

Voices of Volunteering: 75 Years of Citizenship and Service

Interview Summary Sheet

Title Page

Ref. No.: NAYC

Collection Title: Voices of Volunteering

Interviewee's Surname: Naylor

Title: Mrs

Interviewee's Forenames: Caroline

Gender: F

Volunteer/Employee Roles and Dates:

Volunteer 1990-1999

Employee 1999-2001

1990-1994 – North East Area Hospital Organiser

1994-1995 – Volunteer Trainer, North East

1995-1999 – Company Member

1999-2001 – Training Manager (Employee) North East

2001-2004 – Trustee, National

2004-2008 – Joint Vice Chairman with Val Everett, National

Date(s) of recording, Tracks (From-To): 07/05/2014 (Track 1)

Location of Interview: Royal Voluntary Service Archive & Heritage Collection, Devizes, Wiltshire

Location Recording Deposited: Royal Voluntary Service Archive & Heritage Collection, Devizes, Wiltshire

Name of Interviewer: Jennifer Hunt

Type of Recorder: H4n Zoom

Total no. tracks: 1

Mono or Stereo: Stereo

Recording Format: WAV 44.1/16

Total Duration: 01:08:19

Additional Material: Recording Agreement, Biography Form

Copyright: Royal Voluntary Service

Clearance: Yes

Interviewer's Notes:

Caroline Naylor (CN) talks about her time as an Area Hospital Organiser for WRVS in 1990, how she then went on to become a volunteer trainer and from that put herself forward as a company member. CN then talks about being a paid volunteer trainer, a trustee and the Vice Chairman's Committee (VCC). Her final comments are on her time as vice chairman with Val Everett (VE), why she

left WRVS/Royal Voluntary Service and what she thinks of the organisation today.

Time (HH:MM:SS)	Synopsis
[00:00:14]	<p>Introduction</p> <p>Would you like to tell me a little about yourself? CN explains that she is married with three sons. Also comments on how she came to be involved with WRVS in 1990, advertisement through the local paper but didn't mention WRVS until she phoned the local office. CN has also been a magistrate for 25 years. First WRVS role was given an honorarium.</p> <p>Did you know anything about the organisation before you started? CN says she didn't even know that it existed, talks about the interview with Elizabeth Cowley at the area office in Leeds. Wanted someone to go in one day a week to complete paperwork.</p>
[00:03:06]	<p>Area Hospital Organiser</p> <p>Can you describe your first day as a hospital organiser? CN comments on the area office which was part of the Leeds office, taking own sandwiches. Also mentions she worked with Elizabeth Cowley and the secretary.</p> <p>Do you have any other memories of when you first became an organiser? CN comments that the role was very interesting, going around all the different hospitals. Talks about issues with introducing new food and hygiene rules and a volunteer bringing in her own boiled eggs. Also issues with signage as WRVS became more professional.</p> <p>Mentions giving money to the hospitals and how the volunteers felt about this. Before paying rent to hospitals they gifted things to the hospitals.</p>
[00:07:51]	<p>How did your roles as a hospital organiser change? The role of the Hospital Organiser couldn't be done by a volunteer. Mentions the creation of volunteer training roles and becoming Brian King's assistant. Already new people from the division, mentions being asked about becoming a company member.</p>
	<p>Volunteer Trainer and Company Member The role of a company member was a representative of volunteers, 5 or 6 in Yorkshire and could go to any staff meetings and know what was going on in the</p>

