

**File:** 2016-07-15\_P1.mp3

**Duration:** 0:37:33

**Date:** 15/07/2016

**Typist:** --

## START AUDIO

Interviewer: Can you introduce yourself for the recording just one more time?

P1: P1, coordinator of Bright Times.

Interviewer: Fantastic. And as I say it's really just to find out how it's been going so very straight forward question: Can you tell me how ThoughtCloud's been used so far?

P1: ThoughtCloud's been used on a lot of our activities when I remember to use it. Em. We did a ride leader training the other day and one of our members finished the ride leader training and said: 'This is the best thing, it's really good.' I said: 'Wait there, one second, one second!'.

Interviewer: Yeah.

P1: [Coughs] Excuse me. Em. 'Let's do this on the ThoughtClouds' So, he did it on the ThoughtCloud and, eh, yeah. It's a great way to collect people's views.

Interviewer: Yeah. Excellent. And that's interesting, so, is that why sometimes it might not get used? Is it just a case of remembering it's there?

P1: Yeah. I take it, because before an event I'm sitting there and I go: 'Right, this is what I'll do.' I put the date, input the title of it. Stick it in me bag. Of course then the event happens, like

yesterday we went for a long cycle to Newburn. And, em, when we got back I realised that we'd had very little time to get back and have a cup of tea and a sandwich before we went out on our next activity.

Interviewer: Okay.

P1: So, I forgot all about it.

Interviewer: Yeah.

P1: Just like: 'Come on quick we gotta go.'

Interviewer: Yeah.

P1: So it wasn't actually till the end of the day I went into me bag: 'Damn it's there'.

Interviewer: So, is there anything we could do to make it easier for you to remember to use it?

P1: Eh, no I think it's more to do with my organisation really. It's, it's to do with making sure that, eh, I get into the habit after an activity, that's what it's about. After an activity, having enough time to, em, what I should have done, which would have been really, really clever, thinking back now: yesterday we actually stopped for a cup of coffee and a bun and stuff like this at the states café and I should have got it there, you know what I mean.

Interviewer: So, it's like just making it part of the routine or something like that?

P1: Yeah, yeah, yeah.

Interviewer: Em, or...

P1: Sort of, em, like for instance next week we're going to the Americana music festival and I'll probably do it as it's going on.

I won't wait until it's all finished because we'll all be going at different times as well.

Interviewer: Okay. Eh, excellent, that sounds really good. Em. So I guess it's mainly you that takes responsibility for using it.

P1: It is only me.

Interviewer: It's only you, you're a one man band.

P1: Yes.

Interviewer: Em, are there particular types of events or activities that it works best at?

P1: Yes, as I say, the ride leader where we'd done a whole days training and, em, they loved it. Same as when we did the Screen Con, you know.

Interviewer: Yeah, yeah.

P1: When there's a few there and everybody has a turn each of it, all that, I think that's when it, like our regular activities that's where, em, forgetful more.

Interviewer: Yeah. Maybe...

P1: The more regular things, like the cycling that we do.

Interviewer: Yeah. So, why do you think it works better in those other times? Because it's more of an event?

P1: Yeah. More of an event, more time! We had a whole day with both of them things, whereas it's more to do with, em, rushing around between activities really. Eh that's what causes the problem. And that's where I need to build something in so that I can use it. Like, in the middle of the café.

Interviewer: At Screen Con you had more people as well.

P1: Yeah.

Interviewer: I mean, again, that's just probably having the time.

P1: Yeah, yeah sitting in the café.

Interviewer: Cool, and how helpful do you think it is?

P1: Very helpful in the way of, em, in the past our members have voiced how happy they are with what's going on and, you know, I haven't got the memory to remember that and write it down some other time you know? And, what I like about it is that you capture the essence of their enjoyment straight away, whereas if I said, if Billy said to me: 'This is fantastic.' And then the following day I said: 'Billy, I've got the thing, let's do that now.' It wouldn't be the same, it would in actual fact it would probably be a completely different comment. It wouldn't have the exuberance and it wouldn't have the: 'This is fantastic.' It would just be him trying to think of something that was similar but wasn't.

