

Voices of Volunteering: 75 Years of Citizenship and Service

Interview Summary Sheet

Title Page

Ref. No.: CARL

Collection Title: Voices of Volunteering

Interviewee's Surname: Carling

Title: Mrs

Interviewee's Forenames: Lily

Gender: F

Volunteer/Employee Roles and Dates:

1984-Present (2014), Scarborough North Yorkshire

1984-1985, Meals-on-Wheels and Emergency Services

1985-1989, Local Organiser Meals-on-Wheels

1989-2006, Publicity and Fundraising officer

2006-2014, Meals-on-Wheels and Emergency Services Volunteer

Date(s) of recording, Tracks (From-To): 23/09/2014 (Track 1)

Location of Interview: Interviewees Home Scarborough, North Yorkshire

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: 02:09:43

Additional Material: Biography Sheet and Recording Agreement

Copyright: Royal Voluntary Service

Clearance: Yes

Interviewer's Notes:

Lily Carling (LC) talks about her time as a WRVS volunteer from 1984-Present (2014). Comments on being involved with Meals-on-Wheels (MOW) and becoming a local organiser, managing the accounts and vans. Also mentions being an Emergency Services (ES) volunteer and some of the other services provided by WRVS such as Books-on-Wheels (BOW). LC discusses her involvement with local publicity and fundraising and how this work changed overtime. She concludes with how she feels about Royal

Voluntary Service (RVS) today and its future as well as her most memorable moments of being a volunteer.

Time (HH:MM:SS)	Synopsis
[00:00:09]	<p>Introduction</p> <p>Lily, would you just like to introduce yourself? LC talks about coming to live in Scarborough in 1965 and her family. Comments on how she became involved with the WVS and having a part time job for a market research company. Mentions wanting to always be involved with MOW and seeing a piece in a local newspaper and going on the rota to do MOW. Talks about going to her first meeting and 'being a very raw recruit and coming out in charge of the MOW van and the banking, that was my first introduction and I hadn't even delivered a meal'. Comments on how her role in MOW developed, the arrangement for different areas, providing their own vans and getting the money for them. Talks about how Lady Reading setting up WVS but by the time LC joined, they needed to advertise and going to other smaller groups to help raise money.</p>
[00:06:32]	<p>Which year did you start? Spring 1984, LC talks about the Local Organiser leaving and people moved up so more volunteers needed.</p> <p>What did you know about WRVS before you joined? Only that her Aunt had MOW and talks about her Aunt benefiting from MOW.</p> <p>Can you tell me about your first day with WRVS? LC talks about going out with a lady who had done it for years. Talks about one recipient not wanting vegetables and asking for them to be taken away and getting local reporters to go around with her.</p>
[00:12:35]	<p>Meals-on-Wheels</p> <p>How did you keep the food warm in the vans? Talks about Hot Locks, using coal and having to have a tea towel to get meals out, lids did not fit properly so had to be careful when you held them. Mentions her husband driving for her sometimes and one time she had two or three meals which were dropped and had to get fish and chips. LC mentions having new Hot Locks and then thermal lined bags, then talks about where they got the meals from the main hospital, the General and how good the meals were. Then changed over to frozen meals which were precooked before being delivered.</p>
[00:18:21]	<p>When you first started delivering MOW, how many meals did you deliver on a round? LC talks about where she delivered and taking 20 – 30 meals out each time and nationally 14 million.</p> <p>When did you become a local organiser for MOW?</p>

