

# WVS/WRVS Bulletin/Magazine

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Registered office:

ROYAL VOLUNTARY SERVICE, Beck Court, Cardiff Gate Business Park, Cardiff, CF23 8RP.

Registered charity no. 1015988 & SC038924, Registered in England 2520413



# WOMEN'S ROYAL VOLUNTARY SERVICE BULLETIN

MARCH 1969

No 350

6d



## MUM'S STAND-IN

THE first moment I came down stairs to breakfast—admittedly rather late, for after all I had only come home the day before from the usual exhausting University term—I knew she would ask me to do something for her. The harassed look on her face, the fact that the boys were due home from a holiday that afternoon, and that friends were coming in that evening, the chaos in the kitchen—all indicated clearly that assistance would be needed before the day was out. What would it be—the launderette, the shopping, flowers to be cut and arranged? Good heavens, it was Thursday, the day my mother helped deliver Meals on Wheels, and indeed almost at once the request came and a map of the town was thrust into my hands, hasty instruction given that, being holiday time, the meals were not prepared at the school at the far end of the town, but at a cafe in the High Street where parking was utterly impossible unless one manoeuvred the car across a stream of traffic and up a tortuous narrow alley. Somehow I found the right place and knowledgeable people helped me to load up the heavy hot box of dinners and the carton of cold puddings, gave me a list of names and addresses, then hurried back to fetch someone else's load. I had heard that this job was often done in twos, but in our district the distribution is done singly and presumably more ground covered with the need of fewer volunteers. Anyhow my route covered some streets at the far end of the town near the

station and nearly everyone was unknown to me until that morning, although I had travelled regularly once from the station to London and thought I knew the area quite well. What had I been told before I came out? 'Don't forget, Mrs. A. leaves her door on the latch but you must drop the catch when you leave because she is scared of burglars. Mrs. B keeps the hot dishes and returns clean ones, and so does Mr. C. Otherwise, dish out the foods on the plates that are ready and bring back the empty dishes—oh yes, Mrs. D. likes her dinner plate put in the oven on the top shelf and the pudding, if it is hot, on the bottom shelf at Regulo 1—matches behind the Ajax on the draining board.' I had quickly stopped trying to remember all this and hoped that the recipients would tolerate my

(Continued on page 14)

*Highfield Schoolgirls helping WRVS  
Eastbourne to deliver gifts.*

*Photograph by courtesy of Eastbourne  
Gazette & Herald*

# LETTERS to WRVS

*Letter received at County Borough Office, Stoke-on-Trent, from Pretoria, Transvaal.*

6th December, 1968

I take this opportunity to send you and all the members of the Darby and Joan club Christmas and New Year Greetings from all your grateful friends at Welfort Leper Institute, and to their greetings are added those of the Catholic Women's League Leper Visitors:—Em Varrie, Frida Thomas, Jenny Farris and Bessie Rutgers. We wish you a Happy and Holy Christmas and to each every one of you every blessing for 1969.

We are giving our patients their Christmas party on Thursday, 12th December, when they will entertain us with singing of carols and their own African folk songs. It is really pathetic to witness the joy at this season of these derelicts of humanity—God must love them very dearly.

Your very generous contribution of ties, scarves, etc. which I received last week will be included in their Christmas parcels and will add very much to their pleasure. Thank you again and again, good folk, for these parcels and all those we received earlier in the year. For a brief moment give a thought to us on the 12th when we will join you in gratitude for your thoughtfulness and generosity.

Again our good wishes for your good health now and for 1969.

From

Yours very sincerely,

*Bessie Rutgers  
for Catholic Women's League  
Leper Visitors*

P.S. The blanket squares have gone to Sanna, who needed a warm shawl-blanket badly. She is blind and unable to move around.

*From a Centre Organiser in Wales retiring after 30 years:—*

During thirty years of voluntary work I have learned many lessons, but I think the most important of these are patience and tolerance. Endless patience is required to deal with all the tiresome obstacles along the way, and tolerance in dealing with the human frailties, the difference in religion, in colour, and all the varying ways of looking at life. Having learned these two lessons it is then possible to 'put oneself in the other person's shoes' and better able to help. It does help too, if one is an actress and has a very vivid imagination—some tragic, some comic—all part of life.

The following letter is one of many received at Esher from our Meals on Wheels recipients expressing their appreciation of our Christmas Dinner and party:—

*Dear Sirs and Madames,*

I feel I must write and thank you for the most lovely Christmas dinner I've ever had the pleasure of eating all my 93 years of living, which was the most sumptuous one I've eaten in all my many years, and so thoroughly enjoyed by my many companions at the Honoured Dinner. Again accept my own thanks and many more diners.

Yours faithfully,  
*E. Maskery*

Wishing you all a Very Happy and prosperous New Year.

(We would add that this old lady declined our offer of transport and walked unaided to and from our Day Centre from her cottage.)

