

Spring/Summer  
edition 2021

With our gratitude and  
appreciation to our supporter  
The Worshipful Company of  
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newsletter possible



Hospitality  
Action

# Golden Friends Newsletter

Dear Golden Friends,

Welcome to our Spring/Summer newsletter. In the previous edition, Chief Executive Mark Lewis, gave us 'reasons to be cheerful'. With the long dark days of winter now behind us, and warmer weather making us feel more at ease with getting outside to enjoy the fresh air, we are delighted to give you even more reasons to be cheerful, as this issue sees the expansion of our recipe and gardening features, alongside news, updates and advice. And, we see the return of our much-loved competitions too!

Recipes featured are taken from our brand-new cookbook, Chefs at Home, which we are all really excited about, and there is also an introduction to the amazing gardens at Whatley Manor alongside seasonal gardening tips on page 20.

With the easing of restrictions, our fantastic industry is finally able to begin the journey towards recovery. On page 2, Mark Lewis looks back on the events of the past 12 months, and shares his hope for the future now that industry

businesses are finally beginning to open their doors once again.

And, of course, we simply could not do the work that we do to support both those currently working in our industry as well as those who have given a lifetime of service to meeting the needs of others during their working lives, without our supporters and our volunteers. On page 14, we add our voice in praise of all our amazing volunteers as we mark national Volunteers' Week (1-7th June). And, we shine the spotlight on Margaret and Stuart Ritchie – two of our wonderfully warm and caring long-serving volunteers.

So, put the kettle on, put your feet up, and settle back and relax while reading all the latest news, updates and advice, as well as trying your hand at the competitions.

Until next time - wishing you all the very best of health.

Cathie



Mention in the Golden Friends Newsletter does not imply support or recommendation by Hospitality Action

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# News from HA

The rain is lashing, thunder crashing and lightning flashing as I write these words in South London, where I live. Trust the Great British weather to do its worst, just as the hospitality industry begins to emerge from its enforced hibernation!

In spite of the elements, people are heading out in droves for meals and drinks in pub gardens and on restaurant terraces. I know - I'm one: just last week, I was sat, shivering, over a bowl of pasta, draped in a blanket provided by the restaurant. And do you know what? I loved every moment.

We're a doughty bunch, we Brits, and we're thrilled and relieved to see our favourite venues opening their doors again.



The industry you served with such loyalty throughout your careers has taken a real hammering, this past year. But, thanks to our successful vaccination programme, it's now starting to rebuild.

You'll know how landlords, hoteliers and restaurateurs have felt in Lockdown: you've been cooped up like the rest of us, unable to see family or friends. Isn't it a joy, at last, to see blossom on the trees, to hear birdsong on the air and to know the country is opening up again?

At Hospitality Action, we've been open for business, rain or shine, throughout the past year. It's been a gruelling year at times – we're all looking forward to a summer holiday! – but we've been nourished and energised by the lovely notes of thanks we've received from people we've helped.

Just last week, one wrote to thank us “not just for the grant I so desperately needed, but for all the kindness and support I received when I was at a very low point in my life.” And another wrote: “thank you so much, you don't know how much this means to me. You have been amazing.”

We hope you, too, have drawn kindness and support from our calls, cards and newsletters, over the past twelve months. And we wish you a happy, un-locked down summer.

And remember - we're just a call away when you need us.

Hospitality Action – we've got you.

**Mark Lewis,**  
Chief Executive, Hospitality Action

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# Grants and Services

2021 has continued to be a challenging year for our industry and we continue to support many hospitality people as they start to return-to-work after yet another period of closures and furlough. Let's hope with the progress made with the vaccine programme that we can fully re-open and get back to 'normal' from the end of June and start to catch-up in person with our family and friends.

As of the first week in May, we have awarded 755 grants via our Covid-19 recovery programme and the Main Grants programme. Due to high demand, we are sometimes having to temporarily close both the Covid-19 and Main Grants programmes to new applications so we can process and award grants in a timely fashion but rest assured we always open up again as soon as we can. If you need an application form posted out to you for a Grant, please email [grants@hospitalityaction.org.uk](mailto:grants@hospitalityaction.org.uk) or call the helpline on 0808 802 0282.

We were also pleased to be able to award annual Winter Fuel Grants of £150 to many Golden Friends again this year to assist with utility bills. We are now closed for new Winter Fuel Grant applications but will re-open again in November this year with payments starting to be awarded from January 2021.

We are very grateful to The Worshipful Company of Innholders for their ongoing support of the Winter Fuel Grant programme.

As you know, many of the team were seconded into other departments during the first lockdown and our Business Development Manager, Nicola Phillips, was very much involved with Golden Friends and Volunteers. As well as doing her original role, Nicola will also be covering for Ellie Gressett, who works in our Employee Assistance Programme team, whilst she's on maternity leave from the end of May. We are very much looking forward to welcoming a new member to the HA family later this summer.



