

July 2024

We shared with Residents in our last newsletter that we are experiencing tough times right now.

The way charities are funded has become tighter and tighter over recent years at the same time as costs have gone up and up. Just as your utility bills have gone up, so have ours.

We are struggling with this situation, and have been working with staff and trustees to develop a plan for how we can respond to the challenges we face. We are now writing to provide an update on what this means.

The main change, is that from 1 August, our reception opening hours across the week will change a bit, affecting the times when rooms can be booked:

- Settlement Site, Ducie Road reception will be open 9.30-3 Monday-Thursday and 9.30-2 on a Friday
- Wellspring Site, Beam Street reception will be open 9.30-3 Monday-Thursday and closed on a Friday

We are aiming for most room bookings to happen in these times. As these are our busiest periods and the buildings are usually very quiet before 9.30 and after 3, we hope they won't have a major impact on how you use the buildings. We'll be working with all of our services, tenants, partners, room hirers, to ensure they can still bring you the services you access currently.

If you want to make or already have a booking during the times when reception is closed, please reach out to our reception team who will be able to discuss your needs with you and what options you have.

Some of our staff will have reduced availability over the next few months and so you might also experience staff taking a little longer than usual to respond, or some additional weight on people's shoulders. What would really help from you is your continued patience during this time and your understanding if we say no if you ask for free space.

If you have any particular worries, please reach out to a member of the team.

Best wishes,

Beth Wilson
CEO