



INNOLDERS' COVID 19 NEWSLETTER

ISSUE 2

Due to the movement restrictions imposed by the Covid-19 pandemic we are unable to meet as usual at Innholders' Hall. We plan to use this newsletter to share information about the Innholders' response to the extraordinary situation in which we find ourselves. We would like to hear from you, please contact the Assistant Clerk

Rebecca.Foxlin@innholders.co.uk with your Covid-19 related news and stories for the next issue.

FROM THE MASTER

Welcome to this second Covid -19 newsletter, and thanks to all of those who sent us their stories which make it such an interesting letter. If anyone has more to tell us, please send details to our Asst. Clerk Rebecca. I'd also like to thank all of you who have so kindly donated to our Emergency Fund, which included some very generous contributions. I know most of us have already given to many deserved causes, but if you can still find a little more, we would appreciate the help, and please be sure that every donation, however small, is very welcome.

Keep safe and well, and I look forward to seeing you soon,

Best wishes

Keith Harrison

Master

INNOLDERS' COVID-19 EMERGENCY APPEAL

Have you saved money by not travelling to the Hall or partaking in Innholders' events? Perhaps you would consider donating your savings to the Innholders Emergency Appeal? At the time of writing this newsletter, the funds raised are just under £10,000, including Gift Aid, and we warmly thank all of you who have contributed so far. More news on how the funds have been distributed in the next Issue. If you would like to suggest a good cause that this fund could help do get in touch with the [Clerk's Office](#). Please donate generously by clicking [here](#).





A MESSAGE FROM THE CHAPLAIN

We all want to get back to normal – but what will that normal look like? I am sure that that is a question at the back of each of our minds, whether we are a hotelier or a leader in commerce, industry, politics, finance or whatever. It's the question that we keep asking ourselves at the Cathedral. It is now eleven weeks, going on for twelve, since this lockdown began. As people have commented, it was easier to begin this than to end it and the challenges for those of us who love welcoming people through our doors, guests, worshippers, and wanting them to relax and enjoy themselves are huge. People, it seems to me, even the more introvert, are missing human contact. Whether shaking a hand, hugging, even kissing, all of that is now something we can't imagine happening beyond our immediate household. Yet Innholders, like priests, deal in the stuff of human contact. Whether we serve a meal at a table or at an altar we are about hospitality and Covid-19 has changed our notions of what that looks like.

After all these weeks of leading online worship from the Deanery we are now allowed to film a service in the Cathedral for broadcast. So since Ascension Day that is what we have been doing. Morning and evening, day by day, prayers are still led by Mark and me from the Deanery. But I know that those who tune in are enjoying seeing inside the church. We hope that the beginning of July will see us opening our doors to people to come in to pray and we also hope that that will be followed in August for more general visitors. But when we will be allowed to have 'real' congregations and when those congregations will be allowed to belt out 'Praise my soul the king of heaven' well, we simply do not know. The one thing that is certain is that nothing is certain.

Travel well and don't let the journey get you down

The star on our Coat of Arms led the way for some travellers to find their goal. We are on a journey, personal, professional, national, we need to follow the star. King George VI quoted in 1939 a poem to the nation at a time of national crisis. The poem was by Minnie Louise Haskins and it's words are powerful for us all now as much as then.

“Give me a light that I may tread safely into the unknown.”

And he replied:

“Go out into the darkness and put your hand into the Hand of God.

That shall be to you better than light and safer than a known way.”

Travel well and don't let the journey get you down.

The Very Revd Andrew Nunn
Dean of Southwark

You can find out more about the streamed services at Southwark Cathedral by clicking [here](#).



FROM THE CLERK'S OFFICE

The Clerk's Office continues with its usual tasks during these times, despite dodgy internet and breaking a laptop. The committees remain very active and the Clerk's daily cuppa with the Master is either a zoom meeting or a telephone call. Every Friday morning the team zoom into each other just to check all is well and whether John has got rid of his beard, but sadly not. John has been going up to the hall on a regular basis to ensure all is well and shortly he will occupy it for a whole week as a throng of contractors descend for surveys, socially distancing at all times of course. Rebecca has kept herself very busy with the budgets, ICF audit, newsletters and a few other things aside from going up to the Hall too.

After some considerable re-jigging of both the Company and Foundation budgets, we believe we are now better positioned to withstand the pressure brought about by the pandemic. Although certain company-related events costs are down, no events at all in the Hall and a severely corrected stock market means income is down too. The Company is in relatively good health, but you can appreciate the pressure that will be felt on the donations given out by the Patronage and Charity committees, which we are doing our best to fulfil. Whilst we should be able to achieve all we promised this year, the next two years will inevitably feel a tightening of the belt but we are still committed to doing what we can for those who need it most. It is very clear that being a committee Chairman certainly means plenty of work!

