

# Mental Health Survey 2022

Glass & Glazing  
Industry

The logo for the 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 written in a smaller, white sans-serif font, stacked on two lines.

**DGCOS**  
Ombudsman  
Scheme

# 2022 Results



The results of the mental health survey are quite startling and very emotional at the same time. **89.5%** of respondents have seen an **increase in their workload** since the pandemic; **76.3%** of respondents are **experiencing burnout** from their workload from the last 2 years; **86.8%** of respondents believe there **isn't enough awareness** about mental health in our sector and **60.5%** of respondents believe there is a **mental health crisis** in the glazing industry. These are just some of the headlines!

*Faisal Hussain*  
*Chief Executive Officer*



# Introduction

Mental health in the glass and glazing industry is often unspoken about. That's why we launched an industry mental health survey in April 2022. At DGCOS we want to understand the thoughts and experiences of mental health in the fenestration sector.

We hope that the results of the survey provide some valuable insights which will help the industry put together some form of support for the people working within the sector.

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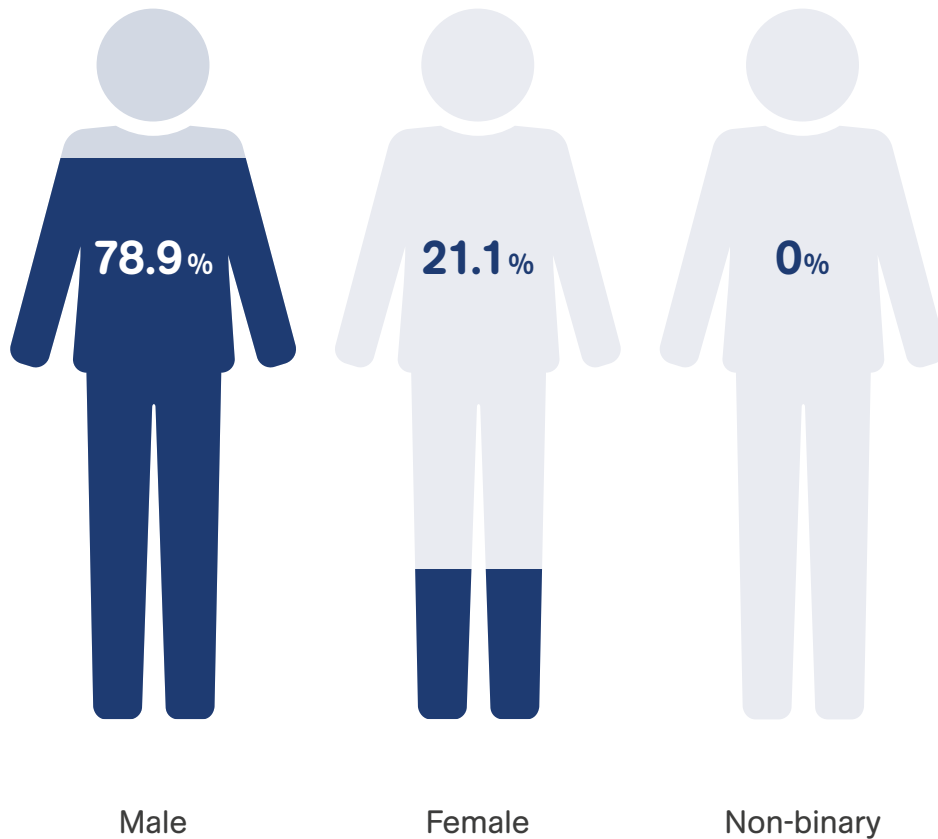
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# Demographics

