

File: DemYouth-3-group 2 activity 2.2.wavact_filename.mp3

Duration: 0:23:40

Date: 01/02/2016

Typist: 673

START AUDIO

Facilitator: ...on to this tape and it's an opportunity to grab some more food and drink. Also you might want to take your personas with you. In fact there's no might, you definitely do want to take your personas with you.

Female: Shall I go to this table?

Facilitator: Why not.

Female: Is there any time to grab a piece of pizza, is that bad?

Facilitator: You want to stay on this table. On each table you got a little pack and these should be the same cards each, if you want to have a quick look through those. First of all I'd like you to choose one persona on your table to do a little bit of a design activity form. So think about creating something for that specific person and flick through, so those cards that are in front of you they're actually loads of different potential, well they're examples of types of applications that already exist and things that apps do. Then what I'd like you to do is when you've chosen which person you are going to design for, I'd

like you to select three. First of all talk amongst yourselves and then I'd like you to select three of the applications and stick them on the sheet of paper in front of you, that you think might be useful for that person.

So I guess in a way what you're trying to do here is you're trying to combine apps together.

Female 1: Firstly who are we going to go for?

Female 2: Definitely not this one because it's too broad.

Female 1: I also don't think that we should my one.

Female 3: I don't think we should do mine because it's too specific.

Female 4: Yours is very similar to mine though.

Female 1: Yes.

Female 2: Yes, but yours based on Billy Elliot, everyone likes Billy Elliot.

Facilitator: You can combine characters.

Female 2: They're a similar age, aren't they?

Female 1: They're a similar age and similar interests.

Female 2: Yours could be changed to Debbie.

Female 1: Okay, so we're going for the twelve to thirteen age range.

Female 2: Fourteen.

Female 1: Yours is fourteen, is yours thirteen or twelve?

Female 4: Thirteen.

Female 1: Thirteen.

Female 2: Twelve to fourteen, pre-teen sort of thing, pre-teens to young teenagers maybe. Can everyone see them or do you want me to...

Female 3: I think these are the same as those.

Female 1: Yes, they're the same. So has everybody heard of Twitter?

Female 3: Yes.

Female 1: Community radio? Okay, it says create your own radio station and stream this on the internet for others to listen to. Applications like WAWA FM allow people to set up their own community radio where they can play music, do talk shows or share advice and experience with other people nearby. Yik Yak, have you heard of Yik Yak?

Female 3: A bit of it, but I don't really...

Female 1: It's anonymous, isn't it. Whatever you do anything online your phone or computer now pretty much knows where you are. Yik Yak takes advantage of this by allowing you to see anonymous messages shared by people near you which you can anonymously reply to and ____[0:03:21] so you can put anything on it.

Female 2: If you're into trolling it's your dream app essentially, unless you can trace the IP address.

Female 1: Shall I do this half and then you can do the other half.

Female 2: Yes, go for it.

- Female 1: Pinterest, everybody know Pinterest? Yes. Streaming, right. Periscope, have you heard of Periscope and we use this sometimes...
- Female 2: I'm going to play the naïve and be like I've heard of it but I don't know what it is.
- Female 1: We use it sometimes to stream talks at the lab to other people in the group who aren't actually here.
- Female 3: Someone said their lecturers do that, I think it might be Northumbria.
- Female 1: Periscope allows people to livestream video from their phones, camera to an audience people online who can comment and [heart 0:04:16] to the screen. We're seeing people use this to stream live TV illegally, show others spectacular experiences and to explore the inside of a fridge.
- TripAdvisor? Yes. Do you want to talk about that?
- Female 2: Yes, we got give away, so I'm going to imagine Freecycle, I'm going to say Craigslist, EBay. I've not heard of Freecycle myself, I think the first time I heard it was someone explained last time. I can't explain it though.
- Female 1: It's basically where you go online and you list things as available. It's like I have this big old bookcase that I really want

to get rid of but I don't want to just throw it away would somebody like it? Yes. Come and pick it up. It's like giving away things for free.

Female 2: It's a bit different to Craigslist. I maybe shouldn't bring that one up.

Female 1: Craigslist is similar, it's like Gumtree, you know Gumtree?

Female 2: Gumtree, yes.

Female 1: You can get free things on Gumtree all the time as well.

Female 2: Someone was giving away three 30 inch TVs at one point.

Female 1: Really?

Female 2: It was on there for at least 24 hours before someone snapped it up.

Female 1: Is there Craigslist in the UK, I thought it was an American thing?

Female 2: No Craigslist here. You can sell almost anything on there.