We are still committed to doing what we can for those who need it most

We have also been helping Herbert as much as we can through these difficult times as we are all keen to keep him and his team with us when we eventually come out of lockdown. We all recognise the effects of the pandemic on the hospitality industry and we still do not know when big banquets will return or in what guise, but we certainly hope we'll get back to some activity before Christmas.

Meanwhile the committees and Court all meet as normal but using Zoom which seems to work very well all things considered. The Clerk wields considerable power during these meetings having control over the mute button, however more than one Court member has tried to mute the Clerk remotely during meetings - can't for the life of me think why!. We admitted our first Court member via Zoom yesterday - congratulations Alice Jeffs. We had 29 attending the Court virtually - another record.

As you can see in the picture, the Clerk's new home office at the end of the garden is working a treat. Occasional forays to check on the flowers in the garden or the allotment break up the day along with the occasional "quiet" trip to the supermarket on the Harley which can occasionally take in quite a diversion.

Best wishes to you all from all of us



FROM THE BEADLE

Tuesday 17th March was the day everything changed, or more precisely, the day everyone departed the Hall. The week had been expected to be busy, so all preparations in the kitchen and front of house proceeded as normal. Then suddenly everything was cancelled, the kitchen was quickly cleaned down, front of house packed away, and everyone left. As the resident Beadle I'm quite used to being on my own in the Hall, but this was a very different "alone in the Hall" which had a whole new meaning as it was obvious that no one was coming back and for quite some time! So, I headed home to Somerset on the Friday fully expecting to return to an empty Hall the following week. Over the weekend things developed very quickly as the whole country including myself went into lock-down!

The Hall being vacant for a period such as at Christmas is nothing new and I can view 90% of the Hall via CCTV. However, the next problem was that at some stage we would need to do a physical survey of the Hall to ensure all was well, and how to achieve that at minimal risk?

Enter Joe Savage, future son-in-law! Professional driver, mechanic and now CCTV IT expert! So, at 06.30 on a Sunday in March, we departed the village heading for the M5, leaving early to avoid the traffic - what traffic? We watched the sunrise, and other than the occasional HGV Supermarket wagon, we had the M5 and generally M4 to ourselves. Even stranger was pulling into the services just before Reading and having the whole service station just to ourselves, instead of the usual hustle and bustle you would generally find. The only thing that was going to delay us today was the speed restrictions! Stranger still was entering London to an almost apocalyptic scene, well no people anyway. Passing a silent but majestic "Natural History Museum", through Trafalgar Square without a person in sight!

Through Trafalgar Square without a person in sight!

Arriving at the Hall, we quickly made our way in and Joe got the right royal tour, taking in every area of the building, including the roof! In fact, many areas known only to me and one or two others, checking that all was well and everything that should be working was working, boilers, fridges, freezers and PC's. After a thorough check of all areas and removing any remnants of food from the various fridges and rescuing the plants from my flat, we locked up, put the alarms back on and headed for home.

Once on the M4 and properly underway, we delved into our rucksacks for what has now become the traditional M4 return leg picnic and arrived home two and half hours later. Not sure as I write this how many more times, we will repeat this, as the lock down begins to lift. Each visit has thrown up its own unique problems and Joe has proven a very useful Assistant, helping with the heavy lifting or indeed resolving IT problems with CCTV. Probably by the end we will have spent a whole day together in the vehicle which for any would be son-in-law is perhaps too much! Never mind that he has virtually sailed every ocean, visited every port and been through every conflict! Joe may well be scarred for life due to this, but certainly now knows our wonderful Hall, literally inside and out!

INNOLDERS' RESPONDING TO THE PANDEMIC



Sally's Challenge

The Clerk's office has recently been in touch with the Dowling family and we are delighted to share this update from Sally and Peter's daughter, Amanda:

'My name is Amanda Gotham - a freeman and proud of my family's long history within the Worshipful Company, starting with my grandfather Russell Chiesman and ending with my nephew Will Dowling who recently completed his Apprenticeship. My father Peter Dowling was Master in 2006/7 and he and my mother, Sally, enjoyed a wonderful year leading the Company. In August 2018, Sally was told that her suspected TIA ('mini stroke') was in fact two inoperable brain tumours. That news changed everything in a heartbeat. From that moment everyone in the family had a changed perspective and a new set of priorities. Yet, after a long, gruelling 22 months, she is still with us ... and wonderful despite her declining health. As her oncologist repeatedly tells her, "Sally, you have completely exceeded my expectations."