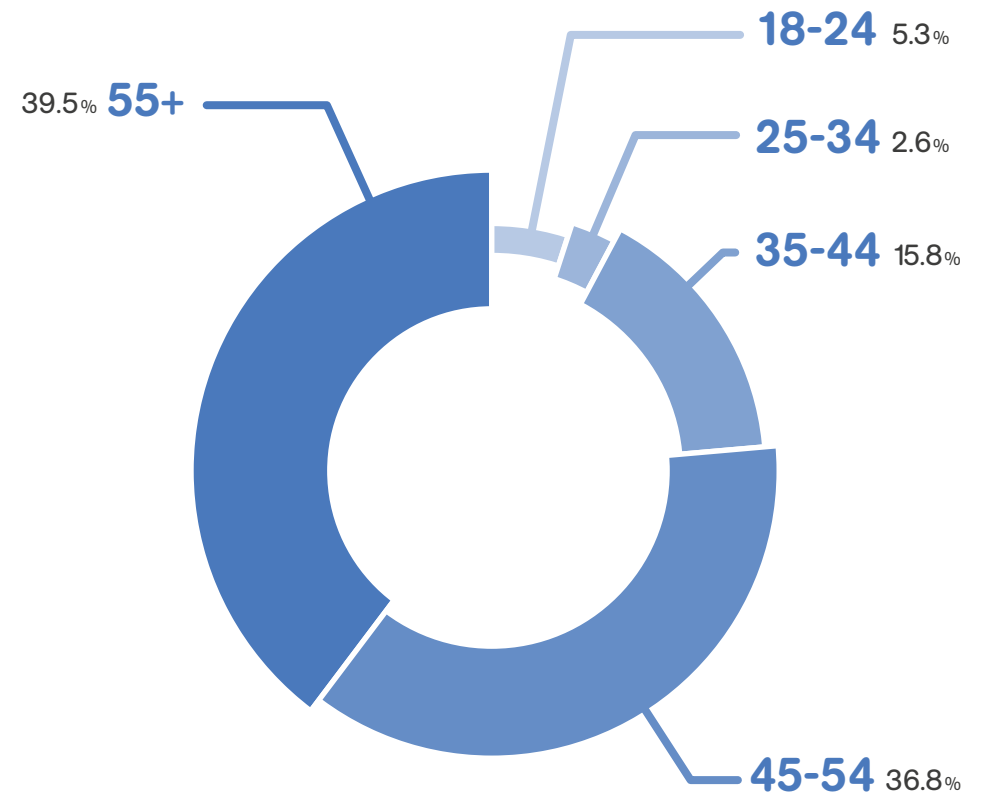
## GENDER

What is your **gender**?



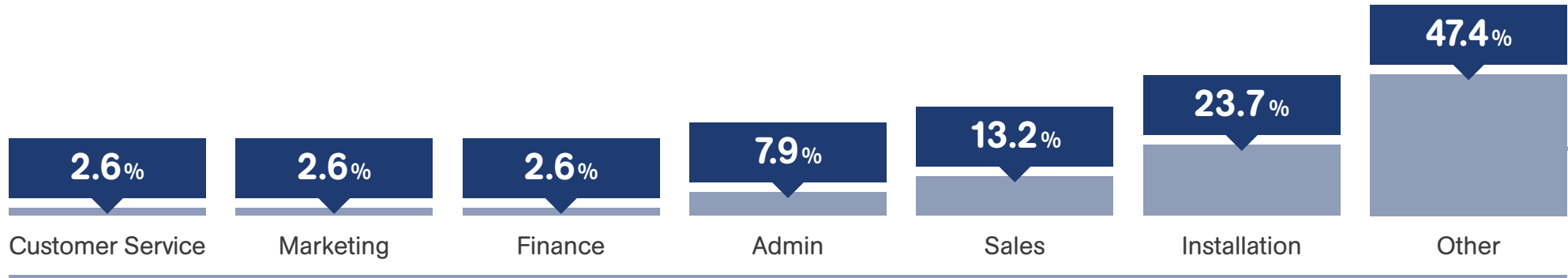
## AGE

What is your **age**?



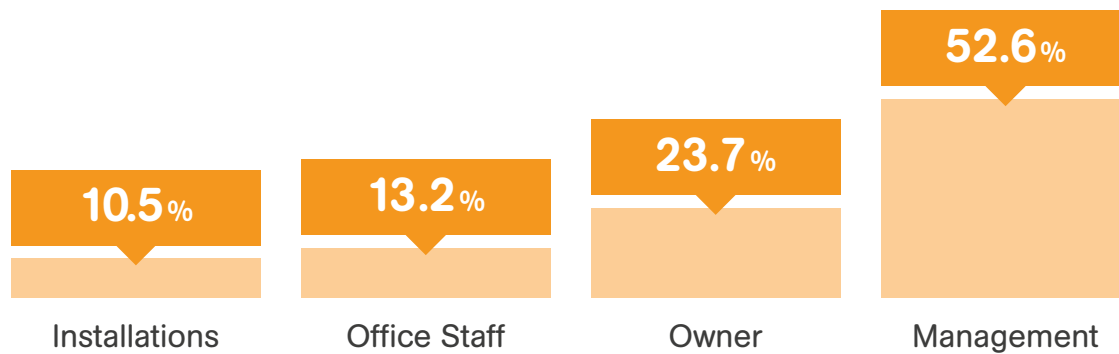
## DEPARTMENT

What **department** do you work in?



