



Date Friday 23 February 2024

Dear Resident,

Barton House residents' update – Friday 23 February

Today I wanted to share another reminder of the arrangements for your move back into Barton House today. Thank you again for all your patience and understanding as we have been preparing Barton House for your safe return home.

As mentioned in previous letters, we have now published, in full, various building survey reports from Ridge and Partners LLP and Arup. These reports, together with assurance from Avon Fire and Rescue Service and our thorough assessment of the report findings, confirm that Barton House is safe for you to return to.

You can access these reports, along with a summary available in English, Pashto, Arabic and Somali, on our website www.bristol.gov.uk/barton-house - just click "if you're a resident" on the homepage to find them.

Moving back in: All residents currently staying at the Holiday Inn will need to leave the hotel by 5pm today (Friday 23 February), unless we've informed you otherwise.

Housing officers will be on hand at Barton House and the Holiday Inn to provide support and information to help you move safely back into your home.

Taxis will continue to be available to help you move your belongings back into Barton House. This additional service will end on Sunday 25 February.

From next week your Holiday Inn access cards and rooms will no longer be available to you.

As part of ongoing repair works, trade staff will still be on site when you return to the building.

Mental health support for you and your family: If your child needs some support around their mental health and wellbeing, you can access this either through education mental health practitioners (EMHPs) or through the school nurse. Please speak to your school for more information and help on how to access this support for your child.

Three local organisations, the Nilaari Agency, Black Carers Network and the Somali Resource Centre (SRC), representatives will be at the Holiday Inn for three hours each day this week until the end of today. After today, if you need support, please contact these organisations directly using the telephone number below.

- 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

Nilaari Agency: 0117 952 5742 www.nilaari.co.uk

Somali Resource Centre: 0117 907 7994 www.somalicentre.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>
- **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