

Local Health & Wellbeing Services

Local Authority area: Durham County Council

Main BHAWA Contact(s): Karen Stubbings

last updated 07/08/25

| Service | Description/ Offer/ Information | Contact details |
|-----------------------|--|---|
| Able Futures | <p>Able Futures are a nationwide specialist partner set up to provide the Access to Work Mental Health Support Service on behalf of the Department for Work and Pensions.</p> <p>The aim of Able Futures is to help people living with mental health difficulties have more good days than bad ones. Consequently, the service is specifically designed to tailor help to people in work and in need of support managing their mental health.</p> <p>Able Futures are able to provide qualified Health Professionals, Specialist Partners, Out of hours telephone support and a Digital Hub to support employees. It is a nine month support program and each employee who is referred onto the program has a dedicated support program tailored to their individual need.</p> | <p>Angela Han ahan@ingeus.co.uk https://able-futures.co.uk 07384513798</p> |
| Active Friends | <p>County Durham Sport have recently developed an exciting online toolkit Active Friends; designed to help you learn how to support and inspire others within your community to become more active. The free toolkit is full of helpful videos, activities, and resources, providing individuals with the knowledge and skills they need to support others to move more, as well as to get moving themselves.</p> <p>Active Friends can play an important role in the workplace (including when working from home). With colleagues within your organisation as Active Friends, you will be better able to support the wellbeing of your employees, which is more vital than ever. A working environment that encourages employees to move more has benefits not only for employee health, but for organisation health, including:</p> <ul style="list-style-type: none"> • Increased productivity • Reduced absenteeism • A more positive working environment leading to reduced workplace conflict • Boosts an employers' reputation as an employer who supports employee wellbeing • Reduces an employers' carbon footprint through the promotion of active travel, which is more important than ever! <p>Anyone can be an Active Friend! No previous qualifications are required, and you don't even have to be active right now. All that's needed is a desire to move more and to support and inspire others on the same journey. Spread the word about Active Friends throughout your workplace, encourage employees at every level to get involved!</p> | <p>https://countydurhamsport.com/active-friends/ Amy McCarthy 07860503996 amy.mccarthy@countydurhamsport.com</p> |



| | | |
|------------------------------------|--|---|
| <p>Age UK County Durham</p> | <p>Age UK County Durham are an independent local charity working in communities across the county and have been supporting older people for over 45 years. Our dedicated staff team are supported by the goodwill of volunteers who generously give their time to help us to provide a wide range of services and support.</p> <p>Our services are available to anyone aged 50 years and over living in County Durham and include: Arts, crafts & social activities, Advocacy, Bereavement Support, Dementia Therapy, Digital Inclusion, Exercise Sessions, Help at Home shopping support and Information & Advice. Our Mental Health & Wellbeing service offers access to counselling, occupational therapy, physiotherapy, and welfare calls for those living with low mood. We also offer a range of volunteering roles.</p> <p>Our Information and Advice service offers free impartial advice and can support people to understand their entitlement to welfare benefits.</p> <p>We have two charity shops: our Charity Superstore at Belmont and our Hidden Boutique on North Road Durham. All funds raised through the sale of donated goods are used to support our work for local people.</p> <p>We are working to ensure that people aged 50years and over have opportunities to have their voice heard. We are keen to understand your views to influence how we shape our services to help people to live well and age well and prepare for retirement and beyond. We want to hear from as many people as possible so there are several ways you can get involved and share your views. We host both physical and virtual forums in community settings and businesses together with digital or paper surveys or you can chat with us by phone.</p> | <p>0191 386 3856</p> <p>info@ageukcountydurham.org.uk</p> |
| <p>Alzheimer's Society</p> | <p>The Dementia Advisor Service provides free confidential advice, support and sign posting to anyone worried about their memory or affected by dementia. The service is also available for their families and carers. Organisations can access Dementia Friends Sessions for their staff to increase their awareness of dementia. We can also offer organisations advice on dementia friendly environments and effective communication.</p> | <p>Hannah Johnson 0191 389 0400 durhamandchester@alzheimers.org.uk Hannah.johnson@alzheimers.org.uk https://www.alzheimers.org.uk/</p> |



| | | |
|--------------------------------------|--|--|
| Andy's Man Club | Andy's Man Club, an excellent free support service, talking groups for men to help them through any difficult periods in their life, including suicide and mental health issues. They have drop-in's (depending on your area) and online chats available. | info@andysmanclub.co.uk website: www.andysmanclub.co.uk |
| Aspects Wellbeing | <p>In 2023/24 alone, work-related mental health issues cost the UK economy £57.4 billion¹ – nearly double the figure from previous years and still rising.</p> <p>Studies show that nearly half of employees still worry about speaking up about mental health at work, which can cause stress and misunderstandings. When businesses offer mental health training for managers, absences linked to mental health drop by 30%² showing that support really does help.</p> <p>Based in Durham city, I draw upon my experience as a therapist to create workshops offering emotional clarity and practical support. Every workshop is designed to give meaningful, personal value to everyone who takes part. We support people as individuals - helping them build self-awareness and autonomy in a way that feels relevant to them and their day-to-day lives.</p> <p>Investing in employee wellbeing isn't just the right thing to do - it's a smart business decision. If you're ready to support your team's mental health and create a healthier, more productive workplace, we're here to help.</p> <p>Why not book a free 20-minute taster session?</p> | <p>Louise Hodgson 07704 777 881 enquiries@aspectswellbeing.co.uk https://www.aspectswellbeing.co.uk/</p> <p>Aspects Wellbeing - Mental health and wellbeing workshops for employees</p> <p>To get in touch click here</p> <p>¹ https://mhfaengland.org/mhfa-centre/blog/Key-workplace-mental-health-statistics-for-2024/ ² https://mhfaengland.org/mhfa-centre/blog/Key-workplace-mental-health-statistics-for-2024/</p> |
| Behind Closed Doors | <p>Men's Service</p> <p>We understand men experience domestic abuse. Our specialist Men's Community Practitioners are here to help you reduce your risk of harm from abusive relationships, recover and improve your overall well being.</p> <p>We offer practical help that is tailored to your needs, such as support to put a safety plan in place, explore housing options or access legal advice. We can also offer help to support you to recover from your experiences of domestic abuse through one to one sessions and group work.</p> | Men's service - Behind Closed Doors |
| Better Health: 'Lets do This' | <p>Kickstart your health</p> <p>Healthy changes start with little changes. Whether you want to lose weight, get active or quit smoking, Better Health is here with lots of free tools and support. You can also find simple ways to lift your mood with Every Mind Matters.</p> <p>There has never been a better time to kickstart your health. Let's do this!</p> | Better Health - NHS (www.nhs.uk) |