<p>[00:25:30]</p>	<p>c1985, LC comments on not doing it for very long and the people who took over from her. Talks about the payment for MOW and how it was handled, managing the van and filling in the millage sheets for North Yorkshire County Council. Mentions how the role changed over time and the social side of being a volunteer during 50th anniversary of WRVS with a lunch and as it was enjoyable LC organised a regular members lunch.</p> <p>In 1987 where you involved with the Butter Mountain? Not really, LC dealt with the publicity</p> <p>Did you have a big response to the butter mountain? Yes but couldn't remember details</p> <p>Where did you work from as a MOW Local Organiser? Home, talks about the Dean Road Office and going there for meetings but not a lot of need.</p> <p>Apart from MOW what other services were you involved with? Mentions publicity and talks about ES and one of the emergencies which she attended, District organiser was approached to support the fire service, Wheeldale Moore fire – went on for days and WRVS were called in and driving there having to follow the ribbons to get to the mobile canteen. Firemen had just been eating out of tins and drinking from hoses before WRVS arrived, made sandwiches and then proper meals, fire about a mile away but had to keep whipping soot away, used a space buggy to get about, firemen had really appreciated.</p>
<p>[00:34:18]</p> <p>[00:39:15]</p> <p>[00:44:17]</p>	<p>Emergency Services</p> <p>Why did you decide to join ES? LC explains it was a natural follow on/cycle and growing affection for WRVS was a factor. Mentions people she met through WRVS, not a lot of need but part of being in the organisation, 'you just like to be useful'. Comments on training and asked to go out to Molton when it was flooded but Social Services took over, how WRVS used training in emergencies. LC talks about feeding walkers, never did BOW, did a survey for the hospital in the A&E Department for the Paediatrician on when and where children had accidents.</p> <p>Did ES change over the years while you were involved? LC mentions when she first started they managed it and had their own supplies at home in case of an emergency, if they needed to clean or provide equipment. Talks about some of the larger communal equipment. Social Services then took over 'we sort of played second fiddle to them', then called on less and less, talks about people being checked and checked. Mentions going to Filey about 9/10 years ago for her last training and how things had changed then, social services hardly called them out. Talks about asking for a small retainer fee around 1997 for equipment and training but a lot of it fell through.</p> <p>How did you feel when you were called out on an emergency? 'Oh it was just another adventure ... I don't think anybody Balked'. Talks about the</p>

<p>[00:50:33]</p>	<p>emergencies not really being traumatic with no fatalities. Mentions in some areas WRVS working in caves to help police, fire and ambulance. Asks about callouts and training in the present (2014), if the need arose sure she could go back to it.</p> <p>What did training involve? LC comments on it being practical, setting up for cooking, providing blankets, cleaning, registering people, getting the doctor, sending people to sit with those who were distressed though this stopped because they didn't have the necessary training [emphasises this point] didn't think that these skills needed to be taught. Talks about using the clothing store to clothe people, when it closed down had a job getting rid of the blankets though a lot went to the vets.</p> <p>Is there anything else about ES which we have not discussed which you would like to share? LC talks about going to the Harrogate Flower show to run a crèche and having ES members there in case of accidents. Comments on never cooking the onions for the meal because they make her eyes stream.</p> <p>What other roles have you had with WRVS? Main one was giving talks which LC really enjoyed because she gave the history of WVS/WRVS. Could apply for money from a local man's estate, so went to talks to them, very generous to WRVS. Mentions a fire in the telephone exchange and relying on the phone for helping people leaving hospital who needed meals, thought they would lose the work because of the phones being down but got £5000. Eventually service was taken over by Social Services; felt an awful lot was lost after the takeover. Talks about having stalls and dressing up to raise awareness of WRVS. Mentions getting a new office from Social Services which was a bit out of the way, easier when it had been in town, by the time it moved to Gladstone Road LC's daughter-in-law was a part-time member of staff. Then the office moved out to Eastfield where the meals now come from but out of the way and not favourable for recruitment.</p>
<p>[01:00:30]</p> <p>[01:07:33]</p>	<p>Publicity and Fundraising Officer</p> <p>How did you first become involved with publicity? LC supposes she has always been aware of the attractions of publicity, at quite an early stage aware of its advantages. Went to meetings and gave suggestions of asking the paper to advertise but told they did not do things like that which went on for quite a while until LC used the phrase 'we'll have to advertise or die' because needed money and volunteers, so it was suggested LC get publicity for them. Talks about losing the government grant and being told they were not allowed to publicise/fundraise locally as this would be done from Head Office. Talks about the 8 vans in the area going down to 6 as Whitby wanted to be independent and then vehicles were hired rather than bought do the funds for vans disappeared.</p> <p>What sort of events did you hold to raise funds? LC comments on not really holding events which came later when they lost the home office money. Used to have coffee mornings and have a raffle which went towards Christmas presents for MOW recipients. If groups who she gave talks to gave money she would ask how they wanted it to be used. Remember getting £100 from an Army</p>