January 11th, 1969

Dear Madam,

Please thank most heartily whoever constructed the wonderful New Year Resolution on page 8 of the latest *Bulletin*. I shall put it in my desk, to look at, and refer to at times.

At 78½, I am probably quite a lot of the horrible things mentioned, but I can still try to change, surely.

Yours sincerely,  
Muriel G. F. Smelt

15th January, 1969

Dear Editor,

I was very surprised to read the suggested unsigned Resolution for the New Year. It was not the usual understanding standard of WRVS. For instance, the reference to a sour old woman. This state as Health Workers would know does not accrue from the work of the 'Devil' but from the unconscious (I believe), of man's inhumanity to man usually from lack of intelligence, understanding or education.

I don't suppose you will print this, but I wonder if you agree,

Yours sincerely,  
Kathleen Traxton

9th January, 1969

Many thanks for sending me copies of your *Bulletin*. I think the advertisement looks grand!

Did you know we had the order for raw silk to provide the silk velvet Robe which (we hope) Prince Charles will wear next July at his Investiture, or whatever the correct term is for that Ceremony, which makes him Prince of Wales. We hope to go along and see the robe before it is sent off to the Palace.

I do so hope you will find time to come here during the season to see the work we are doing—June and July are the best months—the work is at its height during those months.

Yours sincerely,  
Zoe Hart Dyke  
Lullingstone Silk Farm Ltd.,  
Ayot House,  
Ayot St. Lawrence,  
Hertfordshire

Photograph by courtesy of Evening Times,  
Glasgow

Miss Agnes  
Miller of  
Glasgow  
receiving Meals  
on Wheels—  
and this time a  
present with her  
meal.

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# EMERGENCY WELFARE

WRVS certainly learnt a great deal about emergency work in the hard, practical school, and hope that as much help as possible was given to the flood victims. Bury St. Edmunds, Haverhill, Newmarket and Thedwastre were probably the Centres most involved, with Newmarket members concerned at Dalham with the most serious floods in the county—16 feet of water.

## A Few of our Discoveries

'They also serve who only stand (or sit) and wait.'

The problem of 'Who pays?'

Centres, villages, individual members can all be cut off from outside contact.

The need for planned co-ordination within WRVS and with other authorities and organisations.

The need for relief teams.

The wonderful neighbourliness in stricken areas and the ability of villages to improvise and cope.

What it means to be without electricity and all other services.

Apart from material requirements, our experience can probably be summed up by one Centre Organiser who reported, 'We learnt that we must use a great deal of tact and common sense'.

# S O S

A PHONE call, by way of being an S.O.S., was received at our County Office in Bedford on 15th January from the Children's Department, Oxford. Could we possibly provide transport for a Mrs. X (who lived in a very remote village we had never even heard of) to Bedford to catch a 'bus to Oxford?—Her fifteen year old daughter in Oxford is pregnant and Mum was required to discuss plans, etc.

With our usual 'We'll do our best' we asked date of journey and were not a little shaken when told 'tomorrow 16th.'

Having first traced the village to another county we sought help from our Regional Office, who miraculously found a driver to do this journey. Messages to the Mum were relayed through the village Post Office (which is next door to her home)—not, as one may suppose, by the rather inquisitive Postmistress but via the baker who calls on both. Money, too, was a problem, so it was agreed that our County Secretary should meet Mrs. X at Bedford Bus Station with her fare which had arrived by 5d. post(!) from Oxford. This message, too, having to be relayed by the village.

Imagine our County Secretary's amusement when, on meeting Mrs. X to hand over the fare, she was told that we had the whole village speculating; but with great presence of mind she told them that she had been a member of WVS for years and was going for us to a Conference in Oxford! AND we always provide cars and bus fares, etc.

Having agreed to endorse her very brave story, we would just like to add one note:—All expenses incurred have been readily and very gratefully paid by Oxfordshire County Council.



# WRVS CLUBS

## FOR

# THE ELDERLY

The Fairweather Green Darby and Joan Club, Bradford had arranged a half-day trip to Blackpool to see the illuminations, stopping for a meal on the way back. The coach and meal had been booked, when at the last moment more members of the club decided they wanted to join the party. Could we bear to say, 'Sorry, there's no room' No . . . why not book another coach and extend the hand of friendship to the residents of the recently opened Elderly People's Home, which is almost on the doorstep of our Darby and Joan Club! It was a thought one minute, the next a deed done—14 elderly people being delighted with the prospect of a trip to Blackpool.

The day was fine, if not sunny. There was great excitement when the coach drew up to the Home, both with the residents who were accompanying us, and perhaps more so from those who were unable to come, being so happy for their fellow residents. What a wonderful time we had, and our voices were hoarse with singing and laughing, but best of all we had made 14 new friends. One of our guests had not been to Blackpool for 50 years, whilst others had never seen the illuminations. We arrived back home, very tired but very happy—a day to remember, and a trip to be repeated.