## Useful information

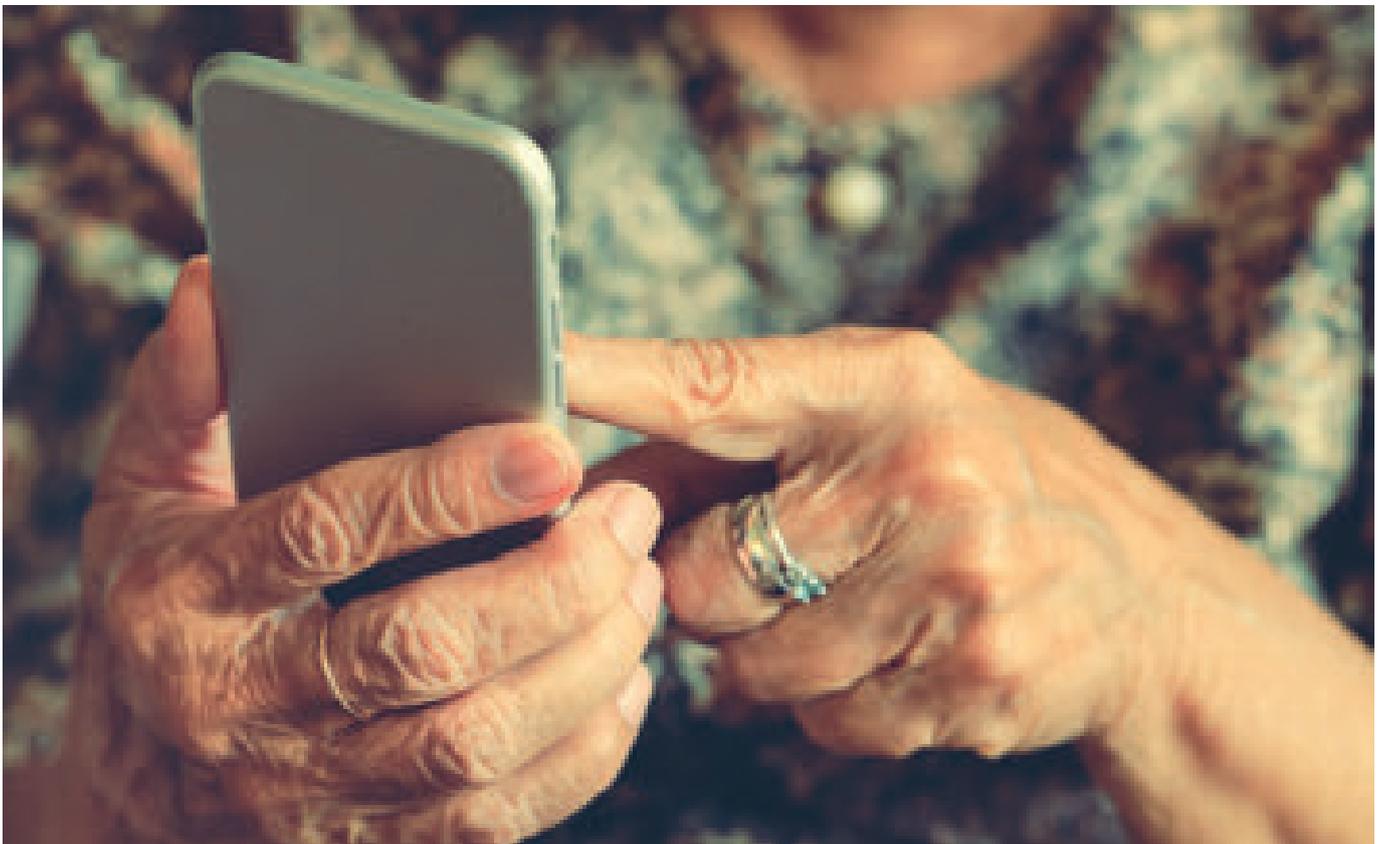
In addition to queries relating to the Golden Friends scheme, Hospitality Action can offer support to Golden Friends who are finding it difficult to navigate some of the issues that can affect daily life such as financial difficulties, bereavement and concerns around mental health.

If you need to discuss any aspect of your membership of the scheme; report the death of a Golden Friend, inform us of a change of address, request support from a telephone befriender, or any other day-to-day matter relating to membership and benefits of the Golden Friends scheme please contact:

**Cathie Brennan, Golden Friends Scheme Co-ordinator** (Monday to Friday, 9am to 5pm)

**Telephone: 020 3004 5501**

**Email Cathie at the scheme's new email address: [GF@hospitalityaction.org.uk](mailto:GF@hospitalityaction.org.uk)**



### **The Hospitality Action Helpline – 0808 802 0282**

**Lines are open 24/7 365 days of the year can be used should you need to:**

- Chat to someone during the week or leave a message over the weekend.
- Request a call back from the grants team regarding an application. or supporting evidence that has been requested.
- Chat to someone about how you are feeling.
- Help with signposting to advice on a particular issue you may be facing.



# News about Golden Friends

## The 2020 annual GF questionnaire

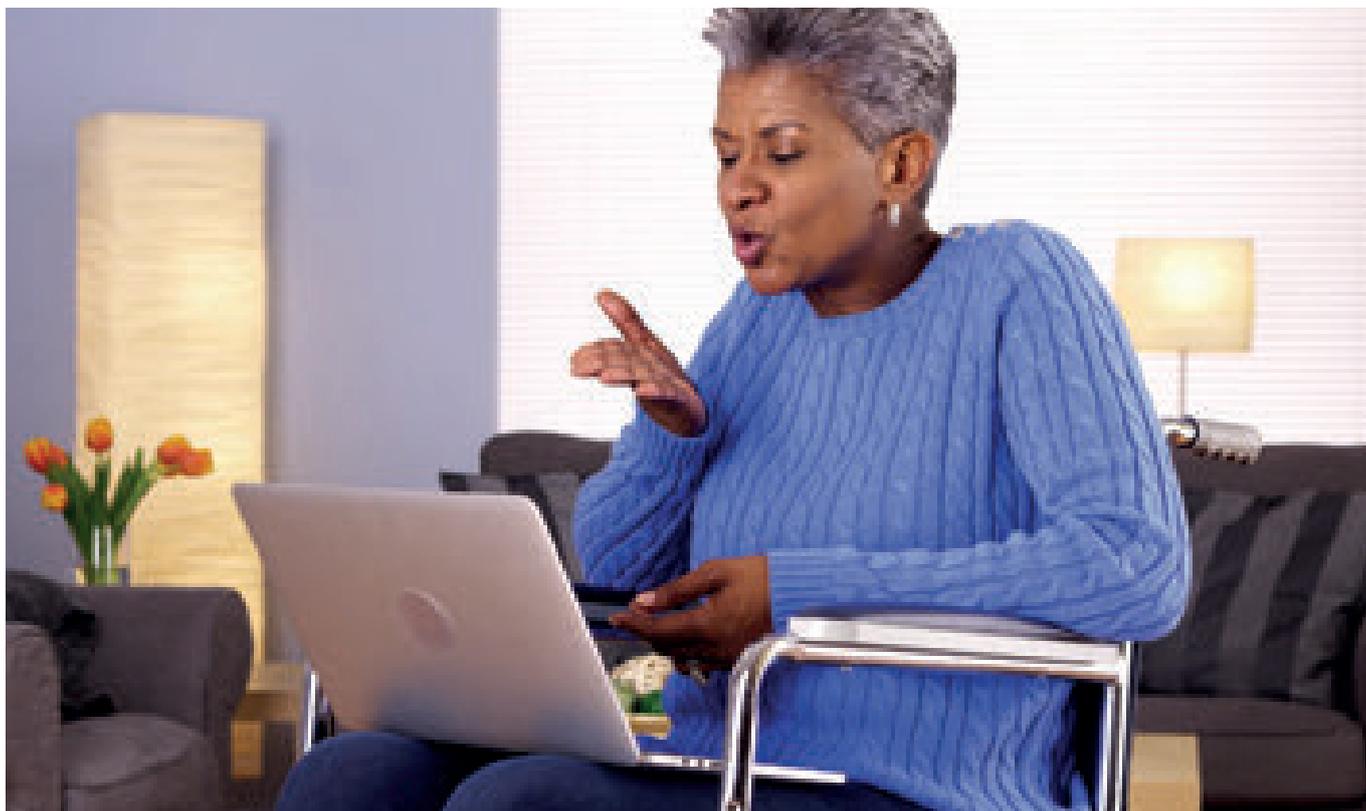
A very BIG 'thank you' to those who were able to return their completed 2020 annual questionnaire.