| | | |
|---|--|---|
| Breastfeeding Friendly Business Accreditation Scheme | <p>Breastfeeding has an important role to play in reducing health inequalities. If sustained for the first six months of life, it is reported to make a major contribution to an infant's health such as protecting them from a vast range of illnesses, including infection, diabetes, asthma, heart disease and obesity, as well as cot death (Sudden Infant Death Syndrome).</p> <p>Breastfeeding is also associated with better health outcomes for the mother such as protecting them from breast and ovarian cancers and heart disease. It also supports the mother-baby relationship and the mental health of both baby and mother</p> <p>In County Durham the cultural and social norms need to reflect a positive and supportive breastfeeding message and women need to feel comfortable to breastfeed when they are out in public and when they return to work. In order to achieve this, more local venues and business' need to become breastfeeding friendly by signing up to the scheme.</p> <p>The Harrogate and District Foundation Trust Breastfeeding Friendly Business Accreditation Scheme is a partnership scheme with Durham County Council to enable an offer of a training package to local businesses (of any nature) and accreditation on to the Breastfeeding Friendly County Durham register. Businesses are able to self-refer to the service via the DCC website or the HDFT County Durham Infant Feeding Facebook Page. A member of the team will then be in touch to offer a short training session (around 45-60 mins) including Q&As. A pledge, window sticker and display leaflet will be left in the business and then they will be added to the register following successful completion. If a business requests a more in depth training offer (such as a GP, dentist, other high traffic or healthcare focused setting) the team can adapt the training to suit the needs of the business.</p> | <p>publichealth@durham.gov.uk</p> <p>hdft.durhaminfantfeedingteam@nhs.net</p> <p>DCC Website https://www.durham.gov.uk/breastfeedingfriendly</p> <p>HDFT Infant Feeding Team Facebook https://www.facebook.com/codurhaminfantfeeding</p> |
| British Liver Trust | <p>British Liver Trust, we are the leading UK liver charity for adults and we lead the fight against liver disease and liver cancer.</p> <p>We deliver a range of free support for any individuals affected by a liver condition, which includes:</p> <ul style="list-style-type: none"> • a nurse-led helpline • virtual peer support groups • free publications for individuals affected by a liver condition, they can download or order a physical copy for free • online Health Unlocked community and liver health screener • Love your Liver roadshow where we tour the UK to deliver free FibroScans (if you know of any funding to help bring the roadshow to the North-East, please do let me know) <p>We can also deliver liver health awareness talks to staff and volunteers for their wellbeing and to help them to talk to others about this and we can deliver sessions for the general public. We can deliver these online and with plenty of notice in person talks could be possible too. If a face-to-face session is</p> | <p>outreach@britishlivertrust.org.uk</p> <p>British Liver Trust informative website https://britishlivertrust.org.uk/ Liver Cancer UK website https://livercanceruk.org/ Some links</p> |



| | | |
|---------------------------|--|---|
| | <p>preferable, we would be very grateful for a donation, if at all possible please, we as a charity don't receive any Government funding so we are very grateful of any donations that can help us. Thank you.</p> <p>We also have a range of awareness resources which we can share, including leaflets and posters which can be downloaded or ordered for just the cost of postage.</p> <p>Awareness raising resources that can be ordered for just the cost of postage https://britishlivertrust.org.uk/information-and-support/our-publications/individual-orders/ There are “questions about liver disease” wallet cards, there are tri-fold leaflets titled Are you at risk of liver disease? Leaflet and posters you can order too. Our condition specific resources carry a cost, we encourage individuals who may be affected by a liver condition to head to our website to request a copy to be posted out or they can be downloaded for free. Liver Cancer QR codes sheet for any wellbeing files: https://livercanceruk.org/wp-content/uploads/2023/09/Liver-Cancer.pdf Liver screener- online risk screener, you can do this now or use this QR code: https://britishlivertrust.org.uk/risk/</p> | |
| Cancer | <p>Help with cancer information, prevention and screening awareness. With 1 in 3 people developing cancer in their lifetime it's important to know the signs and symptoms you should be looking for so that you can get checked out early.</p> <p>Provide managers with training and guidance linked to dealing with cancer in the Workplace. This can be delivered through workplace training or online e-learning via Macmillan in the Workplace</p> | <p>Wellbeing for Life team Tel No: 0800 8766887 www.cancerresearchuk.org www.nhs.uk www.macmillan.org.uk</p> <p>workandcancer@macmillan.org.uk</p> <p>https://www.macmillan.org.uk/about-us/what-we-do/how-we-work/work-and-cancer/macmillan-at-work</p> |
| Cancer Research UK | <p>Cancer Research UK'S Health Community Engagement team focus on providing information on early detection of cancer, prevention and awareness of the screening programmes. We deliver this across 3 different programmes -please see links below. Our work is delivered by cancer awareness nurses in the form of Roadshows, health stands, presentations, and training.</p> <p>Roadshow</p> | <p>Local support contact: Lesley Green Lesley.Green@cancer.org.uk</p> |



