

Autumn 2025 edition

With gratitude and appreciation to our supporter The Worshipful Company of Innholders for making this newsletter possible.



Hospitality
Action

Golden Friends Newsletter

Dear Golden Friends,

Surprisingly, perhaps, summer 2025 turned into one of the warmest since 1884. Both June and July temperatures were well above average for the time of year, which meant dry soil, unusual flowering patterns, plant stress and hosepipe bans.

With gardens and green spaces now in need of a little extra TLC, there are many tasks that need to be done to prepare for spring – take a look at our autumn task list on page 12 for inspiration.

In addition to seasonal vaccines, low-impact exercises can help us maintain joint flexibility as well as muscle strength during the colder, damper months. More on page 16.

And we have an exciting announcement about a positive change to our Winter Fuel Grant, with the introduction of a new Warmth & Wellbeing Grant on page 4.

Wishing you all the best of health until we meet again in December.

Cathie

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

Scheme Co-ordinator: Cathie Brennan

For advice, support or to request a Grant Application form,
Tel: 0808 801 0466

Address: 62 Britton Street, London EC1M 5UY

Email: GF@hospitalityaction.org.uk

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News from HA

A message from CEO, Mark Lewis

Our supporters are the lifeblood of Hospitality Action.

It's a symbiotic relationship: hospitality people raise funds for us, so that we can donate funds to hospitality people.

We're nothing without them.

People love our work so much, that over the years they've parachuted out of planes, swum the channel, and even rowed the Atlantic Ocean for us.

As I write, an impressive young woman called Maya Gilbert is walking the entire 2700-mile English coastline in support of Hospitality Action. We helped her during the Pandemic in 2020, and now she wants to pay us back by raising funds for us.

Maya carries a tent on her back, and she camps out under the stars once she's got another 25-mile (!) day under her belt.

Meanwhile, hotelier William Gibbs is somewhere off The Lizard, having set sail on the Clipper Round the World Yacht Race.

What is it about this charity that makes people take on extraordinary challenges, brave cold nights, high seas, and hurricanes, and push themselves far beyond their comfort zones?

It's because they believe in our mission: to transform hospitality lives.

When you pull your up the blankets and settle down to sleep, spare a thought for Maya, who will have huddled in her tent somewhere along the Lincolnshire Coast; and for William, who will have stared down the elements out on the North Atlantic Ocean.

Talking of blankets, the nights are drawing in again, so please do turn to page 4 to learn more about our exciting new Warmth & Wellbeing Grant.



Also in this issue

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Golden Friends News

Continuing our regular Golden Friends check-in calls

Our industry volunteers have been busy making calls out to Golden Friends throughout the summer. Those who volunteered with us have enjoyed the experience enormously and we are looking forward to other volunteers joining us to reach out to Golden Friends throughout the autumn and winter months when these calls will continue.

When you receive a telephone call from us – usually on a Friday – our volunteers will always introduce themselves by name and let you know they are calling on behalf of Hospitality Action's Golden Friends. If you are busy or would prefer not to engage with our volunteer callers, that is absolutely fine – just let them know.

If you are happy to speak with our volunteer caller, they will begin by checking how you are and that you are receiving your scheme benefits, such as birthday cards and newsletters.

Remember to let our volunteer callers know if you have moved so we can update your address and any other contact details in preparation for the Christmas mailing in December. Please be assured these calls are genuine and not a scam, but if you are at all concerned, please email us at **GF@hospitalityaction.org.uk**.



It's that time again

At this time of year our thoughts turn to seasonal vaccinations, which are typically offered during the autumn and winter months. Across late 2025 and early 2026, regional health authorities will focus on offering vaccinations to those at higher risk, including adults aged 75-79.



A separate shingles vaccination is being offered and a letter will be sent out to those who qualify. The vaccine is offered to those who turned 65 on or after 1 September 2023 and all adults aged 70 to 79. The vaccine will also be offered to all adults with a severely weakened immune system. For more information on this new vaccine programme, visit **<https://www.nhs.uk/vaccinations/shingles-vaccine/>**.