We have learned so much about our Golden Friends, and especially what they most value about the scheme, and were delighted to discover that more than half of all those who responded placed the newsletter at the top of their list of the most valued benefits. So beginning with this issue, the information shared with us is already helping shape the look of the newsletter and scheme as a whole to ensure it meets the needs of all members, both in the short and longer terms.



## Golden Friends lunches and afternoon teas

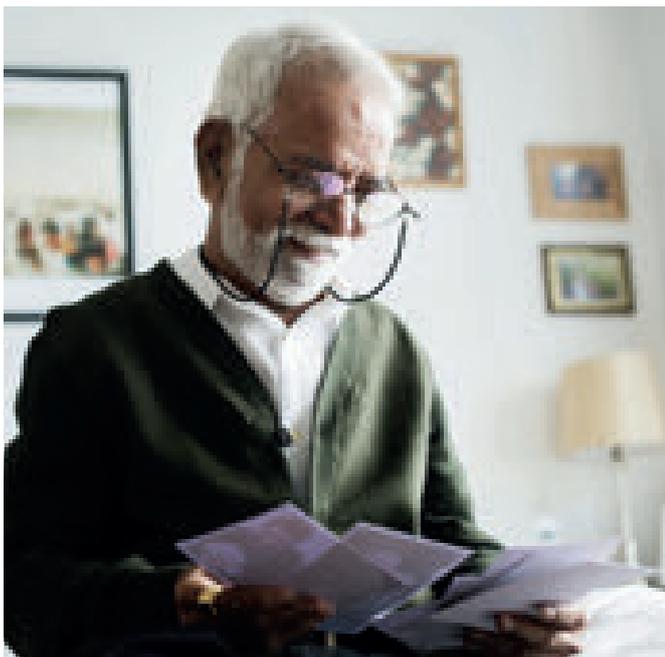
The easing of restrictions allows our industry partners, many of whom have for so many years kindly donated lunches and afternoon teas for the benefit of our Golden Friends, to begin the journey towards recovery. However, it will be some time before we can offer our GF community the opportunity to meet again in person. So sadly, lunches and afternoon teas will remain suspended for the foreseeable future. We will be exploring alternative ways of offering GFs the opportunity to meet socially on virtual platforms. More on this in future editions.



## Support for developing digital skills

Although the number of older people who are digitally connected with family, friends as well as the wider community continues to rise, many of you have told us you would welcome our support with either helping you to get started developing your IT skills, or help to improve your existing skills. We will be contacting those GFs who have requested support with digital upskilling in the coming months to gather more information on individual support needs.

COVID-19 has without doubt made life for anyone without even basic IT skills more difficult, especially as so many essential services, such as GP and other medical appointments, are now only accessible through technology. Whilst there are always going to be those who do not wish to develop digital skills, and that's ok, we are committed to helping those of you who would like our support in this area. We are looking at ways we can achieve this either possibly through online tutorials or through a series of "How To Guides" for those who already have a device and know how to use it but want to increase their knowledge. The first of these Guides will appear in our next edition.



## Celebrating 'Hospitality'

Hospitality Action are planning a day to celebrate 'all things hospitality' and would love to include any fond memories our Golden Friends have of their time working in the industry. Stories shared with us will be published in our Autumn newsletter, and shared with our supporters and on our website and on social media too. If you are interested in sharing your fond memories with us, please send these with your consent to share and clearly marked 'Fond Memories' to Hospitality Action, 62 Britton Street, London, EC1M 5UY. We look forward to hearing from you and sharing as many stories as we can space permitting!

## Scheme benefits

Finally, with mid-year fast approaching, it will soon be time for us to cast our thoughts towards Christmas and our annual Christmas card and gift. With this in mind, we feel now would be a good time to ask for your feedback on your experience of redeeming our 2020 Christmas gift card. This feedback will help us determine whether the gift card we are currently awarding our GFs is the most appropriate and meets their needs. **Please complete the tear-off sheet on the BACK PAGE and return it to us at the usual address.**

# HA News

## Meet our newest Patron, Angela Hartnett MBE

We're delighted to announce that Angela Hartnett MBE has joined HA's board of esteemed Patrons. Angela has been a strong advocate of Hospitality Action's work for many years and it's fantastic to be able to formally recognise her commitment and enthusiasm.

Angela's career in hospitality started in the kitchens at Aubergine, Zafferano, L'Oranger and Petrus, where she became head chef within seven short months, helping the restaurant to achieve a Michelin Star. She was awarded an MBE in 2007.

As an advocate of the charity and the wider industry Angela represents the sector in the media with candour and compassion; she has played a leading role in raising awareness around the plight of hospitality and HA's response to this during the last year. We're thrilled to officially welcome her onboard.



Angela Hartnett MBE, Chef-Proprietor

## To Hell and Back

The hospitality industry has suffered a hellish year, and the road to recovery is going to be long and difficult. But with our positivity and your help, we will bounce back.

To celebrate our return to happier times we're challenging the nation to travel 30,000 Miles To Hell and Back to help us support as many hospitality people in crisis as possible.

Sponsored by Caterer.com, CH&CO, jellybean, Umbrella Training and supported by Champagne Taittinger we're asking participants to combine their sporting activities to cover an epic 30,693 miles to virtually visit four actual hells on earth: towns called Hell in California, Michigan and Norway; and Hell Creek in Montana.

Yes, we're heading to Hell - but we're coming back again, just as our resilient hospitality industry will be back in full attack in the coming months. The challenge takes place in June and we'll let you know how it all went in the next edition of the newsletter!



## Cerebrate and enjoy

**National Cream Tea Day - Friday 25th June**  
<https://www.creamteasociety.co.uk/national-cream-tea-day>



# Fundraising and our Supporters

Since the outbreak of Covid-19 countless UK businesses, associations and individuals have been fundraising on our behalf. Here are just some of the innovative and wonderful things our supporters have been up to recently:

## Alfie Boe OBE

One of the UK's finest tenors Alfie Boe OBE took part in a live-stream event alongside some very special guests including Gary Barlow, Amanda Holden, Freddie Fox and Jason Manford. Filmed live at The Savoy a percentage of each ticket sold was donated to Hospitality Action. Alfie said: "I cannot tell you how exciting it was for me to perform at the legendary hotel, The Savoy with my friends. I thought it would be fun to get together (socially distanced of course) to help lift people's moods in front of our fans who can't sadly be in the room with us, but can share the experience virtually".