Our journey with Salisbury Hospice began in autumn 2018. The Hospice provides care and support not only for the patient, but for the whole family. Medical expertise is a given; beyond that there are alternative therapies, counselling, courses for carers and day care. We have benefited from all of these services, as well as the palliative care consultants and most especially our palliative care nurse, Ali, who is frankly an angel! Ali has become part of 'our family team', her support, experience and empathy have been invaluable during the long road we are treading.

It costs over £2 million per annum to run Salisbury Hospice, only 40% of which is funded centrally

It is a common misconception that Hospices are NHS funded, especially when they are on site at a hospital. In actuality, it costs over £2 million per annum to run Salisbury Hospice, only 40% of which is funded centrally. They rely on fundraising to cover the shortfall. As per usual, my mother decided that something had to be done! So, last summer she issued the family with a challenge, to raise funds over 12 months ... with her at the helm. It felt important for her to be involved and meant so much that all three generations of her family were included. We started 'Sally's Challenge' with a 13 km sponsored walk - or rather, SHE started it! Training in the preceding weeks so she could complete the first 1km herself, with her reduced mobility, this was no mean feat. With three generations of Dowlings, neighbours and friends, her walk inspired our supporters to donate more than £5,000. Coronavirus has put extra pressure on the Hospice, not only on its daily running under lockdown, but also on their fundraising potential. Their annual 'Midnight Walk' raises around £40,000. It was cancelled.

My wonderful Mother has amazed us all with her strength and determination. She remains the person that many of you will remember from her involvement with Innholders over the years; committed,

hardworking and always putting the needs and feelings of others before her own. Her commitment has made an impact on the Hospice team, seeing her involved in fundraising and even at this stage still striving to make things better for other people. Looking forwards, her palliative care team will provide 'Hospice at Home' care to support her. She will be able to stay safely at home, surrounded by those who love her the most. How special is that?

I have used the word 'family' a lot in this piece, for family is of course central to all of this. Our own family have been amazing; but there has also been huge support from other 'families', including friends, our new hospice 'family' and of course Innholders, where family is central to everything. Thank you! A real 'thank you' to the many Innholders who have already supported 'Sally's Challenge'. For us, our fund raising goes on and you can see our current progress at <https://www.justgiving.com/fundraising/sally-dowling2> Also, if you'd like to take part in our challenges, do contact me - we'd love to have you with us cycling, walking, baking!



Accommodating Whitehall and sewing scrubs

Liveryman Philippe Rossiter FIH MI, and his wife Pauline, have both been busy during the pandemic. Philippe is Vice Chairman of trustees at the Victory Services Club near Marble Arch, which has over 200 bedrooms, as well as an extensive range of dining facilities, bars and event spaces. The Club remains open to house around 35 key military personnel who have been posted in to support various government agencies in Whitehall, with a small team residential team retained to offer room service. Along with the rest of the hospitality sector, scenario

planning is now taking place to see how best the Club might be able to host its members, and the numerous events it accommodates. *In all of this,* Philippe writes, *'our trustees, as directors of the Club, have a keen interest in managing the future successfully to ensure that the Club, which was founded in 1907, continues to flourish as a 'home from home' for all ranks of the Armed Forces, both serving and retired.'*

Meanwhile, Philippe's wife Pauline has been making scrubs for the nursing staff at their local general hospital. As a former needlework teacher, she has put her skills to good effect, and has a veritable production line running in their dining room. Pauline is classed as vulnerable, so she and Philippe have organised themselves to collect and deliver the donated fabrics and finished garments while maintaining social distancing. The photo shows Pauline with some 'fashion item' scrubs made specially to lift the spirits of family members working in the NHS.

Telephone Volunteering for Hospitality Action

As most of you will know, Innholders have been a staunch supporter of Hospitality Action for many, many years. One initiative we have regularly funded is the Golden Friends network. This befriending and support network helps our hospitality retirees stay connected to their industry and friends.

Having spent a lifetime in the service of others, HA believe that it is only right that support is offered as the retirees get older. At the heart of the scheme is a befriending service where HA keep in regular contact with their members. They organise afternoon teas and dinners at some of the most exciting hotels and restaurants in the UK. They can also provide financial support to cover winter fuel costs (again supported by Innholders) or home adaptations to keep the members in a place they feel safe and happy.

As the Coronavirus pandemic developed, HA became increasingly concerned that some of the Golden Friends may be feeling confused, distressed, and disoriented. They may also be without food and unable to pick up vital medication. They therefore launched a buddying scheme, to match-make industry professionals with self-isolating retirees across the country. The aim was to start calling as many Golden Friends as possible, to check in and make sure they hear a caring human voice. Then, to ascertain what, if anything, they might need help with.

