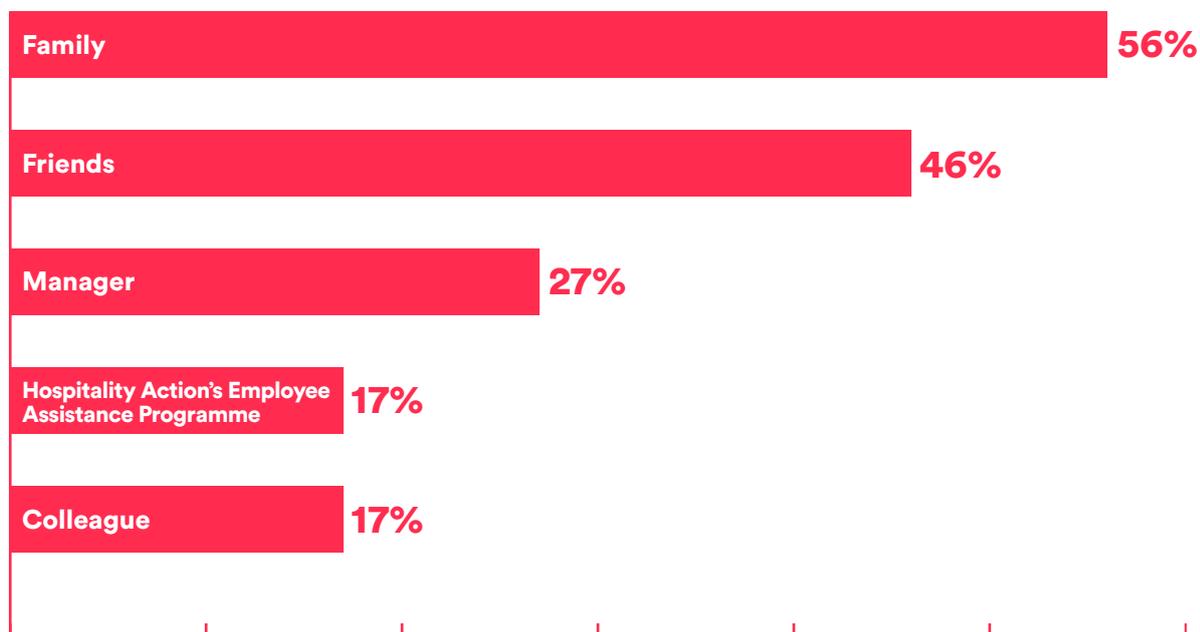
Would you say that levels of stress have increased over the last three years in your organisation?



Which of the following do you think causes the most stress?

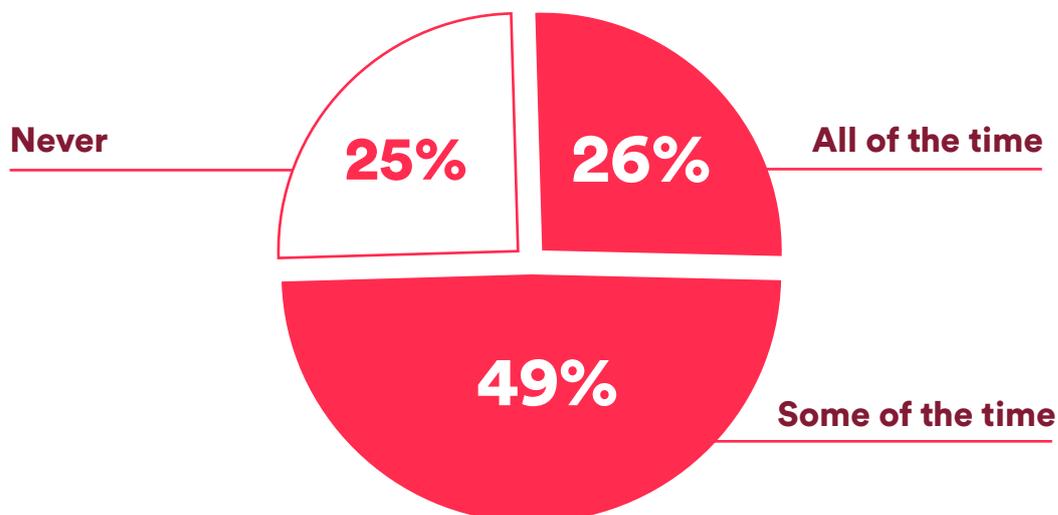


Who would you turn to for advice if you had a mental health issue now?