If you fall into one of the above categories and you do not receive a letter inviting you to make an appointment, contact your GP to check if you are eligible to receive the shingles jab.

Eligibility for government benefits

We appreciate that eligibility for government benefits can be complex and confusing. If you are struggling with your health or mobility, you may qualify for certain disability benefits. These benefits are not means-tested and are based on your daily care and mobility needs.

If you are in any doubt about your eligibility for government benefits, you can contact Hospitality Action's **Welfare Benefits Advisor, Suad Hersi**, on **020 8187 9056**, or by email at **shersi@hospitalityaction.org.uk**.

The government's Winter Fuel Payment

Following the government's announcement in July 2024 that Winter Fuel Payments (WFP) would only be available to pensioners in receipt of Pension Credit, the Chancellor has recently announced the decision to restore the WFP to all pensioners in England and Wales with an annual taxable income of £35,000 or less.

This means that nine million individuals over the state pension age in England and Wales will benefit from a WFP this coming winter.

Those with income below the £35,000 threshold will receive the payment automatically. For those with income above the £35,000 threshold, the payment will still be issued but will later be recovered by HMRC with a change to their personal tax code. For more information on how this works, please visit **www.gov.uk/winter-fuel-payment**.

This threshold is applied to each pensioner individually, which means one partner with a low income may receive the WFP without conditions, while the other partner with an income over £35,000 will receive the payment but later have it reclaimed by HMRC.

Individuals preferring not to receive the WFP (for example, to avoid a tax recovery) can opt out by contacting the Winter Fuel Payment Centre by:

- Contacting the **WFP helpline** on **0800 731 0160**
- Sending a written request to the **Winter Fuel Payment Centre, Mail Handling Site A, Wolverhampton WV98 1LR**

Most payments will be made between November and December 2025, with letters sent in October or early November. Visit **www.gov.uk/winter-fuel-payment** for further details.



Scam awareness

Information and advice

We have been made aware by some of our beneficiaries that they have been receiving fake text messages about Government Winter Fuel Payments.

These messages pretend to be from the Government or HMRC and invite the recipient of the text message to apply for a new Winter Fuel payment.

This is a scam!

You **do not** need to apply for the Government Winter Fuel Payment. If you qualify, the payment will be sent to you automatically.



How to protect yourself if you receive one of these text messages:

- **Do not click on any links in the message**
- **Forward the text message to 7726** – this is a free service and will alert your mobile phone provider that you are being targeted in this type of scam.
- **Delete the message immediately**

If you are ever contacted in this way, never disclose your personal or bank details to anyone or any organisation that you do not know or are not expecting to be contacted by, no matter how genuine the situation appears to be.

Why it is important to report scams

HMRC is working hard to stop scams like these. In June 2025 alone, HMRC received around 15,100 reports about Winter Fuel Payment scams alone, and they have already removed thousands of fake websites.

Remember, if you receive a suspicious message, you can help to report it by:

- **Forwarding the text message to 7726**
- **Forwarding the email on to phishing@hmrc.gov.uk**
- **Reporting scam website links via <https://www.gov.uk/winter-fuel-payment>**

Share this information with family, friends and neighbours – especially those who might be more at risk. Making people aware of these scams makes it harder for fraudsters to succeed.

If you are worried or unsure if a message you have received is real, you or someone who can help you check if the message is genuine, can visit <https://www.gov.uk/winter-fuel-payment> for more information.

Competition Time!

Congratulation to FIRST PRIZE winners, **Mrs B. Case (Plymouth)** and **Mrs A. Maynard (Cardiff)**, who each receive £30 worth of M&S gift cards having entered our summer wordsearch competition. SECOND PRIZE winners, **Mrs M. Martelino (London)**, and **Mrs A. Henderson (Bath)** will each receive M&S gift cards worth £15.

