



Date 29 November 2023

Dear resident,

Barton House – Wednesday 29 November 2023 update

Here are the latest updates for Barton House residents.

Food menu: Following your feedback on the quality and variety of the food, the Holiday Inn will start to share a meal plan for lunch and dinner from tomorrow (Thursday 30 November) onwards. This is so you have notice of what food will be served at the hotel every day. If you have any further feedback on the food served at the hotel, please contact hotel management to let them know.

Staying at Holiday Inn: Please remember that visitors and other guests are present at the Holiday Inn. Children and young people must be supervised if they're outside of their rooms. Please be mindful of fellow residents and Holiday Inn guests and keep noise to a minimum. If you have any issues, please speak to the Holiday Inn staff.

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

Future updates: Please note that we are committed to regularly keeping you up to date on the latest news related to Barton House. This will not be every day from now on, as we may not have any new information to update you with. We will always contact you with further updates when we have them through the residents' letter, by text, or by email. All current information for Barton House residents is available on the Bristol City Council website, including previous resident's letters: www.bristol.gov.uk/barton-house

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