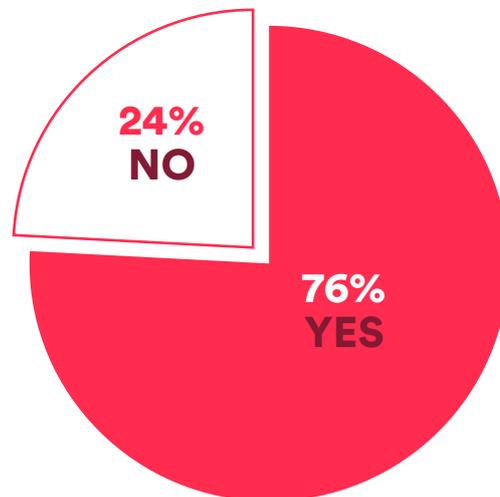


Respondents were able to select more than one answer.

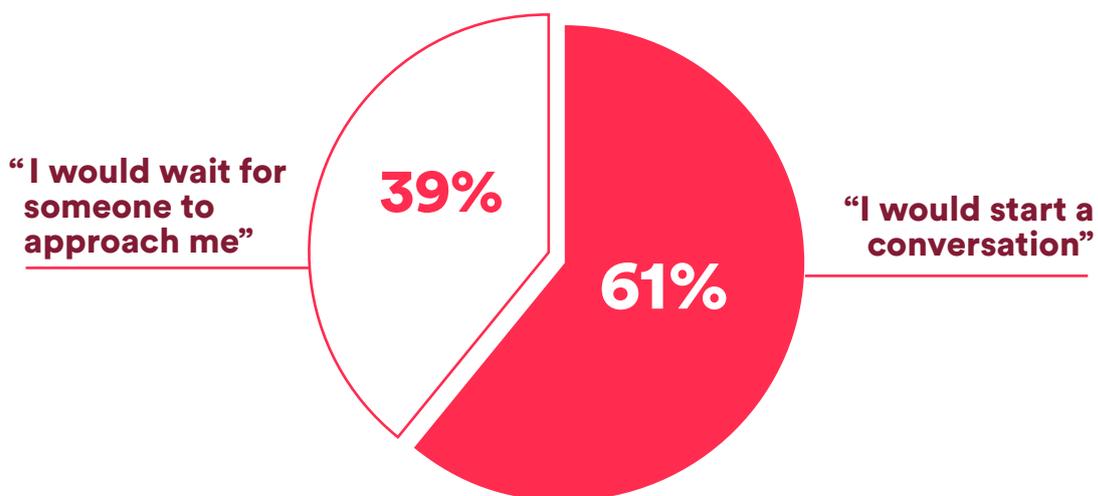
Do you feel that your mental health & wellbeing is a priority in the business you work for?



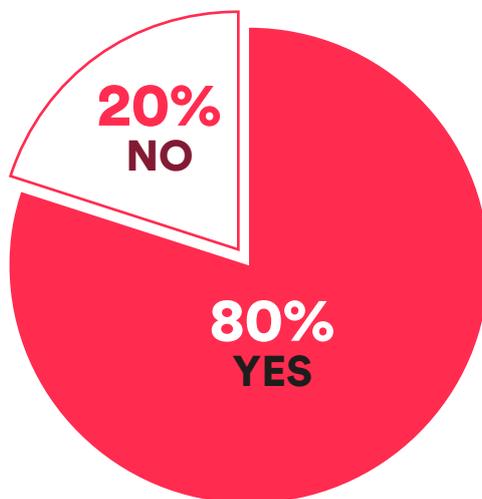
Are you comfortable to have a conversation about mental health with a colleague?



Would you start a conversation about mental health or wait for someone to approach you?



Do you know what signs to look out for that indicate that someone may be experiencing poor mental health?



What support are you able to provide as an employer if an employee approaches you for support with a mental health issue?

67%

Change their working pattern to help them improve work/life balance and reduce stress

