



Date Tuesday 13 February 2024

Dear Resident,

Barton House residents' update – Tuesday 13 February

Moving back to Barton House: Thank you to all of you for your patience as we progress with the works to Barton House ahead of your return home. I am happy to share that we are on track to safely move everyone back into Barton House by Friday 23 February. This will be a phased return and we will shortly be in contact with you directly about your move-in date to return home.

HomeChoice Bristol applications: If you already have a HomeChoice application or if you attended a drop-in session and would like an update, please email barton.house@bristol.gov.uk or speak to your Housing Officer. Your request will be prioritised for contact from HomeChoice Bristol. If you haven't started your HomeChoice application yet, or if you are struggling to complete an online application and would like help - please contact the We are Bristol helpline on 0800 694 0184.

Meal times during half term: This week (12 February to 18 February) lunchtime at the Holiday Inn has been extended for half-term school holidays. The mealtimes this week are:

- Breakfast: 7am to 10am
- Lunch: 12pm to 3pm and again at 4pm to 5pm
- Dinner: 6.30pm to 9pm

Looking after your mental health: We understand that this has been a stressful time for everyone affected by the evacuation. We are working with local organisations to provide support for your mental health. This will continue to be in place after you have returned to Barton House.

Three local organisations, the Nilaari Agency, Black Carers Network and the Somali Resource Centre (SRC), can provide excellent support for your mental health. Representatives will be at the Holiday Inn for three hours each day:

- Monday: 9.30am to 12:30pm
- Tuesday: 9.30am to 12:30pm
- Wednesday: 12pm to 3pm
- Thursday: 12pm to 3pm
- Friday: 9.30am to 12:30pm

If you are not staying at the Holiday Inn or if you can't make these times, please do

not hesitate to contact them directly if you need support:

- Nilaari Agency: 0117 952 5742 www.nilaari.co.uk
- Somali Resource Centre: 0117 907 7994 www.somalicentre.org.uk

The Wellspring Settlement are also offering free counselling sessions for Barton House residents. This is available to anyone over the age of 18 to talk through your feelings about recent events. Book by contacting the Wellspring Settlement on 0117 304 4000 or emailing reception@wsb.org.uk

Communications: Residents' questions, concerns, and feedback can be sent directly 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

If you have a HomeChoice application and would like advice and support please book an appointment by emailing barton.house@bristol.gov.uk, or speak to your Housing Officer.

If you haven't started your HomeChoice application yet, or are struggling to complete an online application, and would like help to apply, please contact the We Are Bristol helpline on **0800 694 0184** so we can arrange support.

We appreciate that this is a stressful time for you and your family, 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, seven days a week. Call 116 123 for free.
- **AWP (Avon and Wiltshire mental health partnership):** AWP can offer support, advice and guidance to anyone involved or affected by the evacuation of Barton House. AWP is offering the following advice and guidance. Find out more here: <https://www.awp.nhs.uk/about-us/emergency-preparedness-resilience-and-response/508>
- **Community Access Support Service:** organisations across Bristol for all groups of people and communities – www.cassbristol.org
- **Shout 85258:** offers confidential text support 24 hours a day, seven 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, seven 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. Groups taking place this week:
 - Barton Hill High-Rise Homes Group on Wednesdays – 10am until 11.30am
 - Baby hub with Infant Feeding Support on Thursdays – 1pm until 2.30pm

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