- Female 1: Including very odd things.
- Female 2: Yes, items of things.
- Female 3: I've read some uncool reference to Craigslist, I can't remember what it was, like it was something, I think it was something like...
- Female 2: You can sell anything and it can be quite dodgy.
- Female 3: Oh yes, I think it was someone trying to sell a car and then someone had missed or had a typo autocorrect or whatever and messaged the person, spelled something wrong which then had been inappropriate. Then they were like, "What," and they were like, "Sorry, it was a mistake." They were like, "You never know it is Craigslist."
- Female 4: I think I know what you're talking about as well. I think I seen it.
- Female 2: Someone sold their granny on EBay and he got £75.
- Chat Instantly, so mobile phones became popular mainly because of text messages and apps enable for us to send, apps like WhatsApp to send text, videos and pictures immediately to others. So WhatsApp, IMessage, Messenger. There's another one I've forgotten.

Tracking your data, Smartphones have a range of sensors, you can track where you are, how far you've travelled, the number of steps, the height you've climbed. This can be very handy for seeing how your health is changing and apps like Endomondo and Runkeeper take advantage of this.

Female 1: Does anybody use any type of tracking?

Female 3: Not personally, I know people who do. I don't do anything.

Female 2: An example of that is that Sam who uses it all the time, step counting and things like that. Private social networks, there's an argument on that one, sorry, can I just say it's private, nothing's private if it's on the internet, technically.

Female 1: True, so that's a bit like Facebook.

Female 2: I was going to say Instagram but that's something else.

Female 4: MySpace,

Female 2: MySpace Bebo. Those are the ones that you created a website as well. I can't remember what it was called. Hanging out with others, like Skype, Facetime, Google Hangouts. Anyone ever done a youth project where you use Google Hangouts to connect?

Female 4: That sounds awful.

Female 2: I do quite a lot of national work, so instead of everyone commuting...

Female 4: Doesn't that cut out all the time though?

Female 2: It does if you're...

Female 3: It was already when I was at uni, but when I went back to my parents...

Female 1: I think as soon as you add anybody else onto Google Hangout except for two people, it's a bit like Skype, similar then it just goes crazy.

Female 3: I always use to ring my friends, we used to have a chat on Skype.

Female 4: I'm sure they've made it more difficult it's almost like they want you to pay for the premium because it used to work and then it's just like now it doesn't.

Female 2: Can anyone remember those group chats on MSN, that would always crash. God, that's showing my age.

Mobile phones, take a snap or two, mobile phones these days have complex cameras and video recorders. I'm sure there is a phone out there which is actually better than a DSLR camera, there is one. It's the Nokia Lumia or something.

Female 1: Yes.

Female 2: So SnapChat, anyone guilty of selfies?

Female 4: Yes.

Female 2: Also there's Instagram, Flickr, YouTube and then some other one which is like an online login site I think.

Other people's stories. I didn't read this one. While having a health condition or a disability can be very emotional and stressful many people have found it helpful to share their experiences online. Sites like Health Talk have repositories of patient stories and knowledge which can be helpful to people newly diagnosed or loved ones that care for them.

Gone in an instant, that's SnapChat.

Female 3: Except that people can take like a screenshot.

Female 1: Okay, let's have a little think about which one of these might be good for Billy, what type of features might be good for Billy? So anything first of all from the age group that we could immediately...

Female 2: I don't want to be too interested by just for dementia thing about Gone in Instant you don't really want that, seen as things are going to go, you want something that's lasting for dementia but that's...

Female 1: That's a very good point I think you agree?

Female 3: No, I agree, and I think as well...

Female 2: As much as we love SnapChat, for a dementia patient who is having things, not to be stereotypical but, actually some old people are really good with technology, some of them won't know how to screenshot.

Female 1: Is there anything related to Billy's age that wouldn't be age appropriate?

Female 3: WhatsApp for example, you're not supposed to use until you're like 16 or maybe 18. Facebook, I'm not sure what the age group is.

Female 2: Thirteen.

- Female 1: Probably just. Would there be any danger to using Facebook for him at the age of 13?
- Female 4: I know loads of people under that age that are on Facebook and they haven't had any problems.
- Female 3: I think people are going to use it anyway I think.
- Female 1: What would be good about Facebook?
- Female 3: The point it's so wide reaching because apart from, some of these might be in some ways more suitable but then actually if kids aren't using them...
- Female 1: That's a very good point.
- Female 3: Maybe if it's not Facebook, if it's a social network where this can link into the social network where you can share and then if you got like a story, was it Yahoo Answers, like question answers, you know when someone shares something and people like answer. There's a function of it where you can send a personal message, like Twitter.
- Female 1: You can post questions and then people can send you back...

