

Best Not-for-Profit/Charity Internal Wellbeing Programme

AWARDS 
THIS CAN HAPPEN **GLOBAL**.
In association with
A&O SHEARMAN

THE INTERNAL SUPPORT AWARDS

Winner //

CUMBRIA, NORTHUMBERLAND, TYNE AND WEAR NHS FOUNDATION TRUST

This award honours those not-for-profit and charitable organisations for their internal wellbeing programmes. Entrants should outline how they support their colleague's wellbeing.

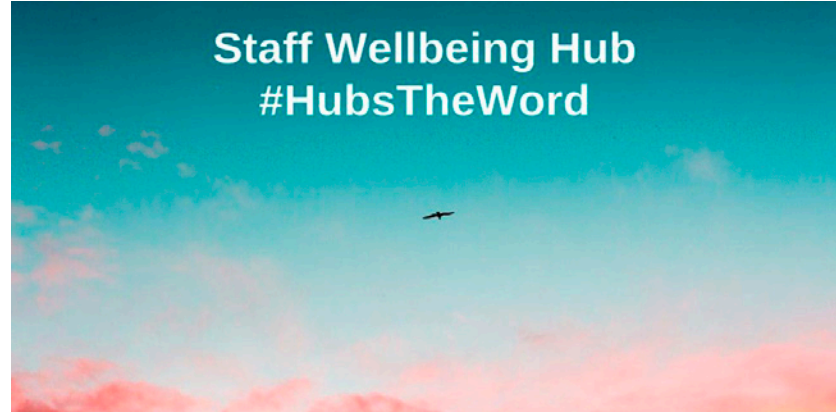
Cumbria, Northumberland, Tyne and Wear NHS Foundation Trust hosts the North East and North Cumbria Staff Wellbeing Hub, supporting approximately 175,000 health and social care staff across NHS, primary care, social care and VCSE organisations.

The Hub was created to address sustained workforce pressure, burnout, moral distress and trauma exposure. Traditional support routes could feel too slow, formal or closely linked to employment processes. The Hub created a rapid, confidential and accessible route to support, designed around the realities of a pressured healthcare workforce.

From Barriers to Rapid, Personalised Support

Staff can self-refer without permission from managers, occupational health or GP. The Hub responds the same day and offers an appointment within seven days, with flexible video, telephone or face-to-face access. The first appointment is a 60-90 minute conversation with an experienced mental health professional, with up to three further sessions without a waiting list.

Support follows a stepped-care model, combining brief psychological intervention with evidence-based therapies including CBT, EMDR, counselling, stress and burnout groups and self-compassion



Staff Wellbeing Hub #HubsTheWord

The North East and North Cumbria Staff Wellbeing Hub offers quick, free and confidential support for health and social care staff

support. Specialist pathways cover menopause, neurodivergent peer support, addictions psychiatry and social prescribing.

The offer has continually evolved through staff voice, with new pathways introduced to address identified gaps. Neurodivergent support is led by neurodivergent staff, bringing lived experience and greater psychological safety. The Hub also works organisationally through workshops, briefings, podcasts, videos and post-incident support.

Results & Impact

Demand has grown significantly, from around 50 referrals per month to more than 200, with independent evaluation recording 1,285 referrals between April 2025 and January

2026. The Hub was originally commissioned to support 600 staff annually but now receives well over 200 referrals each month. Staff experience has been exceptionally strong. Among 154 clients completing the independent evaluation questionnaire, 100% felt listened to and supported, and 100% would recommend the Hub to a colleague.

Clinical outcomes also demonstrate meaningful impact. Mean PHQ-9 scores reduced from 12.39 to 4.45, moving from moderate depression to minimal or no depression, while EQ-5D quality-of-life scores improved from 0.772 to 0.875. Early return-on-investment analysis indicates that every £1 invested generated £1.69 in savings through reduced absenteeism and presenteeism. ■

Judges' comments

- + Clear principles and speedy intervention really good to see.
- + Impressive use of measures.

Shortlisted

- Alzheimer's Society
- Mental Guard