Interviewer: Yeah. Cool. So, it's just being able to get it...

P1: Yeah. Get it fresh.

Interviewer: ...there and then.

P1: That's what you want, that's what I think is best about it. You get it really, really fresh.

Interviewer: Cool. Any barriers for you using it? So, even in the way it's set up?

P1: No, no, no, no. As a matter of fact, I prefer using it, holding it myself than I do using that. Obviously I can use that in here.

Interviewer: That's the stand?

P1: The stand, sorry, than using the stand because I can stand behind and I can prompt.

Interviewer: Yeah.

P1: Do you know what I mean? I've got a hold of it, I'm watching, I'm making sure, when they do the video message, I'm making sure their head's in the middle of screen and I can prompt: 'Say that again Billy.' You know, that kind of thing. It's, it's wonderful.

Interviewer: So, do you think the best way for you using it is more like you're interviewing them? Cause, you know there are questions on the screen, and we've noticed this before, people don't...

P1: No, no, they don't, no. What I do is I go: 'What did you think of that Billy?'

Interviewer: Yeah.

P1: And, and: 'Mention that bit you said before about this', you know and so I use prompts and stuff like that.

Interviewer: So it becomes more of an interview, discussion sort of thing?

P1: Yeah, yeah, yeah.

Interviewer: Eh, cool. And are people pressing the buttons themselves.

P1: Yeah, they're pressing the buttons and you, you do get some people that, who I thought would automatically go straight for the camera. They don't, they just go for the voice message. Or some just press 'done'. Press one of the four images and then press 'done'.

Interviewer: And are people quite happy using it, is it straightforward for them to?

P1: That's the beauty of it, it is so straightforward, you know, I mean. And, I'm sure they've come across stuff like this, kids have got it you know.

Interviewer: Yeah.

P1: Or they did have, didn't they, so. Yeah, that's what I like about it. I'm working with people with learning disabilities so we can't have anything too complicated.

Interviewer: Yeah. So, no one having any particular trouble with it?

P1: No. Some people are more shy than others and that's why they won't use the video, but the majority people want to see their face.

Interviewer: Yeah, that's really interesting because it's the other way around in most other places.

P1: Yeah, I know. I know. I'm well...

Interviewer: What is it that...

P1: The whole the thing about it, what I always say with our lot is like what I always say with our lot is that delivered training to support staff for years, and if you wanted to have a training session full of anxiety and tension is the first thing is you mention in the morning is role play. With people with learning disabilities or the people that I work with, you mention role play they love that. They want: 'I want to get the best part, I want to do...' You know what I mean, they love it, so.

Interviewer: I wonder why that is? Because they don't have the opportunity to do that?

P1: I really don't know but they love performing.

Interviewer: Yeah, yeah.

P1: And, and I mean with a couple of people I've asked them: 'How was that activity?' And they don't actually talk about the activity. They talk about something completely different or keep referring to me.

Interviewer: Yeah.

P1: And sing my praises, which you know is nice.

Interviewer: Yeah.

P1: But it's not the point of what the... but they want be, they want to be there. You know.

Interviewer: Well, that's important as well I think.

P1: It's fantastic.

Interviewer: That people have the chance...

P1: They've got a voice, they've got a voice, do you know what I mean? And, and, you know, they, they just happy to be, eh, involved and asked, I think.

Interviewer: Yeah, so they value, or I guess it shows that you value their opinion.

P1: Oh no, of course I do, I mean they're theoretically my bosses.

Interviewer: That's a good way of putting it. No, that's fantastic, excellent. And do you have any thoughts about how you would integrate it more into how you gather feedback? I know we've talked about this before. How else were you gathering feedback previously?

P1: It was very, very, you know, if I thought on the day to ask and write it down and scribble it in a notebook. But that was few and far between. At least with this, it's in my bag and I see it, usually, and use it. Em. I never remember with a book. So what I have to do, if I did need feedback I would have to sit down and say to one or two people with the better memories and say: 'Do you remember when we did this? What do you think?'

Interviewer: But, again, there's a bit of distance between...

