



Community Mental Health Transformation

STOCKTON-ON-TEES



Sarah Jones Wellbeing Hub Project Manager – Catalyst Stockton April 2026

Introduction



In 2021, NHS England funding was secured to initiate community mental health transformation for Tees Valley.



Healthwatch led and supported feedback from local communities for the infrastructure of mental health services (2021) with recommendations presented for Stockton's Community Mental Health Transformation work.



Stockton Lived Experience voice in designing services *has been and continues to be critical* to the Community Transformation work.



Have you heard about Community Mental Health Transformation and the Wellbeing Hub already?



Wellbeing Hub Official Opening - July 2024

Partners Plus Others



What to Expect:

- A warm welcome
- Information on how to access wellbeing and mental health
- Activities to support wellbeing
- Pre-booked appointments with a range of support organisations.
- ... and most importantly a supportive and friendly environment.

We're here for you when you need us!

Picture: (left to right) Patrick Scott, Managing Director for Durham, Tees Valley and Forensic Care Group, Tees, Esk and Wear Valleys NHS Foundation Trust, Sarah Jones, Wellbeing Hub Project Manager, Catalyst, Stockton, Ian Bartlett, General Manager, Stockton District Advice and Information Service, Councillor Pauline Beal is Stockton-on-Tees Borough Council's Cabinet Member for Adult Social Care and Cllr Ann McCoy (Billingham ward), Stockton-on-Tees, Borough Council, Matt Boxall, Centre Manager for Wellington Square, Knight Frank



Measuring Success

Qualitative and quantitative methods including

Footfall
Case Studies
Impact
Evaluations

ACCESS ADVICE AND SUPPORT
TO HELP YOUR MENTAL
HEALTH AND WELLBEING



Data

Walk Ins (inc referral in)	1660
Mental Health	557
Housing	201
Drug and Alcohol	77
Bereavement	85

Activity attendance is growing monthly (with thanks to public health small grants funding and VCSE offering services onsite without cost)



Case Stories

1. Following a visit to the Wellbeing Hub, a 78-year-old individual seeking support with caring responsibilities and bereavement was connected to appropriate services, including carers support, bereavement support, and tailored wellbeing activities, resulting in improved reassurance and a clear plan for ongoing support.

Quote

“I’m glad I’ve taken the first step in coming to the Wellbeing Hub and I feel better for coming and knowing that there is support available.”

Comments from partners working onsite with us

We love the ease of access, warm welcoming environment and friendly staff. We look forward to coming every week. The ability to co-locate together, share information and work as a multi-agency, holistic team to provide support to those needing it is **‘the best job in the world’**. It’s fantastico!!!

2. Walk in, man requested support for a water bill, trauma (family), housing concerns and being racially and sexually discriminated against. *Said he felt better talking to us, appreciated the time we took to help him, and has engaged with in person counselling support. Commented **‘I never knew you were here and could offer all this great support’**. He has done some volunteering with us and moved to another volunteer role with a view of feeling more confident to look for paid work in the future.*

3. Presented at CAB for council tax support; with consent I followed up and resolved a GP referral to Impact, completed referrals to Impact and Carers Support, alongside CAB financial support. He has an assessment booked with Impact and is awaiting a £250 carers grant. Impact of support: Referral gap identified and resolved, timely access to support secured, financial pressures reduced, and emotional wellbeing improved, with the person now engaged in support and presenting less distressed and more positive.

Quote: *“I’m grateful for the support—my money worries, mental health, and knowing carers support is there are helping me feel much better.”*

Single Referral Form for All Agencies



WELLBEING HUB
STOCKTON-ON-TEES

Welcome to Services
We will do our best to help!

Name: _____ D.O.B: _____
Address: _____
Postcode: _____ Telephone Number: _____
Email Address: _____ GP Surgery: _____
NHS Number (if known): _____ GP Name: _____

Reason for coming to talk to us today?
What's happening at the minute?
Who are you engaging with or seeing regularly, and what's working well? (this will enable us to build a clearer picture of your current support). e.g. Voluntary Sector, Wellbeing Services, Drug and Alcohol, Social Care, Mental Health Services
Any other information? Please include any risk or safeguarding information.
What would you like to achieve from coming today and the support that is offered?
Accessibility Information (Communication/Physical Difficulties) this could be support with reading, writing, getting about?.
Do you agree that we can discuss and share your information with all other organisations we work with to better support you? YES NO
Signed (person support will be provided to): Date: _____
Name of person completing this form: Organisation: Contact Details:

Information Sharing and Collaboration

Single shared form for all agencies delivering holistic person-centred care.



Access in Communities



7

Providers

Providers enable greater capacity of the VCSE sector to support those requiring mental health services and form part of the formal partnership.

Charity Number: 1059418 | Company Number: 03142447



Willie Maddren Centre, Riverside Stadium, Middlesbrough, TS3 6RS | Herlingshaw Centre, Normanby Road, South Bank, TS6 9AE





BECOME A VOLUNTEER - MAKE A DIFFERENCE



This role offers an opportunity for you to welcome people into the Wellbeing Hub, as the first person someone meets.

Volunteer Story ‘Volunteering at the Wellbeing Hub rebuilt my confidence after a career break, equipped me with key workplace skills, and empowered me to pursue a teaching assistant career’. **“Volunteering definitely contributed to believing in myself again and gave me the confidence to start my new career journey!”**

‘Volunteering has improved my confidence and increased my knowledge of the services available in the local area to support people's mental health and wellbeing’.

Stockton Volunteers

Volunteer Role for the Wellbeing Hub – Stockton Volunteers



Thank you for Listening



[Stockton Wellbeing Hub](#)



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Contact me: Sarah.Jones@catalyststockton.org



Telephone 07946 072805



A 'ONE STOP' Wellbeing Hub for You!

No appointment needed, drop by and meet our friendly team Monday to Friday, 9am to 5pm. We're here for you when you need us.

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In partnership with core services:-



CONTACT DETAILS:

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