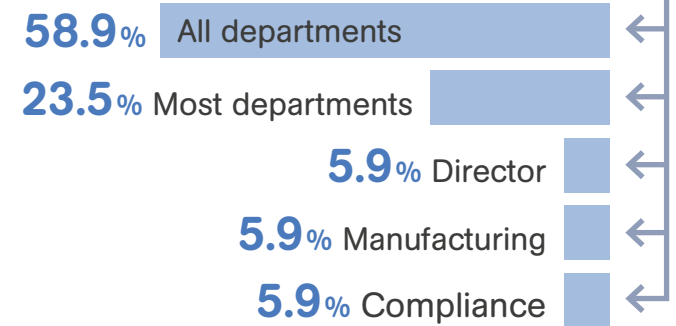
## JOB TITLE

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



## OTHER DEPARTMENTS

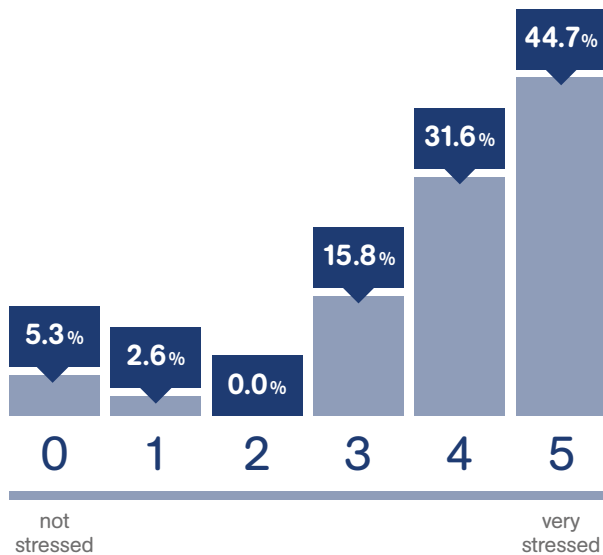
**Other departments** breakdown:



