

Trivallis.

Voluntary Report on Disability, Mental Health and Wellbeing 2025



Data Capture Date: 12 November 2025



Introduction

At Trivallis, we are committed to creating a workplace where everyone can thrive.

As part of this commitment, we are proud to share our Voluntary Report on Disability, Mental Health and Wellbeing 2025.

This report reflects our dedication to openness and continuous improvement, and it demonstrates how we are living our values of being kind, trustworthy, inclusive, and progressive.

We recognise that disability, mental health, and wellbeing are central to the experience of many colleagues, customers, and communities we serve.

By reporting voluntarily, we aim not only to hold ourselves accountable but also to contribute to wider conversations about equity, inclusion, and belonging in the workplace.

We are proud to be a Disability Confident Leader.

About Us

Trivallis is a tenant-owned community mutual housing association, providing safe and affordable homes to over 25,000 people across South East Wales.

With more than 470 colleagues, our strength lies in our people and the relationships we build with each other, our tenants and our communities.

We are committed to ensuring every colleague and candidate feels supported, valued, and able to reach their full potential and will:

- Ensure our recruitment and employment practices are inclusive and accessible.
- Support colleagues who acquire a disability or long-term health condition to remain in work.
- Provide opportunities for disabled people to progress their career and to reach their full potential.
- Challenge stigma, bias and discrimination and driving positive cultural change across our workplace.



Progress in 24/25

Trivallis continues its journey to become a diverse, inclusive, and recognised employer of choice.

In 2025, we made significant strides, with data showing an increase in colleagues identifying as disabled and a decrease in those choosing not to declare – indicating greater trust and psychological safety.

Some of the work we've achieved in the past 12-18 months includes:

Recruitment and Selection

We've strengthened our inclusive recruitment through:

Inclusive Policies & Practices

- Updating our Recruitment & Selection Policy for accessibility
- Conducting Equality Impact Assessments on recruitment processes
- Guaranteeing interviews for disabled applicants who meet essential criteria
- Offering adjustments throughout the recruitment journey
- Training hiring managers on inclusive practices and reasonable adjustments

Accessible & Inclusive Candidate Experience

- Displaying our Disability Confident Employer badge across recruitment materials
- Redesigning job adverts to reflect inclusive values
- Creating candidate-friendly guidance for applications and interviews
- Launching an accessible Applicant Tracking System (ATS)

Outreach & Partnerships

- Expanding advertising platforms to reach disabled candidates
- Partnering with organisations for targeted recruitment
- Relaunching our Apprenticeship programme to support young talent

Recognition & Accreditation

- Achieving Silver accreditation with Diverse Cymru

Retention and Support

We're building a workplace where everyone can thrive by:

Inclusive Policies & Practices

- Embedding fair, inclusive policies and Equality Impact Assessments
- Delivering diversity and inclusion training for all colleagues
- Challenging discrimination in all forms
- Seeking feedback from diverse colleagues and tenants

Progress in 24/25 *Continued...*

Mental Health & Wellbeing

- Signing the MIND Mental Health at Work Commitment
- Launching a Reasonable Adjustments Policy
- Using Health Passports to support individual needs
- Partnering with Occupational Health for tailored support
- Promoting Access to Work referrals and acting on recommendations
- Offering flexible working and mental health resources
- Fostering psychological safety and open dialogue
- Hosting wellbeing events like our Mental Health Exhibition
- Relaunching our wellbeing group, Thrive

Learning, Development & Accessibility

- Maintaining accessible premises
- Providing adjustments across all learning programmes
- Supporting return-to-work plans with tailored approaches
- Offering reflective practice sessions for trauma-exposed roles

Community & Engagement

- Supporting employability initiatives in the community
- Providing multiple feedback channels for continuous improvement

Partnerships and Community

We've extended our commitment beyond Trivallis by:

Promoting Inclusive Values

- Encouraging suppliers and partners to become Disability Confident
- Displaying the Disability Confident badge across all communications
- Engaging with local organisations to champion inclusion

Supporting Broader Communities

- Signing the Armed Forces Covenant to support veterans
- Attending local recruitment fairs to showcase our inclusive culture



Kind



Trustworthy



Progressive



Inclusive

Trivallis.

