



Date 28 December 2023

Dear resident

Barton House residents' update – Thursday 28 December 2023

I hope you had a restful holiday period given the circumstances – and that you are looking forward to the New Year.

Next Barton House residents' meeting: As we mentioned in the residents' meeting before Christmas, we are planning to have another meeting once the full structural report is available – which we are expecting to be shortly after New Year. This meeting is planned for **Wednesday, 10 January 2024, between 10am and 12noon at City Hall**. We encourage you to join us 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.

Free ticket offers: I am also pleased to let you know that several organisations and partners across the city have kindly offered free tickets to cultural and sporting events over the New Year period. These include:

- **BRISTOL CITY** v Millwall – New Year's Day football match tickets available.
- **BRISTOL BEARS** v Exeter Chiefs – 29 December rugby match tickets available.
 - For Bristol City and Bristol Bears – 12 pairs of tickets are available across these two matches. Email your name and contact number to lisa.knights@ashtongate.co.uk if you are interested.
- **BRISTOL ROVERS** v Charlton Athletic – football tickets are available for the match against Charlton taking place tomorrow (Friday, 29 December). Email your name and contact details to adam@bristolroverscommunity.org.uk for tickets
- **BRISTOL OLD VIC** – Tickets offered for any performance of *Arabian Nights* (subject to availability) from today (28 December) onwards. Email your name and contact details to tickets@bristololdvic.org.uk

Staff presence: From today, Thursday 28 December to Monday 1 January 2024, there will be reduced staff cover. From Tuesday 2 January Housing Officers will be at the Holiday Inn from 12.30-5pm and at Barton House from 9.30-12pm. Normal service will resume after the Bank Holiday from Tuesday 2 January.

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

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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. It includes ideas for local activities to help you look after your wellbeing, self-help tools and information, including online resources.

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, calling 0800 694 0184 or by speaking to a member of staff.

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 24 hours a day, 7 days a week advice, as well as out of hours refuge options,

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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
- **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

Holiday Activities for Barton House Residents

Daily: 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.

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:

Please call Fadumo Galib – 07947 466 559 or Khalil Abdi – 07557 510 546

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