# Ratings

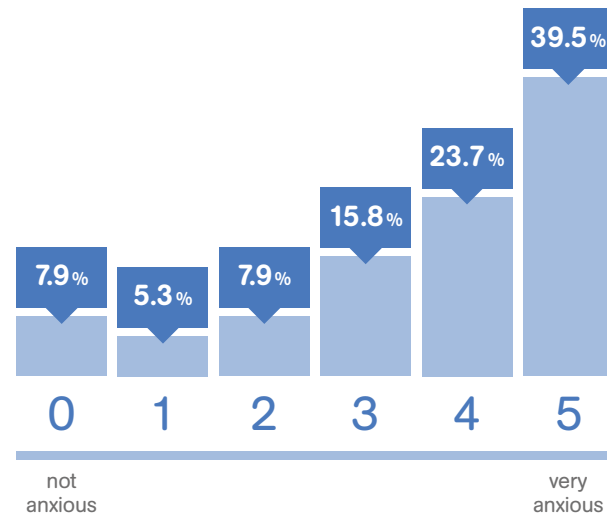
## STRESS

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



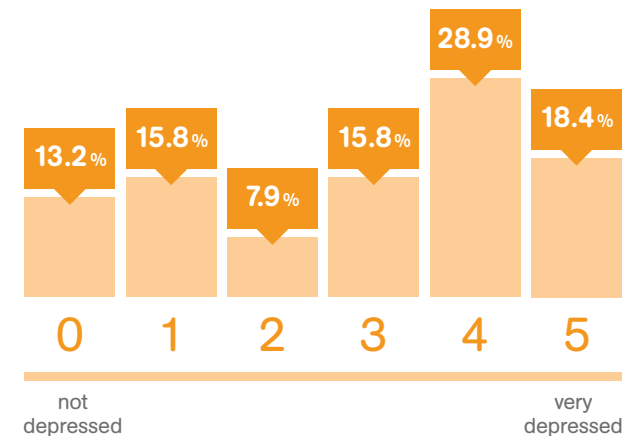
## ANXIETY

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



## DEPRESSION

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



## Reasons that are causing mental health problems at work:



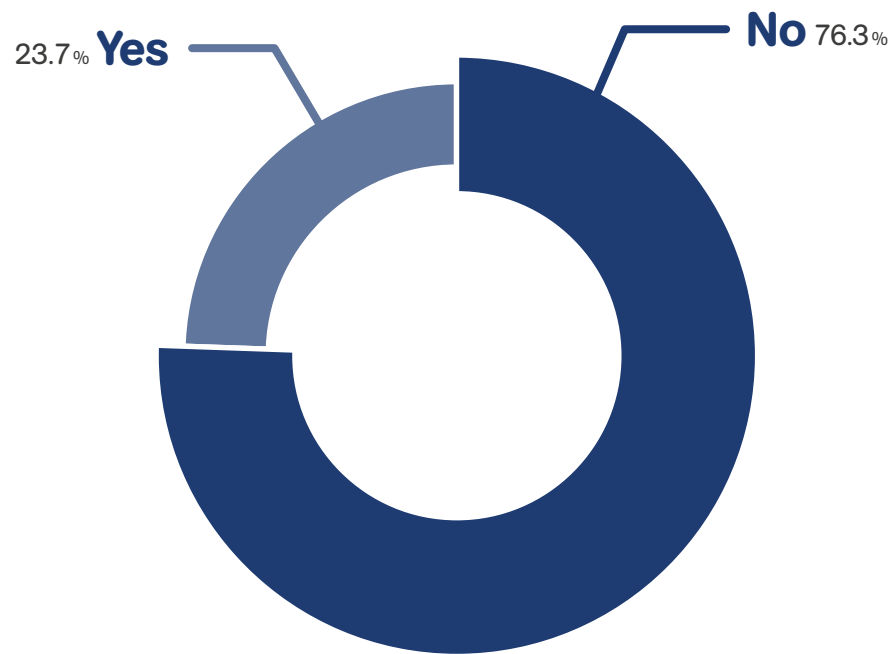
## Other mental health problems at work...

- > *Supply issues, rising supply costs*
- > *Quality of materials from suppliers*
- > *Animosity within a small business*
- > *Very poor manufacturing*
- > *Shortage of skilled workers at a reasonable price*
- > *Suppliers quality issues and learning to work with a 6 month lead time rather than 2*

# Support

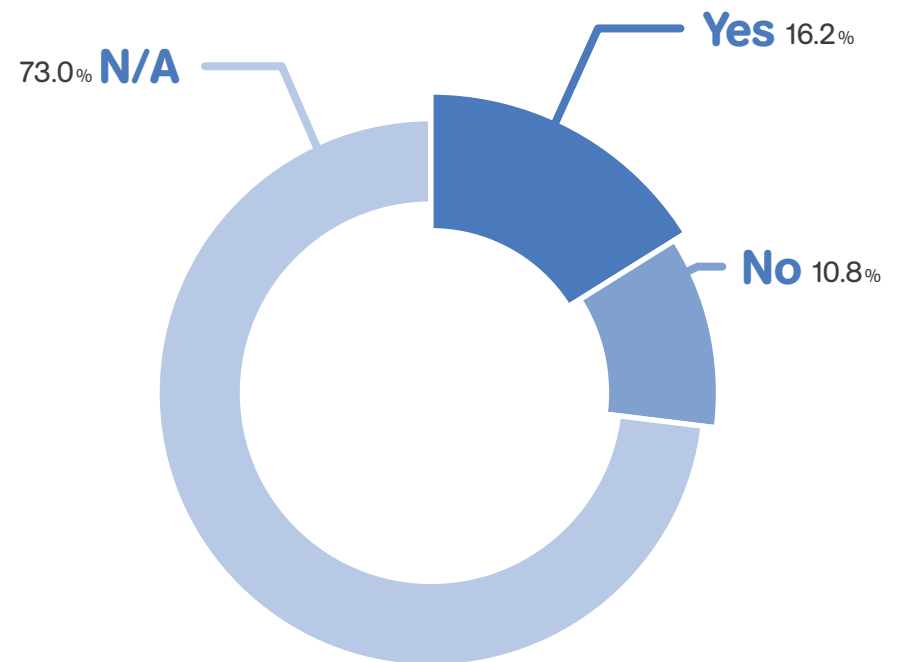
## SEEKING MEDICAL HELP

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



## SUPPORT FOR MENTAL HEALTH

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







I haven't heard if there is a mental health crisis within the glass and glazing industry however, I believe there is a national crisis.