Our autumn wordsearch offers another chance to be one of our lucky competition winners. Entries need to reach us no later than **FRIDAY 31 OCTOBER**. Good luck!

H B F S O L I T A R Y O
E L L M U L W O R M S A
D A S J A O F L Z E S R
G N B T C M H R R P S Y
E R E I S U M O M I P O
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Z O E M S M E L L O S T
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HEDGEHOG
SPINES
SOLITARY
WORMS
HOGLET
NOCTURNAL
SMELL
BEETLE
HIBERNATION
OMNIVORE
NEST
MAMMAL

Entries should be marked '**GF competition**' and posted to Hospitality Action, 62 Britton Street, London EC1M 5UY to arrive no later than **FRIDAY 31 OCTOBER**.

Your full name _____

Your address _____

Postcode _____

Your telephone number _____

Your email address _____

Fundraising and our Supporters

At Hospitality Action we're fortunate to have amazing supporters spanning the entirety of the UK, who never fail to outdo themselves with the innovative and thoughtful ways they choose to fundraise. From ultra-marathons to sponsored walks and hikes, here are just some examples of what our supporters have been up to in recent months.

Wayne Fernsby's marathon mission

To mark the incredible milestone of five years' sobriety, Wayne Fernsby, a hospitality veteran who has served the industry for more than 20 years, signed up to five mammoth races in honour of his past five life-changing years. Wayne's challenges included two half marathons, a full marathon and an ultra-marathon.



Wayne told us his challenge was “a great way to connect with people I’ve worked with across the country and help them realise that there is support out there. Through my fundraising, I hope to show that it’s possible to make a change and pursue a healthy lifestyle within the hospitality industry. Running fits around my work schedule and it’s great for mental clarity. When you run, you’re not thinking about work or life, you’re just in the moment. If I can inspire even one person to seek help or to take up running, that’s worth it to me.”

We're grateful to Wayne for including us in his sobriety journey, he's a true hospitality hero.



The Stein team take on five half marathons

To celebrate its 50th anniversary, Rick Stein's Seafood Restaurant in Padstow set itself the challenge to raise £50,000 for Hospitality Action.

Leading the way in the fundraising are Georgina Rhodes (personal assistant to Rick Stein), and husband and wife duo Sophie and Mark O'Hagan (guest services assistant and group head chef respectively), who are taking on five half marathons throughout the year.



Georgina said: "I wanted to fundraise and felt that as running was 'my thing', why not give it a go for each of the decades. I've run races before, but never five in one year. I remind myself why I'm doing this – to support Hospitality Action. Having the next race in the calendar helps keep me focused and gives me something to train towards."

Other Rick Stein restaurant team members are contributing to the fundraising target by walking or cycling 50 kilometres, baking 50 sweet treats for sale or performing 50 acts of kindness. We are grateful to everyone who is lending a hand this year.

Running in memory of Ian Chaplin

Ben Chaplin, executive chef of the Black Friar Pub in Salford, took part in the Manchester Marathon in memory of his dad, Ian. Ian worked as a chef for his entire career and even cooked for King Charles. When Ben realised that the Manchester Marathon was set to take place on the two-year anniversary of his dad's passing, he knew he had to take part.



When we asked Ben why he had chosen to run in aid of Hospitality Action, he said: "I'm fortunate as I've never had to ask for your help, but I know people who have. I first became aware of the charity when I worked for chef Aiden Byrne and it felt right to give back to the industry – I've carved a career and I know how tough it can sometimes be. As I crossed the finish line, I felt a huge sense of achievement and then the emotions hit."

Ben raised an impressive £2,000 and we can't thank him enough for giving back to the industry of which both he and his dad formed a vital part.

We're always honoured when supporters go to such extraordinary lengths to raise vital funds for those we serve, and we offer our heartfelt thanks to Wayne, Ben and everyone at Rick Stein Restaurants for fundraising on our behalf.



#WeveGotYou

Seasonal Recipes

Pumpkin muffins

For a deliciously light and warm accompaniment to a mid-morning cuppa, try these easy-to-bake cinnamon spiced pumpkin muffins.

