



**Date** 22 December 2023

Dear resident

### **Barton House residents' update – Friday 22 December 2023**

**Barton House residents' meeting:** Thank you again to all those who joined us on Monday in City Hall. It was a pleasure to meet with you and hear your questions and concerns first-hand – and I hope you found the meeting useful. We have tried to take on board all of your feedback and will share further information with you as soon as possible.

As mentioned, we plan to have another meeting once the full structural report is available. This is planned for **Wednesday, 10 January 2024, between 10am and 12noon at City Hall**. We encourage you to join us for the meeting if you can, so you can hear from us and have an opportunity to discuss the findings from the survey report, what further work is needed on the building, and what this means for you.

### **Christmas activities**

With thanks to the Holiday Inn and many generous organisations across the city, a number of activities and events are planned in over the Christmas and New Year period. See below, or [visit the Barton House page on our website](#) for details of how you and your family can take advantage of these offers, including Your Holiday Hub, SS Great Britain, Brand on the Run and the British Aerospace Museum. We will share further offers with you as they become available.

**Meals at Holiday Inn:** Thank you for your feedback about the food at the Holiday Inn. We are currently working with the hotel to act on some of the suggestions we have received from you, and we plan on working with resident volunteers to improve meals. We will share more information on these changes soon. In the meantime, the Holiday Inn will share the meal planner with you, so you have advanced notice of the meals on offer. Please find attached the latest meal planner which has been updated in response to your suggestions.

**Supervision of children:** To avoid any accidents we ask that all children remain under adult supervision at all times, particularly in the dining room where hot food and drinks are being served or eaten.

**Gym:** children under the age of 16 are not allowed in the gym. Children over the age of 16 but under 18 years old can use the gym with adult supervision. Please can all residents make sure these rules are followed, otherwise the gym will need to be locked again for health and safety reasons.

**Taxis:** We are aware of rumours circulating about taxi support ending. These

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rumours are not true. While you are staying at the Holiday Inn, we are offering a free taxi service to essential locations like school, work, medical appointments, or visiting Barton House to collect essential items. If you need a taxi, you should call our helpline on 0800 694 0184. Taxis are free. You should not need to pay the drivers. If you are asked to pay, please report it to us.

**Healthcare needs:** As we go into winter, it's normal to see a rise in common infections and bugs like stomach illnesses, coughs, and colds. If you or anyone in your family is feeling unwell and needs medical advice, you should contact your local doctor in the normal way or call the NHS non-emergency line (111). If you are staying at the Holiday Inn, make sure you also let hotel management know you are feeling unwell so they can support affected residents.

**Mental Health support:** We are continually reviewing provision of mental health support to all residents and have shared offers of support from various organisations with you. Residents can report any mental health needs they have directly to Housing Officers, who can let you know what support is available to you.

In the event of an emergency mental health situation dial 999 and ask for ambulance. Avon and Wiltshire Mental Health Partnership NHS Trust (AWP) have a 24/7 Response Line on 0800 953 1919 or in relation to young person (under 18) please call 0800 953 9599. The Samaritans are also available on 08457 90 90 90.

For further information, a [Directory of Services for Children and Young People](#) is available which provides up-to-date mental health and wellbeing information about support and services available in Bristol, ideas for local activities to help you look after your wellbeing, and self-help tools and information including online resources.

**Staff presence:** Housing Officers will not be available at Barton House or Holiday Inn on Monday 25 or Tuesday 26 December.

From Wednesday 27 to Friday 29 December there will be reduced staff cover.

- Barton House: Caretaking staff are available from 7.30am to 4pm (3:30pm on Friday)
- Holiday Inn (Bond Street): from 12pm to 3pm

If you need help and can't get hold of a member of staff, please call 0800 694 0184.

**Communications:** We will continue to provide you with updates by text and email. [Visit the council website for all essential information regarding the situation at Barton House and the support available.](#) Please also direct any questions or concerns to us by emailing [barton.house@bristol.gov.uk](mailto:barton.house@bristol.gov.uk), calling 0800 694 0184 or by speaking to a member of staff.

Yours sincerely



**John Smith**

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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 hours a day, 7 days a week 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 information and support about anything relating to you and your family. This includes activity groups, health and wellbeing services as well as parenting support. The nearest Family Hub to Barton House is the Wellspring Settlement Hub, 43 Ducie Road, Bristol, BS5 0AX. Open Monday to Thursday, 9am to 4.30pm; Friday from 9am to 1pm. Call 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](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)

### Holiday Activities for Barton House Residents

**Everyday:** a room has been set aside for Tea Time sessions, from 3pm to 7pm, at the Holiday Inn for children and young people to hang out, play games, and do arts and activities with staff.

**Thursday 21 December:** Food and fun Family session at Docklands 12pm to 4pm

**Friday 22 December:** Senior Youth Work Session at The Station Silver Street 6pm – 8pm for those aged 13 and above

**Saturday 23 or Sunday 24 December:** Music, Dancing and Food at Holiday Inn from 7pm onwards.

**Thursday 28 December:** Food and fun Family session at Docklands from 12pm to 4pm

**Your Holiday Hub:** children and young people from reception age, all the way up to year 11 who receive benefits-related free school meals are invited to take part in some wonderful winter activity sessions as part of Your Holiday Hub over the school holidays. The sessions range from sports, yoga classes, and games through to cookery, music, and crafts. To access activities on the Hub, please call one of the contacts on the [Your Holiday Hub website](#).

**SS Great Britain:** Tickets for visits to the SS Great Britain are available. Please call Fadumo on the number below for tickets.

**Brand On The Run** have teamed up with Horn Youth Concern to show films during the Tea Time sessions at Holiday Inn. Please contact Fadumo Galib to see when screenings are taking place.

**British Aerospace Museum:** Tickets to go to British Aerospace Museum are available. We can organize individual tickets or group trips. A bus runs from town up to Filton if you would like to go as a family or on your own.

**Contact details for further information and tickets:**

Marlene McAllister 07917 474 693 (available on Friday 22 December)

After 22 December please call Fadumo Galib – 07947 466 559 or Khalil Abdi – 07557 510 546