Our Club Leader in Peterlee, County Durham had the bright idea to decorate a large box to represent a pillar box, complete with snow capped top. This box has been at each meeting throughout December so that all members could post their cards to their fellow members and save postage. This simple thing gave more pleasure than any one of us had ever imagined and the excitement when the delivery began was as intense as at a children's party. We have been overwhelmed and felt very humble after the profuse thanks we have received from the elderly in the form of words, cards and small gifts. It is amazing how one gains fresh strength from words of appreciation.

One of our old ladies who had been a member of one of our Hillingdon Darby & Joan Clubs for 21 years, and had been presented by her fellow members with a little elephant brooch when she left to go out to New Zealand, sat next to another WRVS member (from Kensington) on the way out in the airplane.

They chatted together about the WRVS and she told the London member about the brooch and showed it to her.

Now we have had a postcard from a Mrs. A. J. M. Tolhurst of S.W.7, which reads as follows:—

'I have today had a letter from a colleague from our WRVS Centre in Kensington telling me that she sat next to a lady from one of your Clubs, where she was given a little elephant brooch. They were both on a plane bound for New Zealand, so probably found they had a lot in common to talk about. A great "club" WRVS!'

93-year-old  
Mr. Irvine,  
oldest  
recipient  
of Meals on  
Wheels in  
Glasgow,  
toasting  
WRVS

Photograph by  
courtesy of  
Glasgow  
Herald

## HONOURS AWARDED TO WRVS

### *Member of the Order of the British Empire*

Miss M. K. McFADEN,  
Clothing Department, Filey U.D., Yorkshire,  
for her work with the National Savings Movement in Filey.

### *British Empire Medal*

Mrs M. DIXON,  
Services Welfare, Bishops Auckland U.D., County Durham.  
for her work with the National Savings Movement in Bishops  
Auckland.

We offer them our Congratulations.



# FIRST IMPRESSIONS

My first day at a WRVS Centre—the Centre Organiser and other members all working flat out—

'I haven't got anything but the clothes I've got on,' said the young man, standing his ground firmly after the rest of the queue had at last been persuaded to 'come back tomorrow'.

It was already after closing time but although hardly able to stand on her feet, the WRVS member fitted him out with socks, pants, shirt, jacket and trousers with as much patient care as she had given to everyone else—adding of her own accord, 'Do you want a tie?'

This was typical of the wonderful atmosphere of helpfulness and friendliness that struck me as soon as I entered the building. There is so much I could describe during that afternoon in the Clothing Store: the young children who 'unsorted' all the sizes that had been brought out by pulling everything on to the floor—'Please come without them next time if you possibly can.' The whole families allowed 'this once' to ignore the required interval between requests, so as to give the mothers time at least to wash the clothes the children stood up in.

The same nothing-is-too-much-trouble attitude prevailed in the large

Reception and Enquiries room where such things as cod liver oil and orange juice were sold to the public at National Health prices, and many general enquiries answered.

'I do get tense sometimes,' the Centre Organiser told me with a half apologetic smile, though I myself saw not a sign of it—even during her brief half-hour lunch period when she was up and down between her coffee and sandwiches to deal with people coming in with requests, queries, or clothes donated to the Store.

As well as organising and being entirely responsible for the Centre, and its many part-time voluntary helpers, this amazingly energetic woman does outside visiting. That afternoon she was out for an hour and a half visiting two very old ladies in a nearby Home. 'Someone coming in from outside makes all the difference they say.'

How to sum up my first impressions? Impossible to do so adequately in a few words—but I did leave the Centre with a feeling of unbounded, humble admiration, and a desire to train for such work myself, in however small a capacity, one day before too long!

A Trainee.

## SUBSCRIBERS TO ANNUAL BULLETIN

In future, all reminders will be placed with the last copy of the Bulletin due, and no further copies will be despatched until the subscription of six shillings is received by Headquarters.

## ERNESTINE

June  
WVS 2

If this appears on your Bulletin envelope you have won a Premium Bond Gift Token. Please send the envelope to the Editor.

# ABOUT REDUCING FRICTION

By kind permission of the Royal Bank of Canada

ONE of the sad things about business, community and family life is that friction may be nibbling like termites at the foundations unseen and unnoticed.

One little bit of friction can trigger chain reactions and shake the whole delicate balance of office or workshop or home.

Friction between people cannot be statistically measured. There are too many human variables.

If ever there was a case where prevention is better and easier than cure, this is it. Skill in working and living with other people must become a natural, continuous activity. It demands sensitivity in day-to-day contacts. It requires awareness that other people's lives are just as important to them as ours are to us.

Friction can develop between friends, between employer and worker, between clerk and customer, between the public and public servants; it may manifest itself through attitudes, conversation, letters, telephone messages, and even through facial expressions.