The muffins will keep for three days in an airtight container or can be frozen.

Prep time 15 mins
Cooking time 15 minutes
Serves 12

What you will need:

- 225g plain flour
- 2tsp baking powder
- 1tbs ground cinnamon (or 2tsp pumpkin spice)
- 100g caster sugar
- 50g soft brown sugar
- 200g pumpkin purée
- 2 large eggs
- 125g slight salted melted butter



Kcal	Fat	Saturates	Carbohydrates	Sugars	Fibre	Protein	Salt
219	10g	6g	28g	13g	2g	4g	0g

Method

Step 1

- Heat the oven to 200°C/180°C fan/ gas mark 6.
- Line a 12-hole muffin tin with muffin cases.
- Mix the flour, baking powder, cinnamon and both types of sugars together in a large bowl.
- Rub the mixture together between your fingers to remove any lumps of brown sugar to avoid any lumps of crystallised sugar in the finished bake.

Step 2

- Whisk the pumpkin purée and eggs together in a jug or bowl.
- Once fully whisked, add to the dry ingredients along with the melted butter.
- Whisk the mixture for 1-2 mins using an electric hand whisk until the muffin mixture is fully combined.

Step 3

- Distribute the muffin mixture evenly into the 12 muffin cases.
- Place the muffin tray into the oven and bake for 15 mins until golden and risen (to check, insert a skewer – it should come out clean).
- When cooked, place the muffin tray on a wire rack and leave to cool completely.



Spicy pumpkin soup

Early autumn is a great time to enjoy healthy and delicious soups made with seasonable vegetables.

Pumpkin soup is rich in vitamins, minerals and antioxidants, especially Vitamin A and Vitamin C, and a good source of fibre. It's relatively low in calories and can be prepared with healthy ingredients such as carrots, onions and spices such as turmeric for added flavour and health benefits.

The soup is egg-free, nut-free, high in fibre and suitable for vegetarians. It will keep for a week in the fridge in an airtight container or can be frozen.

Prep time 35 mins

Cooking time 1 hour

Serves 4



What you will need:

- 1 pumpkin, about 1.5-2kg (save the seeds and toast in a dry pan to garnish)
- 1tbs garam masala
- 2tsp ground coriander
- 2tsp ground cumin
- 3tbs olive oil
- 1 onion, finely chopped
- Ginger, peeled and finely chopped
- 2 cloves garlic, finely chopped
- ½-1tsp chilli flakes or chilli powder
- 900ml vegetable stock
- 100ml double cream or crème fraîche, plus extra to serve

Kcal	Fat	Saturates	Carbohydrates
315	24g	10g	15g
Sugars	Fibre	Protein	Salt
11g	8g	5g	0.59g

Serve in bowls with a drizzle of cream and a pinch of chilli and top with toasted pumpkin seeds, if preferred.

Step 1

- Heat the oven to 180C°/160°C fan/gas mark 4.
- Cut the pumpkin in half and remove the seeds with a spoon. Cut the pumpkin into wedges or chunks (keep the skin on) and tip into a bowl.
- Put the garam masala and 1tsp each of the coriander and cumin into a small bowl and mix with 2tbsp of the oil, adding salt and pepper to taste.
- Drizzle over the pumpkin and toss well to coat in the spiced oil.
- Transfer the pumpkin to a baking tray and spread out evenly. Roast for 40-45 minutes, turning halfway through cooking, until the pumpkin is soft when pierced with a fork. Leave to cool on the tray for a few minutes.

Step 2

- Heat the remaining 1tbs olive oil in a large saucepan and fry the onion with a pinch of salt for around 10 mins until soft.
- Add the ginger, garlic and remaining spices and chilli flakes and fry for 1-2 minutes until fragrant.
- Pour in the stock and bring to a gentle simmer.

