

**File:** Provider\_Workshop\_Part2.MP3

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**Typist:** --

## START AUDIO

Facilitator: Does anyone want to kick us off? I think you guys had started a discussion earlier

P6: Yes

Facilitator: What one are we talking about, I don't know, the first one?  
Sam finished a group session and thinks it's gone rather well

Facilitator: Yeah, so this is the one where ThoughtCloud harangues you every time you leave feedback and then ThoughtCloud responds and then it harangues the people that left feedback on the feedback, yes

P7: So it's the balancing of, actually we think it's important and a good idea

P6: Somebody needs to go through it and getting a message would be a good idea

P7: But it's about what sort of level of priority that should be given, you know, balancing that with other busyness of the day and...

P6: Who does it?

P7: The resources

P6: Does it need to be the person that's running the group or doing the work? Or could it be somebody else who's job is to go through the feedback

Facilitator: What do you think?

P6: Somebody else [laughs] somebody else's job. Well, from an advocacy point of view, if it's part of reviewing my advocacy cases I think it should be somebody else going through, definitely

Facilitator: Really?

P6: Yeah, because then, just cause

P2: Because you have to be kind of impartial

P7:: But also I think practically, because a lot of us are doing lots of different projects, so we're often doing a group in the morning and then having to go on to different aspects of our role at Smart Skills, so sometime we have to be quite speedy and you know responding to other people's demands and priorities, so sometimes to put that into a pattern and a regular pattern would be very difficult

Facilitator: Okay

P7: And to give it that level of priority

Facilitator: I think the other problem with automating something like that, it might just be someone is playing with the system and there would be no way of telling if the content, until you look at it, it could just be that I was showing someone how to use and some of those videos

P6: But somebody should definitely get a response if they leave some feedback

Facilitator: Why do you think that?

P6: Because then they know that they're being heard and they're more likely to leave more feedback in the future, leading to your critical feedback maybe?

P3: I thought...

Facilitator: That's interesting, so you think if they did it more?

P6: They trust in the system I suppose

Facilitator: Trust in the system?

P6: Yeah

P3: I thought it would be overkill to respond to everybody who's left feedback, I was suggesting that on the tablet it might have, the other day I was saying, you might have a thing saying, at least a thank you, so you might have somebody and it could be if it's you [acting UCAS? 03:04] speaking, it could be one person speaks for the organisation but it says, the tablet's saying, or it could be a cartoon, saying 'Do you want to tell me what you think? Do you want to tell me what you think?' and it'll say, if someone uses it, it'll say, 'Thank you, Smart Skills will use this in this way.' But, something like that as a than you, because I think responding to everyone, 'thanks for your comment.' On the other hand I think if someone does something, if somebody reports something of concern or exception in some way, in some way unusual, and certainly if it's negative, you should report that with, and there should be a record of what you have done in response, only because I don't think it's very manageable, when you see feedback left on Trip Advisor or similar sites, I saw a restaurant that the owners had responded to every single person and they said they'd had a delicious meal and they said thank you for the lovely feedback and the next people said it what the wine they wanted and they said I'm really sorry and this is the reason and that they would do about it. But there were maybe half a dozen reviews over a couple of months, manageable but not if everybody, if you're doing lots of these, if you've got a conference of 50 and then the next day 20 people have...

P6: Well I suppose if you ping back, thanks for your feedback, and then if there's another button you can say, 'Please if you need us to get in contact with you, press.'

P3: This is a nice message that can go to people that says, 'Thank you we'll use your...' especially if it's personalised by the person who had the even, 'we'll use it this way.' Or something, one of my concerns it that, obviously that's all mediated by either email or social media and a lot of people don't necessarily access that.

P5: There's also an issue of giving feedback to individuals of how you got their contact details so that in order to do this they need to have left an email address or something as part of the feedback mechanism, you know, 'I am Fred, my email address is da de dah, this is my feedback,' and then it's starting to get much more complicated

P6: And in the next bit we did say there would probably be a huge problem by in doing this in terms of lots of people with learning disabilities don't have email addresses, do you then have the support worker sign up? I mean how reliable would they be to get, it's just...

Facilitator: Yeah, or family member?

P2: That would be like me, because it's young people, so most of the email addresses that I have, although I might email the older ones directly it is through persons and it would be do they want the parents involved in that feedback?