Often friction has a personal cause: it is friction between what is inside of us and what is outside of us. Life is, for everyone, an unceasing adjustment of internal relations to external relations.

Between human beings, friction takes many forms. Look at the friction caused by late-comers to a concert. They make whole rows of people stand, they block the view of the stage, they annoy and insult the conductor, the orchestra and the artists.

Friction in a workshop may be caused by the habitual sloppiness of a worker whose inadequacies have to be made up by others; in an office it may arise from such a simple thing as leaving a cigarette smouldering in an ashtray; in the home it may stem from untidiness.

## *Useful and wasteful friction*

Friction between people who are living and working together is wasteful of their efficiency, disturbing to their happiness, and it erodes their hope of fulfilling their purposes in life.

The effects of friction between things can be decreased in given cases by various means. A barber lathers a man's face before shaving him; the sliding surfaces in a machine may have some of their projecting points smoothed down; a file may be pushed across an edge diagonally instead of at a right angle; oil or grease forms a layer on surfaces, thus protecting the surface irregularities from one another; rollers or wheels—man's greatest achievement in combating friction—reduce friction between moving surfaces.

When it comes to dealing with friction between people, adaptations of these physical treatments may be effective in the short run in some cases, but the problem is different because men are intrinsically different from inanimate metal.

## *What causes friction?*

What causes friction in a workshop or in an office? Before a dispute breaks out there must be both a specific grievance and a general

background of discontent. If the friction of discontent can be kept low, all parties are in a much better position to handle grievances constructively. Therefore, the time to use soft soap is before a worker gets the chance to think he has had a dirty deal.

A quality of understanding is needed, besides an intelligent interest in other people and their way of thinking.

It is remarkable the number of causes one finds for friction between people. All of us have personal vanities, grudges, quirks, and passions old and new. We are inclined to bicker when things seem to go contrary to our desires.

Nagging is one of the most prolific causes of friction between human beings. Some people do not seem to be able to let well enough alone.

Friction can be caused by rumour, either deliberately planned to cause trouble or thoughtlessly spilled out in mischievous mood.

The dependable individual defence against rumour is to develop a healthy scepticism of all hearsay reports.

Last to be mentioned in this array of causes of friction is impatience. We need to apply reasonable patience when things are said which antagonise us. What is the person's intent?

Perhaps he does not really mean to attack us or our plan, but is merely inept in his asking of questions or stating his point of view.

It is absurd to allow ourselves to be rubbed the wrong way by a man who does not perceive the force of our reasons, or gives weak ones of his own. We recall the philosopher who, when kicked by a mule, overlooked the insult on considering its source.

Patience is a virtue of the strong. It is largely a matter of adjusting our minds and spirits to the realities of a present situation, and then making ourselves as comfortable as possible.

#### *Tolerance helps*

Tolerance is a virtue closely akin to courtesy. When we are tolerant of other people's pleasures and peculiarities we win indulgence for our own, a sort of reciprocal elimination of friction.

#### *Listen to people*

It is important to listen to people. Let them state their positions, and then you are free to agree or to disagree.

Ask some questions: 'Let us hear your side; what are your reasons for preferring this to that?' A cause of friction brought out into the open is less dangerous to you than one that is not expressed.

### **West Middlesex Hospital**

Opposite is a photograph of a flower WRVS Badge which we were delighted to see in the grounds of the above hospital during 1968. The work carried out by members at West Middlesex Hospital is as follows:—

Trolley Shop	5 days a week
Library	5 " " "
Reception duties	2½ " " "
Escort	3 " " "
Geriatric Day Unit	4 " " "
Geriatric Clerical	1 " " "
Doctor's Clinic	1 " " "

(continued from page 3)

inexperience and help me out, which of course they did and if they felt any surprise that their regular helper wasn't there they never expressed it and perhaps enjoyed initiating a young stranger in the rituals of delivering Meals on Wheels. First problem—to find the right door—at No. 5 . . . Place. The slippery brick path lies between nettles on one side and rows of dustbins on the other side and the latch of the gate round the bend to the left is held by string, but the peeling kitchen door is ajar and the matches actually are behind the Ajax, and Mrs. D. seems really pleased to see the steaming steak and kidney pie going into the oven and the fruit and custard on a plate on the table. Mrs. F. and Mrs. P. seem equally pleased to see me although the path to their neat little one-roomed flats is very different—well tended rose beds on one side and a playground for their visiting grandchildren on the other—for they live in a modern and thoughtfully planned block of flats for elderly people. In Mr. D's. flat the Home Help is just completing her work there and the three cornered conversation takes up a little more time than it should, since there are eight more calls to make and no doubt even now all the plates are ready. But it is very hard to get away quickly from the flats for Mrs. F. is giving the baker's roundsman a cup of tea and she hurries to find another cup for me, but eventually reconciles herself merely to pressing two peppermints into my hand to help me on the way. Bang goes my diet! Further down the road, although it is now 12.15 p.m., I am greeted cheerfully by Mr. J. in his dark and tiny kitchen and by the smell of bacon and eggs, but he is very philosophical about the slight confusion of mealtimes and agrees that he will count his breakfast as lunch and will reheat the dinner for his tea. After all, it is rather a dark