| | | |
|-----------------------------------|---|---|
| | <p>https://www.cancerresearchuk.org/health-professional/awareness-and-prevention/cancer-awareness-roadshow</p> <p>Talk Cancer training https://www.cancerresearchuk.org/health-professional/awareness-and-prevention/cancer-awareness-training-programme</p> <p>Cancer Awareness in the Workplace https://www.cancerresearchuk.org/health-professional/awareness-and-prevention/cancer-awareness-in-the-workplace?gad=1&gclid=CjwKCAjw67ajBhAVEiwA2g_jEPKiR09sCx3M6knqWd6SqFn4Wq1jXOf_j_HaeoYqSV9As8UI4HoxMRoCbp0QAvD_BwE&gclsrc=aw.ds</p> <p>We are happy to discuss further. Please contact lesley.green@cancer.org.uk</p> | <p>Cancer Research UK 2 Redman Place, London, E20 1JQ</p> <p>www.cancerawarenessroadshow.org</p> <p>Email: supporter.services@cancer.org.uk</p> <p>0300 1231022.</p> |
| CDDFT – Sexual Health Team | <p>Sexual Health Service for all We cover the whole of Co Durham and Darlington providing free contraception, condoms, Sexually Transmitted Infections tests and treatment, as well as general advice and information about sexual health issues and C Card training. We are based in community settings across the county and in three main hubs at UHND, Bishop Auckland Hospital and Darlington Memorial Hospital We also offer Test and Go slots to patients with no symptoms and queue and wait slots which mean you don't have to have an appointment on the day. For more information on when these slots are available please access;</p> <p>www.cddft.nhs.uk/sexual-health-services</p> | <p>cdda-tr.C-Cardenquiries@nhs.net</p> <p>0191 372 8700 – central booking line for all appointments and for calls to be directed to key staff</p> |
| Changing Relations | <p>Changing Relations C.I.C. delivers education to schools, businesses and communities, using the arts to transform the way people think about gender stereotypes and relationship behaviours. Our innovative work breaks down gender barriers, fosters healthy relationships and transforms lives.</p> <p>*Please note this organisation charges for their service*</p> | <p>Contact form available through; https://changingrelations.co.uk/ E-mail: info@changingrelations.co.uk Changing Relations, Studio 18, Ushaw Historic House, Woodland Road, Ushaw Moor, Durham. DH7 7DW</p> |

| | | |
|--------------------------------------|--|--|
| Citizens Advice County Durham | <p>Citizens Advice County Durham offers free, confidential and impartial advice with a goal to help everyone find a way forward, whatever problem they face. Helping people overcome their problems and campaign on big issues when their voices need to be heard.</p> <p>In addition to existing face-to-face, outreach, online and telephone services, Citizens Advice now provides an in-depth telephone advice service especially for GP practices and their patients. This service is called "Healthier & Wealthier".</p> <p>Patients don't need to make a medical appointment and can ask anyone at the practice to make a quick 30-second phone call to request the service. Healthier & Wealthier advisors will then call the patient back for free, usually on the same day Monday to Friday (and during a lunch break if necessary), and give full, impartial and in-depth advice on any non-medical matter including problems at work, benefits, debt and money, housing, relationships, caring, energy costs and more.</p> <p>This means patients can quickly get expert advice for problems that could otherwise have led to poor health and wellbeing, without the inconvenience and cost of waiting for appointments and travelling. For GP practices this means patients quickly get the right help, and are less likely to use up precious medical appointments when they don't know where else to go for advice. After helping with the patient's original problem, advisors can also access over 100 other local and specialist organisations to give the patient further help and support.</p> <p>Anybody registered with a GP practice in County Durham can use the service. Healthier & Wealthier is now being used by more and more practices, and is open to all. Just ask your practice if they can refer you.</p> <p>More information is available at www.citizensadvicecd.org.uk/</p> | <p>Contact : Citizens Advice County Durham (citizensadvicecd.org.uk)</p> <p>Website Contact page details individual areas and how to contact direct</p> |
| County Durham Sport | <p>County Durham Sport is passionate about changing lives through sport and physical activity.</p> <p>Our workplace offer, Active Friends is a free toolkit full of helpful videos, activities, and resources, providing individuals with the knowledge and skills they need to support others to move more, as well as to get moving themselves!</p> <p>Active Friends can play an important role in the workplace (including working from home!). With colleagues within your organisation as Active Friends, you will be better able to support the wellbeing of your employees, which is more vital than ever. A working environment that encourages employees to move more has benefits not only for employee health, but for organisation health.</p> <p>If your organisation would like to become Active Friends and make a positive difference in the workplace and wider community, visit the Active Friends toolkit and get started: https://countydurhamsport.com/active-friends/</p> | <p>0191 307 7117</p> <p>hello@countydurhamsport.com</p> |
| Dementia UK | <p>We are Dementia UK – the specialist dementia nurse charity.</p> <p>Our nurses, known as Admiral Nurses, who we continually support and develop, provide life-changing care for families affected by all forms of dementia – including Alzheimer's disease.</p> | <p>dementia.work@dementiauk.org</p> |




| | | |
|--|--|--|
| | Our nurses are here when people need help. They have the time to listen and the knowledge to solve problems. As dementia specialists, Admiral Nurses help families manage complex needs – considering the person living with dementia and the people around them – and they can advise other healthcare professionals. | |
| Domestic Abuse & Sexual Violence prevention | This service has reduced to supply of leaflets only, but the website provides a lot of information | noexcuse@durham.pnn.police.uk Domestic abuse (durham.police.uk) |
| Durham & Tees Valley Listening Service TEWV | <p>Our telephone listening service is available for anyone aged 18 and over living in Teesside, Durham and Darlington. The service offers emotional support/ advice/ signposting to anyone open or not open to services.</p> <ul style="list-style-type: none"> • Talking to someone can often be enough to help us cope when we're distressed • Our experienced mental health crisis staff can offer a safe space to talk about whatever is causing you distress – you don't even have to give your name. • The listening service can also give information and advice about other local services available to support you | <p>Call 08000 516171</p> <ul style="list-style-type: none"> • Teesside: press option 3 then option 3 • Durham and Darlington: press option 1 then option 3 • Open 24 hours a day, seven days a week • The listening service is staffed by NHS mental health professionals and is an alternative to traditional crisis care <p>Listening service in Teesside - Tees Esk and Wear Valley NHS Foundation Trust (tewv.nhs.uk)</p> |
| Durham and Darlington Talking Therapies | A free self-help and talking therapies service designed to help anyone living in the County Durham and Darlington area to deal with common mental health problems such as stress, anxiety or depression, as well as panic, phobias, obsessive compulsive disorder (OCD) and post-traumatic stress disorder. We offer a range of treatments including face to face, telephone, group and computerised cognitive behavioral | https://durhamanddarlingtontalkingtherapies.org.uk/ Online self-referral form 0191 333 3300 |
| Durham County Carers | <p>Provides the following services for employees:</p> <ul style="list-style-type: none"> • 1-2-1 confidential support • Help with benefits • Support obtaining a carer's assessment from the local authority • Support liaising with social services • Short breaks and respite care • Social activities, and peer support from other carers • Training on various topics • Emotional support and counselling | www.dccarers.org admin@dccarers.org 0300 005 1213 |