Facilitator: Oh yeah, they probably don't

P2: Do you know what I mean?

Facilitator: Yeah, cause I was thinking there is someone else that could take responsibility for, cause I thought that maybe the people that were their family member or people that give them support

might be interested in seeing feedback from the place. But I guess that's not thinking about the individual that might want to actually want to have some control over it.

P6: Maybe I'm just a bit more sceptical about the support people getting what, well I know from sending out evaluation forms to people, we never get them back, we never get them back and that's people who have support to support them to fill them in

P3: Which is one of the good things about this is that you don't need [crosstalk 06:34]

P6: But you also, you need the reliable person to help the person to do it, so you're relying on someone else and I suppose the beauty of ThoughtCloud is that people are in the room, they're captured they can use it and then we should have their details if there's any feedback we need to get back, then we'll get back to them if they're on the course and that, yeah

P3: And I think if the machine said something to people about, and you don't want it to say some huge thing, but if it was saying thank you, then you don't need to thank them in any other way afterwards, but you could say, 'Don't forget if you have any worries you can speak to P6.' Or something

P9: Working in care homes for the last couple of years and asking for feedback in various ways, different tools, to straight forward bits of paper and all sorts, absolutely it's impossible and the staff, you can from your own conclusions, speak to the staff can you help fill this in, it never ever comes back or very, very rarely and there you're talking about power and people's concerns about the organisations not wanting that sort of feedback, which I can look back over 30 years of working for another organisation, big organisation, and they didn't want feedback, you go to head office, you negotiate with the researcher and you set something up and then the managers

just, 'No, no, no, don't do that.' I suspect it's endemic, interesting

Facilitator: They do want some form of feedback don't they? Maybe they just want a particular

P9: Well, you tell me

P3: I think it does often seem, I've visited a lot of care homes and I would agree that's how it felt, often and I'm sure the advocates have done lots of this and will meet people and sometimes they're happy but very often they'll not be at all happy with what's going on but the staff will have, and it could be a justifiable answer, a good ans... a response that is genuine, but really it's like, 'she always says that, of course she gets a cup of teas when she wants it, course she does, we always do that,' sort of causally, not really responding all the time, as an outsider it's quite hard to know what the truth is but, the person probably doesn't feel that listened to at the very least and I think, yeah, some care homes being the institutions they are, some of them are just, I don't know, just became almost like factories, you go into care homes and people won't know the names of people who live there. You go in and you say, 'I've come to meet Bill,' and they'll say, 'I don't know who he is,' in a care home of twenty people

P20: 'I'm from the agency, I just came in'

P3: So, I can see how there it becomes complicated for them to receive feedback and probably the managers do think, 'oh yes, I like critical feedback, and we will act on it,' but you can see the complications and also those people in there, people living in a care home must feel often even less empowered than somebody that has just had P6 come to their house and go away again or popped in here and gone away again, because

if you irritate the staff if you piss the staff off who are supporting you

P9: Yeah, yeah, you're in trouble. It's been revealed through research within the last six months it's come out that, that's very much the case

Facilitator: What don't piss the staff off?

P9: Yeah, yeah, you go in and I'm speaking to the people that I work with that are elderly and what comes out is, 'We're locked up, we are actually, physically locked up and for good reason and we're forgotten about,' so we're looking at ways of trying to give them voice but it's really difficult through film and stuff like that, but

Facilitator: Well that was the other thing that you said about people not sending the forms back, is there more value in doing it, is the fact that it is a video, are the qualities of that, does that make it more valuable, less valuable or, you know, would that make people want to engage with it more?

P7: I think so, I mean I think I've experience of the video diaries kind of style, seems to me that it generates quite a lot of energy about it, whether we get the direct feedback that we're wanting and people are kind of enthused by the joy of the moment is sometimes the case, but

Facilitator: Are you not getting the feedback you want?

P7: Well that's very nice but it goes back to those discussions earlier, doesn't it? But I think we have found that the video bit seems to interest people, rather than having to sit down with a pen and paper and a 'yes or no' kind of thing and I think people really enjoy that.

P6: I think it's less direct isn't it? It's less sort of in your face than me going, 'So what do you think about the group today?' I

mean I still do it when I do the keeping well group I'll ask people something they've enjoyed, something they've not liked, or would change or found difficult.