*Photograph by courtesy of  
Solihull Times*

*WRVS Mother & Baby Club at  
Solihull with schoolgirls helping.*

morning and he doesn't have a clock that works and his neighbour has taken his wireless to be repaired, so how could he know whether it is breakfast time or lunch time? So far everything has gone easily and enjoyably, but when I knock on the back door of No. 8 . . . Close there is no reply. I turn the door handle but the door remains firmly closed. Perhaps this is the rare occasion when the front door is the right one, but there is no response there. My heart sinks a little as I imagine that some catastrophe may have overcome old Mrs. L. and that it is up to me, as perhaps the only visitor of the day, to take some action. The hot dish starts to burn my hands as I stand undecided as to what to do, but the window next door clatters open and a voice shouts: 'She's gone away for the

week, her daughter Alice took her off to Ramsgate with them for a holiday.' That's good news, but I wished someone had thought of telling the Organiser about it in the first place. Now, what else was there to remember? Oh yes, on the last two visits I must collect the money for the week. Have I any change available in case it is necessary? But there is no need to worry, the correct money is carefully put ready on the table and now, except for calling in at the doctor's with a message from Mrs. D., I can get home, get the dishes washed and return them to the cafe in readiness for tomorrow's round. As I enter the kitchen I notice my mother's engagement book and see against the following Thursday 'Old Girls' Annual Lunch'. Maybe I can do her round again next week.



# Elderly Refugee Campaign

ALTHOUGH the subject of refugees in this country may not now make front page news there are a considerable number living amongst us.

The British Council for Aid to Refugees has a continuing responsibility to help them, especially those from Central and Eastern Europe. Some came here as European Volunteer Workers from Displaced Persons Camps between 1945 and 1948; others, who had fought alongside our troops, stayed here after the war ended; many thousands also came here after the Hungarian uprising in 1956; yet others came as a result of Refugee Year in 1960.

As the years go by these refugees reach retiring age; many are sick as a result of former ill treatment and the problems of old age are more acute for them as they most likely have no family here and still find the language difficult. Even those who speak and understand English find it difficult to read and almost impossible to fill in official forms. Most of them are still homesick.

In an effort to alleviate their problems the British Council for Aid to Refugees has launched a nationwide campaign:

- (a) to locate and identify the refugees in need of help.
- (b) to recruit help from voluntary agencies and individuals.
- (c) to establish a register of interpreters.

WRVS was represented on the committee which carried out the survey which prepared the ground for this campaign and has now promised to give practical help when called upon. Regional Administrators have

already been advised of this and now we are asking individual members to let their Centre, Borough or County Organisers know if they:

1. know of any elderly refugees in need.
2. would be willing to visit and help such cases.
3. can speak any of the Central and Eastern European languages and would be willing to act as interpreters.

Local Authorities have been notified of this campaign. It is obvious that many of the services for old people would apply to these refugees.

It is felt that WRVS has an important part to play and that members will extend special sympathy and understanding to these people who will undoubtedly find it more difficult to accept the help available and to join in community activities than our own people. We have to make a great effort of imagination to get a glimmer of what it feels like to be a refugee; perhaps those who were evacuated at the beginning of the last war can remember their feeling on that occasion.

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*World Star Festival* is a 12-inch long-playing record available in record shops this month. What is special about it? All profits go to the United Nations Refugee Fund.

If you buy one you will be doing a good deed and you will be able to hear 16 top stars who gave their services free. They include Julie Andrews, Tom Jones, Frank Sinatra, Dusty Springfield and Barbra Streisand.

# A FURNISHING PROBLEM

**L**AST October the Centre Organiser at Wigton, Cumberland, received a letter from the probation officer in Chelmsford informing her that a family would be moving to Wigton and would be in need of furniture, especially beds, and asking if WRVS could help.

The letter was forwarded to County Office who replied to the probation officer and said WRVS would help as far as they were able.

On October 22nd a further letter was received from the probation officer stating that the family would be moving to Wigton on November 19th/20th and as they were having to sell all their belongings to pay someone to bring them to Wigton they would arrive with practically nothing and could we please supply them with beds as soon as they arrived. The family consisted of mother, father and eight children, including a two-month-old baby.

We subsequently learned from the local probation officer (who was arranging to take over the case at this end) that the owner of the van which was to bring the family to Cumberland, had been banned from driving as the vehicle was not insured, taxed or licensed and there seemed every chance that the family would not be coming. This problem was eventually sorted out and the family arranged to travel overnight by train. This added to our problem as we found that they would require bedding in addition to everything else.