<p>[01:17:00]</p>	<p>group overseas towards a new van. LC mentions a lady having a fall and picking her up to say thank you the lady bought her a copy of a photo of them both in a newspaper. Also given a plate from a MOW recipient to say thank you, a painting from a retired Navy Captain which LC had framed. Mentions fundraising coming later with the changes when local support stopped and had to look at another way of raising funds which went to Head Office, but did not work so volunteers were approached to ask how they felt, most people did not want to know. Mentions other options such as charity shops, where local support goes, thinks this is the way RVS will go. Mentions legacies and fundraising being a nightmare in the current climate.</p> <p>You mentioned the loss of the government grant a few times, were there any other changes that affected you as a volunteer? Growth of the Social Services this affected them the most with MOW and getting people on the list, not sure what the vetting process is now but direct contact with recipient was ended.</p> <p>How did you feel about those changes? LC felt the decisions on the Government Grant was short sighted, understood because Social Services was growing but they were getting something from volunteers that you do not get from Social Services.</p> <p>Were you affected by internal changes to WRVS in 2004? Not really though her daughter-in-law was because they moved the office and was not worth keeping her job. For the volunteers there was not much change and LC still kept in touch with other volunteers and still have an Association in the town. When things wound down LC joined the WRVS Association and asked her friend if she wanted to join and others also joined. Talks about the closure if the national Association but the local one continues.</p>
<p>[01:26:06]</p>	<p>Why did stop being involved with fundraising? All tied in with the volunteers and lost its appeal with the changes, talks about a recent open day to recruit volunteers a year ago. LC talks about people being asked to speak to groups again and having local fundraisers.</p> <p>Is there anything that we haven't talked about which you would like to add? LC thinks she has talked about everything and summarises what has been discussed. Talks about the social side of WRVS and meeting the Queen, also mentions not hearing about people getting awards anymore, discusses the garden party, a reception at St. James' Palace. Talks about understanding why there have been changes, lacking a high profile. LC doesn't really have any feelings on losing the 'woman'.</p>
<p>[01:35:31]</p>	<p>Conclusions</p> <p>Since 1984 what has been the biggest change? Some would say losing the 'woman' because most men did not care about the name, must be losing the grant, any changes since then took WRVS down. LC comments on WRVS losing power and having organisers who were all volunteers though county organisers had a small allowance to cover extra costs. Mentions changes to frozen meals and providing a week's supply. Had to look at all the services non-profit ones</p>

<p>[01:40:30]</p>	<p>went, clothing stores went because of the rise of charity shops.</p> <p>Where do you think RVS, as it is now, place is in society today?</p> <p>LC mentions there are lots of factors involved, not as important as it was because the services it offers are not high profile, going to visit people or taking them shopping doesn't really get noticed. MOW and Home from Hospital still important in public eye. If they tried shops then it would be seen on the high street, LC is anxious about where RVS is going, shops would bring in volunteers off the street. Talks about going to the local hospice shop and taking something in and the person in front of her had gone in to ask about volunteering.</p>
<p>[01:50:23]</p>	<p>What do you think is the future for RVS?</p> <p>LC says she doesn't really know but thinks that there is a place for it, has not found its new niche, believes they should increase the MOW service and offer other things such as BOW. Comments on where they could expand services such as hospitals. Talks about looking at the Loughborough Echo looking for MOW volunteers for the County Council to keep it going and raising the cost to c£4.</p>
<p>[01:59:29]</p>	<p>What is your most memorable moment of your time with WRVS?</p> <p>LC mentions going to the Garden Party because other volunteers curtsied to her afterwards as a joke. The ribbons on the trees when attending the fire, the Christmas runs. LC comments on her family being a big part of her volunteering work.</p>