56%

Signpost them to support via Hospitality Action's Employee Assistance Programme

60%

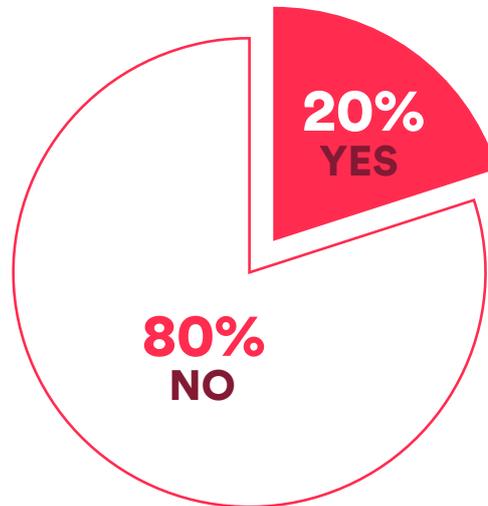
Recommend they get counselling

48%

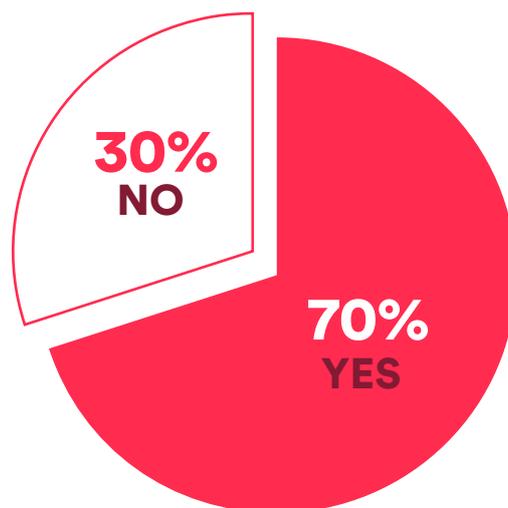
Signpost to GP

Respondents were able to select more than one answer.

Do you run regular health and wellbeing surveys with your team?



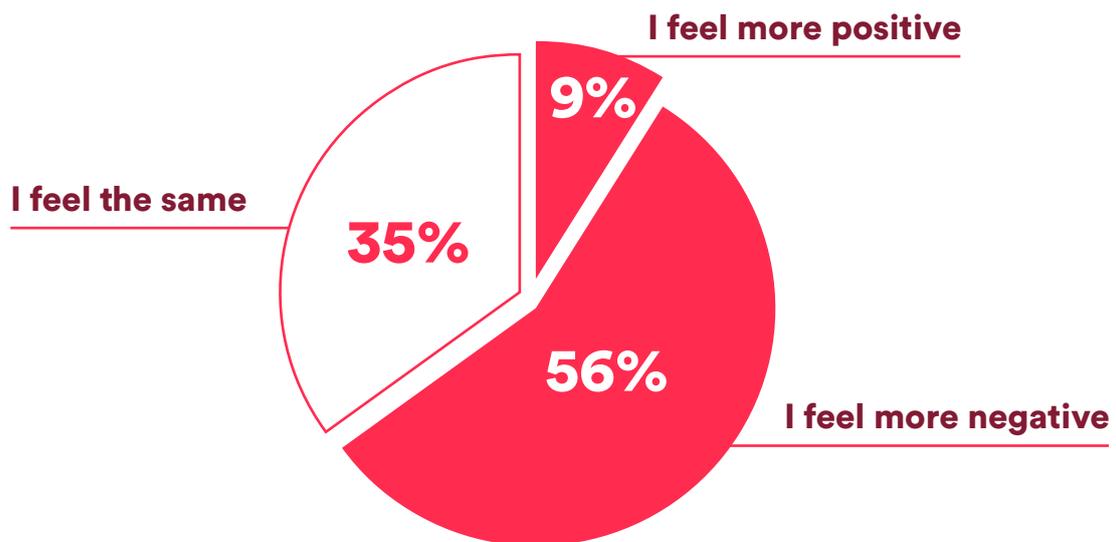
Do you use the results of these surveys to help you implement a health and wellbeing policy?



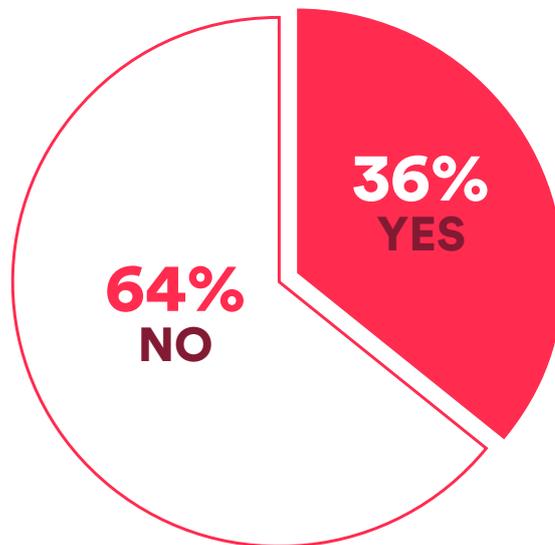
How do you feel about your future in the industry?