By appealing to our members we were eventually able to supply:

Three single beds and mattresses; one double mattress; one settee and one put-u-up; one dining table and two wooden chairs; one carry-cot with bedding and one folding pram; one chest of drawers; one carpet and underfelt; two sisal rugs and two needlecord rugs and two doormats; box of mixed crockery and mixed cutlery; eight sheets; seven blankets; two quilts; four bed covers; five pillows; six wool Afghans (small); box of household linen (including curtains); small box of toys and books for the children.

We enlisted the aid of our good friend the local N.S.P.C.C. inspector who helped with transport and who was able to supply the following additional items:

One double bed; two double mattresses; one small settee with two arm-chairs; four wooden chairs; one dressing table and one wardrobe.

A local firm of removal contractors gave their services free for the removal of the furniture from County Office and the inspector's house to the house at Wigton.

The final straw was when the removal men arrived to collect the furniture from County Office, the van was stuck on the drawbridge at the castle and all equipment had to be man-handled across the barrack square!

# REPORTS FROM EVERYWHERE

Hartlepool, County Durham writes: We look back on the past year encouraged by the help we have been able to give through our various departments, grateful for the opportunities we have had for service and for developing our work. We are extremely fortunate in our Local Authority and the statutory bodies, who show their confidence in us by using us and asking for our assistance. We go forward into another year determined to meet the challenge of new avenues of service, realising that as we give to others in the same measure do we ourselves receive.

Last autumn Market Harborough WRVS was asked by the Home Help Service to form a rota able to collect laundry from about fifteen housebound people. The Centre Organiser approached twelve members who now collect clean bags every Monday from the laundry centre, which they deliver to the housebound people's homes, and in return take the soiled washing back to the centre. This new project is running very smoothly.

Penge were, for once, speechless when, after issuing a middle-aged woman with clothing, she asked for a cocktail dress as she had been invited to a Masonic Ladies' Night.

Barry Centre, Glamorgan has now put forward the Housebound Scheme for Knitting & Needlework to the local Welfare Committee "Good Neighbours" and to all Darby & Joan Clubs. A team of WRVS members has been formed with one of them in charge. Notices, each with a cardboard box, have been put in several wool shops and offers from a few housebound people have already come in. This month a talk was given on our work to a Sisterhood and they were amazed how many services the WRVS perform.

Books-on-Wheels at Windermere R. D. is proving a very successful project and a much appreciated one. We have added two more to the list this month, and feel that the number is likely to increase gradually. Our plan for making one member responsible for two or three people seems to be working well, as they are all getting to know one another, and the friendly visit is very valuable.

As Centre Organiser for Caistor Rural I feel a deep gratitude for a wonderful team of helpers. We have reached the end of another year and can look back on a certain amount of achievement. I fully realise our job is made easier by having premises, but know I can ask anyone here concerned with WRVS to turn a hand, however, busy they are, at any time. What more can anyone ask for?

Twelve elderly people from Haltemprice have had holidays arranged through WRVS and the Red Cross Holiday Home at Bridlington for early in the New Year. This is a scheme that we first joined in with last year and we have doubled our number of applicants now, which must prove that they have a wonderful 11 days at Bridlington.

The Radio Society of a local boys' school in St. Alban's City has undertaken to repair any sets we may be given for passing on to old people in our area. We have at least one satisfied client to date.

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About twelve months ago a Duke of Edinburgh girl came along to do her service by arranging the flowers each Saturday morning at the local hospital in Ellesmere Port, Cheshire. She received her badge, and was presented with her Gold Award at Buckingham Palace, but she has continued to arrange the flowers every Saturday ever since.

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Sunderland County Borough Office was delighted to receive from its Flight in Singapore a very attractive plaque of 14 Flight Army Air Corps in acknowledgement of books and magazines sent them recently.

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Menston, Ilkley U D trolley shop started on its 14th year on December 5th, and now we are serving both male and female wards. There is a great appreciation of this on the male wards, and the surprising thing is that they buy fewer cigarettes than the women. One locked ward charge nurse told us we were the best thing that had happened in years. As the trolley is very heavy to push, and the distance covered is twice as far as before, the Principal Nursing Officer has found us a reliable male patient to do the pushing for us, and he says he likes it better than the work he did before as it is more fun!

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The Meals on Wheels record of West Suffolk must compare very favourably with anywhere in the country. Towns and villages with all their different problems are efficiently covered. A total of 29,113 meals were produced in 1967/68.

One very prosperous canteen is run at Cleland Hospital in Lanarkshire. It gives great pleasure both to the patients and their visitors who enjoy a cup of tea together. Occasionally a birthday party is held when all the family of a patient and the patient have a happy hour together. On two occasions a silver wedding party, complete with 'cutting of the cake' ceremony, was held. What a difference this must make to the members, who see so much appreciation of their work, and patients who are not missing an important event in their life and on the correct day.