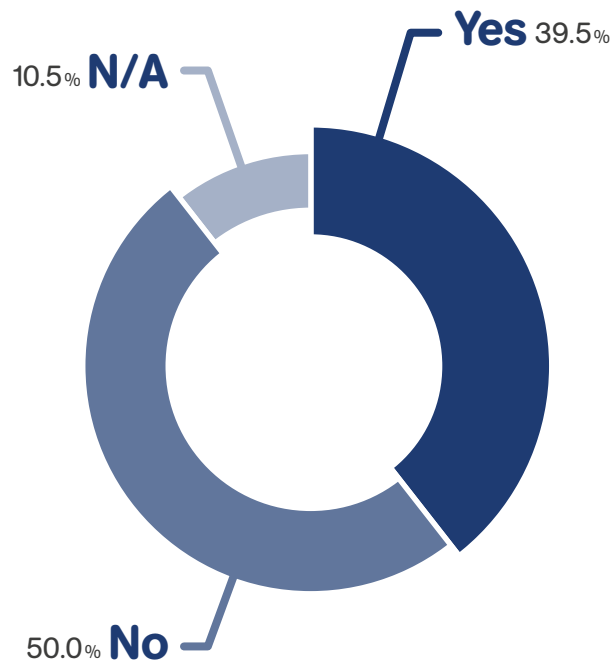


**Source:** 'Other comments' section provided at the end of the survey.

# Workplace

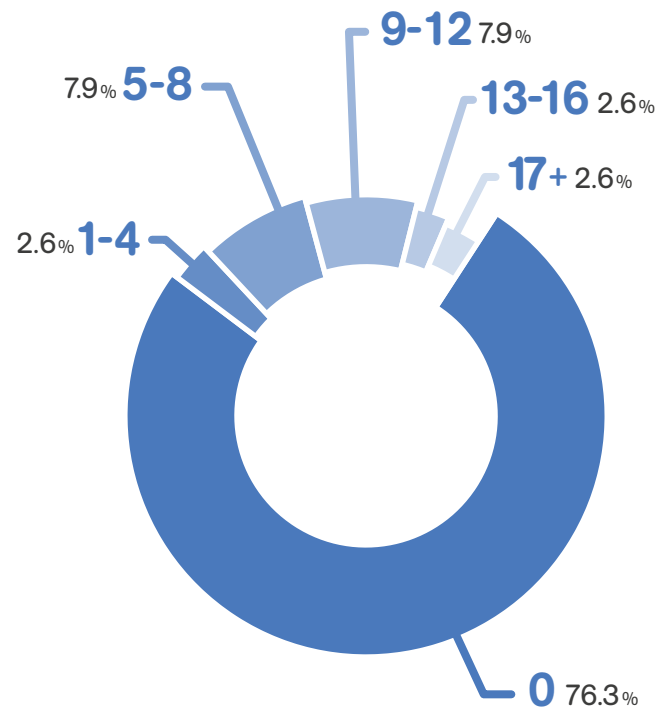
## CONFIDING IN PEERS

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



## DAYS OFF WORK

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



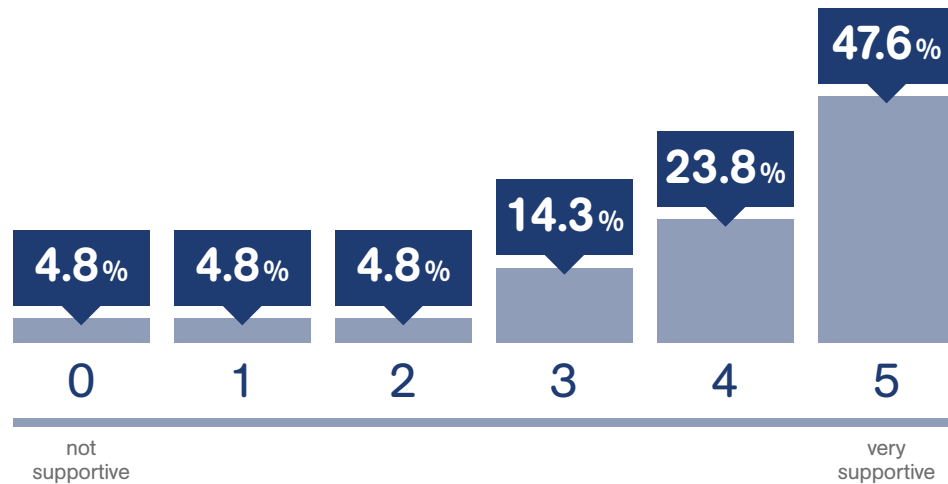
## REASON FOR ABSENCE

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?