All were also incredibly grateful for the call and the fact that they were not forgotten

Past Master Julia Sibley writes, ‘This is where I, and many other colleagues, got involved. We were given a script and guidance notes to help steer us through these calls to the Golden Friends. I made over 75 such calls to these Golden Friends and found it such a humbling and worthwhile experience. Whilst the majority were managing well with a good, local network helping them with food parcels and collecting their medication etc there were some who had some problems and needed some help. It was wonderful to be able to tell them that I would report back to HA and someone would get in touch and help them out. There was a common denominator amongst every call, and that was the amazing resilience they were all showing and the good humour with which they were accepting their ‘lockdown’. All were also incredibly grateful for the call and the fact that they were not forgotten.’ If you want to find out more about how to join the Golden Friends Scheme, or to volunteer as a befriender, click [here](#).

The 20,000 Mile Hospitality Challenge

Go the distance for UK hospitality



Going the distance for Hospitality Action

Liveryman Adam Hersey, a Master Innholders Aspiring Leaders graduate has organised, along with an industry friend Ewen Thomas, a group of 38 alumni and current cohort members of the Master

Innholders Aspiring Leaders to contribute to the [20,000 Mile Hospitality](#)

[Challenge](#). Their initial goal was to harness the power of group effort and drive in order to raise as much

money as possible for the cause as well as contributing 5% of the total mileage (1,000). Adam writes *'I'm delighted to say that we are close to doubling that target as we are on course to contribute 2,000 miles!'*

We want to give a little back to our wonderful industry in this time of need

The group's effort is under the guise of #MIALDMiles, if you go to the web page and filter 'participants' by 'MIALD' you can see who is in the group and sponsor Adam. The Challenge takes place between Thursday 4th and Monday 8th June and is sponsored by Champagne Taittinger in Reims.

[Are you contributing to a Covid-19 related project or volunteering?](#)

If you are, we want to hear about it. Please send news of your project to the Assistant Clerk, rebecca.tomlin@innholders.co.uk.

NEWS FROM OUR CHARITIES

When the Innholders' Patronage Committee met in May it discussed the effect of the fall in its investment income and the challenges facing the charities it supports. In addition to its already agreed donation to the Clink of £30,000 to support a services co-ordinator, the Committee decided to donate £2,500 to [Age UK](#) to support its Covid-19 advice line, telephone befriending service and front line services. The Charity Committee, which will meet in mid-June, has received over 100 applications from small charities for support since it last met.

The London Music Fund, which we have supported for some time, has launched its [#ScholarsMakingMusic](#) campaign, asking its young musicians to share their videos from home. Click on the link to see some of their delightful performances and look out for 12-year-old Ellie from Wandsworth rocking 'Smells Like Teen Spirit' by Nirvana. Most Scholars are now receiving their tuition online, where resources, safeguarding and provision allow. The LMF is continuing to monitor provision, and where any grant may be underspent in tuition in the summer term that funding will be put towards other support that the Scholars may need.



City of London School is lucky to have on its staff geography teacher and Great British Bake Off 2019 Finalist, Alice Mcfarlane. As a part of its remote co-curricular programming, the CLS Virtual Bake Off, themed 'A bake to make people smile' prompted the wider CLS community (pupils, siblings, parents, staff and alumni) to produce a bake to make people smile. Entries ranged from breads to cakes, meringues fondant creations, savoury and sweet. A winner was chosen for each category of contestant with one overall winner. In lieu of an

entry fee, donations were suggested in support of the pupil charity for this year, Switchback. The photo shows a very impressive rainbow meringue, the winning entry from a student. More details about the competition and Switchback can be found [here](#).

The Guildhall School of Music and Drama is continuing its series of free online broadcasts with opportunities to watch the School's recent production of Britten's fantastical opera *A Midsummer Night's Dream* and the Guildhall Symphony Orchestra's interpretation of Beethoven's famous Symphony No 5. The School looks forward to sharing more broadcasts from the Guildhall community in the coming weeks, keep an eye on the new section of its website [We Are Guildhall](#) for all the latest content.