P3: It'd be a very practical, depending, it's all about proportion and being proportionate but I think at events where there is quite a few people it would be perfectly feasible to have somebody who'd job it is to do the video, this is what happens at a lot of conferences that we go to. Somebody's job it is to have the, to be the video diary corner, and they basically are not really delivering the conference but they're interviewing someone in front of the camera, cause it really helps if you're focusing people in the question, I think, rather than, 'go in that corner and say what you think.' The trouble is if it's P6, as you say, you're maybe influencing them. But, I think that the video diary, there's a sense of occasion and the privacy I wonder if there are various things that are key to it? One is that it's often at a big event so people are [unclear 12:39], probably less so at smaller things or, one to one advocacy. Secondly, they are interviewed and there's often like, things like a big brother chair or some gimmick and we could make the actual tablet more of a gimmick and I suggest that people sit down because all the videos when you look at them they are looking down which is unflattering if you want to put them on the website so we need to get it at the right height, wither a big stand or people sit in front of it or something, but one of the things is at events you that you have it more privately and you have someone who just has a set of questions that they are going to ask people.

Facilitator: Yeah, or you almost want a booth with a curtain

P6: Yeah, that'd be great, even more fun couldn't you?

P5: Almost could have a little corner of the room, this is the feedback booth



P9: I've chosen not to use the videos and just gone for audio as one or two of the people I'm working with kind of recoiled when they saw themselves and then started talking about what they looked like and what colour the hair is and all that sort of stuff [crosstalk 13:55]

Facilitator: Yeah, you've got the option on there I guess, I mean the idea is that it's flexible

P9: Absolutely, it's great to have that option

Facilitator: I suppose that we need a process around it to say, what the right way, well we don't want to say the right way cause everyone's got different ways of doing it. Okay, does anyone have anything burning that they want to say about any of the other scenarios? Anything that you think is definitely no, or anything that you think is a good idea or anything?

P6: I think for the ones that you, sorry

P4: I was just wondering if people know that they are consenting to their video being on there?

[General yes's]

P5: Well we signed consent forms didn't we?

P4: No, but do they know that their videos, where it's going, do they really understand?

P8: Especially the one where it's going straight to YouTube and Facebook

P4: I think that's really problematic cause you need to check it first to make sure that they weren't giving away any personal details

Facilitator: Okay, so no, although Trip Advisor, you don't check

P4: But you do have moderators

Facilitator: Yes, but it's not moderated by the organisation, I think what that's getting at

P4: I think that's slightly different cause people might not realise where it's going, if you're on trip advisor you know you're putting it onto trip advisor, if you're just giving feedback you don't necessarily know it's going to go straight onto Facebook

Facilitator: So if there's a way of communicating that to people

P4: So maybe if there's a button so people can say, I'm happy for this to be shared publicly, or no

P8: Kept within the organisation

Facilitator: But that might not be enough

P3: No, I think you need someone to help, it's a struggle cause you need someone to help you use it, but if they go into it, they definitely need to be giving, especially if it's something that can send, they need to have a consistent message, they almost need to have a script, it can't be [? 16:18] You need to be saying, if you said, are you happy to put this on Facebook you have P4 there saying, have you been on Facebook, do you know what it is? Because a lot of people, I mean I think maybe I would be much more pragmatic and thinking about it in terms of, a bit like we do on a very small scale, about films and about photos now, we don't get enough photos, so it doesn't happen much, but I take the view, in the annual report for instance and on the website, that if I know that someone probably doesn't really understand, I just don't use the photo, don't try and get their consent and try and work it out, because I think it's just safe, it's unnecessary, because we're putting it on the website for our benefit not there's, usually. So, or, so with some of the groups where there are sensitive issues, like mum's with learning disabilities and where they might be vulnerable to specific people, I'd take photos from the back sometimes, but

some of the [Social Group] now, have been coming for a long time and they've had their photo taken. But, you know and with young people, they're not identifying their faces, because they might say it's great now but then something happens in their life a year later and it's no longer great to have that all over Facebook, so, I would just probably think I would use the sharing publically for very selectively and things I wanted to do to advertise Skills, and say, to funders and in some way would have checked out that people are happy with that and that people understand it

P7: But, if we were wanting to generate interest in other people, I mean experience would suggest that the more that they can see that is pictorial, or video or photos helps people to, you know, visualise what it might be like. I mean I know it's better if they come and have a taster session but we don't always get the chance to do taster session, but if we've got something that people can actually see what coming to a course might actually look like, we know that that helps people who were interested.