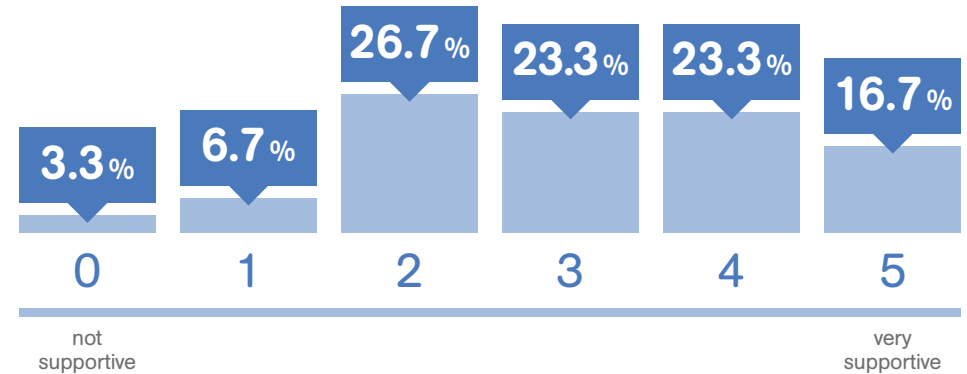
## EMPLOYEE SUPPORT

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



## EMPLOYER SUPPORT

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



If you gave a different reason for your absence, why did you not reveal the real reason to your employer?

- > *Stress brings on other health issues*
- > *I'm an employer so have to deal with this myself.*
- > *I'm the boss*
- > *Lack of support*

# Workplace

## HELP IN THE WORKPLACE

What would help your **mental health at work**?



If you answered 'other' what would help?

> *I don't know.*

> *Serious lack of skilled conservatory and window fitters has caused me most stress so if there were more of these then I know my stress levels and mental health would improve.*

> *For manufacturers to deliver on time, with quality control.*

> *The time to engage with people.*



Running a small business is a hard job that requires a great deal of commitment. Working really long hours year after year to make the business viable really burns you out and does catch up with you as you get older.