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For some time Eastbourne County Borough have been very short of help in the kitchen and of helpers on the Meals on Wheels rounds. The Organiser thought the time had come to appeal for help and she contacted the local paper who published her request in their Saturday edition on the front page. The result was quite staggering. Twelve people called on the Monday, and after that there was a steady stream of people offering help. One lady brought her overall and was eager to start work immediately! All the callers, about 40 in all, were interviewed by the Organiser, a few offered short term help only, but the majority enrolled, and we have acquired some very useful members, not only for the kitchen and Meals on Wheels but in the office and hospital canteens.

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The Meals on Wheels go out unfailingly to all parts of the town of Hartlepool, County Durham, and the recipients look forward to our members' calls. On one day recently one driver and her helper found two distressing cases—the driver, herself a nurse, was able to give a good deal of assistance in the case of an old man who had fallen and been lying for hours badly bruised and out. There is so much more to this job than just delivering a meal!

*(Continued on next page)*

## Reports (continued)

Many interesting stories come our way whilst delivering Meals on Wheels in Beverley, East Riding. For example, there are several Alms houses we visit and the trustees have decided to modernise them, which is quite an upheaval for the old people. One of our old ladies, 93, was due for her new bathroom, etc, to be fitted, so to save her undue worry she was asked if she would like to go into an Old People's Home for two weeks. She was against this from the start but after much persuading decided two weeks *only*, then she was coming back to her own cottage. On her return when her meals were delivered she said how nice it was to be back but this new bathroom, etc, was going to take some getting used to, and whilst she was away she had not slept at all and was so sorry for those *old* people in the Home and she was wondering what she could do to help them—this at 93.

Our helpers doing Meals on Wheels in West Suffolk include all types and ages. We are grateful to the schoolgirls, and we specially welcome the U.S. Air Force wives who assist in Mildenhall and Bury St. Edmunds. Are we unique in having a Beauty Queen Contestant among our 'regulars'?

It must have been a surprise to the recipients whose meals were one day delivered by two young Indian nuns. The two Public Health students from Ceylon who came to see how the Meals on Wheels work must have gained a full and varied picture of the work. They were certainly very much impressed.

The flashing lamps, used to summon aid to anyone living alone, donated by the local Rotary Club at Ashington R. D. Centre three years ago have been so successful that a further supply is to be donated. The boys in the sixth form at the local Grammar School agreed to visit regularly the homes in which the lamps were placed, to ensure the lamps are kept in working order.

The Borough Librarian at Stockport, Cheshire has recently been on one of the Edgeley rounds and has some very bright ideas for delivering the books in individual boxes to each person. It would mean being able to cope with far more people on each round, and much less carrying of heavy weights for us. Most of the old people spoken to were quite happy with the idea. It is all a bit involved at the moment and will entail some time spent on further details, having boxes made, etc. We are very hopeful of lots more help from the Library in future—even more than we had in the past. Books are in very short supply as the Library had to cut their estimates last year and have to limit the number we can take. I would like to thank all members of the team for their considerable co-operation.

One of our members in Canterbury celebrated her golden wedding in December. She joined the WRVS thirty years ago and is still an active member. Her husband, now retired, very happily delivers Meals on Wheels and is very popular with the old folk, who are always delighted to see him.

Remark made by a WRVS member whose Organiser has just received an M.B.E.: 'Isn't it lovely—we have been given a medal!'

# WVS Long Service Medal

Awarded during January, 1969

## London Region

Anderson, Mrs E. J.  
Broadbent, Mrs D. V.  
Coventry, Mrs M. A.  
Day, Mrs D.  
Johnson, Mrs L. G. M.  
Jones, Mrs G. M.  
Kiss, Mrs H. C.  
Norris, Mrs I. E.

## Region 1

Caney, Mrs E. M.

## Region 2

Bennett, Mrs M. J.  
Brown, Miss V. E.  
Burton, Mrs K. M.  
Cratley, Mrs G.  
Guy, Mrs E.  
Hart, Mrs G.  
Hellewell, Mrs J. M.  
Jervis, Mrs S.  
Masser, Mrs A. A.

## Region 3

Ashley, Mrs G.  
Barker, Mrs D.  
Briggs, Mrs F.  
Cartledge, Mrs N.  
Dabbs, Mrs G. H.  
Dodd, Mrs M.

Fewkes, Mrs A. M.  
Knights, Mrs F. N.  
Lester, Mrs G. A.  
Patrick, Mrs M. H.  
Redhead, Mrs G.  
Starmers, Mrs E.  
Sturgess, Mrs D. M.  
Wilkins, Mrs G. P.  
Wooding, Mrs. G. E.

## Region 4

Betts, Miss K. W.  
Counsell, Mrs E. M.  
Davies, Mrs C. M.  
Lister, Mrs M.  
Whittle, Mrs M.