The Springboard Charity, which is one of the Innholders' principal charities, has responded quickly to the huge challenges presented by the international pandemic and its primary focus has been to continue to support its trainees, who are unemployed, young and disadvantaged. Springboard's delivery models have been adapted to allow the trainees to stay safe at home, whilst ensuring that they remain motivated, still able to receive mentoring, 1-2-1 guidance and, of course, access award-

winning training. The delivery team made themselves available immediately by phone, messaging, and email and, within a month, launched the Digital Hospitality Academy with over 40 knowledge, skills, and training modules available online. The modules have been specifically designed to support and encourage trainees at this challenging time, and include introductory training for qualifications, practical skills and techniques, CV writing, interview skills, resilience, confidence and mindfulness.

Unfortunately, in addition to much of its income disappearing overnight, Springboard had to make the heart breaking decision to cancel the Pearl Ball, which was to be the largest fundraising event of the year and a celebration of its 30th anniversary year, as well as the annual fundraising trek and the various other events held throughout the year. To allow their work to continue and take on board new trainees for their much needed services, Springboard have set up a dedicated 'Urgent Plea' Appeal page on their website: www.springboard.uk.net/urgentplea

We've got you. **Hospitality Action** has been established since 1837 and offers vital assistance to all who work, or have worked, within hospitality in the UK and who find themselves in need. As reported in the previous newsletter, the Innholders have already donated £10,000 to Hospitality Action for emergency relief. Recognising the existential threat to the future of the industry that COVID-19 has triggered, Hospitality Action has now set up a [Covid-19 Wellbeing Hub](#). The hub is designed to collate the best of Hospitality Action's advice to help members of the industry navigate these uncertain times and to connect with organisations who can help. If you, or somebody close to you is suffering from an acute problem with your mental health please call Hospitality Action on **0808 802 2111** 24/7 for free.



NEWS FROM THE MASTER INNOLDERS

The Master Innholders has been communicating extensively with its membership and network to urge them to focus on the long-term survival of the industry, give back to those in need and work together to protect their businesses and teams.

Leading Through the Revival Events

To unite the industry and provide invaluable insight to business leaders and their teams through this formidable situation, the Master Innholders and St. Julian Scholars are proud to announce the launch of their programme of free online webinars, aimed at Master Innholders, St. Julian Scholars and the wider hotel industry. A hybrid of the annual Master Innholders' Hotel Leadership Conference, the programme, themed *Leading Through the Revival*, has been designed to encourage the hotel industry to learn, adapt and thrive in these challenging times. The programme of events includes updates from UKhospitality, panel discussions on what UK hoteliers can learn from their international peers as they get ready to reopen, and how increase the awareness of their businesses by injecting life into their brand strategies.

The #Hospitality4Heroes challenge

Master Innholders from all around the country have been taking part in the #Hospitality4Heroes challenge to raise money in aid of The NHS Charities Together Covid-19 Appeal. This aims to engage with professionals from across the industry and encourage them to share their expertise. Leading members of the industry have been nominating each other to showcase a skill they have mastered throughout their careers in hospitality. Challenges have included cocktail masterclasses, making the perfect hotel bed in record time, tending to an on-site farm, and executing the perfect afternoon tea, while donating to the #Hospitality4Heroes fund. The initiative has already surpassed its £10,000 target and is currently at £14,295 at the time of writing and still rising. Many Master Innholders are also taking part in the **Hospitality Action 20,000 Mile Challenge** which Adam Hersey writes about above.

For more information on Master Innholders' events or news, visit the website:

www.masterinnholders.co.uk

NEWS FROM THE CITY

Please click [here](#) for the latest Bulletin from the Rt Hon The Lord Mayor (1st June 2020)

FROM THE ALMONER, THE REVD CANON BILL CHRISTIANSON

Although we are still in lockdown, albeit in a slightly more relaxed mood, time still seems to fly by. It hardly seems any time at all since I was last asked by Rebecca to produce a paragraph as Almoner. During the month I have had contact with many of the Livery, and it is – like so many others at this time – great to be in touch with others.

Charity sometimes does indeed begin and lodge at home

I am aware too that this past month ‘The Innholders’ Covid-19 Emergency Appeal’, was set up. One of my beliefs and something I mentioned to the Court while it considered an Almoner for the Innholders was that - “charity sometimes does indeed begin and lodge at home.” It would be wonderful if, at the end of this unusual time, we find ourselves with great total which might assist our brothers and sisters of the livery who are in need as a result of all that has happened in recent months.

In these difficult times, if you wish get in touch for a ‘natter’, my mobile number is 07792 924488 and my email is: bill.christianson@btinternet.com

Bill

We trust that you have enjoyed this round up of news from the Innholders and that you remain safe and well. We look forward to welcoming you back to the Hall with the Innholders’ usual hospitality as soon as possible. In the meantime, do keep safe and well.

Charles Henty, Clerk

Rebecca Tomlin, Assistant Clerk