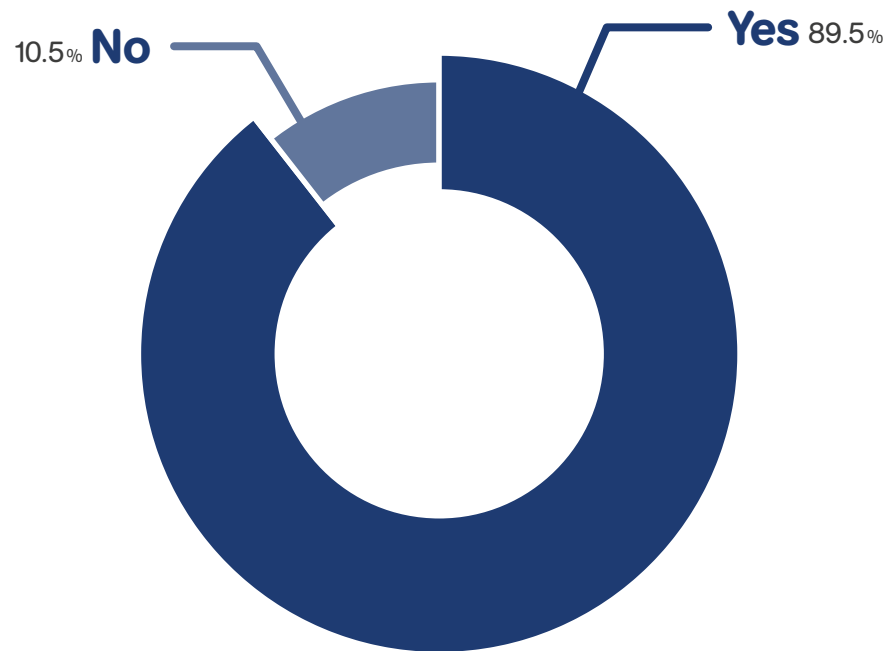


**Source:** 'Other comments' section provided at the end of the survey.

# Industry

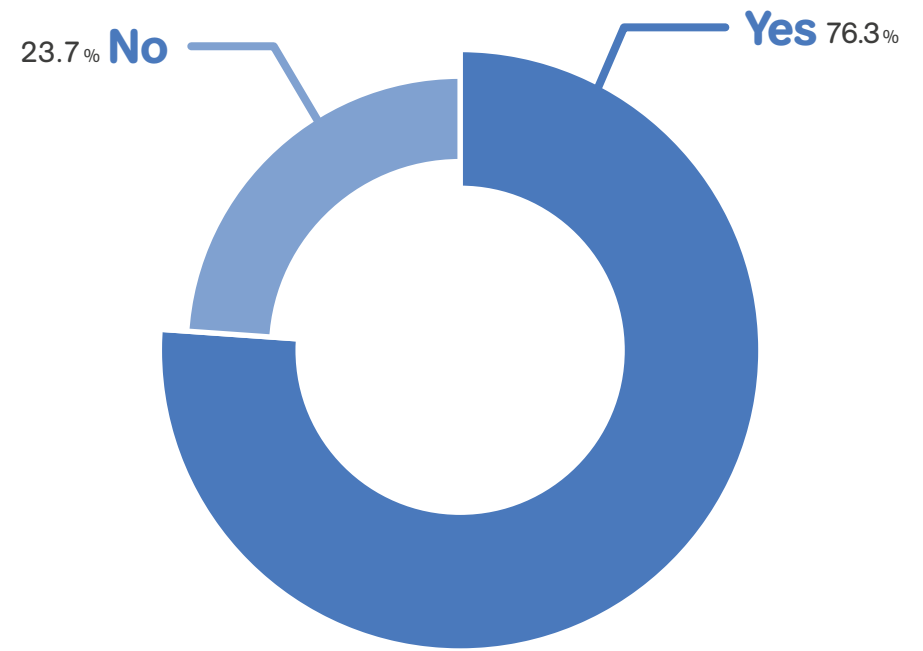
## WORKLOAD INCREASE

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



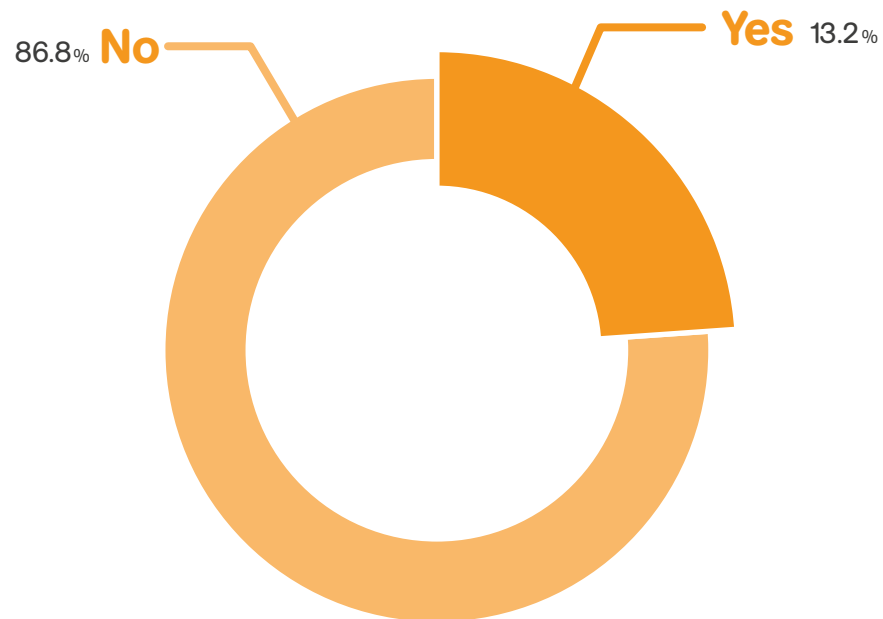
## WORKLOAD BURNOUT

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



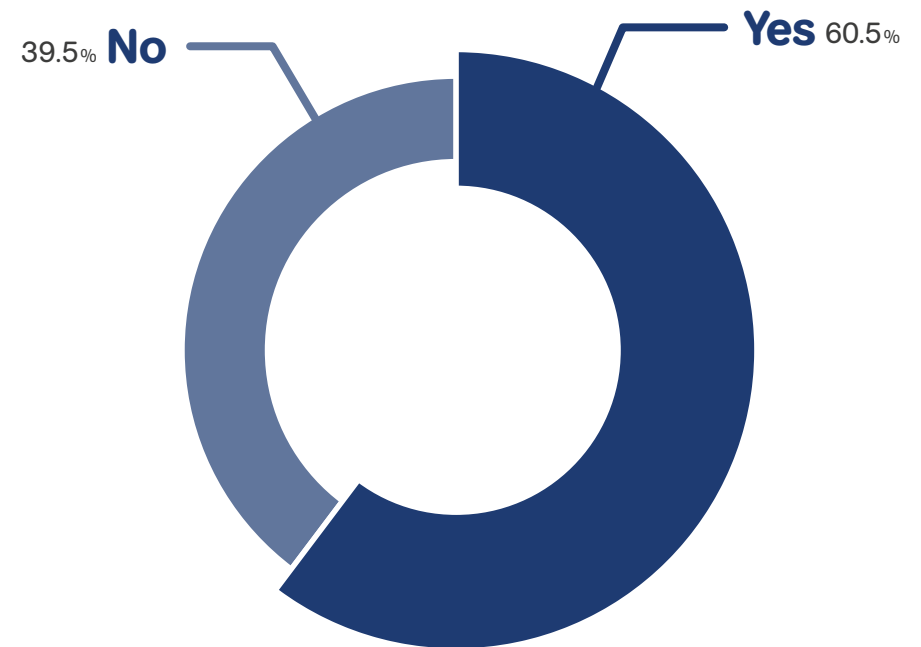
## SECTOR AWARENESS

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?**



# 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?

- > *Not sure.*
- > *Other than educating the general public, I don't see how.*
- > *Have no idea.*
- > *Days based on mental health.*
- > *Get orders right first time!!!*
- > *Talk more.*
- > *I think the problems are bigger than this industry. Not enough young people want to work in this business.*
- > *Not sure.*
- > *Unsure as I have never experienced these issues before.*
- > *To be more aware.*
- > *This is an issue with the customers so I have no idea!*
- > *More compassion and empathy needed for people who suffer with mental health issues.*
- > *Taking time to speak to staff and ease work loads.*
- > *Stricter quality control from the very poor manufacturers. Not sure what else, but there is definitely a lot of stress out there in this industry.*
- > *Normalise it, open the discussion, be more inclusive.*
- > *Anything that increases empathy, kindness good we are all in this together. Stuff that implies poor you "othering" likely to backfire and creates the atmosphere "I better keep this to myself."*
- > *Stop the Boys club at trade body level and have an open industry.*
- > *You are doing already, by bringing the subject out in industry media.*
- > *Stereotypical male 'man up & deal with it' syndrome.*
- > *Training events.*
- > *Don't know.*





We need to get the youth engaged at school or college level showing them that this is a rewarding career where you can make a good living.



**Source:** 'Other comments' section provided at the end of the survey.

# Comments

*As a self employed sole trader I manage my stress levels myself if I don't like a job or think its too big for me I don't do it hence keeping stress levels at low levels, my main stress is trying to get through to government organisations tax customs RTI and you have to sit and wait on the phone for a hour getting nowhere.*