Key Data and Statistics

478

We currently employ around 478 people

7%

Approximately 7% of those declared a disability/long-term health condition

41

Counselling sessions accessed via our EAP

33

Colleagues supported with Occupational Health

6%

Candidates declaring a disability

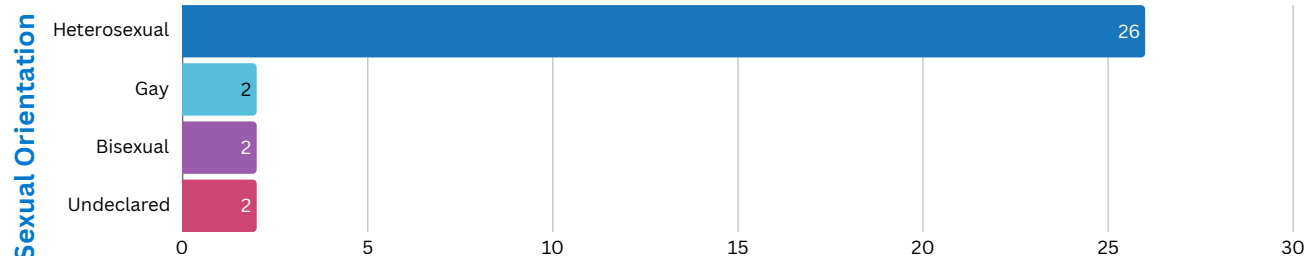
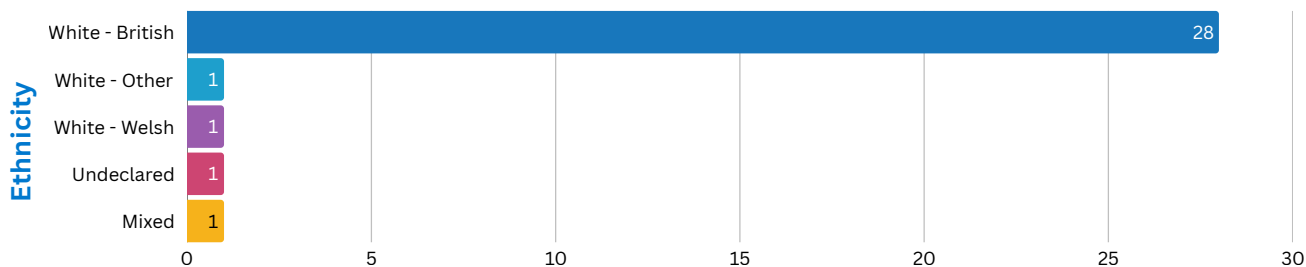
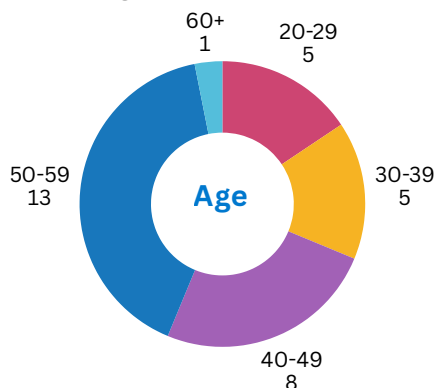
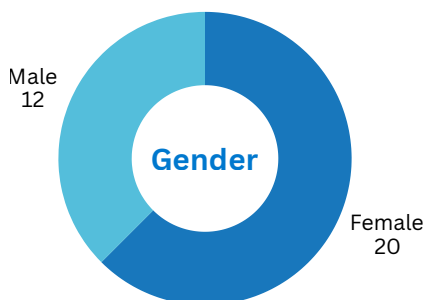
95%

EDI Training Compliance

EDI Profile of Disabled Colleagues

Our disabled colleagues bring a wide range of perspectives and experiences that enrich our workplace.

This snapshot of the equity, diversity, and inclusion (EDI) make-up of our disabled colleague population helps us understand representation across different identities. By looking at how disability intersects with other aspects of diversity, we can identify opportunities to strengthen inclusion and ensure every colleague feels valued and supported.



Trivallis. MIND Mental Health & Wellbeing Survey 2024 (132 Responses)

74%

Disclosed
poor mental
health

63%

Offered flexible
working arrangements

81%

Say their manager
regularly checks
in on how they
are feeling

67%

Found access to
mental health
information easy

67%

Feel the physical
environment at work
supports mental
wellbeing

59%

Feel we encourage
discussion about
mental health

Mental Health & Wellbeing

Trivallis is committed to creating a workplace where mental health is understood, supported, and embedded into everyday practice.

Our initiatives — from Reasonable Adjustments and Health Passports to reflective practice and wellbeing exhibitions — are designed to meet this challenge head-on.

What We Offer

- Access to an Employee Assistance Programme (EAP) providing confidential advice, support and free counselling sessions.
- Signposting to additional external resources such as Case UK and Maximus.
- Workshops and events focused on raising awareness and challenging stigma's
- Training and resources for managers to identify and support mental health needs.
- Supervised Reflective Practice sessions to provide a safe space to talk.
- Critical Incident Debrief following a traumatic workplace experience



Looking Ahead



In **2026** and beyond, our focus will be on:

- Increasing representation of disabled people across all levels of the organisation.
- Continuing to raise awareness and challenge stigma around disability and mental health.
- Embedding wellbeing more deeply into our culture and ways of working.
- Strengthening partnerships with external organisations to share best practice.
- Engaging with more community partners such as local job centres, colleges and schools and providing work experience and other employability initiatives
- Providing training sessions on topics such as hidden disabilities and awareness.
- Running internal Comms campaigns to raise awareness and increase disclosure rates.

Conclusion

We are proud of the progress we have made so far, but we know there is more to do.

This report underscores the vital importance of fostering a workplace culture that prioritises disability inclusion, mental health awareness, and holistic wellbeing.

Through voluntary transparency and collaborative reflection, we have identified both strengths and areas for growth – recognising that meaningful progress requires sustained commitment, open dialogue, and structural support.

Our journey is ongoing, but with shared accountability and intentional action, we move closer to a future where accessibility, psychological safety, and wellbeing are not just aspirations – but everyday realities.

Trivallis.

For further information please contact us on:

 **03000 030 888**

 **customerservices@trivallis.co.uk**

Ty Pennant
Mill Street
Pontypridd
CF37 2SW

Feel free to drop by during our office hours:
Monday to Friday: 9:00 am – 3:00 pm.