<p>[00:19:10]</p>	<p>organisation and say how volunteers felt. Talks about people coming into the organisation as paid staff and how volunteers felt about it.</p> <p>Gives an account of the organisation having 3000 bank accounts at one point, no one actually knew how many projects were out there. People would walk to the bank with a week's takings in their handbag.</p> <p>Goes back to talking about the role of a company member and going to AGMs but couldn't vote or have a say. Started thinking about making company members into a proper part of WRVS. Decided to form a small group of company members with Alice Cleland and Tina Tijens as the Vice Chairman's Committee, all volunteers. Took a year to create. Mentions some of the different types of members of the VCC. Talks more about role as a volunteer trainer, moving around projects, running training courses, gives an example of a managing change course. Also met VE on a train the trainers course. Mark Leaver in charge of training, who decided they should all do an NVQ which took 2 years.</p> <p>Comments on becoming paid as a Training Manager for 2 days a week for six months. Time in VCC came to an end so CN applied to be a Trustee from the volunteering side of the organisation. Sat on the board as a trustee for three years when Alice was Vice-Chairman. Asked by Tina to take over from Alice with VE as joint Vice Chairmen.</p>
<p>[00:22:05]</p>	<p>What were your opinions on having a chief executive/Gerry Burton?</p> <p>CN comments that she didn't have a lot to do with that then, as a company member was fairly powerless. Mentions that a lot of volunteers found it difficult because he was a man. CN's own views that if he was right for organisation it didn't matter if he was male or female. Mentions that up until that point very female dominated with a few men, had to be right sort of man who didn't mind being out numbered. Talk at board room level in 1990's to drop 'W'.</p> <p>Similar feelings about Mark Leaver when he became chief executive, comments on getting the right person and moving away from thinking of it as a woman's organisation.</p> <p>How did you feel about changes made in 1992?</p> <p>CN comments they had to happen, spread so widely and so much going on you couldn't really explain what WRVS did. Very difficult to tell people that projects were closing. Had to decide what to keep going and revenue, what made money for WRVS. Hospitals started to want rent, volunteers were not happy about this. Liked the fact that could choose to give money for specific things not just to be on site, went against WRVS ethos. CN talks about it becoming more commercialised so had to get the right people.</p> <p>Did try to have meetings with volunteers, including road shows, to explain changes and a lot didn't attend.</p>
<p>[00:28:58]</p>	<p>Were any other changes made at that time?</p>

	<p>CN comments no while a company member, a lot of the changes happened further down the line to do with uniforms and cenotaph parades.</p>
[00:35:31]	<p>Vice Chairman's Committee and Vice Chairmanship</p> <p>How influential was the VCC? CN talks about it making a difference as people had to start listening to volunteers, able to get a lot more information about the running of the charity, able to see Board papers. Mentions how they could influence how to tell volunteers about decisions and could get feedback from volunteers. Talks about presenting volunteers with medals and being able to communicate with volunteers.</p> <p>Did the committee still exist while you were Vice Chairman? Yes and even after NC retired, though later out grew itself. Talks about still being trainers which being Vice Chair and being able to train the committee, started with appraisals, paid people had started to be appraised at this time. Comments on Milton Hill and being able to visit that facility.</p> <p>Who was the chairman during your time? Tina Tijens, comments that she left a year before CN left and Ruth Markland took over.</p> <p>CN talks about how Tina and Ruth were different as chairmen. Mentions working with other members of the board and having a place to socialise at Milton Hill. Comments on how she ended up on the finance committee and how the committee worked.</p> <p>Comments on going to Ruth's Lunch party when she left and how CN feels that she doesn't really know much about the organisation now.</p>
[00:41:39]	<p>How was Mark Leaver different from Gerry Burton? CN talks about Mark Leaver coming up through the organisation before being Chief Exec and being a training manager. Thoughts on Mark Leaver bringing a different understanding and Gerry Burton's relationship with him. Comments on how Mark leaver became Chief Exec and the decisions made.</p> <p>Did Mark make any changes while he was a Chief Executive? CN comments that the organisation appeared to be changing all the time, but didn't really know who instigated. Mentions how Tina felt about the changes. Mark continued what Gerry had started and moving the organisation forward and narrowing the focus.</p>
[00:46:34]	<p>How were you involved with changes made in 2004? CN mentions that those changes 'went down like a bombshell with some of the volunteers'. Mentions meeting the Duke of Edinburgh and his comments on the orange and purple badges to a volunteer. Comments on why and how the image was changed also how it took time for them to rebrand all the projects.</p>