P3: So is that more like a film of the session then

P7: Yeah, yeah, but people who might want to access the information, I can't remember which story, but it was where people [unclear] o just wanting to get a picture of what it might be like, they're doing a bit of research but want something visual so that they can picture what it might be like before making an approach

P3: The idea here of that scenario is almost like Trip Advisor isn't it. They're not viewing little films of the Mindfulness session they're viewing peoples feedback of Mindfulness and trying to gauge whether it's a good thing from that, and I suppose I'm a bit sceptical about how effective all that is if we're selecting what we put on

- P7: I know, I know
- P3: And also whether we really would choose to share absolutely everything, good and bad. I'm not sure, in a way, there are arguments, there are organisations that sign up to various charters and then do share stuff, good and bad, I'm not sure that we are sort of, almost got the resources to manage all that, sharing everything and dealing with everything good and bad that happens. So I come down to using it to the way that P7's describing almost as an advert, clips to show people, a PR exercise, C8 does a little clip on there about why you want to come to Mindfulness and I would be perfectly happy to put that on the website although she's often down again [unclear]
- P20: You could have Facilitator's done here, these storyboards, couldn't you, and have a little social story, a visual thing, I mean it might take a while to set it up initially
- P3: What do you mean, P20?
- Facilitator: You mean instead of sharing an actual video, just describing the group, the end result is we'll use this instead [laughter] this is much better
- P3: We have used photo story formats before to tell people about things, if you're trying to get the flavour of Mindfulness I think a film is better. And you make sure that the people that don't want to be shown publicly are not shown, they're taken out or blurred or you only saw the back of them
- P5: If people coming to the various things that we try to facilitate here generally have a good time and the evidence of that is that people keep coming back, then I don't see why we wouldn't use positive feedback from them to encourage other people to do something that makes a difference to their lives by coming here, something different, I don't think that's being overly manipulative of information

- P3: All I'm saying is that it's a PR exercise rather than a Trip Advisor honest evaluation, warts and all of this place, which is fine I'm not saying shouldn't do it.
- P7: Except for people, become champions don't they, so what we get, I mean I keep on coming back to Mindfulness was people started becoming champions themselves wouldn't they, so they would. But I know what you mean, that was at the end of it they wanted to become champions, you can't make the assumption first off.
- P3: I'm agreeing with everything you're saying, all I'm saying is, we're probably saying, or I'm saying, we wouldn't be putting up there, films saying, 'I went to Mindfulness, terrified the life out of me and I hate all the people at Smart Skills.' [laughter]. Which would be honest
- P7: But you might have someone who says kind of things to think about, some things to think about might be
- Facilitator: But you still want to be in control of it
- P5: Yeah, but we have to remember that we're working with vulnerable adults and maybe vulnerable children and we have some responsibility and that respect and people using Trip Advisor may not have a learning disability and part of a community that understands what trip advisor is and what happens when they click the button and as we've been saying folks we work with may not understand all that stuff and we have some responsibility for that and if that looks like we're manipulating information then kind of apologies but we've got a good rationale for what were doing and why we're doing it and we can argue that case if people think we're not doing it right
- P6: And I think what P4 says as well, Trip Advisor people are choosing to go onto tat website and leave message whereas

we're asking people therefore we do have that responsibility to check out consent and any other issues that might arise and if something goes wrong we would be held responsible in some way wouldn't way and there are issues you know or there can be issues, but I like the idea of somebody researching something and getting a film of somebody but I think for it directly to go to something would cause lots of issues

Facilitator: Well they are the two different cases...

P2: It's general rather than specific information isn't it? General promotion of a session or a project rather than certain individuals involved

Facilitator: That's kind of, sort of between those two strips there is the one where the two people just having a look at what's available and they can see some information about the organisation but then they can request more information later which I think is a balance, but just trying to tease out between that and the automatically sending it out everywhere, because that would be the organisation being extremely transparent to the community, because at the moment, the way the system is that whoever the administrator is who has all the power and it's not really with the communities that they service. It's not especially a problem it's just something that I find that is interesting about the system

P3: I think it will always be like that even if only for the reasons that P5's saying about protecting people because, you can think of endless scenarios so what will happen if somebody goes on and says, 'I've just been to an activity and Joe Bloggs was horrible and I never get my own say,' you know and an argument has happened between people and won't necessarily understand the implications, so I think that as long, I mean we have a Facebook page and people can post on that, they can post things if they want to say something like

that, I think anyone can post anything can't they, We can check it and take it down

Facilitator: We've talked about making it completely open but what you said before is that it's basically a resource issue, if it was completely open you need to deal with all that stuff good or bad and there's no way you can, it's almost like, you can't, you don't have time to put out fires that would cause if that was something that you even were motivated to do.

