

Voices of Volunteering: 75 Years of Citizenship and Service

Interview Summary Sheet

Title Page

Ref. No.: POYK

Collection Title: Voices of Volunteering

Interviewee's Surname: Kathleen

Title: Mrs

Interviewee's Forenames: Poynter

Gender: F

Volunteer/Employee Roles and Dates:

Volunteer 1982-2007, Swindon, Wiltshire
Lunch Club
Hospital Tea Bars
Children's Holidays
Project Manager Meals-on-Wheels
Child Contact Centres
Fundraising
Project Manager Wheel Chair Escort Service

Date(s) of recording, Tracks (From-To): 07/04/2015 (Track 1)

Location of Interview: interviewees Home, Chiseldon, Swindon.

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: 01:24:57

Additional Material: Biography Sheet and Recording Agreement

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Clearance: Yes

Interviewer's Notes:

Kathleen Poynter (KP) talks about her time as a WRVS volunteer in Chiseldon, Swindon, Wiltshire between 1982 and 2007. KP comments on being involved with Luncheon Clubs as an unofficial and official WRVS member and then being asked to help at Princess Margaret's Hospital with the Coffee Bar and Blood Donor Clinics. At the same time KP was involved with the Swindon Clothing Store and Children's Holidays. Kath then had some time away from WRVS due to illness but came back to help as a

Meals-on-Wheels (MOW) Project Manager, Helping in Child Contact Centres and as a fundraiser. KP also talks about her time working with the Hospital Escort Service and receiving an MBE. She concludes with the changes she experienced in the organisation and her most memorable moments as a volunteer.

Time (HH:MM:SS)	Synopsis
[00:00:09]	<p>Introduction</p> <p>Please can you introduce yourself? KP introduces herself, in WRVS for 26 years</p> <p>When did you join WRVS? c1982</p> <p>Why did you join WRVS? Wanted to do some voluntary work, went to help at Luncheon club in Chiseldon, spoke to organiser at the time who asked her to come and see what they did. Princess Margaret's Hospital Coffee Bar, Blood Clinics, then asked to help in clothing store, sometimes helped in the office, then asked to take some children on holiday (Children's Holidays) in Goblin Combe. Talks about the holiday, the children, helper on work experience, behaviour of the children and how she dealt with it. Mentions activities which the children took part in. Comments what happened when they took the children home. Mentions being ill and taking time off from volunteering, going back to WRVS, being given her 15 Year Service Medal, being introduced to the Child Contact Centre, working with the parents for three years left to go on to fundraising.</p>
[00:08:32]	<p>KP describes an event she organised at the Wyvern Theatre, being awarded an MBE, raffles, getting items for the Raffle, Mad Hatters Tea Party at the Landmark Hotel and two more which were a big success, sponsored bike rides. Then went on to manage the Wheel Chair Escort Service at the Hospital and had to fundraise and recruit new volunteers. Mentions retiring in 2005, good happy years 'would do it again'. Mentions one child she had on the holiday getting in touch when he saw her in the newspaper for MBE.</p>
[00:14:50]	<p>What did you know about the organisation before you joined? KP says she knew nothing about WRVS, comments about going in with no knowledge, going out with ES. Talks about Pat Purser and Alice Cleland being good team leaders, being put forward by Lady Elizabeth Toulson for MBE. Mentions thinking the letter from ten Downing Street was a hoax, going to the hospital and seeing volunteers she knows and running her team with 'a rod of iron'</p>
[00:17:30]	<p>Lunch Club</p> <p>KP talks about the club being at the Methodist Chapel in Chiseldon, meals being brought to the club, then cooked them themselves. Comments on cooking fish in parsley sauce and a lemon meringue pie. No longer a WRVS service but still done under banner of WRVS.</p>