Step 3

- When the pumpkin is cool enough to touch, use a spoon to scoop the soft flesh away from the skins – discard the skins.
- Add the soft pumpkin to the stock pan.
- Remove the pan from the heat and blitz the soup with a hand blender until creamy and smooth.
- Season to taste, adding extra chilli or garam masala to taste.
- Place the pan back over a low heat and stir in the cream. Bring to a gentle simmer.



Get into the garden this autumn

Autumn is a great time for gardening and there are many tasks to be done to prepare gardens for the spring. The soil is still warm from the summer, so you can plant out spring bulbs as well as shrubs and trees, and although growth slows, the roots of newly planted bulbs and trees will still grow at a slower pace during winter.

Autumn rain and cooler temperatures also mean new plants need less watering, making life easier for gardeners.

Giving your lawn a bit of care and attention in autumn will ensure you reap the rewards next year. An autumn feed will revitalise grass after summer and prepare it for the cold winter weather, and getting rid of moss and thatch on the lawn will allow rainwater to percolate better into the soil. You can aerate your lawn to improve drainage and early autumn is an excellent time to sow grass seed – the temperatures are still warm enough for it to germinate and there is less foot traffic on the lawn.

The season also gives us the chance to turn fallen leaves into leaf mould, which is a fantastic soil improver. Rake leaves into a pile or into bin bags and leave them somewhere out of sight for a year or so to rot down.

Tasks for autumn

Planting:

- **Spring-flowering bulbs:** plant daffodils, tulips, hyacinths and crocuses before the end of September to ensure a vibrant spring display.
- **Trees, shrubs, and perennials:** the soil retains warmth from the summer and is often moist from autumn rain, which gives roots time to establish before winter.
- **Fruit trees and bushes:** plant now for a good harvest next year.





Maintenance:

- **Clear leaves:** remove fallen leaves from lawns and borders to prevent smothering and disease.
- **Tidy borders:** cut back perennials, remove weeds and add compost or well-rotted manure.
- **Mulch borders:** apply a layer of mulch to help retain moisture, suppress weeds and protect plant roots.
- **Divide herbaceous perennials:** dig up and divide plants that are dying back, such as phlox and rudbeckia.
- **Prune tender plants:** prune lavender and rosemary now, as they are sensitive to winter pruning.
- **Net ponds:** prevent leaves from falling into ponds.
- **Pots and greenhouse:** clean pots and greenhouses ready for spring.
- **Lawn care:** scarify, aerate and repair any damaged patches on the lawn.



Other Autumn Activities:

- **Collect seeds:** gather seeds from your garden for future planting.
- **Prepare for wildlife:** create habitats for wildlife by leaving some areas of the garden untidy.
- **Fertilise plants:** provide a nutrient boost to help plants recover from summer heat and prepare for winter.
- **Harvest fruit and vegetables:** harvest the last of the summer fruits.
- **Consider winter containers:** plant up containers with winter-flowering plants such as violas and pansies.



How to make space for nature in your garden

To encourage visitors to your garden during autumn, focus on providing shelter, food and water. Leave leaf piles and log piles for hedgehogs and insects, build a bug hotel and ensure access to a water source, such as a pond or bird bath. Resist the urge to tidy up your garden too much; leaving some dead plants and longer grass provides cover and food for visiting insects and other creatures during autumn and into winter.



Shelter:

- **Log and leaf piles:** Create piles of leaves and logs in quiet corners to provide shelter for hedgehogs, frogs and insects.
- **Bug hotels:** Build a bug hotel using logs, twigs, bamboo and straw to offer refuge for insects.
- **Leave some vegetation:** Avoid excessive tidying; allow plants to die back naturally and leave seedheads for food and shelter.
- **Leave longer grass:** Longer grass provides cover for insects, frogs and other small creatures.





Food:

- **Bird feeders:** Provide a consistent supply of bird food, especially during the colder months.
- **Nectar-rich plants:** Plant late-flowering plants, such as sedum, rudbeckia and aster, to offer a food source for late-season pollinators.
- **Compost heap:** A compost heap provides a habitat for worms, beetles and other beneficial insects, and can also offer shelter for hedgehogs.



