



**Date** 24 November 2023

Dear resident,

### **Barton House – Friday update**

I am writing to update you with the latest information for Barton House residents.

**Food menu:** Following feedback from you, we have arranged with the Holiday Inn to share a meal plan for lunch and dinner from Thursday 30 November onwards. This is so you have notice of what food will be served at the hotel every day.

**Mail:** Unfortunately, Royal Mail has informed us it is no longer delivering post to Barton House. However, you can still pick up any mail from the local sorting office at Prospect Place, Whitehall, Redfield, BS5 9AB. You can also redirect your post to where you are staying at the moment, whether this is at the Holiday Inn, or at a friend or family address. A free redirect service is available for Barton House residents for the next three months. Talk to your Housing Officer for more information or for help to set up a redirect.

**Older children's area:** We are going to create a space at the Holiday Inn for older children specifically. This will be separate to the younger children's play area and will also include quiet spaces to do homework. It will involve partitioning what is currently an open space in the hotel. We will let you know as soon as we know when this new space will be ready.

**Last letter of the week:** Over the weekend, we are not intending to send you a letter like this one but we will continue to use text and email to let you know about anything significant, if required.

**Reminder for text and email alerts:** We can provide you with updates by text and email if you are happy to share your contact details. You can give details to your Housing Officer, send them to [barton.house@bristol.gov.uk](mailto:barton.house@bristol.gov.uk), or call 0800 694 0184.

Many thanks for your continued patience and understanding.

Yours sincerely,

**John Smith, Interim Executive Director, Growth and Regeneration**

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## Additional support

We appreciate that this is a stressful time for you and your families, and we are working to put in place the support you need. If you feel you need some mental health and emotional wellbeing support, there are services available to help you.

- Community Access Support Service can help you find organisations across Bristol for all groups of people and communities – [www.cassbristol.org](http://www.cassbristol.org)
- Samaritans offer support 24 hours a day, 7 days a week – call 116 123 for free.
- Shout 85258 offers confidential text support 24 hours a day, 7 days a week. Text SHOUT to 85258.
- **Family Hubs:** during the week, your local Family Hub can give you information and support about anything relating to you and your family. This includes activity groups, health and wellbeing services and parenting support. The nearest Family Hub to Barton House is the Wellspring Settlement Hub, 43 Ducie Road, Bristol, BS5 0AX. It is open from Monday to Thursday, 9am to 4.30pm, and on Friday from 9am to 1pm. You can call them on 0117 955 6971.
- **Support for mothers with babies and infants:** The Central Children’s Centre will be running “stay and play” baby groups at the Holiday Inn. Details about these sessions, and also how to book a free taxi to the Holiday Inn when needed, can be found at [www.bristol.gov.uk/barton-house](http://www.bristol.gov.uk/barton-house)
- **Welcoming Spaces network:** Welcoming Spaces are still open across the city. These are free to use and open to anyone. You can use your local Welcoming Space to meet with other people, take part in activities or access support. Find your nearest on our website: [www.bristol.gov.uk/costofliving](http://www.bristol.gov.uk/costofliving)

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