

Putting Mental Health at the Heart of Growth

Lendology is a social enterprise based in Somerset, partnering with local councils to lend their money to homeowners for repairs, adaptations, and improvements. Recently, the company has expanded into supporting renewable energy measures, including solar panels and air source heat pumps. With over 20 years of experience, Lendology is undergoing significant growth, engaging with 60 councils across the UK and onboarding two new ones for the first time in over a decade.



CHALLENGE:

While we had initiatives to support mental health, such as having Mental Health First Aiders on the team, mental health wasn't always a consistent part of our decision-making. Although team wellbeing was regularly assessed through surveys, we wanted to ensure mental health was embedded in our workplace culture and leadership practices.

“I think the course offers the opportunity to stand outside the day job, get together as a team of line managers and HR and really do a deep dive into how we were going to get mental health at the forefront of our organisation.”

“It couldn't have come at a more timely place, I suppose, in our growth strategy, just to put mental health at the forefront of our growth plans.”

THE PROGRAMME:

The most helpful thing about the programme was the mixture of learning styles: the theoretical knowledge, which was up to date and easy to understand, combined with the tailored mentoring sessions to discuss our ideas and how we were going to act on that and then getting together with other organisations- we always love sharing what we're doing and got some great learnings from that. The sessions encouraged open discussions and ensured everyone's voice was heard.

KEY OUTCOMES:

1 Increased Awareness & Communication:

- I'm always talking about the hierarchy of needs within the workplace that's just become part of my daily conversations with people
- Role-playing exercises in the programme helped our line managers feel more confident in supporting their teams with mental health challenges.





2

Practical Tools for Support:

- “Work With Me” passports, every team member has completed one to share their communication and feedback preferences, fostering a more inclusive workplace.
- New starters are now introduced to these passports as part of their induction.
- A new “buddy scheme” was implemented for home workers to help them feel more included.

3

Strategic Mental Health Planning:

- We developed a mental health strategy with both short- and long-term goals, ensuring mental health remains a key focus as we grow.
- our HR lead will be working on a people strategy for the next three years, looking at Employee Benefits schemes and reporting back to our board of directors to ensure that mental health is always considered within our strategic aims.
- We did a big “you said this”, “we’ve done this”, consulting with people and giving a follow up, so people feel heard, rather than just another blinking survey
- We’ve committed to continuing mental health discussions in every team meeting, with quarterly updates on our initiatives.

THE IMPACT:

If someone says they need to talk about their mental health, or you open a conversation about that, it's about being flexible in the approach. So not saying, “Well, I've got this checklist I need to work through with you”. It's recognition that sometimes the individual doesn't know what they need at that time, so it's about giving them space, but knowing that we are here to have those conversations whenever they're ready. It's almost like being a facilitator or a bridge between the organisation's policies and strategies, what the individual needs, and being that human centred piece in the middle.

CONCLUSION:

I would encourage any organisation, if you're thinking about joining the programme, just make space for it. Having that time out of the everyday to have consistent and really dedicated consultancy time has been so valuable to us. Within the social enterprise sector, particularly, we can be strapped for cash and time but there's no better time to be having these conversations.