Water:

- **Ponds:** Create or maintain a pond with shallow edges to allow easy access for wildlife.
- **Bird baths:** Ensure a clean and accessible water source for birds.



Other things to consider:

- **Leave gaps in fences:** Create small gaps in fences to allow hedgehogs and other small mammals to move freely between gardens.
- **Do not disturb hibernating creatures:** Be mindful of areas where creatures might be hibernating when tidying your garden.



Health and wellbeing

Low impact exercises

After the summer, when there is a natural decrease in our motivation to be outside due to reduced daylight hours, as well as fear of injury from slippery conditions, low-impact exercise can help us stay active without putting our bones and joints at risk.

Gentle exercise helps us to maintain strength, flexibility and balance, as well as cardiovascular health, while reducing the risk of injury to joints and muscles and promoting our overall well-being.

Because low-impact workouts tend to be less tiring, some people find this makes them more sustainable in the long run.

Low-impact exercises for older people include walking, swimming, cycling, yoga, Pilates and strength training with resistance bands or your own bodyweight. These exercises are gentle on the joints and can improve cardiovascular health, strength, balance and flexibility.

What are the benefits of low-impact exercise?

Less stress on joints

- High-intensity exercises, such as running, jumping and tennis, can cause or worsen joint problems, particularly in the knees, hips and shins.
- Low-impact exercise places less stress on the body and reduces the risk of injury.

Improves joint and bone health

- Research has found that exercise helps to improve joint function and flexibility, prevents stiffness, builds bone density and strengthens muscles. In many cases, low-impact exercise can improve sore joints and offer pain relief.
- Health professionals recommend low-impact exercise to help prevent and treat conditions such as arthritis and osteoporosis.

As beneficial as high-impact exercise

- While it's easy to assume that only high-intensity workouts bring results, research has shown that all exercise is beneficial.
- Studies have revealed that low-impact exercise offers all the same health benefits as high-impact exercise, such as boosting heart health and brain function, reducing anxiety and depression, and promoting weight loss.



Exercises to help improve physical and mental wellbeing

- **Walking:** A great way to improve cardiovascular health and bone density.
- **Water aerobics:** Provides a low-impact workout while supporting the body and offering resistance.
- **Cycling:** A gentle cardio workout that is easy on the joints.
- **Yoga and Pilates:** Enhance flexibility, balance and strength through controlled movements.
- **Resistance band training:** Offers a low-impact way to build muscle strength.
- **Chair squats:** Improve leg strength and stability.
- **Arm circles:** Enhance arm mobility and reduce stiffness.
- **Tai Chi:** Improves balance, flexibility and co-ordination through slow, flowing movements.
- **Gardening:** A low-impact activity that can improve flexibility and strength.

The benefits of low-impact exercise

- **Improved cardiovascular health:** Many low-impact exercises, such as walking, swimming and cycling, can help improve heart health.
- **Increased strength and muscle mass:** Resistance training, including using bodyweight, bands or light weights, can help maintain or increase muscle mass and strength.
- **Better balance and co-ordination:** Exercises such as Tai Chi and balance exercises can help prevent falls.
- **Increased flexibility and range of motion:** Yoga, Pilates and stretching exercises can improve flexibility and joint mobility.
- **Reduced risk of injury:** Low-impact exercises are less likely to cause injury compared to high-impact activities.
- **Improved mental well-being:** Exercise can help reduce stress and anxiety and improve mood.