- Female 3: Forum board, isn't it?
- Female 1: Forums.
- Female 2: Like a forum board so you can link the other people's stories with private social network.
- Female 1: What do you think that Billy would use that for?
- Female 2: Instead of maybe asking his mum or he doesn't want to be offended. He doesn't want to offend his grandma, grandad and his mum doesn't always give him a straight answer and then maybe asking his peers might be slightly better than asking sort of family who might not give him a straight answering.
- Female 3: I guess you could have sometimes people have groups, like Facebook, people can just join.
- Female 2: Myself, I know I'm part of a baking network and people share recipes.
- Female 3: A lot of the experts online basically. The trouble with it is it's weird because its' a big like googling illnesses, isn't it. You can put stuff in and there'll be someone who's like, "Well, this happened to me and it was awful and the rest of my life has been ruined." You don't want 13 year old Billy to read that.

- Female 1: So you think that this is a good idea but maybe it needs to be moderated.
- Female 3: Yes.
- Female 1: Okay, that's very, very useful. Anything instantly that you want to say no to?
- Female 2: Maybe tracking might be good if we're coming from a, depending on what angle we're taking it from. From Billy's point of view tracking, no. There's confidentiality and the whole issues like that. Then if it was an app for the old person to maybe track where grandma is. If we're going for Billy Elliot, like half way through the film grandma wonders off and he has to go and find her. I know from my personal experience, did I say it in the group, my grandad would walk off and we didn't know where he went, but luckily it's a very small village where he lived so we'd find him and everyone knows each other. Whereas if he lived here he could go anywhere in Newcastle on a bus pass, you never know where he is. So maybe track him but then there's confidentiality. I'm thinking practically.
- Female 3: It is difficult, isn't it, because there's a lot of things that are there to protect but actually ultimately if, I see what you're saying, like actually...
- Female 2: Then with the power of technology...

Female 3: ... it seems like massively intrusive to be tracking where he is but if the alternative is he can't go out.

Female 1: Maybe that's...

Female 2: That might link to that, sorry. I'll let you continue on that.

Female 1: I was just going to say, one of the things obviously with dementia as well is that it's not always, like somebody doesn't just degenerate immediately. So these types of conversations are things that you can have with somebody when they're newly diagnosed with dementia and they're still lucid.

Female 2: It's also hard to diagnose because every experience is different, like you never know if they're going to have certain symptoms. Just thinking maybe visiting before your trip. Yes, you go to a restaurant and someone's had that experience, whereas if say you got a thing about going wondering off, how other people, maybe if they share they've all have had this experience, like this is how we cope with it or this is how we ended up. Then people can read their experience or so. It's like other people's stories but visiting before your trip. You can review what other people have had and how they've got over it. So you learn from other people's mistakes, success is sometimes it's all about failures and if you learn from other people's failures you're less likely to fail on their mistakes.

Female 1: So this is less about actually going to a location and saying this place is this review.

Female 2: It's more you've had an experience.

Female 1: It's more your experience. I suppose this, as you said, kind of supports this story type of things and the comments that go on under each story. I still think it's a good idea. Maybe we can take this one out though.

Female 2: I'm being really focal here. Yes, you could do.

Female 1: Although we do actually, just to tell you why that one is in there, we had developed an app called 'Dementia friendly places' which used like a TripAdvisor style...

Female 2: Maybe put it in then.

Female 1: ...location based, but we've moved it now and I've told you about it so we can't have it. Where people could go to like a restaurant or whatever and say this was particularly good when I had my gran with me. She had this experience and whatever else.

Female 2: That may be good, like people remembering where they've been and then you sort of pin it, like you're having like a map or something where you...

Female 1: A memories thing.

Female 2: ...where you had a place where you've been and you can click on it and be like, "Oh can you remember this?"

Female 1: That's a really nice idea.

Female 2: Like Pinterest, like a memory box.

Female 1: That's a really nice idea.

Female 3: I think as well for people at a distance with their grandparents, especially, I mean it's difficult because sometimes it's ____[0:17:12] and their elderly they might have...

Female 2: You can move those two into that one as well because they can record and take pictures and then pin them.

Female 3: So it can be difficult but actually for some people it works really well.

Female 2: Because you were very interested about linking people up, weren't you, so if you can't be with them, like you want to

Speak to grandad or grandma or mum or dad, when you're not there with them provided they can get access.

Female 1: I think these are really great ideas in general would they help Billy? Does he not spend quite a lot of time with his grandad?

