



Date 28 November 2023

Dear resident,

Barton House – Tuesday 28 November 2023 update

Here are the latest updates for Barton House residents.

Bus passes: We have arranged for bus passes to be given to all school-age children – and one for a parent or a guardian in each family – staying at the Holiday Inn. If you or your child haven't received a pass yet, or if you are staying elsewhere with friends or family and need a bus pass to help your children get to school, please speak to a Housing Officer.

Visiting Barton House: From today, security stationed at Barton House will ask you to sign in and out whenever you visit your flat. This is a health and safety measure to make sure we know who is in the building in the case of an emergency.

Laundry at Barton House: The Holiday Inn offers washing services twice per week and can provide extra washing on request. The council will cover the costs of this service. All residents at the Holiday Inn are advised to use this laundry service in the first instance. For the few residents remaining at BH please use your assigned laundry time slot only. Use your key fob to access the laundry room as you normally would and please do not wedge the door open at any time. This is to make sure that other residents can use the laundry room when it is their turn.

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, 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.

- 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.
- If you need advice or have any concerns around any form of **domestic abuse**, please contact the Next Link Domestic Abuse Service on 0117 925 0680. For 24/7 advice, as well as out of hours refuge options, call the National Domestic Abuse Helpline on 0808 2000 247. In an emergency, please contact 999.
- **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 parent/carers 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 how to book a free taxi to the Holiday Inn when needed, can be found at 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

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