Tips for getting started

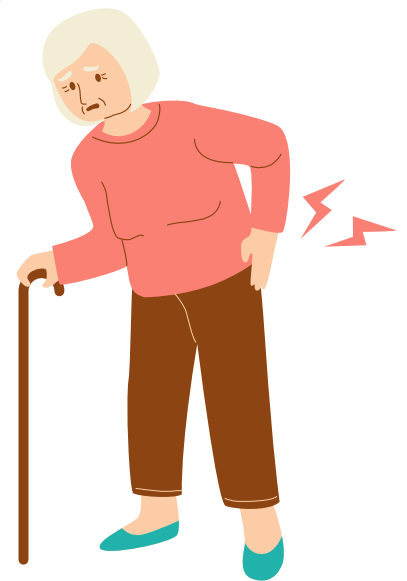
Ensure the exercises are right for your level of fitness and health

Before starting any new exercise regime, it's important to speak to your GP to ensure the exercises are appropriate for your individual needs and limitations.



Start slowly and gradually increase intensity

Don't try to do too much too soon. Begin with low-intensity exercises and gradually increase the duration, frequency or intensity as you get stronger.



Listen to your body

If you feel any pain, stop immediately and rest. Don't push yourself beyond your physical and medical limits.

Find activities you enjoy

Always choose activities that you find enjoyable, as you're more likely to continue.



Stay hydrated

Remember to always drink plenty of water before, during and after exercise.

Wear comfortable shoes and clothing

Ensure your clothing and footwear are appropriate for the activity and provide support and comfort.



Health and wellbeing

Quick guide to shingles

Shingles is an infectious, painful, blistering skin rash caused by the varicella-zoster virus - the same virus that causes chickenpox. The virus lies dormant in the body after chickenpox and can reactivate later in life, leading to a painful, blistery rash typically found on one side of the body.

You're more likely to get shingles, and it's more likely to cause serious problems, as you get older or if you have a severely weakened immune system.

What are the symptoms?

Symptoms include pain, burning, tingling, headache, and a rash that develops into fluid-filled blisters. You cannot catch shingles from someone, but you can get chickenpox from direct contact with the shingles rash fluid if you're not immune.

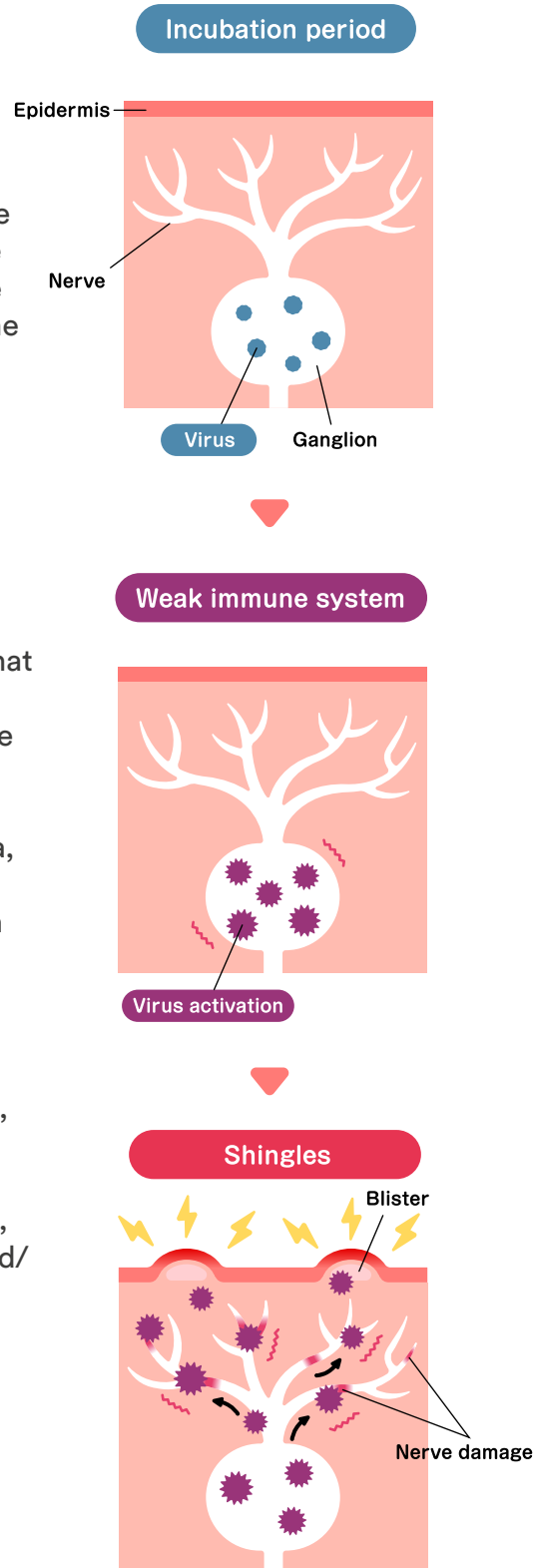
Symptoms begin with pain, tingling, or itching in the affected area, followed by a rash and blisters that eventually scab over and heal within a few weeks. While shingles is rarely life-threatening, it can cause severe pain and complications like long-term nerve pain.