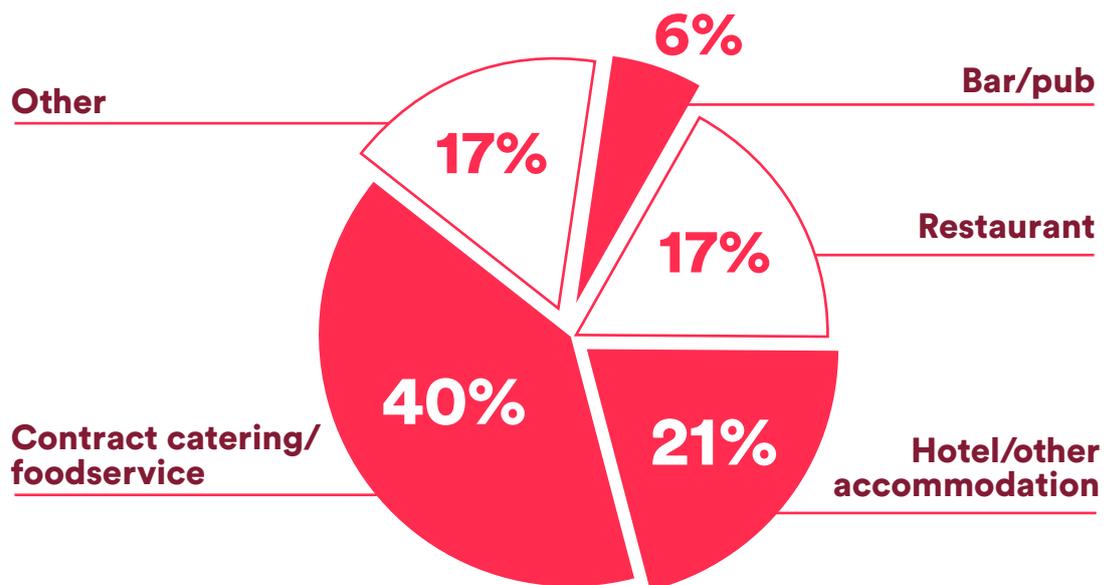
Have your feelings changed about the industry in the last 6 months since the Covid-19 pandemic?



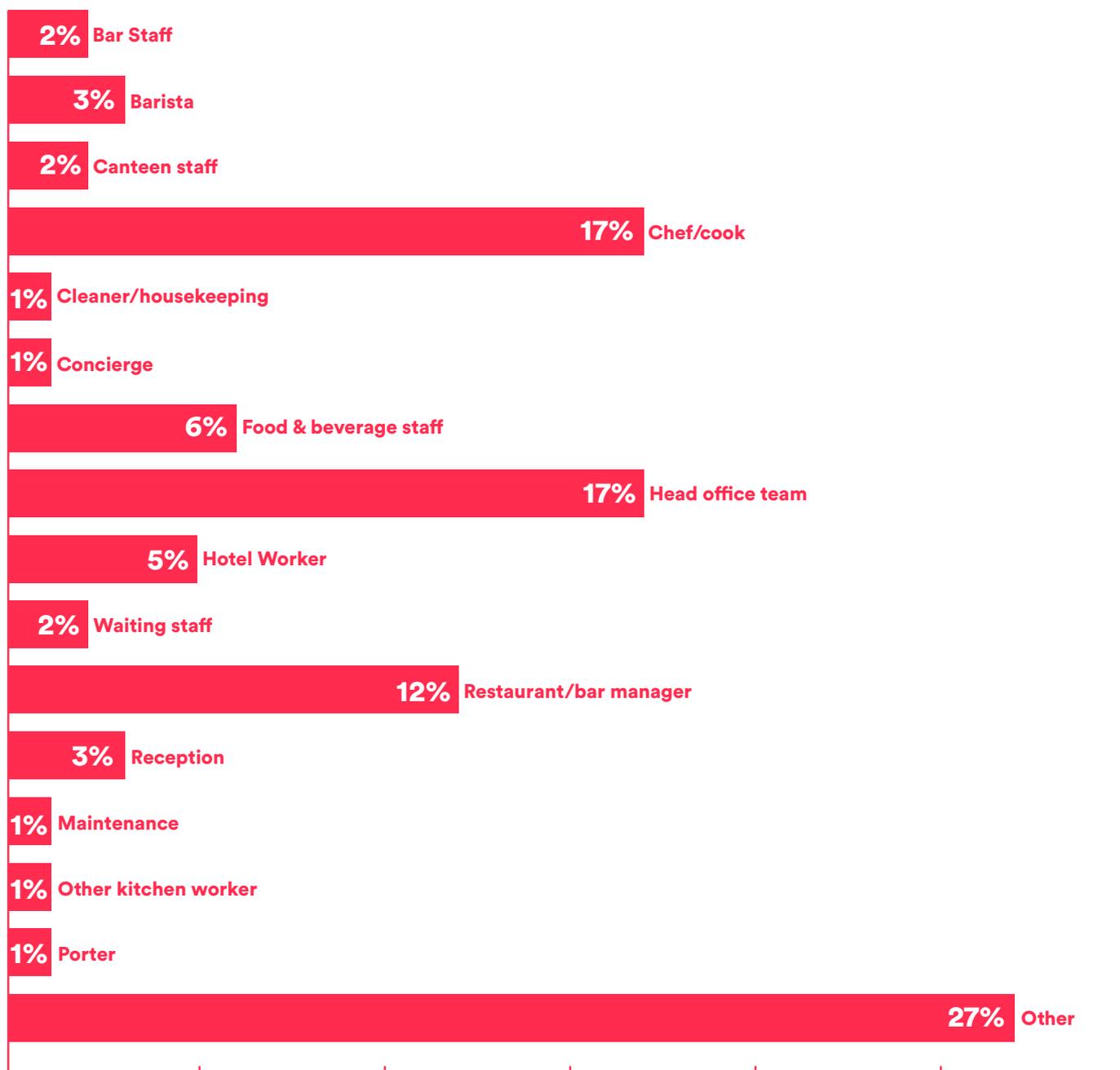
Are you considering leaving the industry in the next 12 months?