| | | |
|------------------------------|--|---|
| | <ul style="list-style-type: none"> • Carers Emergency Card <p>Provides the following services for employers:</p> <ul style="list-style-type: none"> • Carer Friendly Employer awareness raising for HR and line managers • Presentation/talk at team meetings • Carer Friendly Policy templates • Carer Passport templates • Carer Friendly Employer award/mark <p>Information on the Carer Friendly Employer Award</p> <p>The Carer Friendly Employer award process simply raises awareness, with employers, of the difficulties faced by 'working carers'. The aim is to prevent relatively small caring issues, at home, from becoming crises resulting in employees needing to leave their job.</p> <p>The project is wholly funded by Durham County Council and delivered by Durham County Carers Support. Engaging in the award process is free, flexible and virtual.</p> <p>The entry level for the award is simply for managers to:</p> <ol style="list-style-type: none"> 1. Attend a short (20min) awareness raising presentation on the benefits of supporting working carers. 2. Access the Employers for Carers Website (using Durham County Council's umbrella membership code) where you can download valuable working carer information for free. <p>Once these initial targets have been achieved, we are able to issue the Carer Friendly Employer Mark, for your website, and a CFE certificate. Of course, if you would like to take the CFE award further and implement a policy or carers passport, or run training events, we are able to provide templates/presentations etc.</p> <p>We aim for the award to be as accessible as possible and so tailor the process to individual business needs. If you would like to become a Carer Friendly Employer or have any queries contact us via admin@dccarers.org or our main number 0300 0051213</p> | |
| Durham County Council | <ul style="list-style-type: none"> - Tanita scale Health checks (Body Composition Technology), Track over 10 different body measurements such as hydration stats to give you a better understanding of your personal health. - Gym memberships including corporate discounts with over 300 all-inclusive exercise classes County wide - My Wellness app, fitness classes to join in LIVE or On Demand from the comfort of your home- experience seated classes, meditation, morning stretch or bootcamp whatever your style. Active challenges such as cycling, walking challenges or follow our couch to 5k programmes. Beginner, Medium and pro home workouts. Connect with your coaches and work colleagues through our app all FREE. Podcasts coming soon on Stress management etc (See attached QR code, please try first) | https://doitonline.durham.gov.uk/service/Move_Start_your_journey |

| | | |
|---|---|--|
| | <p>- MOVE' One to one move support appointments at all Leisure facilities . Move service can help with advice and support on how to start your wellbeing journey whether it's in our facilities or the community , Complete our on-line form to arrange a chat and get moving.</p> <p>- MOVE classes, low level classes and a cuppa.</p> | |
| Durham Drug and Alcohol Recovery Services | <p>Drug and alcohol awareness training programmes, both general open access booked through Wellbeing for life or direct with trainers, and bespoke training offered within teams and the workplace.</p> <p>Awareness of services available to those with drug and alcohol problems and how to refer.</p> <p>Courses available include – Alcohol Brief Intervention Training, Drugs Awareness, Cannabis Awareness and Intervention, Volatile Substance Abuse (gases, glue and solvents) and Novel Psychoactive Substances (Legal Highs)</p> | <p>03000 266 666</p> <p>Contact – County Durham Drug and Alcohol Recovery (codurhamdrugalcoholrecovery.co.uk)</p> |
| Durham Students Union Work Insight Programme | <p>Who is it for?</p> <ul style="list-style-type: none"> Any student who is interested in gaining first-hand experience of management/leadership in action. <p>Programme aim</p> <ul style="list-style-type: none"> This programme is designed to give you the chance to shadow senior managers in the workplace and learn about management skills from first-hand experience. <p>When will this happen?</p> <ul style="list-style-type: none"> One week over the course of the summer break (June – September) <p>What's in it for you...?</p> <ul style="list-style-type: none"> Provide an opportunity for experiential learning to help foster management/leadership skills. Practical understanding of management and leadership in a working environment. Shadowing senior leaders who are willing to share their career journey and expertise to discover how they got to where they are. A chance to experience a career opportunity which you may be interested in pursuing. Real interview practice. Ability to include the experience and what you have learned on your CV. | <p>Jon Dougherty</p> <p>http://www.durhamsu.com/</p> <p>Jon.dougherty@gmail.com</p> <p>0191 334 1777</p> |
| Gamblers Anonymous | <p>GA adopts the 12 step fellowship approach to support for gambling addiction and might be the preferred treatment route for some of our service users. Treatment is structured across a Unity Programme and a Recovery Programme. There are a number of GA meetings listed in the North East that could be accessible if desired by County Durham service users;</p> <ul style="list-style-type: none"> Durham – Monday evening Sunderland – Wednesday evening Newcastle – Monday, Tuesday and Thursday Hartlepool – Thursday Billingham – Wednesday Darlington – Tuesday and Friday | <p>Gamblers Anonymous</p> |