## Big English Wine Easter

Winemakers, the wine trade and wine lovers everywhere were encouraged to open a bottle of English wine and share a photo or video, with the hashtags #bigenglishwineeaster and #BEWE on Saturday, 3rd April to help support those in crisis. There were countless online events and raffles and many producers kindly contributed a percentage of their sales to HA and The Drinks Trust.



## Bird in Hand Winery

Bird in Hand is a world-renowned producer of fine wine that celebrates the senses. They say that wine opens doors to other worlds and is a connector to art, food and culture, bringing people together to share moments of happiness. For a two-week period, they very generously donated 100% of sales from every bottle of wine to our work and raised £2,600. Cheers!



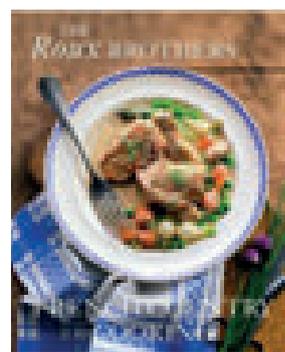
## City & Guilds

213 colleagues across 13 countries took part in the City & Guilds Covid Buster Challenge. Together they ran or walked 1,425km collectively in our honour and we couldn't be more grateful. The team were focused on healthy living, having a little fun and sharing their experiences while doing a good deed, which they certainly did!



## Michel Roux Jr

In memory of the passing of his father, Albert Roux OBE, the world-renowned Michel Roux Jr donated 100% of the profits for every copy of "French Country Cooking" by Albert Roux & Michel Roux Snr to our work. The books sold out in record time, a fitting tribute to Albert, who along with his late brother Michel Roux Snr. were much-loved industry greats and sincerely missed Patrons of HA.



### No.3 Gin

Our friends No.3 Gin launched a “Pursuit of Perfection” cocktail competition in our name. The Pursuit of Perfection is about striving to create a cocktail masterpiece, in both taste and presentation. Every element needed to be carefully considered to ensure a perfect balance of flavour and texture to deliver something spectacular. £1 from each of the winning cocktail sold will be donated to our work.



### Restokit

Born out of lockdown, Restokit sought to provide a bridge for customers missing the experience of dining out who were left unsatisfied with their local takeaway options. They’ve been keen to support the hospitality industry throughout the Covid-19 crisis by aiding and facilitating restaurants to make their meal kit plans a reality as well as donating regularly to Hospitality Action. In just two months they raised a phenomenal £5,255.



### Radical Blooms

Radical Blooms are a dried flower subscription service on a mission to radically change the way businesses buy, display and use flowers. Far from dusty bowls of pot pourri, they create striking, sustainable, low maintenance dried arrangements. They work with businesses across London wanting to keep their spaces in bloom in a more purse and planet friendly way, without compromising on style and are donating 20% of all profits to Hospitality Action.



### Simon Rogan

A team of Simon Rogan superstars undertook an epic challenge event by pledging to run 4 miles, every 4 hours for 48 hours in aid of our work. They set off at 8am on Friday morning and didn’t finish until 8am the following Sunday in order to recognise the hardship hospitality has faced. The entire team battled through the wind and rain to raise £6,000.



### Tipple & Taste

Tipple & Taste is a home-grown brand, created by professional chef George Dyer. Prior to the pandemic George and team have run Tipple & Taste events and private hire company, across London. They’ve now turned their culinary and mixologist expertise into creating unique boxes delivered to your door, donating to Hospitality Action as they go.



# Thank you!

Heartfelt thanks to everyone who has raised funds for us since the outbreak of Covid-19. Your fundraising has made the world of difference to all those we support.

# Health and Wellbeing

## Keeping on keeping active

The benefit of exercise to both our physical and mental wellbeing as we age cannot be underestimated.

Despite the easing of restrictions creating opportunities for more of us to venture outdoors, there will, for some time to come, be an unease among older people about doing so. Therefore many older people will continue to spend more time at home than they normally would have done before the Covid pandemic struck, making finding ways of safely staying active even more important.

Whether we realise it or not, the day to day activities we all engaged in before the pandemic, such as going shopping, walking the dog and even chasing around after grandchildren – an exercise class in itself! – helped to keep us all on the move and contributed to our physical fitness and mental wellbeing.

It is recommended that as we age we should try to engage in a combination of aerobic exercises (for its cardiovascular benefits) and strength exercises (to help build muscle to maintain balance and stability and prevent falls). The good news is that there are a number of exercises, suitable for all abilities, that we can all do at home to make sure we are using our muscles regularly, to maintain bone strength, muscle strength, improve co-ordination, as well as to keep the heart healthy and aid good sleep. So, whatever your level of fitness, here are some of the exercises you can do from home to keep fit:

**Chair squats (sit to stand)** - to strengthen the muscles of the lower body, bones and joints.

1. Stand in front of a chair with your feet as far apart as your hips.
2. Bend your knees while keeping your shoulders and chest upright.
3. Lower your bottom slowly (4 seconds) so you sit down.
4. Then push your body back up to return to a standing position (2-4 seconds).
5. Try to avoid using your hands.
6. Aim to perform these 5-10 times or for a duration of 20-60 seconds. Then, take a rest for 40-60 seconds.
7. Repeat this action 2-5 times.
8. If you don't feel like you can do this exercise in full, just try bending your legs a little until you feel you can go further. Then work towards the full activity.



**Stair step-ups** - to improve coordination, aerobic fitness for heart health and lower body strength.

1. Stand in front of a staircase or step and step up with your right foot, then up with your left.
2. Then step back down with your right, then back down with your left. Try to repeat 10 times or for a period of 20-60 seconds.
3. Take a rest before changing the leading foot.
4. If you need a little support, hold on gently to the railing, or gently touch the wall with your finger tip.
5. If this is comfortable, to increase difficulty, hold some weight in each hand such as a bottle of water.
6. Try to perform these 2-5 times, take a break for 40-60 seconds before repeating again.



**Single leg stands** - to improve balance and bone strength.

1. Stand facing a non-moveable chair or surface for support if you need it.
2. Warm up with a slow march for 1 minute, gradually raising your knees higher.
3. With your arms at your side, slowly lift your left foot and balance on your right foot for 10 seconds.
4. Slowly lower your left foot and repeat with your right foot .
5. Aim to build up the duration by 5 seconds each time as you feel more comfortable.
6. To increase difficulty, try raising your hand above your head on the same side or slowly swinging your arms like you're running.
7. Repeat on both legs 3-5 times each.