P1: Oh no, no, it never really worked, it wasn't very effective.

Interviewer: Are you still doing that?

P1: No, no just this.

Interviewer: Just using that? Okay, that's a lot of pressure. I hope it's working.

P1: I'm sure it is!

Interviewer: Can you tell me about, the other side of it, is the website part of it?

P1: I haven't been on that yet. I'd like to show us that.

Interviewer: We'll definitely do that. I mean is that, I mean do you feel like that can be more affective if you could use that?

P1: What I'm hoping. This end of it, I've got it sussed.

Interviewer: So the app end?

P1: The app end, I've got it sussed. And now, now because I've done quite a few, people have put a lot of information on the ThoughtCloud, so I'd like to now access that and see where I can go from there.

Interviewer: And have you got an idea of what that'll be? Or what you'll do with that?

P1: No, em, I know like, eh, because we, like, for instance the ride leader training we did, that I just mentioned there, on Tuesday with Sustrans. The guy who put it on, em, hoping to help him as much as I can cause we got it for nothing, the training. So, to pay back to people who have done stuff, em, I think that would be nice. To be able to turn round and say: 'Look we've got video footage of people saying how wonderful you are and your course.' And they're obviously very excited about that. Because at the end of a course, they would ask for stuff, like normally filling out a form and a person with learning



disabilities what you would get is the, is a ticky box form you'd probably get that, but you wouldn't get anything as you know as fully as them saying what they experiences. So, so, I think other people are very excited by that as well.

Interviewer: That's interesting cause I don't think I've had that when trying out with anyone else, you know like, sharing it outside of the organisation with a different organisation.

P1: Well we are very lucky on the way that we get freebies from different people at different times and obviously they know that if they can show whoever pays them that this is working really well then it helps them and helps the business and stuff like that. Cause you know we get it for free I want to help them as much as I possibly can in the hope we'll get more free.  
[Laughs]

Interviewer: Always wanting more?

P1: Exactly.

Interviewer: No, that's really interesting from my point of view just because I don't think anyone else has really done that before. Yeah, so if we can set that up and you can pass those log in details on, then it might be good for me to talk to them as well.

P1: No, no, I'm sure they would.

Interviewer: That would be really cool. Something I was thinking before, so most people leave videos you think?

P1: Most people do. There's are a few people who, em, have used a few voice and there's one or two who have just passed.

Interviewer: So is there a, is one or the other better for you? Do you prefer them to leave videos? Or is it just what makes people feel comfortable.

P1: Just what makes people feel comfortable, I'm not bothered, em, I mean, I prefer if they left something as opposed to just pressing on one of the faces. If they do that, it's up to them, I'm not going to argue with that, but if there's more information there through a voice or a video message then I'm happier.

Interviewer: Excellent. Em, so yeah, so we talked about you haven't really logged in to the website. Is there any particular reason for that?

P1: Time.

Interviewer: Time.

P1: Just time.

Interviewer: Yeah.

P1: Em, I'd like to, I'd like to now cause I think I've got a lot of them on there, at least I think I have.

Interviewer: Fingers crossed.

P1: Fingers crossed. And, yeah, I'd like to just have a look and see how... the next stage for me is that, I've got this I know how to do this, I've sussed that, I've got a few little things as regards not forgetting it and making sure that it is part and parcel of an exercise rather than being tagged on the end, but now is the next level as regards using it from the computer.

Interviewer: And is that something that you would do, do you think you would do that on a regular basis once you get more familiar with it? Or are there certain times of year where that's more important? Or...

P1: I'm not really sure at the moment. Not sure.

Interviewer: So you don't have a specific deadline?

P1: No, no, no, but I'm, but, I'd like to get more of a handle on the whole process because, I'm filling out the Newcastle form, that location form at the moment which has to be done pretty soon, two or three weeks. And they will be talking about monitoring and evaluation and if I can, you know, capture what this does and be able to put that on that form, I just think it's going to look really good.

Interviewer: Yeah. Okay. Well that would be fantastic. And how do you feel about how you are using it? More a touchy feely question. I think you've said.