| | | |
|---|---|--|
| Gambling/ Substance Misuse- NECA | <p>NECA is a registered Charity whose key focus is to improve the lives of individuals and communities throughout the region. For over 40 years NECA have supported and enabled thousands of individuals to sustain long term recovery from Substances and Gambling misuse.</p> <p>Working in the area of substance use and Gambling, NECA have increasingly diversified in the range of services we provide to ensure we tailor packages to meet need of both Adults, Young people and families. We know that there are many individual routes to recovery and our central aim is to support and facilitate individuals and families to achieve this.</p> | <p>NECA Gambling Services: 0191 562 3309 National Helpline Number: 0808 8020 133 https://neca.co.uk/neca-gambling/ Referral Form</p>  <p>NECA Referral Form Nov 2023.docx</p> |
| GamCare | <p>GamCare Learning offers e-learning courses for organisations and individuals on the subject of gambling-related harm. We also provide face-to-face training and outreach sessions to suit different audiences and sectors.</p> <p>GamCare training is specifically designed to:</p> <ul style="list-style-type: none"> Improve understanding of gambling and problem gambling behaviour and psychology Increase awareness of the social impact of gambling and problem gambling Provide the necessary skills to address the needs of those adversely affected by problem gambling | <p>https://www.gamcarelearning.org.uk/</p> <p>0800 802 0133</p> |
| Harbour | <p>Harbour</p> <p>Harbour works with families and individuals who are affected by abuse from a partner, former partner or other family member.</p> <p>We are an independent registered charity, a company limited by guarantee and our activities are governed by our Board of Trustees. Harbour is affiliated to the Women's Aid Federation of England.</p> <p>If you or someone you know is being abused or being abusive to others then use our website to learn about the help which is available.</p> <p>if you need urgent advice, please call 0300 020 2525 which will be answered 24 hours a day, 7 days a week.</p> <p>Emails and messages sent via this page will be checked and responded to within normal office hours.</p> <p>If you are in immediate danger, always call 999.</p> | <p>Head Office 8 Sydenham Road, Hartlepool TS25 1QB Contact us to find your nearest Harbour premises. Telephone: 03000 20 25 25 (24 hours) Email: info@myharbour.org.uk https://www.myharbour.org.uk/</p> |
| Healthy Living Pharmacies | <p>All Pharmacies carry out HLP work to improve the health & wellbeing of their local population. Contact your local pharmacy to see if they could: promote stop smoking services, advise on alcohol consumption, or provide blood pressure checks to your staff</p> | <p>Contact your local pharmacy https://www.nhs.uk/service-search/pharmacy/find-a-pharmacy</p> |
| Home Energy Advice North East | <p>Home Energy Advice North East brings together expert advice and links to local grants and installers to provide a one stop shop for those looking to reduce their energy bills and improve the energy efficiency of their homes. The free advice service is available to homeowners and those who live in private rented accommodation in: Newcastle, North Tyneside, South Tyneside, Gateshead, Durham, Sunderland and Northumberland.</p> | <p>For more information visit www.energyadvicenortheast.co.uk</p> <p>Advisors are also available on 0808 175 9345</p> |





| | | |
|--|--|--|
| | Residents can find advice around installing home energy upgrades, including support in finding an installer on the website. They can also create their own personalised home energy action plan using our Homewise tool. We also offer free personalised home improvement plans with a visit from an energy advisor. | For more information, visit our in-home support page. |
| If U Care Share Foundation | <p>If U Care Share Foundation deliver Emotional and Mental Health workshops and a one-day suicide prevention course: STOP which includes how to support people bereaved by suicide.</p> <p>10th September marks their annual Inside Out Campaign. Supporters wear their clothes inside out to start a conversation on how people are feeling. They believe suicide turns lives Inside Out but is preventable if we share what's on the Inside. This is a fun way to raise much needed funds and invaluable awareness around such a difficult topic.</p> <p>IUCSF provide practical and emotional support to people bereaved by suicide throughout the North East.</p> | <p>Sandra Emery share@ifucareshare.co.uk Tel. 0191 387 5661 www.ifucareshare.co.uk</p> |
| Locate – Care and support in County Durham | <p>Locate is a new website containing a wide range of care and support products and services.</p> <p>You can find everything from leisure and community activities to products and services that can help you to live as independently as possible.</p> <p>Locate offers options to support you at home, such as help with odd jobs, everyday living aids, equipment to make life easier and home care. It includes voluntary services, support for carers, day care opportunities and residential care information.</p> <p>You'll also find option to keep active and involved such as clubs, sports and social activities</p> <p>More information is available at www.durhamlocate.org.uk</p> | locate@durham.gov.uk |
| Macmillan – Joining The Dots | Macmillan Joining the Dots County Durham is a free, personal service for people aged 18 and over who have been diagnosed with cancer. We are also there for friends, carers and relatives of any age too. We can speak with you about your needs at a time and place that is best for you. Our friendly team can support you with the following issues that may be affected during your diagnosis or that of someone you care for. Macmillan Joining the Dots County Durham is a partnership between Durham County Council and Macmillan Cancer Support. The service is delivered by Wellbeing for Life. | <p>cddft.joiningthedots@nhs.net 0800 8766887 https://www.joiningthedots.info/</p> |
| ManHealth Peer Support Groups and Training for Businesses | <p>ManHealth is a Community Interest Company based in County Durham providing peer support for men suffering depression and other mental and physical health issues.</p> <p>Training - ManHealth aim to help businesses change those statistics by understanding men's health better and suggesting actions employers can take to support the men in their workforce. Taking a</p> | <p>ManHealth Office 5 Shildon Business Centre Dabble Duck Industrial Estate Shildon</p> |