**Wall push-ups** - to maintain upper body strength and bone mineral density.

1. Stand at arm's length in front of a wall which is safe.
2. Lean forward slightly and put your palms flat on the wall at shoulder height.
3. If you are just starting out have your feet closer to the wall.
4. If you want more of a challenge have your feet further back from the wall.
5. Keep your feet planted as you slowly bring your body towards the wall, aiming to keep your body straight.
6. Gently push yourself back so that your arms are straight again.
7. Aim for 5-10 slow repetitions.
8. Perform this 2-5 times, take a break for 40-60 seconds before repeating again.



**Wall stars** - to improve mobility, posture and strength.

1. Stand with your upper back, head, bum and heels against the wall.
2. Start with your hands out to the side with your palms facing outwards.
3. Whilst maintaining contact with the wall, slowly raise your hands above your head, stretching as wide and as high as possible.
4. Slowly return to your starting position and then repeat – aim to complete 5-10 times.
5. Perform this 2-3 times, take a break for 40-60 seconds before repeating again.



**Upper body rotations** - to improve upper body and back mobility.

1. Holding a stick or broom horizontally behind your head, stand with your feet hip width apart and your knees slightly bent.
2. If you don't have a stick or broom, put your hands on your shoulders keeping your arms at 90 degrees.
3. Keeping the stick or broom straight, turn to your right as far as comfortable, twisting through your hips.
4. Then slowly turn to the other side, building up your range of movement.
5. Repeat 10-20 times.
6. Perform this 2-5 times, take a break for 40-60 seconds before repeating again.



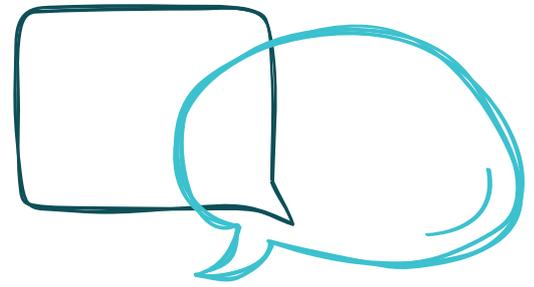
**Overhead lifts** - to improve upper body strength and daily functional movement.

1. In a standing position hold 2 evenly weighted objects like cans of beans or bottles.
2. Start with your hands down by your sides and your palms facing away from you.
3. Keeping your elbows by your side, slowly bring the objects up to your shoulders then slowly extend your arms above your head.
4. Reverse the action until your hands are back by your side.
5. Repeat the movement 5-10 times.
6. Perform this 2-5 times, take a break for 40-60 seconds before repeating again.



Remember – do what you can, if you haven't exercised regularly for a while or are suffering from a medical condition you may need to seek advice from your GP to see if these exercises are suitable for you. Always start slowly.

# Mental wellbeing - the power of a good chat



We can all feel lonely – and we don't even have to have a reason. Sometimes we just do, and the feeling passes. Even the busiest person can feel lonely at times. That feeling of loneliness can hit us at any time in life, often unexpectedly, but most often when change occurs and we start to miss the social contact of loved ones who have passed away, or when we begin to miss the sociability we enjoyed in our working lives, or when our network of family and friends begins to shrink as we age.

When we feel lonely it can be easy to fall into the trap of thinking nobody would want to hear what we have to say, especially if daily life has become routine and monotonous. But often there are people who want to help and just talking to someone gives us an opportunity to share concerns as well as relive old memories, and remind ourselves of all the positive things in life.

If you find yourself feeling lonely and there are people around within your circle of family, friends and neighbours who you feel you can talk to, it can be good reach out to someone you trust and talk about your feelings. This might seem like a difficult conversation to have, but just talking to someone about your feelings is often the best way and the first step towards starting to feel better.

But if you would prefer not to share with a loved one, friend or neighbour or would simply like to chat with someone new, volunteer telephone befrienders are a great way of linking up with someone new who can offer emotional support when it is most needed. And, if you are already online, you can arrange to have a regular 'cuppa and chinwag' over a video call. Just talking to someone gives them an opportunity to help you on that journey to feeling less lonely, and whilst they may not necessarily have the answer to what is causing the problem it helps us feel better when we feel we are being listened to and often an outside perspective can be really helpful.

This is where Hospitality Action's telephone befrienders come in, our 'HA call buddies'. If you are feeling in need of a regular chat with

someone who cares – perhaps because you are feeling lonely, isolated and anxious, or because your health isn't what it used to be – our volunteers can provide you with regular telephone friendship and support over the phone.

Our telephone befriending service is flexible to meet the different needs of everyone who takes part, so if this service could benefit you, either in the short or long term – call the Hospitality Action Helpline on 0808 802 0282 and ask to be referred to the Golden Friends telephone befriending service.

## Here's how it works

1. You register to receive regular calls for as long or as short a time as you like.
2. We will match you with a volunteer, who will ring you at a regular time that you have both agreed suits you both.
3. Our volunteers have had all the necessary checks you'd expect and are supported by HA staff. We'll also check in with you from time to time to see how things are going and to make sure you are happy with your 'call buddy'.
4. If you feel that your volunteer isn't the person that you need, just let us know and we'll find you someone else.
5. There's no charge for the service – telephone friendship is free!

**We look forward to receiving your call!**

## Celebrating Our Volunteers Margaret and Stuart Ritchie



Margaret Ritchie and her husband, Stuart, have been wonderful volunteers with Hospitality Action for the past 15 years.

Before retiring Margaret worked for Trust House Forte hotels as a Hotel Shop Manageress for over 20 years. Stuart tells us of Margaret's wicked sense of humour and one time in particular when a brash guest came into the hotel shop protesting loudly in reference to the gloomy weather "where's the God-damned Sun?" to which Margaret quickly replied ... "over there on the floor, and it costs 20p!". Needless to say, the guest did not quite get the joke!

It was during her time working for THF that Margaret became involved in co-ordinating luncheons for the hotel's pension scheme members. In addition to organising and hosting luncheon events Margaret also took time to write and send around 100 birthday and Christmas cards to group members. Margaret says she really enjoyed meeting new people at these events, and creating a really supportive social network for everyone. She remembers this time with great fondness.

Despite various acquisitions and mergers, when THF passed to Granada Hotels and then to the Compass Group, Margaret continued her work co-ordinating luncheons for pension scheme members, as well as writing and sending cards and making in-person visits when needed.

In 2000 Margaret and Stuart became members of our Family Members scheme (before the name was changed to Golden Friends), and later they both applied to be volunteer visitors to other members experiencing loneliness. Margaret and Stuart dedicated their time to this role and are credited with bringing much sunshine into the lives of those they supported.

