

Voices of Volunteering: 75 Years of Citizenship and Service

**Interview Summary Sheet**

**Title Page**

**Ref. No.:** HINJ

**Collection Title:** Voices of Volunteering

**Interviewee's Surname:** Hincks

**Title:** Mrs

**Interviewee's Forenames:** Jenny

**Gender:** F

**Volunteer/Employee Roles and Dates:**

Volunteer and Employee, Cirencester,  
Gloucestershire, 1991-2015

Volunteer Driver

Emergency Services

Service Manger Meals-on-Wheels

Service manager Hospital Shop

**Date(s) of recording, Tracks (From-To):** 27/04/2015 (Track 1)

**Location of Interview:** Interviewees home, Cirencester, Gloucestershire

**Location Interview is Deposited:** Royal Voluntary Service Archive and Heritage Collection, Devizes,  
Wiltshire

**Name of Interviewer:** Jennifer Anne Hunt

**Type of Recorder:** H4n Zoom

**Total no. tracks:** 1

**Mono or Stereo:** Stereo

**Recording Format:** WAV 44.1/16

**Total Duration:** 00:48:47

**Additional Material:** Biography Sheet and Recording Agreement

**Copyright:** Royal Voluntary Service

**Clearance:** Yes

**Interviewer's Notes:**

Jenny Hincks (JH) talks about her time as WRVS and Royal Voluntary Service (RVS) volunteer from c1991 to 2015. This includes being an unofficial and official WRVS volunteer as a Driver, Meals-on-Wheels (MOW) deliverer and Emergency Services (ES) volunteer. JH then worked for the Charity from 1996 to 2011 as a MOW Manager and then a Hospital Services Manager. She concludes with her thoughts on how RVS has changed over the years, where its place in society is today, its future and what her most memorable moment is.

Time (HH:MM:SS)	Synopsis
[00:00:09]	<p><b>Introduction</b></p> <p><b>Please can you introduce yourself?</b> JH introduces herself and her family, worked for WRVS for just under 20 years</p> <p><b>Why did you join WRVS?</b> Joined as a volunteer, 1996 MOW organiser and Manager, 1997 Cirencester Hospital shop. Unofficial volunteer till 1991, joined officially in 1991.</p> <p><b>What did you know about WRVS before you joined?</b> Talks about being involved unofficially, origins of WVS/WRVS, working and professional involvement, changes.</p> <p><b>What are your earliest memories of WRVS?</b> MOW, talks about memories of delivering meals to people.</p>
[00:05:36]	<p><b>Volunteer Driver</b></p> <p><b>What was a typical Meals-on-Wheels round like?</b> JH talks about the area, driving 20 miles not always a routine day</p> <p><b>How many meals did you deliver?</b> 10-30 each time as WRVS got more involved with MOW the numbers increased, talks about her husband driving and using their own car. JH comments on her daughter joining WRVS and helping out with MOW. Went out on a round once a week when a volunteer but every day when a manager.</p> <p><b>When you were a volunteer for MOW what sort of meals were you delivering?</b> Very simple, meat and two veg, not many choices of meal, a pudding.</p> <p><b>Who cooked the meals?</b> Had a centre that everyone in Cirencester used for MOW, JH mentions meeting other volunteers.</p> <p><b>When you were an unofficial volunteer were there any other services you were involved in?</b> Talks about taking books round to people, helping with shopping in Cirencester. One lady was taken shopping three got books on wheels, talks about the genres of the books. Comments on taking the lady who she did the shopping with to get her pension and on days out.</p> <p><b>Why did you have to join officially in 1991?</b> Policy to officially join as a volunteer, not sure if it was policy before then. Talks about continuing with MOW till 1996 when she became the manager. Comments on still being in ES and a volunteer driver.</p>