| | | |
|-----------------------------------|--|---|
| | <p>proactive approach to meeting the needs of male employees could help improve performance, talent attraction and retention, and reduce rates of absence due to sickness and save lives. Their sessions and webinars are designed to get your male colleagues thinking about their own health and wellbeing in a way they may not have been taught before. Difficult topics are delivered by their experienced team, in a light-hearted way. These workshops can help your team to manage or prevent health problems. They can also prevent burnout, anxiety and depression which may help improve levels of absenteeism and overall morale.</p> <p>*There is a charge for training, but this is to enable the organisation to continue with their free peer support groups.</p> | <p>County Durham DL4 2RF Email address info@manhealth.org.uk Phone 01388 320023</p> |
| Melanoma Me | <p>Melanoma is a very aggressive form of skin cancer that once it penetrates the skin can attack any organ. Yet there is still very little awareness in the public domain.</p> <p>We are there for you At Melanoma-Me we offer a free supportive service in a caring environment for patients and their families effected by Malignant Melanoma. In addition, we offer counselling for any individual and their loved ones who have been affected by melanoma and skin cancer. We also offer group sessions ranging from working with trauma to self-love and compassion.</p> | <p>Melanomame17@gmail.com www.melanoma-me.org.uk</p> <p>0191 492 211 07799 130 078</p> |
| Menopause Training Company | <p>Helping forward-thinking businesses and organisations establish their menopause friendly workplace without the worry of saying or doing the wrong thing.</p> <p>What they offer</p> <ul style="list-style-type: none"> • Online Course • Online and in-person talks • Workshops for women <p>Can be delivered in-person or via Zoom and attendees receive additional resources.</p> <p>*Please note this organisation charges for their service, details via their website*</p> | <p>Email: traceytait@menopausetrainingcompany.com LinkedIn: Personal Profile Menopause Training Company Call: 07900 904850 Website: www.menopausetrainingcompany.com</p> |
| Miss Menopause | <p>Miss Menopause educates employers, and employees of businesses large or small about what to expect regarding the menopause, and how best to manage it. This is not a medical service but an informative, fun and interactive way of learning about this subject.</p> <p>Miss Menopause for Women: A service for working women to help them understand what to expect and how they can self-manage their menopause,</p> <p>Miss Menopause for Managers: A service for managers who need to understand diversity and how to manage people with respect and understanding.</p> <p>Miss Menopause for HR Professionals: A service for HR Professionals who want to change their company culture, and understand where employment law fits around the menopause.</p> <p>Gold Standard Service: Companies who care about their people and customers should be aiming for the Gold Standard Service by educating all levels in the business about the menopause.</p> <p>*Please note this organisation charges for their service*</p> | <p>Sharon MacArthur 07793291409 sharon@redhandbag.co.uk</p> |



| | | |
|---------------------------------------|---|--|
| NECA Gambling Service | <p>NECA is a key provider in the delivery of Gambling Support and Treatment services in the North East, Yorkshire & Humber regions. Delivering Gambling services across both regions for over 20 years. We are also lead provider for Young People Gambling Prevention and Training Services, in partnership with GambleAware and GamCare across the North East region.</p> <p>NECA, in partnership with GambleAware provides a range of FREE gambling information, gambling advice and gambling support options for anyone affected by Gambling Harms.</p> <p>Referrals can be made via telephone or by completing a referral form on our website. This can be accessed by scanning the QR code.</p> | <p>Website: NECA Gambling – Neca Gambling Hub: 0191 5623309 QR code:</p>  |
| North East Counselling Service | <p>North East Counselling Services provide counselling for anyone aged 4+, including counselling for couples. We carry out an assessment for every client to ensure we provide the most appropriate kind of counselling which means that 93% of our clients have told us that counselling has helped them. We also work with businesses in the region to provide staff counselling, crisis support and tailored workshops which can improve the mental health of staff within an organisation.</p> | <p>info@necounselling.org.uk 0191 4661314 www.necounselling.org.uk</p> |
| Northern Gambling Service | <p>The NHS Northern Gambling Service is provided by Leeds and York Partnership NHS Foundation Trust. The service has a footprint of all of the north of the country including the North Midlands. The central service team is based at Merrion House in Leeds, with the North East's provision based in Sunderland. The service team comprises a clinical team of psychologists, therapists, psychiatrists and mental health nurses. The team also includes experts by experience.</p> | <p>referral.ngs@nhs.net 0300 3001490 https://www.smartsurvey.co.uk/s/Q2G61/</p> |
| Oral Health | <p>The Oral Health Promotion Team can provide leaflets and information and also possibility of visiting you on-site to deliver Oral Health Promotion – free service</p>  | <p>Lisa Jobling – Mouth Care Advisor l.jobling@nhs.net</p> <p>main email: cdda-tr.oralhealthpromotion@nhs.net</p> <p>0191 387 6504</p> |

| | | |
|---|---|---|
| PAPYRUS | <p>PAPYRUS offers a range of suicide prevention training, which is available to individuals, organisations and communities who want to create a suicide-safer society.</p> <p>From a free 30-minute SP-ARK session*, to a two-day ASIST course – they have a range of suicide prevention education and training courses available.</p> <p>*one funded SP-ARK session per organisation/ group; subsequent sessions will need to be purchase</p> <p>Their funded training is delivered based on local demand so if you are interested please get in touch</p> | <p>https://www.papyrus-uk.org/</p> <p>For further information about their courses and what they can offer – please contact the training team: training@papyrus-uk.org</p> |
| PCP - Cancer Awareness | <p>The Cancer Awareness project is commissioned by Durham County Council and led by Pioneering Care Partnership. The Cancer Awareness workers prioritise their work in focusing on raising awareness of the common cancers such as lung cancer, breast cancer, prostate cancer, bowel cancer etc. Advice and support includes highlighting potential signs & symptoms of common cancers, where to seek support if needed, screening processes and how to manage your lifestyle effectively to reduce the risk of developing certain cancers. Certain cancer campaigns will be prioritised throughout the year in line with the national programme. This is an ideal opportunity for workplaces to have staff supported with stalls, handouts, small discussions, workshops etc. This service is FREE of charge!</p> | <p>Andrea Mackrell Cancer Awareness Worker Andrea.mackrell@pcp.uk.net 07912 293196</p> |
| Perkbox | <p>Perkbox is an all-in-one perks, benefits and rewards platform designed to support and motivate employees to do their best work, no matter where they are.</p> <p>They help you create a strong Employee Value Proposition (EVP) by giving your employees access to perks and benefits, peer-to-peer recognition, employee rewards, wellbeing support, and more!</p> <p>* There is a charge which is calculated depending on organisation size & requirements, but it comes highly recommended by one of our Gold businesses.</p> | <p>A global employee benefits and rewards platform Perkbox</p> <p>Available via the web and easy-to-use mobile app, your employees can truly use Perkbox anytime, anywhere.</p> |
| Personal Finance Support | <p>Employability Durham deliver personal finance campaign sessions for the BHAWA.</p> <p>The sessions are as follows:</p> <ul style="list-style-type: none"> • Organising Personal Finances: Simple ways to take charge of your money. • Living Smarter: Clever spending habits for a better lifestyle. • Tackling Debt: Clear strategies to reduce debt and gain more control. • Slash Your Grocery Bill: Save money with smart shopping tricks. • Spotting Financial Scams: Stay savvy and dodge today's trickiest frauds. <p>These can be delivered individually or as one complete session (normally lasting around 2 hours)</p> | <p>Paul Atkinson Personal Finance Project Employability Durham Development & Housing Regeneration Economy & Growth. Durham County Council Email: paul.atkinson2@durham.gov.uk</p> |
| Pioneering Care Partnership Centre | <p>There are a number of things available at the Pioneering Care Partnership Centre these include:</p> <ul style="list-style-type: none"> • Conference and Meeting Room Hire • Hydrotherapy pool • Weekly exercise classes – including cycling and walking schemes • Free personal health Trainers | <p>enquiries@pcp.uk.net Tel. 01325 321234</p> |