Given Margaret's background in co-ordinating luncheons for THF, Granada and later Compass, both Margaret and Stuart became HA volunteer lunch hosts in 2016, and hosted many of the charity's regional lunches in Aberdeen and Glasgow, meeting dozens of former industry employees along the way.

There can be no better time than during Volunteers' Week to recognise and reward the longstanding contribution Margaret and Stuart have made for which all those associated with the charity are enormously grateful, and for which those who have been the beneficiaries of their warmth and hospitality add their voices in appreciation. Here's what Golden Friends who benefitted from their warm hospitality at lunches had to say...

"Oh, Margaret is such a lovely woman. She and Stuart made me feel so welcome, especially the first time I attended a lunch because I was a little nervous of meeting people I didn't know... They were both wonderful hosts".

"I really loved meeting up with everyone at the lunches. Margaret always greeted us with a warm smile, and Stuart too. Stuart is such a gentleman. Such lovely people".

“The lunches were lovely, of course, but were made so special by the care and attention taken by Margaret and Stuart in how they looked after us all”.

Isabella McMullan, who guest-hosted in recent years when Margaret and Stuart were not available, said “you could not meet a nicer and more hospitable couple”. She also remembers a time when after, she and a friend had made arrangements to visit Margaret at home (before lockdown), Stuart very kindly drove all the way to collect them from the bus stop in Corstorphine. “It was so kind of him to have done this.” Isabella tells us too how surprised and delighted she and her friend were when they arrived at Margaret and Stuart’s home to find that Stuart had prepared the most marvellous afternoon tea, with home-made sandwiches, cakes and scones.

Over the years, Margaret and Stuart hosted many lunches for Golden Friends in their region, and all those who were lucky enough to be so well looked after by them would like us to say a collective ‘Thank You’ to this hospitable, caring couple who, over the years, have gone over and above to make other industry retirees feel cared for and welcome at our social gatherings.

Margaret and Stuart, you have been amazing volunteer hosts at events offered to Golden Friends and all at HA add our voice to the voices of those who have been fortunate enough to have been the recipients of your warm hospitality. A heartfelt THANK YOU to you both!



Malmaison, Glasgow 2009



Malmaison, Glasgow 2012



Malmaison, Glasgow 2017

## Our Volunteers

### Three cheers for our HA volunteers!

1st-7th June is national Volunteers’ Week when, here at Hospitality Action, we join many like-minded organisations in celebrating the amazing work of our volunteers.

Hospitality Action is proud and delighted to have the support of volunteers who support us across the breadth of the charity’s work, from Patrons, Trustees, Ambassadors, committee members, regional fundraisers as well as telephone befrienders.

Throughout the pandemic the need for telephone friendship among our community of Golden Friends increased tenfold. Those already actively volunteering to support Golden Friends, combined with an ever-increasing number of new caring and dedicated volunteers. They got to work calling those who requested our help and support: those dealing with bereavement, those whose network of family and friends were unable to provide the care they had prior to the first lockdown, or because they were simply feeling worried and anxious about life events.

Without our volunteers we simply wouldn’t be able to provide our support, including telephone befriending, that hospitality people rely on.

So, from everyone at Hospitality Action to each and every one of our generous volunteers, we offer you our sincerest thanks. Without you we wouldn’t be able to help all those who turn to us in their hour of need.

# Thank you!

# HA cookbook recipes

## Introducing recipes from our brand-new cookbook 'Chefs at Home'

In March we were proud to launch our Chefs at Home cookbook. The book boasts over 100 delicious family recipes from the UK's leading locked down chefs in aid of Hospitality Action.

Throughout 2020 and into 2021 the unprecedented countrywide lockdowns forced restaurants, cafes and bars across the UK to close their doors and turn off the lights. As Covid-19 devastatingly swept through the country, we all faced long queues at supermarkets and limited ingredients on the shelves forcing us to dig into the back of our cupboards for those emergency tins – and our favourite chefs were no exception.

In Chefs at Home, 54 leading chefs from around the UK, including Tom Kerridge, Jamie Oliver, Angela Hartnett and many more, have

contributed two recipes they created during lockdown to help support a beloved and struggling industry.

With over 100 recipes, from brunches to bakes and veggie delights to meat feasts, this isn't a regular cookbook. It's a cookbook dedicated to every chef, waiter, housekeeper and manger. Every concierge, receptionist and kitchen porter. Every sommelier, bartender, catering assistant and cook across the country.

100% of royalties from the sale of Chefs at Home are donated to Hospitality Action to help offer vital support to all who work within the hospitality industry in the UK.

You can buy the book in person from all good book stores or search online for it.

Here are three of our favourite, easy to follow recipes:



# Smoked Salmon & Spinach Lasagne,

Chef Tom Kitchin

## Message from the Chef –

“This comforting pasta bake is easy to prepare and always popular. The recipe is based on a Scandinavian dish that my wife Michaela has been making for years. It’s absolutely delicious and has the added advantage that it can be prepared in advance, ready to bake and serve when required.”



Photos by Kris Kirkham  
With thanks to Jon Croft Editions and  
Bloomsbury Publishing

## Serves 4

- 100g unsalted butter, plus extra for greasing
- 100g plain flour
- 950ml whole milk
- 1 tablespoon Dijon mustard
- ½ teaspoon grated nutmeg
- ½ leek, cut into thin strips
- 400g baby spinach
- 2 garlic cloves, crushed
- 8–10 lasagne sheets
- 500g smoked salmon, cut into 2cm squares
- 250g cheddar, grated
- 50g parmesan, grated
- 4 dill sprigs, chopped salt and freshly ground black pepper
- green salad, to serve

1. Melt 75g of the butter in a heavy-based saucepan over a medium heat. Add the flour and cook out for 1–2 minutes, then slowly add the milk, stirring as you go. Cook for 8–10 minutes, stirring continuously without letting the sauce boil too hard, until thickened. Once thickened, add the mustard and nutmeg.
2. Preheat the oven to 180°C/160°C fan/Gas mark 4 and grease a lasagne dish with butter.
3. Melt the remaining 25g of butter in a saucepan, add the leek and cook for 2–3 minutes to soften a little. Season with salt and pepper, then add the spinach leaves (a handful at a time is easier) and the garlic and cook for a further 2–3 minutes, until the spinach has wilted. Drain off the excess liquid.
4. Spread some of the sauce over the bottom of the dish and place a layer of lasagne sheets on top. Top with some of the leek and spinach mixture, then some smoked salmon. Sprinkle over some cheddar and parmesan. Repeat the process, finishing the top layer with sauce, a few pieces of salmon, and grated cheese. Bake for 45 minutes, until golden and the lasagne is tender. (To check if the lasagne is cooked, insert a fork– if there’s no resistance, it’s ready.)
5. Sprinkle the dill over the top and serve with a fresh green salad.

