

# CASE STUDY



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## Mitie, SDE and Blesma Collaboration Delivers Life-Changing Accessibility for Essex Veteran

Mitie recently collaborated with **SDE**, our trusted local contractor and **Blesma**, an Armed Forces charity supporting limbless veterans, in successfully delivering a transformative accessibility solution an Essex resident and ex-veteran. This initiative highlights Mitie's commitment to social value, demonstrating how collaboration with supply chain partners can create meaningful impact within local communities while enhancing the broader objectives of our public and private sector clients.



The veteran who lost his right leg during service and suffers from hearing loss in his right ear, faced significant mobility challenges due to steep steps at the entrance of his bungalow. For past few years, he was unable to leave his home independently, relying entirely on his wife, for assistance. This lack of accessibility severely restricted his quality of life, limiting his independence, social interactions, and ability to engage with his community.



*"Would just like to say a Big Big Thankyou for arranging and financing the Ramp and Railings to the bungalow, it will make life so much easier for us. The work undertaken was second to none. The men were friendly, caring and exceptionally hardworking. They worked continuously through all the rain and cold and tidied up each evening before they left. Highly recommended, absolutely First Class. VERY VERY GRATEFUL"*



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Recognising the importance of independence for disabled veterans, Blesma reached out to Mitie to fund and deliver a bespoke solution for this individual.

Mitie and SDE jointly funded the design, equipment and construction of a ramp with handrails, ensuring safe and independent access. Additionally, Mitie covered the cost of installing a new door to further enhance accessibility. The project was executed to the highest standards, with teams working diligently even through adverse weather conditions to ensure timely completion.



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**Kevin Long, Blesma Support Officer for the Eastern Region:** *“The impact of this adaptation has been profound. For the first time in years, Mike can now leave his home on his own, restoring his sense of independence and dignity. Simple activities like stepping outside for fresh air, visiting friends, or attending appointments no longer feel like overwhelming challenges. Additionally, the modification has provided Jackie with much-needed reassurance, knowing that Mike can move safely without the risk of falls.*”

*This change has transformed their daily lives, not just improved mobility but also boosting Mike’s confidence and overall well-being. The ability to regain control over his movements has given him a renewed sense of purpose and freedom, proving just how vital home adaptations are for those living with disabilities.”*

This project represents Mitie’s commitment to delivering social value beyond its core services under the Essex County Council contract, aligning with its role as a proud signatory of the Armed Forces Covenant. By partnering with Blesma and involving SDE, Mitie demonstrated how businesses can leverage their resources and networks to drive positive social outcomes.

Encouraging suppliers to participate in such initiatives is central to Mitie’s approach to corporate responsibility. By sharing costs and expertise, Mitie ensured that projects like these are sustainable and scalable—a model that other organisations can adopt to maximise their social impact.



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As Mitie champions social value under its Essex County Council contract, this case study highlights its ability to benefit both clients and the wider community. By empowering veterans and supporting locals, Mitie reinforces its commitment to corporate responsibility and the Armed Forces Covenant.



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