| | | |
|---|---|--|
| | <ul style="list-style-type: none"> Community Learning Courses The Mall Coffee Shop Volunteering Opportunities | More information is available at www.pcp.uk.net |
| Posture Team | <p>Back Pain is a common problem that affects most people at some point in their lives. It may be triggered by poor posture while sitting or standing, bending awkwardly or lifting incorrectly. Back ache is most common in the lower back, although it can be felt anywhere along the spine from the neck down to the hips.</p> <p>The Posture Team can offer support into the community and local business's including participants of the Better Health at Work Award.</p> <p>We offer a service that may include</p> <ul style="list-style-type: none"> Ergonomic Assessments Ergonomic Chair Trials In depth DSE Assessments Sit Stand Workstations Ergonomic Advice <p>Each session will be discussed beforehand and tailor made to suit your business needs.</p> | <p>Michael White Director</p> <p>T: 0191 5166226 E: michael@postureteam.com W: www.postureteam.com</p> |
| Qwell | Qwell is available across County Durham, & Tees Valley commissioned by the NHS Providing free, safe and anonymous digital mental health and wellbeing support Available to ages 18+ | https://www.qwell.io/signup/where-do-you-live |
| Refuge – for Women & Children Against Domestic Abuse | <p>Refuge is the largest specialist domestic abuse organisation in the UK. On any given day our services support thousands of survivors, helping them to overcome the physical, emotional, financial and logistical impacts of abuse and rebuild their lives — free from fear.</p> <p>If you or someone you care about is experiencing domestic abuse, you can phone The National Domestic Abuse Helpline to discuss your options: call 0808 2000 247.</p> | <p>0808 2000 247. Home - Refuge</p> |
| Sisters of Support | <p>Sisters of Support is a women's mental health free to attend peer-led support group</p> <ul style="list-style-type: none"> To promote the emotional wellbeing of women by providing a safe and supportive environment for sharing experiences, resources, and coping strategies. To provide practical assistance and guidance to women facing challenges such as domestic violence, trauma, or social isolation, by connecting them with appropriate resources and support networks. To foster a sense of community among women by doing group activities and peer-led support aimed at building connections and reducing loneliness and isolation. They aim to work alongside businesses and supporting services to create a tailored experience for women | <p>info@sistersofsupport.co.uk Web: https://sistersofsupport.co.uk/</p> |
| Smoke Free County | <ul style="list-style-type: none"> Flexible, tailored stop smoking support to anyone living or working in County Durham Access to a range of medications including NRT (patches, gum, mini-lozenges, inhalators, nasal sprays, mouth sprays) and Champix. | <p>ABL Health Ltd. Main Office 0800 772 0565 smokefreelife.countydurham@nhs.net</p> |



| | | |
|--------------------------------|--|--|
| Durham (ABL Health Ltd) | <ul style="list-style-type: none"> • Due to COVID-19 we are currently offering telephone support or support via our QuitGenius app • Brief intervention training for staff working with clients/patients/residents who smoke. | www.smokefreecountydurham.co.uk |
| Stamp It Out | <p>Join other Ambassadors in helping us to create change for the benefit of all living in County Durham. We would support you to share your own positive experiences of addressing barriers and challenging attitudes in ways that work for you. There is no minimum or maximum commitment to being an Anti-Stigma Ambassador.</p> <p>Depending on your skills and interests there are many different ways for you to get involved and have a voice in helping to change attitudes towards those of us living with a mental health problem. You can do this by:</p> <ul style="list-style-type: none"> • Sharing stories through a video or blog • Organising or attending activities or events • Challenging negative or stigmatising language around mental health (it is not always the words but the tone/way they are used too) • Supporting a peer/others • Create ways of improving understanding – helpful tips and resources • Helping others understand the impact of their actions or words • Celebrating something you have done to make a difference • Sharing ideas of how to help others with understanding about Self Stigma | www.stampitoutcountydurham.co.uk stampitoutdurham@gmail.com |
| Streetlink | <p>StreetLink is a platform that connects people rough sleeping in England and Wales to support provided by local authorities and charities. This includes anyone who is sleeping outside, preparing to bed down, or sleeping somewhere not designed for habitation, such as a car. To make these connections, the platform relies on alerts submitted by members of the public and people sleeping rough.</p> <p>How does StreetLink work? To make an alert, follow these 3 simple steps:</p> <ol style="list-style-type: none"> 1. Locate Pinpoint a specific location of where you have seen the person sleeping rough using our map feature and include a written description of the location. 2. Describe Provide details on the time the person was sleeping rough at the location and any further information about their appearance that can help identify them. 3. Submit Once submitted, your alert goes to the local authority or outreach service in the area. You will receive an update within 10 working days if you have requested it. | www.thestreetlink.org.uk |