*The last two years have been hell!*

*Talking is good and we need to have a charity set up but away from trade bodies.*

*Consumers need to remember we are people too and we are not fobbing them off there are genuine supply issues and it is taking it's toll.*

*The words 'mental health' are being used too much, certain people need to focus on work and having fun instead of talking balls about things that are probably way off the mark for being mental health issues.*

*All industries and walks of life people are suffering, we are all in an environmental crisis.*

*Maybe it is just down to the individual as we are all different but I take things personal and I run my business on a very friendly nature so when we get bad customers it affects me badly.*

*Really find it difficult to comprehend how so many excuses have been directed at this COVID pandemic. Why are materials arriving the wrong colour the wrong size? Surely this is just human error-unless this is because nobody seems to care anymore!*

*I haven't heard if there is a mental health crisis within the glass and glazing industry however, I believe there is a national crisis.*

*I really feel there should be a massive investment in apprenticeships for small businesses. Too much emphasis has been placed on 'Mickey Mouse' degrees over the last 20+ years and now industries like ours are paying the price with a serious lack of skilled workers. We need to get the youth engaged at school or college level showing them that this is a rewarding career where you can make a good living.*

*Running a small business is a hard job that requires a great deal of commitment. Working really long hours year after year to make the business viable really burns you out and does catch up with you as you get older. It's a tough business to be in and I've often thought there must be easier ways to make a living. I've got a few good guys working for me but they are all approaching 60 so will be retiring soon. I'm only 41 and will consider leaving the industry when they do retire as I haven't been able to find anyone to replace them.*



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