

Dear Customer,

We are saddened to announce that from the end of June 2024, The Clubhouse Network, Safe Spaces and Staffordshire Mental Health Helpline will come to an end.

The Clubhouse Network:

Two replacement Wellbeing Centres will be opened from 24 June 2024, delivered in partnership with Changes, North Staffordshire Mind, and the Coalfield Regeneration Trust.

The Wellbeing Centres will be available at:

The Dudson Centre

Hope St, Hanley,
Stoke-on-Trent ST1 5DD
Monday to Friday
9:30am – 4:00pm

Meir Community Education Centre

Pickford Place, Meir
Stoke on Trent, ST3 7DY
Monday to Friday
9:30am – 2:30pm

Wellbeing Centres offer designated quiet areas, group and 1-2-1 spaces, and opportunities to connect with others who, through their lived experience of mental health recovery, can offer empathy, understanding, and encouragement.

The centres will offer a range of meaningful activities, co-produced with service users:

- Art therapy and creative workshops
- Board games and social activities
- Organised outings
- Music and drama groups
- Mindfulness and relaxation
- Psycho-education, life skills and relapse prevention
- 1-2-1 wellbeing coaching

Wellbeing Centres not only promote recovery and social inclusion but also remove the barriers that many face in accessing traditional health, care and support systems.

For more information, please contact Changes on: 01782 411433 or stoke@changes.org.uk



01782 406 000



customerservices@brighter-futures.org.uk



www.brighter-futures.org.uk



Unit 5, Whittle Court,
5 Town Road, Hanley,
Stoke-on-Trent, ST1 2QE

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Mental Health Helpline Support:

For anyone who has previously used the Brighter Futures Mental Health Helpline, the below support offer alternative:

National organisations:

- **SANELine** – This is a national out of hours mental health helpline. It offers specialist emotional support, guidance, and information to anyone affected by mental illness, including family, friends and carers. They are open every day from 4pm – 10pm on 0300 304 7000. They can also be contacted via email: support@sane.org.uk however, there is normally a 72-hour turnaround time for replies.
- **Samaritans** – Available 24 hours a day 365 days a year by calling 116 123 (free from any phone)
- National Suicide Prevention Helpline UK – Available on 0800 689 5652 (6pm – midnight every day)
- **CALM** – Available on 0800 58 58 58 (5pm – midnight every day). They also have a webchat service
- **SHOUT** – Available via text, if you message SHOUT to 85258. Shout offers a confidential 24/7 text service if you are in a crisis and need immediate help.
- **Papyrus HOPELINE UK** – Available to under 35 year olds, struggling with suicidal feelings or concerns about a young person who might be struggling, on 0800 068 4141 (24 hours, 7 days a week) or text 07786 209 697.
- **Nightline** - Students can look on the Nightline website to see if their university or college offers a night-time listening service. Nightline phone operators are all students too.
- **Switchboard** – Available to people who identify as gay, lesbian, bisexual or transgender, on 0300 330 0630 (10am–10pm every day) or via their webchat service. Phone operators all identify as LGBT+
- **Cruse**- the UK's leading bereavement charity; provides a helpline run by trained bereavement volunteers, who offer emotional support to anyone affected by grief. Call 0808 808 1677 (Monday to Friday, 9.30am-3pm).
- **Childline** - a free, private, and confidential service where young people can talk about anything. Calls are free and confidential. Calls are not recorded, and their number won't show up on any phone bills. Call 0800 1111 (24 hours a day, every day).



Staffordshire
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Local organisations offering urgent support:

- **North Staffordshire:** 0800 032 8728. Available via text for people with a hearing impairment who are unable to utilise the telephone, on 07739 775202. The team will respond as soon as possible. Please note: this text service is available during the normal service hours and is charged at your network provider's rate.
- **South Staffordshire:** 0808 196 3002
- **Staffordshire and Stoke-on-Trent NHS Talking Therapies** - available to people aged 16 and over, experiencing common mental health problems such as depression, anxiety, and Post Traumatic Stress Disorder (PTSD), and who are registered with a GP practice in Staffordshire and Stoke-on-Trent. Self-referrals can be made online via the web link or calling 0300 303 0923.

We would like to express our gratitude to all the partners who have supported us throughout the past 20 years, our customers who have played a pivotal role in shaping the services that we provide, and our dedicated colleagues who have gone above and beyond to support the well-being of others.

Kind Regards

Brighter Futures Leadership Team