P3: Which I think might be where the care homes are in a way, the better ones, they get a lot of feedback, I imagine, I imagine they get family carers, they don't get feedback from people who live there but I imagine they get quite few care homes or maybe they get a lot of feedback from a few relatives who are probably really cross with them and complain about lots of detail, that's the impression I get and other relatives are weary that they don't want to rock the boat

P9: Yeah, they're scared stiff

P3: For us it wouldn't be a problem because so far the volume, if there were negative things, the volume of negative comments is small, so I can't imagine it getting so big that we wouldn't be able to do something about it. But, I can't remember what that was in relation to

P5: [unclear 26:52] an information worker who's only job was...

P3: Communication including this, are you, P4, are you back in here at 11. It's fine, you've booked, you've booked it's sacrosanct

Facilitator: There's one minute left, anything anyone would like to add or final thoughts or response or anything at all

P5: I don't think I see much virtue in the ThoughtCloud game

Facilitator: Good [laughter] P9 did a thumbs up there

P3: It's a bit like forcing people to do it in way

Facilitator: It would be fun

P8: They might just start doing it for the wrong reasons

Facilitator: You'd get more feedback than ever before

P5: Absolutely

P2: I think the young people might actually like that though on the other hand

P8: It gives them some incentive, but maybe not

P2: Not as full on

Facilitator: A different kind of incentive

P3: I was thinking it might be quite good fun within a session to say who's given their feedback, I think people would like that I don't know if you could sustain it for a long time, in general you could offer feedback for like Marks and Spencer's vouchers and things

Facilitator: That really incentivises it, ThoughtCloud prints out money?

P6: Let's have that!

P3: You could say you know if you give us a feedback you feedback every month, we enter everyone that's given us feedback in a draw

P5: You'd need contact details

Facilitator: You could totally do that

P5: Contact for every person and we don't have

P8: And then you could have a winner [laughter]



- P3: And get into trouble like Good Morning Britain
- Facilitator: You said that most of the people you can identify who left the feedback so you could tag it
- P5: So suing the week, during the month, three groups a week, we've got twelve groups that give feedback so you've got 72 people that left feedback, you got to find a way to extract 72 identifies but them into a hat, pull one out, deciding who it is and getting in contact with them
- P8: You could do it like schools do, when they used to do the praise points for walking to school, what they do is they do it like a form competes against another form and then the form gets the prize so I'm thinking it's the group that gets the most feedback
- P3: I'm thinking it might be good for children instead of adults
- P8: No, I'm saying, what group gets the most feedback so it's not an individualised to the people that attend so the group get a prize like a box of chocolates,
- P3: Like a thank you?
- P8: or something as a group, rather than, cause you are saying that could be 72 people but In effect it could be less groups
- P5: Or if a group finishes it's last meeting in September and one has four meetings in September then one groups loaded and people who are more disabled or less able
- P9: Or have cognitive losses, people with dementia
- P5: Yeah
- P8: I think it's more of a notional thank you or well done guys
- P5: Oh right

- P3: It might be complicated for Skills though, cause P6's using it in people's houses for a one to one, P7's using it with families and young people, it's been used, I can imagine if a lot of your work is with groups of young people
- P2: Part of my role I one to one mentoring but part of how I've been using it is using it at group sessions with one specific group so we've have to adapt it
- Facilitator: Well thank you very much, that's been amazing, you can keep your booklets if you like but, can I take them away to copy them, you can keep stickers and things, just to make copies
- P9: Can I take those notes off there as I have a meeting later today
- P5: It's a resource issue, dealing with information [laughter]
- Facilitator: If you want to keep anything please do and then I'll ask later on to grab it back, that's been great, thank you so much
- P3: Thank you Facilitator
- P5: Thank you
- Facilitator: Thank you guys.

END AUDIO