[00:10:28]	<p><b>Why did you become a volunteer driver?</b> JH talks about it being an unofficial role and continuing after she became official.</p> <p><b>What was involved with being a volunteer driver?</b> JH talks about the places she took the people who needed lifts.</p> <p><b>Can you tell me about the people you gave lifts to?</b> Talks about a 96 she would take into town for three hours, elderly man they took to the hospital and library.</p> <p><b>Is the service still going?</b> Now called Dial a Ride run by Cirencester Volunteer Service not WRVS, JH still involved and mentions ES.</p>
[00:11:03]	<p><b>Emergency Services</b></p> <p><b>When you started as an ES volunteer, did you have any training?</b> JH talks about having training every year, learning how to use cooking equipment, first aid, food and drink, heat sources, mentions being called out to an unexploded bomb site, floods in 2007 and how training has changed.</p> <p><b>Who gave you the training?</b> JH talks about trainers in WRVS, what they wore, mentions having tents for rest centres.</p> <p><b>Have you helped with any events which were not emergencies?</b> No only ever worked in emergencies as an accredited volunteer</p> <p><b>How do you feel on emergencies?</b> JH talks about it being tiring as it is a long night, satisfying to help people, helping with animals and enquiries. Making people feel cared for, talks about originally not having any equipment but now has a list of things to take with her but equipment is all provided.</p>
[00:16:55]	<p><b>Employee: Manager MOW</b></p> <p><b>You became MOW in 1996 ... how did you become the manager?</b> Lady before her retired and JH was asked by the regional and Gloucestershire manager, had two days training, just meant she had to do a lot more paper work, comments on sending the bills to people each week and the driver picking up the check.</p> <p><b>Do you remember how much a meal cost?</b> Less than a £1 when JH left they were only about £1.30, talks about the bills being around £7. Paid for petrol as a volunteer. Comments on it being a hot meal and recipients appreciating it, how she felt when she had visited people.</p> <p><b>How many volunteers did you have?</b> About 80 for the MOW because they had 16 to 18 rounds, volunteers did a lot more</p>

<p>[00:22:42]</p>	<p>than they should have done.</p> <p><b>Which areas were they covering?</b> Cirencester and surrounding villages, JH thinks she did about 30 miles a day.</p> <p><b>How did you manage your volunteers?</b> JH talks about the volunteers, requesting rather than demanding, overseeing, people very used to their rounds and the people they delivered to. JH mentions really just made sure they had everything they needed.</p> <p><b>Did MOW change at all?</b> JH compares MOW from when she first got involved to the time she left, how it was paid for. Talks about banking the money and the local office.</p> <p><b>What was the office like in town?</b> JH describes the office, the rooms in it, how many people were in there, JH always worked from home. Comments on no longer having an office when she moved to the hospital.</p>
<p>[00:25:06]</p> <p>[00:30:15]</p>	<p><b>Employee: Manager Hospital Shop</b></p> <p><b>Why did you move to the hospital?</b> JH discusses the previous manager retiring; going to stand in for two weeks deciding she could not do MOW and the Hospital, so went to the Hospital full time. Had 64 volunteers running the shop and doing a trolley round. When she left there were 84 volunteers and they did a ward round twice a day, enjoyed her time at the hospital, proud to give the volunteers their long service medals and clasps. Mentions going to a garden party at Buckingham Palace. Talks about uniform and not having to wear it as it was phased out. JH hosted a tea party for people in Cirencester when it was the Queen's Golden Jubilee.</p> <p><b>Where there any other WRVS services in the hospital?</b> Trolley and the shop, talks about what they sold in the shop, more details about the trolley shop, now run by the hospital not WRVS.</p> <p><b>What did you do with the profits from the services?</b> All the profits went to the hospital, JH talks about some of the gifts in kind they gave to the hospital using the profits. Helping with different areas in the hospital and other groups such as the Red Cross.</p> <p><b>What happened to your role as Hospital Manager?</b> JH talks about being a carer for her husband and leaving the role. Comments on seeing volunteers and still being involved in ES.</p> <p><b>Do you remember what year it was when you stepped down from the hospital?</b> 2011</p> <p><b>Did you feel WRVS had changed significantly over the years?</b></p>

<p>[00:38:09]</p>	<p>JH talks about volunteer numbers changing over the years, changes to services in the area. Comments on the name changes from WRVS to RVS, colour changes in 2004 and how she was involved in those changes. Mentions how volunteers reacted, branding the shop and men being involved in the service.</p> <p><b>Have there been any other changes to WRVS?</b> Comments on being involved with ES and working in partnerships with the council, more structured and coordinated. Mentions it is a good change because you can get help to the right place very quickly.</p>
<p>[00:43:46]</p>	<p><b>Conclusion</b></p> <p><b>Is there anything which we have not mentioned that you would like to talk about?</b> 'Only the fact that the volunteers are the centre of WRVS', JH comments on working with people who are dedicated to WRVS and how they have helped her.</p> <p><b>We have talked about changes to WRVS, what has been the biggest change?</b> JH mentions it has evolved and she evolved with it, sad about leaving the organisation, cannot say there was any one big change. Comments on the type of volunteer changing.</p> <p><b>Where do you think Royal Voluntary Services Place in Society is today?</b> JH thinks it is going to take a while for people to get used to the name change to RVS. People remember it for the MOW service.</p> <p><b>What do you think is the future for the organisation?</b> Talks about the ageing population and RVS becoming more important with Home from Hospital. JH comments on enjoying volunteering.</p> <p><b>What has been your most memorable moment with WRVS?</b> JH talks about meeting volunteers, meeting the Queen, her role as volunteer for WRVS meant she was chosen to run with the Olympic Touch in 2012.</p>