# Halloumi Loaf,

Chef Selin Kiazim

## Message from the Chef –

“This is such an easy loaf to make and it’s great to have in hunks for breakfast or as a snack with a cup of tea. It proved a firm favourite for us at home during lockdown. You could use a mixture of olives and halloumi, or just straight olives, if you prefer – just pit them and roughly chop before adding to the mixture.”



**Serves 4-6**

- 500g plain flour
- 7g sachet of fast-action dried yeast
- ½ teaspoon fine salt
- ½ teaspoon caster sugar
- 125ml extra-virgin olive oil
- ½ onion, finely chopped
- 2 × 225g blocks of halloumi, cut into 1cm cubes
- 1 tablespoon dried mint

1. In a large bowl mix together the flour, yeast, salt and sugar. Add 400ml of water and half the olive oil to form a thick batter.
2. Add the onion, halloumi and dried mint and mix well.
3. Use the remaining olive oil to heavily grease a 900g loaf tin. Place the mixture into the tin and spread it out evenly. Cover with a damp cloth and leave it to rise in a warm place for about 2–3 hours, until doubled in size.
4. Preheat the oven to 210°C/190°C fan/Gas mark 6–7.
5. Place the risen loaf, in the tin, in the oven for 35 minutes, or until golden brown and a lovely crust has formed. A skewer inserted into the centre should come out clean. Leave to cool in the tin for 10 minutes, then turn out on to a wire rack to cool completely, before cutting into portions.

# Liverpool Tart,

Chef Ellis Barrie

## Message from the Chef –

“I recently opened a restaurant in Liverpool, Lerpwl, and I wanted to include a recipe on the menu that celebrated the city. Some research found that there was a recipe for the Liverpool Tart in a hand-written cookbook from 1897, and, with a little updating, it was ready for the new menu. It was originally called a Liverpool Tart as the sugar and lemons used to come through Liverpool’s docks, so all the ingredients would have come from the city.

This is a variation that is really easy to make at home, but just as delicious. If you have excess pastry you can freeze it for use another day.”



## Serves 8

### For the sweet pastry

- 360g unsalted butter
- 225g icing sugar, sifted
- 6 egg yolks
- 75g ground almonds
- 610g plain flour, plus extra for dusting

### For the filling

- 9 whole eggs
- 270ml double cream
- 150ml lemon juice
- finely grated zest of 3 lemons
- 200g black treacle
- 370g dark brown soft sugar



1. Prepare the pastry. Cream together the butter and 150g of the icing sugar. Add the egg yolks and mix until combined.
2. Add the ground almonds, remaining 75g of icing sugar and 150g of the flour, and mix until combined.
3. Add the remaining flour and mix until a dough forms. Wrap the dough in cling film and leave to rest in the fridge for 1–2 hours.
4. Preheat the oven to 150°C/130°C fan/Gas mark 2.
5. Once the dough has rested, unwrap it and place it on a lightly floured surface. Roll it out to a disc 3–4mm thick, then use the pastry sheet to line a 20cm, loose-bottomed fluted tart case.
6. Line the inside of the tart case with greaseproof paper and fill with baking beans or uncooked rice and bake for 15 minutes.
7. Remove the baking beans or rice and lightly brush the pastry with egg yolk. Bake for a further 10 minutes then remove from the oven and set aside while you make the filling.
8. Add all the filling ingredients to a heatproof mixing bowl and whisk them together until combined.
9. Place the bowl over a pan of simmering water and heat the mixture until it reaches 55°C on a cooking thermometer. Pour the filling into the tart case. Carefully transfer the tart to the oven and cook for 20 minutes, then lower the oven temperature to 140°C/120°C fan/Gas mark 1 and cook for a further 10 minutes, until the filling is firm at the edges with just a slight wobble at the centre (it will firm up as it cools).
9. Remove the tart from the oven and leave to set for up to 3 hours at room temperature before serving.

# Summer Gardening tips

Summer begins towards the middle of June and the days are warmer and filled with the colour and scent of flowers. It is the perfect time to really enjoy the garden as the long, warm days and light evenings provide more time for relaxation.

Whilst shrubs, flowers and plants will be at their best, there is still a lot to do as weeds need constant hoeing and removal, especially around the vegetable garden, in flower beds, and fruit bushes and shrubbery too. Thirsty, newly planted plants will need constant watering and your skills will be tested trying to outwit insects and birds trying to feast on ripening fruit, and succulent new vegetables and plants.

## June

- ✦ Place hardier house plants outside.
- ✦ Protect ripening fruit and succulent new vegetables against pests, insects and birds.
- ✦ Take softwood and leaf cuttings.
- ✦ Water and weed.
- ✦ Keep the greenhouse well ventilated and shaded where necessary.
- ✦ Continue sowing biennials.
- ✦ Sow perennials and calceolarias, cineraria's and fairy primroses.
- ✦ Plant out bedding plants.
- ✦ Lift and divide bearded irises and primulas after flowering.
- ✦ Move chrysanthemums outside.
- ✦ Stake tall-growing flowers.
- ✦ Cut back or dead head spent flowers.

## July

- ✦ Lift and store tulip and hyacinth bulbs.
- ✦ Start tender cyclamen plants into growth.
- ✦ Feed plants.
- ✦ Thin or prick out seedlings of annuals, biennials and perennials sown last month.
- ✦ Sow winter flowering pansies.
- ✦ Plant late-flowering bulbs.

## August

- ✦ Sow butterfly flower (Schizanthus) and stocks.
- ✦ Plant Madonna lilies, tender cyclamen and arum lily.
- ✦ Pot up house-plant seedlings.
- ✦ Rest hippeastrums and tuberous rooted begonias.
- ✦ Take pelargonium cuttings.
- ✦ Continue deadheading.



## September

- ✦ Sow hardy annuals.
- ✦ Transplant biennials.
- ✦ Plant lilies outdoors and in pots.
- ✦ Take cuttings of pelargoniums and fuchsias.
- ✦ Thin seedlings sown last month.
- ✦ Plant out rooted carnation layers.
- ✦ Plant spring-flowering bulbs outdoors and in containers.



# Whatley Manor

Hospitality Action is proud and delighted to be supported by so many industry partners; such as Whatley Manor, whose gardens are simply stunning. And, as part of our expanding gardening feature, we are delighted to share a little of Whatley Manor's history and showcase the twelve acres of stunning gardens surround the charming Cotswold stone house, which dates back to 1802, and which offers lovely views over the countryside.

