

DISABILITY INCLUSION & MENTAL HEALTH

CASE STUDIES 2025/26





OVERVIEW

We recognise that when colleagues feel healthy, supported, and balanced, they are better equipped to deliver an exceptional service to our tenants with empathy and care. With this understanding, we launched a range of wellbeing initiatives designed to strengthen teams and improve outcomes for tenants and colleagues.

These initiatives form part of our long-term commitment to fostering a workplace where health and wellbeing are prioritised, enabling our people to perform at their best and feel supported every day.

Overall, mental health continues to be one of the leading causes of sickness absence and lost working hours across the organisation, and the nation. As a Disability Confident Leader, we are committed to creating an environment where every colleague, inclusive of identity or circumstance, can thrive.



OUR OBJECTIVES

We have seven clear objectives which underpin our work around disability inclusion and mental health. These are to:



Encourage open, honest conversations about health and wellbeing across the organisation



Strengthen engagement by creating a supportive culture where colleagues feel heard and valued



Empower colleagues to take proactive ownership of their wellbeing through accessible tools, resources, and guidance



Ensure timely access to the right support, so every colleague knows where to go for help when they need it



Maintain sickness absence below 3%



Increase the % of colleagues disclosing their disability data



Positive wellbeing scores as part of the employee engagement survey

THE ACTIONS WE HAVE TAKEN



Over the past two years we have added additional benefits to support colleagues with 21st century life. These include a health and wellbeing app – WeCare, designed to support colleagues through every stage of life, with a 24/7 UK-based online GP, mental health helpline and counselling. In addition a myStrength app designed to help employees overcome life’s challenges. Colleagues can learn from hundreds of evidence-based activities at their own pace, from guided meditation to improving sleep, helping them to make simple everyday changes to improve their mental wellbeing.

These are also supplemented by access to a new dedicated bereavement counselling helpline, available 24/7. This provides immediate, compassionate support to help employees and immediate family members, navigate the early stages of grief.

We also introduced a Health Cash Plan which enables colleagues to access a wide range of health and wellbeing, including ‘mProve YOURSELF’ a one-stop hub for all things health and wellbeing, with a variety of guided meditations, self-help guides, and over 70 fitness videos and guides. On top of this, colleagues also have access to a 24/7 GP and a 24/7 mental wellbeing support line and online tools.



We launched My Adjustment Pass (MAP), developed directly from colleague and manager feedback. MAP allows colleagues to record their adjustments and support needs in a central, consistent format that follows them through manager changes. This reduces repeated requests and ensures continuity. It also enables support teams to access relevant adjustment information, improving service delivery.



We launched learning sessions and awareness campaigns on neurodiversity and hidden disabilities and shared personal stories via blogs and podcasts to foster empathy and connection.



We launched a new manager resource to support team wellbeing and complement existing guidance.



We delivered our largest Winter Wellbeing Month, with in-person events and sessions on mental health, financial wellbeing, and neurodiversity, guided by colleague feedback and absence data.



We introduced Habits for Health, a self-led online program empowering colleagues to build sustainable wellbeing habits that promote health and inclusion.



We renewed our status as a Disability Confident Leader for another three years.



We launched Inclusive Leadership training to equip leaders to model and support wellbeing, strengthen colleague support, improve management of sickness absence, and increase the frequency and quality of wellbeing check-ins.



We represented Wellbeing at our Big Get Together conference to support absence management by ensuring colleagues are aware of available services and resources. Drove uptake of wellbeing offerings (EAP, Habits for Health, MAPs, flu vaccinations, Medicash etc.)





THE RESULTS

We are extremely proud of the results gained to date and these are detailed below:



Sickness absence remained **below our 3%** target over the **12-month period**



Our Disability data disclosure is at **98%** enabling a **more supportive workplace**



Colleagues identifying as disabled rose from **13%** to **14%**, nearing the regional average of 18%



5% of applicants declared a disability and **received equitable assessment and offer rates**



76% of colleagues agree Midland Heart **cares for their wellbeing**



78% of colleagues feel **happy and safe** with their working environment





www.midlandheart.org.uk



20 Bath Row, Birmingham, B15 1LZ



0345 60 20 540