Which sector do you work in?



Which of these best describes your role?



Supporting Team Wellbeing

As a result of the Covid-19 pandemic it's more important than ever to protect the wellbeing of your employees.

Hospitality Action have developed a free online Wellness Advice hub providing a range of advice and support on practical, financial and emotional matters:

www.hospitalityaction.org.uk/advice

As part of our Mental Health and Wellbeing Support, we also run a helpline providing 'in the moment' emotional support, signposting and advice to anyone in the industry. Call us 24/7 on **0808 802 0282**.

Hospitality Action's Employee Assistance Programme

Personal issues and problems can have an impact on the way people work, resulting in reduced performance, lack of focus and absence. This can lead to significant costs to a business, not just in hours lost but in low productivity and an unbalanced working environment.

An **Employee Assistance Programme** – or EAP for short – enables employers to access confidential expert support to prevent many of their employees' problems at home and at work from escalating and reducing performance.

A subscription to Hospitality Action's EAP is the best and most cost-effective step you can take to protect your staff's wellbeing today. Hospitality Action's EAP was created by hospitality people, for hospitality people, and already supports over **150,000** industry professionals.

Hospitality Action has over 180 years' experience of helping hospitality people, meaning we are uniquely placed to understand and resolve the specific issues they face at work and in their personal lives.

Our EAP has been **tailor-made to support the industry** we serve. It addresses key issues such as stress relating to long hours, and split shifts; financial pressures stemming from lower pay; and addictive behaviours linked to the proximity of alcohol and substances. We have also been supporting people impacted by the Covid-19 pandemic providing online and telephone support for a range of issues from bereavement to anxiety.

All of this specialist support is independent and confidential. Whatever the problem, we're here to help 24 hours a day, 365 days per year.

What our EAP subscribers say about us

“At Corbin & King we have a strong sense of responsibility as an employer to focus on the overall wellbeing of our workforce. The service and provision offered by Hospitality Action has been invaluable particularly in the current climate. Knowing that we are able to provide an EAP through Hospitality Action gives our staff the support they need and gives us the peace of mind we need that our staff have easy access to such an amazing service and group of experienced and professional advisors and counsellors.”

Corbin & King

“At The Good Eating Company we are dedicated to creating a culture that supports a safe, secure and open environment in all our teams. Being able to offer the HA EAP means we can offer a broad range of services and support to our team members. Ultimately, we want our team members to feel valued, protected and cared for as they are our greatest asset.”

The Good Eating Company

“Mental health awareness and staff wellbeing has always been important to us at ACI and we are here to support our team members if they are going through tough times. We use HA’s EAP to provide valuable support for those facing challenges through discreet and professional guidance from experts when needed most. The last few months have created uncertainty and anxiety for many so it is more important to us than ever that we have this reliable support structure.”

Anglian Country Inns

Training support

We also offer training courses specifically designed for hospitality businesses including Mental Health Awareness training and a range of financial wellbeing courses.

To find out more about how the EAP and our training could support your people please contact: eap@hospitalityaction.org.uk



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We've got you.