| | | |
|-----------------------------------|---|---|
| Stressed Guru | <p>Dave Algeo is an experienced coach and mentor who focusses on "Success for wellbeing". Dave specialises in providing engaging, memorable, and practical sessions that leave attendees with insight and practical tools to make changes that can impact their wellbeing. Dave's topics revolve around wellbeing, or more specifically, achieving success with wellbeing rather than at the expense of it.</p> <p>Topics include:</p> <ul style="list-style-type: none"> • Stress, resilience and Positive coping. • Sleep Improvement • Developing positive social relationships and dealing with loneliness and isolation • Feeling more engaged and positive about work - thriving not just surviving • Having difficult conversations (with colleagues or as a manager) • Having more effective wellbeing conversations (for managers) • Online festive team bonding session/ game - 'sprouts and crackers' • Online team bonding • Developing wellbeing architecture and sustainable health habits <p>Dave has worked with thousands of people as a trainer and coach and particularly focuses on how to enhance the ability to cope positively, have more effective conversations and develop resilient teams and individuals.</p> <p>Dave Algeo is a former police officer with years of experience working with those struggling to cope with difficult times and emotionally challenging situations. Dave's genuine, down-to-earth approach allows clients to relate and feel empowered to make changes and implement practical tools to achieve their goals.</p> <p><i>*Please note this organisation charges for their service*</i></p> | <p>Contact: dave@stressedguru.com.</p> <p>Web: www.stressedguru.com</p> <p>Mob: 0770 2051913</p> |
| The Holistic Hub for Women | <p>Research has found that mindfulness training alters our brains and how we engage with ourselves, others, and our work.</p> <p>When practiced regularly, mindfulness alters the way the mind operates, helping us to respond skillfully in difficult or stressful situations.</p> <p>It helps us to remain calm, logical and thoughtful rather than be driven by impulse.</p> <p>Some of the benefits of learning to practice mindfulness:</p> <ul style="list-style-type: none"> - You'll become more resilient - You'll have tools to use if you feel worried or stressed - You'll learn to respond rather than react to people/situations/events - You'll find it easier to function logically under pressure - You'll be calmer and less stressed - You'll have the skills to deal with things that once bothered you - You'll learn how to deal with unwanted thoughts and 'clear your head' - You'll sleep better, and wake refreshed | <p>Yvonne Bruce 07939499151 yvonne.bruce@ntlworld.com www.theholistichubforwomen.co.uk</p>  |



| | | |
|---|---|--|
| | *Please note this organisation charges for their service* | |
| The Random Acts of Kindness Foundation | Provide FREE kindness resources to help you make kindness the norm in the workplace, an excellent resource for BHAW campaigns. | The Random Acts of Kindness Foundation Welcome |
| Washington MIND | <p>Washington Mind was established in 1981, a local charity providing mental health and wellbeing support, services and training for the local community.</p> <p>Washington Mind Counselling Service is a partner in the local IAPT service and one of the few North East counselling services accredited with the British Association for Counselling & Psychotherapy and has maintained accreditation status with BACP since 2012. We offer an accountable, professional, ethical and responsive service. Our counselling team hold recognised professional counselling qualifications and are on the BACP professional register and are accredited or working towards this. We have entered into a number of Service Level Agreements with employers across the city.</p> <p>Washington Mind host www.wellbeinginfo.org providing access to information and crisis support 24 hours a day. This website is used by employers as an in-house directory of services and to source self-help resources.</p> <p>#Reasons2 is a free app, offering individuals the opportunity to upload store and share hopeful messages of recovery and create their own online care/crisis plan.</p> <p>They deliver the following training courses:</p> <ul style="list-style-type: none"> • Adult Mental Health First Aid (MHFA) 2 Day Course • Adult Mental Health First Aid (MHFA) 1 Day course • Wellbeing in the Workplace (Promoting resilience and managing stress) • A LIFE Worth Living suicide prevention and intervention training • Understanding Self Harm • Promoting Emotional Resilience • Healthy Money, Healthy You • Listening Skills | <p>Washington Mind Grasmere Terrace Washington NE38 7LP</p> <p>0191 417 8043 www.washingtonmind.org.uk info@washingtonmind.org.uk</p> |
| Wellbeing For Life | The Wellbeing for Life service is a countywide initiative, commissioned by Durham County Council in partnership with Pioneering Care Partnership and the NHS, offering both group and 1:1 support to members of the local communities. Using a holistic approach to our work Wellbeing Practitioners can provide support with social engagement/activities, nutrition/weight management, stopping smoking, | <p>cdda-tr.WBFL@nhs.net 0800 8766887 www.wellbeingforlife.net</p> |



| | | |
|--|---|--|
| | increasing physical activity, opportunities to volunteer and increasing resilience & mental wellbeing. This service is FREE of charge! | |
| Women's Aid – Until Women & Children are Safe | <p>Women's Aid is a grassroots federation working together to provide life-saving services in England and build a future where domestic abuse is not tolerated.</p> <p>Check the General Enquiries FAQs before getting in touch Email: info@womensaid.org.uk Changing Relations. Changing Relations C.I.C. delivers education to schools, businesses and communities, using the arts to transform the way people think about gender stereotypes and relationship behaviours. Our innovative work breaks down</p> | <p>https://www.womensaid.org.uk/ if you are in need of information and support, please email us at helpline@womensaid.org.uk or contact a local domestic abuse service by using our Domestic Abuse Directory www.womensaid.org.uk/domestic-abuse-directory</p> |
| Zero Suicide Alliance | <p>Through our 20 minute suicide awareness training you will gain skills and confidence to help someone who may be considering suicide.</p> <p>The training is recommended for anyone aged 16 and over. Anyone can learn how to have a potentially life-saving conversation.</p> <p>What you'll learn</p> <ul style="list-style-type: none"> • How to spot suicide warning signs • How to have a conversation with someone you're worried about • Where to signpost to for further support • Suicide is preventable <p>This training takes approximately 20 minutes to complete and you will get a certificate when you have completed the training.</p> | <p>https://www.zerosuicidealliance.com/training</p> |

