



Date 5 December 2023

Dear resident

Barton House – Tuesday 5 December 2023 update

Staff presence: Housing Officers remain available if you need any advice or support. From today, Tuesday 5 December staff will be available at:

- Barton House: from 9.30am to 12pm on weekdays
- Holiday Inn (Bond Street): from 12.30pm to 5pm on weekdays

If residents need help and can't get hold of a member of staff, please call 0800 694 0184. Housing Officers will be on-call and can be available quickly, if needed.

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.

Yours sincerely

John Smith, Interim Executive Director, Growth and Regeneration

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

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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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