



positive about age
practical about life

Harlington Way,
Fleet,
GU51 4AE

6th April, 2010

Winter Resilience Review,
The Scrutiny Team,
Hampshire County Council,
Elizabeth II Court South,
The Castle,
Winchester,
SO23 8UJ



Dear Sirs,

Review of Winter Resilience

With reference to your letter of 16th March, 2010, I enclose our response to your questionnaire regarding our experiences during the recent severe weather.

I can make myself available on both 17th and 21st June should you require me to attend.

Yours faithfully,

A handwritten signature in cursive script that reads 'Wendy Brown'.

Wendy Brown (Mrs.)
District Organiser

RESPONSE TO HCC EXTREME WEATHER REVIEW

1. Our usual delivery service of MOW was initially hampered by the inability of our drivers to use their cars. However, several non-WRVS owners of 4x4 vehicles, the Police and HDC contacted us and very kindly offered their services and we were able to deliver hot meals in Fleet, Hartley Wintney and Hook as normal. In those areas where we collect hot meals from the local schools we were, of course, unable to deliver as the schools were closed.
2. All our recipients have our telephone number and are able to contact us and our office was open as usual.
3. With the help of 4x4 vehicles we were able to offer our normal service.
4. The WRVS Emergency Services are on call 24 hours a day 7 days a week and we are trained to cope with emergencies. We are happy with our present arrangements but some help from other agencies may be necessary.
5. To keep an up-dated list of 4x4 vehicle owners who are prepared to help. Contact the Police, HDC and local TV and Radio. We have limited storage space for frozen meals but we will ensure we hold as much stock as we have room for. We are reliant on our suppliers for deliveries and would keep in contact with them to check whether they are able to supply us at short notice.
6. All our recipients were surprised and extremely grateful that we were able to get hot meals to them.