How is shingles treated?

Vaccination is the best way to reduce your risk of getting shingles, but treatment with antiviral drugs, started within 72 hours of pain onset, is most effective. You can get shingles more than once, so it's important to get vaccinated even if you've had shingles before, especially if you are in one of the vulnerable groups due to age and/or have a weakened immune system.

Is the shingles vaccine safe for everyone?

Those who have had a serious allergic reaction (anaphylaxis) to a previous dose of the vaccine, or an ingredient in the vaccine, are advised not to have the shingles vaccine.



When to see a doctor

It is important to see a doctor as soon as possible if you suspect you have shingles. Early treatment with antiviral medications can help reduce the severity and duration of the illness and decrease the risk of complications.

Hospitality Action's Warmth & Wellbeing Grant

Applications for our new annual Warmth & Wellbeing grant are open until **31 March 2026**. This £500 grant will be paid in two £250 instalments: one to help with winter fuel costs and another for social participation in the warmer summer months.

To apply, simply complete and return the cut-off slip below along with a recent full month's copy of bank statements for **all bank accounts you hold**.

PLEASE NOTE: If you are currently in receipt of a regular bi-monthly grant from Hospitality Action, we have written to you separately to explain your eligibility.

To qualify for a Warmth & Wellbeing grant you must:

- Live in your own home (owned or rented – not a nursing/residential care home).
- Have no non-dependent members of your family living with you (other than your spouse/partner).
- Receive an income-related benefit, such as Pension Credit, Universal Credit or Housing Benefit, OR have a total weekly income of no more than £227.10 per week for a single person or £346.60 per week for a couple.*
- Have limited savings (below £5,000 if you are single and below £8,000 if you are a couple).

*Disability-related benefits, such as Attendance Allowance or Personal Independence Payments, are disregarded for Hospitality Action's Warmth & Wellbeing grant assessment.

If you meet all the above criteria and would like to apply for the grant, please complete and return the cut-off slip below and send with a recent, full month's bank statement(s) showing all your income and savings.

We will contact you once your application has been assessed. If you qualify for a Warmth & Wellbeing grant, you will be notified of the payment dates in writing and the award will be paid into your bank account.

Please note, if you do not provide a recent statement for your bank account(s) when you apply this will delay your application.

The Warmth & Wellbeing Grant is kindly sponsored by the Worshipful Company of Innholders.



Please tick each of the statements below to confirm your eligibility and complete your name, address and contact details. Send this slip, together with a recent full month's bank statements to:

Hospitality Action Grants Team, 62 Britton Street, London EC1M 5UY

- ☐ I/we live in our own home (owned or rented – not a nursing/residential care home).
- ☐ I/we have no non-dependent members of our family living with me/us (other than our spouse/partner).
- ☐ I/we receive an income-related benefit, such as Pension Credit, Universal Credit or Housing Benefit, OR have a total weekly income of no more than £227.10 per week for a single person or £346.60 per week for a couple.
- ☐ I/we have savings below £5,000 (single)/below £8,000 (couple).
- ☐ I/we have enclosed a full month's bank statement for all accounts I/we hold.

Full Name _____ Signature _____

Address _____

Post Code _____

Telephone number _____ Email address: _____