	<p>How many came to the lunch club when you first started? About 30 when first started now 14/15, KP comments on what happens at the club, who comes to the club, the conversations they have, singsong, Christmas Lunch, ask the vicar to come and do carols. Talks about the social atmosphere of the club, making sure they can get home or where they're going at the end. Talks about people being ill or dying.</p>
[00:22:54]	<p>Hospital Tea Bars</p> <p>KP talks about the Princess Margaret Hospital Tea Bar, what it looked like, working on the tills and adding up on bits of paper, atmosphere in the hospital, liked to clear it up. Mentions meeting other volunteers and having a team to work with, working with Pat Purser (County Organiser). Comments on running MOW in Chiseldon.</p> <p>What did you sell in the tea bar? KP mentions the food that was sold in the tea bar, police coming in for refreshments for people identifying bodies, warming bottles for babies, keeping the counter and displays clean. Talks about the people coming in, what happened when reporters came in, if there had been a big accident. Comments on the different customers who used the tea bar.</p> <p>[00:29:27] What did you do with the profits? The profits went back into the hospital; comments on giving the hospital a lot of money, mentions losing the contract for the Tea bar, kept the Escort Service gave Coffee to patients from there.</p> <p>Do you remember what was bought for the Hospital? KP says she does not, thought they gave something towards one of the scanners</p> <p>What were you doing at the Blood Donor Clinic? Giving tea and biscuits to patients after giving blood, making sure they were ok and did not leave to soon. KP talks about doing a four hour stint sometimes had another volunteer with her, mostly on her own.</p> <p>How long were you involved in the hospital? All the time KP was in WRVS she was somewhere in the Hospital.</p>
[00:33:52]	<p>Children's Holidays</p> <p>KP talks more about the Children's Holiday to Goblin Combe, Team from Rover did the activities during the day. WRVS cooked, made the beds and did the cleaning. Comments on the Children going looking for goblins at night, open fire and singsong on the last night. Comments on going to Cheddar Caves with the children.</p> <p>Where did the children come from? Poorer parts of Swindon referred by social service, talks about providing clothing for the children. Talks about parents asking if they would bring their children back. Talks</p>

[00:43:00]	<p>about seeing the parents when they came back from the holiday.</p> <p>Did you do anything else in the clothing store? KP talks about sorting through the clothing, clothing adults, poverty in the area, needing clothing stores today.</p> <p>Where was the clothing store? ?Sevenoaks Street?, talks about ordering the clothes, different sizes they had in the store, nobody was looked down on, people used to que for the clothing store.</p> <p>What happened to the clothing store? Does not know left before it closed, comments on clothing stores starting during the war.</p>
[00:44:12]	<p>Project Manager Meals-on-Wheels</p> <p>What did that involve, being the project manager? KP discusses her duties as organiser for MOW and moving on to the Contact Centre.</p> <p>Where were the meals delivered? Meals were collected from the school and packed in small boxes, list for volunteers to where they were going which was brought back with the money, meals three times a week, tasting sample meals to check they were ok. KP comments on the food, paying about £2.17 for a meal, someone coming from Head Office to check the temperatures of the meals on the rounds. KP mentions people started having frozen meals and so the school moved to help the lunch club. Comments on changes to the lunch club over the years.</p> <p>Comments on Age Concern taking over MOW in the area.</p>
[00:48:47]	<p>Child Contact Centres</p> <p>What was the Contact Centre? KP talks about the purpose of the contact centre, the issues of being in the contact centre, volunteers standing up to people in the centre and people not turning up for visits. Comments on parents being allowed to take the children out of the centre into town. KP describes talking to the parents in the centre, where the parents would travel from to see their children, people interfering in the centre. Social Services took over the centre around the time WRVS were closing some services down. Comments on the escort service.</p>

	send in favourite recipes and published it.
[01:14:40]	<p>Conclusion</p> <p>Is there anything which we have not discussed that you would like to mention? Mentions MBE being a big shock, talks about meeting Lady Elizabeth Toulson at an event in Cheltenham/Cirencester. Comments on the process of finding out she had the MBE, media interviews for getting the MBE. Went to the Palace on 16th March 1999 for the ceremony. KP mentions meeting members of the Royal family and celebrities through her WRVS work.</p> <p>Do you still keep in touch with WRVS/RVS? Not really, in touch with some volunteers, gone to funerals of some volunteers who have died. "It doesn't seem the same now they have changed the title, it's not my WRVS anymore".</p> <p>What was the most significant change you experienced as a volunteer? Comments on paid staff</p> <p>What is your most memorable moment of you time with WRVS? Children's Holidays and the Wyvern Concert.</p>