Whatley Manor is a hotel, restaurant and spa housed in a former farm and estate buildings at Easton Grey in the southern Cotswolds. Originally named Twatley Manor; an abbreviation of "To the wet lea", Whatley Manor was originally a farmhouse on a farm estate called Twatley Farm which was rebuilt in the 18th century. The estate was bought in 1857 by Mr T G Smith who from 1871 became the lord of Easton Grey Manor. It is believed that during this time the building was enlarged and several out buildings to the North-West were incorporated or replaced, extending the property. Ownership of the farm was passed onto his sister Honora Wilder and her husband Reverend George Wilder who owned the farm in 1910. Rear Admiral Reginald Neeld, his wife Beatrix and daughter lived in the manor house in the period of 1899-1924. During the First World War, the hall at Twatley became a packing station for boxes of leggings, galoshes and Red Cross parcels destined for the Front.

The estate, and the land around it, was bought and sold a number of times between 1924 and 2000, and parts of the original farmhouse, which is now Grade II listed, have been extended. In 2000, Marco and Alix Landolt acquired Whatley Manor and set about painstakingly restoring it back to its former glory.

The gardens are divided into 26 distinctive gardens 'rooms', many based on the original 1920s plans and combine classic style with more contemporary touches, recreating an English Country house garden, complete with rose and herbaceous gardens and beautifully manicured lawns. Natural elements of the garden itself and its surroundings, such as wonderful vistas, the river and woodland, have been sensitively incorporated into the more formal elements of the gardens for maximum effect.

Executive Chef Niall Keating oversees both the elegant Brasserie and the intimate Dining Room, which has been awarded Two MICHELIN Stars.

Whilst 2020 was memorable for many reasons, for Niall Keating, Whatley Executive Chef, in amongst the turmoil it was a year of career highlights.

In May 2020 Niall was crowned champion of the 15th series of Great British Menu, a brilliant achievement against tough competition. In December Niall was invited back to the Great British Menu kitchen to compete again, this time with past series winners and Great British Menu judges.

Niall joined the winning chefs to cook at a 6-course festive banquet that was attended by a cross section of key workers who have been instrumental in fighting Covid-19.

Guests are now able to experience a menu that features dishes from both of Niall's Great British Menu appearances. Bookable for Friday and Saturday lunch.



# Take a tour around Whatley Manor's stunning gardens

## The Kitchen Garden

Surrounded by borders filled with fragrant herbs and vegetables that are used in the kitchens to add finishing touches to freshly prepared dishes.



## The Stable Courtyard

The Stable Courtyard has a neatly mown lawn proudly displaying three bronze donkey sculptures by renowned European sculptor Edouard-Marcel Sandoz – Christian Landolt's (the owner's) Great-Grandfather.



## The Herbaceous Garden

The Herbaceous Garden has manicured lawns flanked by stone paved pathways drawing guests past a fountain and pool to a Cotswold stone gazebo.



## The Rose Garden

Enclosed within stone walls featuring an elegant central fountain providing movement and two corner arbours. An ideal hideaway for a quiet moment during a warm spring or summers day.



## The Loggia Garden

Simon Allison, sculptor and pool designer, was commissioned to create a contemporary sculpture for the centre of the Loggia Garden pond making this the ideal spot to take in the stunning vistas of the surrounding Wiltshire countryside.



## The Hot Garden

Inspired by more tropical climates and sun-seared landscapes, in the Hot Garden you will find vibrant colour combinations including hot reds, burnt oranges and dark chocolate.



## Answers from last issue's Fun and Games

Although no prizes are being awarded for our previous Quiz, well done if you managed to get all of the answers correct:

**Where in the World Quiz** - Answers: Scotland, India, Australia, Japan, Holland, Texas USA, Hawaii or Fiji, New York, USA, China, India, Paris, London, San Francisco, Spain, Australia, Peru, South America, Singapore, Cambodia.

**Chinese New Year Quiz** - Answers: Ping Pong, Beijing, Money, Mandarin, True, Ox, Silk Road, Confucius, Communist Party, Bruce Lee, it would take a fit person 18 months to walk the length of the Great Wall, Forbidden City, Acupuncture, Tai Chi.

# Competition Time

After a break due to Covid-19, we are thrilled to be able now to re-introduce the much-loved competitions. Enter for your chance to win one of two prizes: £20 gift voucher for First Prize or one of two £10 gift vouchers for second place(s).

In this word search we invite you to find words associated with GARDEN PONDS. As an extra tease, we should tell you that there is one word that is not in the list. Can you find it?

BLOOM  
PEGS  
DEPTH  
PIPES  
EDGING  
SAND  
FILTER  
SHAPE  
FISH FOOD  
SOIL  
FLOATERS  
SPADE  
FROGS

SPAWN  
HOSE  
STRING  
LIGHTS  
TENCH  
LOTUS  
TOADS  
NEWTs  
TURF  
ORFE  
WATER  
PEBBLES  
WIDTH



		2	8		1	7		
	4							5
6		7				4		1
			7		9			
	6							2
			5		6			
1		8				6		7
	5							9
		9	6		3	5		

Why not try your hand at this fun, challenging and addictive Sudoku puzzle? Just fill in the grid so that every row, every column, and every box contains the digits 1 through 9 – with no repetitions. That’s all there is to it!

Entries should be returned to us marked ‘GF competitions’, Hospitality Action, 62 Britton Street, London, EC1M 5UY to reach us no later than Friday 9th July. **Good luck everyone!**

Your full name \_\_\_\_\_

Your address \_\_\_\_\_

# Scheme benefit feedback – 2020 One4All Christmas gift card

**Title:** Mr                      Mrs                      Miss                      Ms                      Other

First name			
Surname			
Address			Telephone Number(s)
			Landline
			Mobile
County			E-Mail
Postcode			

Have you redeemed your 2020 Christmas One4All gift card?                      Yes                      No

If 'No', please tell us why you have not yet / not been able to redeem your gift card

If 'Yes', please tell us the name of the in store or online retail partner you chose to use?

I redeemed my gift card **in store** and was **successful/there were no issues.**                      Yes                      No

I attempted to redeem my gift card **in store** and was **unsuccessful/there were issues.**                      Yes                      No

I attempted to redeem my gift card **online** and was **successful/there were no issues.**                      Yes                      No

I attempted to redeem my gift card **online** and was **unsuccessful/there were issues.**                      Yes                      No

If you were unsuccessful in redeeming your gift card (either in store or online) please can you explain what difficulty you faced?

Finally, please tell us which of these supermarkets/stores you would use to purchase groceries, homeware and/or clothing? Please only choose one from this list. Thank you.

Marks & Spencer

Tesco

Sainsburys