## Region 5

Cooke, Mrs S. M.  
Crouch, Mrs E. A.  
Firth, Mrs K. M.  
Munday, Mrs F. N.  
Stephens, Mrs F. E. M.

## Region 6

Hughes, Mrs I. P.  
Lamperd, Miss F. T.  
Powell, Mrs D. M.

## Region 7

Coombe, Mrs W. M.

## Wales

Edwards, Mrs I.  
Jones, Mrs L. J.  
Moy-Evans, Miss A.  
Rogers, Mrs M.  
Thomas, Mrs M. M.

## Region 9

Allmark, Mrs E.  
Caton, Mrs A.  
Dunsdale, Mrs H.  
Ingles, Mrs N.  
Newland, Mrs F. E.  
Payne, Mrs N.  
Wensley, Mrs C. W.

## Region 10

Cooper, Mrs M.  
Cross, Mrs M. M.  
Dickinson, Mrs M.  
Fitzpatrick, Miss M.  
Jones, Mrs H.  
Jones, Mrs M.  
McArdle, Mrs M.  
Mullin, Mrs A. E.  
Parker, Mrs S.  
Preston, Mrs I.  
Slater, Miss M.  
Wallace, Mrs M. M.  
Whitehall, Mrs E.

## Scotland

Scott, Mrs G. T.  
Wallace, Mrs E. H.

# WVS Long Service Medal Clasp

## London Region

Bullock, Mrs L.

## Region 2

Clayton, Mrs B.

## Region 3

Bateman, Mrs M. E.  
Beckett, Mrs B. E.  
Bonas, Miss W. F.  
Gretton, Mrs R. G.  
Harrison, Mrs W.

## Region 5

Rouse, Mrs M. B.

## Region 6

Andrews, Mrs F. M.  
Morden, Mrs P. F.

Rundle, Mrs L. B. M.  
Wood, Mrs A. F.

## Wales

Davies, Mrs M. A.  
Edwards, Mrs I.

## Region 9

Finnemore, Mrs M. M. A.  
Payne, Mrs N.  
Wilshaw, Mrs D.

## Region 10

Grundy, Mrs E.  
White, Mrs S. M.

## Scotland

Cairney, Mrs M.

# PUBLICITY REPORTS

The Editor of the *Walsingham Herald* writes: During the last war we were constantly reminded that 'Careless talk costs lives. I have been thinking a lot on these lines during the past few weeks, and I am wondering whether we so drilled ourselves in habits of discretion that we are failing to talk enough about what our Service does and what the general public could do by contributing materials and lending 'helping hands'. We have been experimenting at County Office by leaving an additional 'idea' with anyone who comes along with a message or a gift.

To a 'phone inquirer—'Yes, of course we will collect your case of clothing—you say you are moving house. Would you be throwing away any curtains?'

To a caller—'How kind of you to give us such beautiful new wool—I wonder if you ever have odd pieces of material left over from dress-making or curtain making?'

To a shopkeeper—'When you have finished transferring to your new premises, please give us the first refusal of anything left behind in the old shop.'

To a Circuit Steward—'I hear one of the Manes is being sold. Could we have the first refusal of any furniture, or lino or carpets for which you have no ready sale?'

Dundee police, naval frogmen and REME cranes mounted a combined operation to drag a local quarry in which it was believed stolen vehicles had been dumped.

WRVS were asked to provide hot meals and snacks—as the job was cold,

Almost every time we have been met with 'I had no idea you could make use of such things. Of course I will look around and see what I can do.'

We have come to the conclusion there are still oceans of goodwill untapped!

As an experiment we opened the Brighton Centre one Sunday morning for clothing to be brought in. The local paper printed an appeal and the response was very good. There is no doubt that parking restrictions do keep people from bringing clothing to us. Unfortunately the customers also saw the appeal and we had a very busy time for several weeks!

Leicester County Borough members, including the Organiser of the Laundry Section, gave an outline of WRVS work from Radio Leicester studio. The emphasis was on the work of the Laundry Service. The programme was presented in discussion form between the three members and interviewer. It was recorded and broadcast at a later date. We took a tape recording of the broadcast.

Amphill, Bedfordshire Local Representatives' Circulars are sent to Leaders of Darby and Joan Clubs. We find this helps them to keep contact with other aspects of WRVS work.

wet and dangerous, the service provided was very much appreciated.

When the team ran short of forks, one diver told them not to worry as he would look for some on his next dive! (In fact, he found instead—a gas cooker!)

## CLASSIFIED ADVERTISEMENTS

Rates, £1 1. 0 for minimum of 3 lines,  
thereafter 7/6 per line.

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Mrs Read mabel

Issued by Women's Royal Voluntary Service, 17 Old Park Lane, W1Y 4AJ  
Printed by The Riverside Press Ltd. London & Whitstable.