Female 2: His grandad, yes, but his grandma, no. The way I read it.

Female 1: Is she in a home or is at home?

Female 2: She is at home but as I said the main issue is he misses them all being together.

Female 1: Okay, so it's less about physically seeing her, it's more about communicating with her.

Female 2: Yes.

Female 1: Great ideas for general, maybe not for Billy and his situation because you have to remember that we have to be brutal and we have to get three. So they're all in here for some reason. What about the Yik Yak one, the anonymousness?

Female 3: That's kind of good for asking for advice but then because it's anonymous like why do they need to be anonymous?

- Female 2: I don't know maybe it's all about reducing the stigma with people, people don't want to know. Like if you're sharing your stories in an anonymous feature, like you can either create a profile or you sign up but you choose not to disclose like your name or anything. You signed up, so I don't know if there's something else, you've got other aspects, so you're not just getting, I use the word trolls, people trolling the sites, not that you would.
- Female 1: What type of things do you think people will post on here, like what type of things would Billy post in here?
- Female 3: Maybe something like mum's upset about granny again, like this is what happened again, someone, I guess could be like don't worry anonymous Billy number three, I've been in this situation before but if you keep on trying to keep communicating, do you know what I mean. Someone could then come and consult if they've been in that situation before.
- Female 1: So it sounds a bit more of a support...
- Female 3: Support network.
- Female 1: Yes, do you think that might be better supported by this type of thing or is there an importance to it being anonymous?

Female 3: I don't know.

Female 2: Either way I think the option needs to be there for both, like you can be anonymous or you can be, it depends because everyone is different.

Female 3: People create profiles on Facebook that are deliberately anonymous.

Female 1: The thing that I was thinking for this one is that, just like you were saying, like the frustration that people were talking about, if you get really frustrated.

Female 2: I don't know how developed you can create an app, like if it's anonymous but then if you click into it, if you dive into a bit more you can look into people and directly message them almost and see a bit more about who they are and why they're saying that and how you can help them more specifically rather than generally. If say Billy messaged, "Oh mummy is upset, how can I help, someone give some advice," but then if you've got something specific that you think you don't want to share, you can message them and find out a bit more about them.

Female 1: So it does sound like we're more interested in social support than...

Female 2: Than being anonymous.

Facilitator: How are you folks doing? We're 10 minutes over home time.

Female 1: Oh really?

Facilitator: Yes, you need to wrap.

Female 4: We kind of said that these ones were some of the ones we felt were...

Facilitator: I love people talking.

Female 1: Okay, has everybody gone? No.

Facilitator: No, Anna's just gone to the back. I was going to say if you could think about a way of capturing what you think the three most, I don't know whether you got to that point, where you chose your three.

Female 1: So we picked three important ones, so we actually had four, didn't we.

Facilitator: Try and put them together.

Female 1: These two are quite similar, shall we take two of these and one of these.

Facilitator: Of course we've done some cheating, we've done some cheating over there as well.

Female 1: So what would our app be, it has a way to pin information about the person and the places that you've been together, experiences that you've had.

Female 3: Yes, a memory book.

Female 1: A memory book.

Female 2: You spelled character wrong.

Facilitator: Now you're picking up on everything, aren't you.

Female 1: Are you a teacher or something?

Female 2: No I'm a grammar-Nazi, who can't spell herself to be honest, I just pick up on everybody else's. I'll make loads of grammar issues but I can pick up on everyone else's.

Female 1: Keep track of gram, but we also said that this needs to be a conversation.

Facilitator: Hurry up.

Female 2: Sorry.

Facilitator: Oh no, sorry, I didn't mean that in a bad way.

Female 1: This was peer support. What do you think our app should be called?

Female 3: Sorry, I'm just going to nip off and phone a taxi, was it 89...

Female 4: City Road.

Female 1: Sandyford Road.

Female 2: Remember I'm here.

Female 1: Remember I'm here?

Female 2: I don't know, have you got a name, that's a bit too long.

Female 4: I don't know, I quite like that.

Female 1: Remember me? Why don't we call it memory box, I quite like memory box or memory book, memory box. Let's call it memory box.

Facilitators: You can just cheat and call it damn you.

Female 2: Yes, you can put your memories in suggestion boxes, like a little black box tracking you where you are.

Female 1: Then we've said that.

Facilitator: It's character, yes, fantastic.

Female 1: Why do you say character?

Facilitator: No it's just the way it's been pointed out and misspelt.

Female 1: No, I didn't do that, I meant like how does this app help her character, I kind of meant it like this.

Facilitator: Before we go...

END AUDIO

www.uktranscription.com