P1: Yeah, yeah, yeah, no, it's like I say, you know, I just stand there and press the button and go: 'Right'. Great.

Interviewer: And, em, we've talked about this before, but anything that you would change at the moment? Maybe, I think you've said about the app, maybe you haven't used the website enough to know that yet but, em...

P1: I mean the, we don't use the, even though there's, you know there's where you can have like a list of questions?

Interviewer: Yeah.

P1: I don't use that.

Interviewer: Yeah.

P1: What we do is we just go, you know, it'll say, em: 'Experienced Cycling, 7<sup>th</sup> of July, whatever,' and I will say, 'Right Billy do you want to have a word into this? Say what you think of the Experienced Cycling.' And it's like, I don't have a series of questions or anything like that.

Interviewer: Em, cool. And you talked about what the whole process might look like, em, as well, which I think is interesting, like from the tablet to the website. I think that's something no one knows at

the moment, cause it's so knew. Have you any ideas how we would develop that? Or how we would... is it just going to be a case of...

P1: What it is, like I say, once I have a look and see what's on there and I'll see it and... I think with anything with me is, em, and this is literally, generally everything, is I've got to let things sit with me. And then once they sit, I get like, get up in the morning, I'm having a shower and then all of a sudden I'll think: 'Oh god, I could use it for, or I could change that or do that.' It naturally just evolves, so I haven't got no preconceived notions or ideas as regards how...

Interviewer: And I think with using it you've got a few different options of what you can do with the feedback so we'll have a look at what those are as well. But, obviously we're interested in what ones would work for you now, that are there.

P1: Yeah.

Interviewer: And then maybe ideas for things that you want to add in, so I think that could be part of developing that whole process around it. And that's why we're doing it over as long a time as we can. So shall we try logging in then? And then hopefully it'll work. Eh, I am slightly concerned that we had the error there which might mean that the data is not accessible now, it won't be gone, don't worry.

P1: Do you want another cuppa Interviewer?

Interviewer: I've got loads thanks.

P1: For some reason it's very, very slow at the moment.

Interviewer: That's computers for you.

P1: Well the thing is I got one of those things that said I had to back stuff up the other day and I was told by Bow digital that

you need to buy an external hard drive and if you do I'll set it up so that it automatically backs up and stuff like that. And I just remembered yesterday so I thought: Aw shit. So I've ordered one today.

Interviewer: Are you not connected to Skills?

P1: I'm not, well I can. I can remotely connect to Skills to read my emails and stuff like that.

Interviewer: You can't save stuff?

P1: I probably could but I don't, it's a messy bloody site Skills.

Interviewer: You're probably better keeping it on your desk.

P1: Right so what do I do? Put this in?

Interviewer: It's just, there's a new website now, em, that was a while ago, so it's just thoughtcloud, maybe it's www, dot org dot uk. That was a confusing URL for everyone to go to.

P1: And?

Interviewer: Dot org dot uk.

P1: There we go. [19:58]

Interviewer: And hopefully that'll load up. Okay, ah yes there it is.

P1: Fantastic.

Interviewer: So, signing in is there, do you remember your user name and password.

P1: Hmmm, I don't know, not unless it's here. Did you give me it?

Interviewer: You would have set it up yourself the last time.

P1: So the user if will be, Bright Times?

Interviewer: It might be P1.

P1: Will it, oh right.

Interviewer: The real issue will be if you remember your password.

P1: There wouldn't be a number in there would it?

Interviewer: No it doesn't have to be. Ah, that's not it.

P1: Try that one.

Interviewer: A yeah.

P1: [Says password]

Interviewer: Hmmmm, so the ThoughtClouds are not there?

P1: How do you know that like?

Interviewer: Cause they should all be listed here. So that might be that error that happened just there. That's annoying.

P1: I'll need to write this down.

Interviewer: Sorry about this P1. We'll try this again, but this might be a problem at our end that I have to go back and fix. So we might just have to hold this off.

P1: It's not a problem.

Interviewer: Try refreshing it now. Right, okay, so don't worry the data is all still here.

P1: Aye.

Interviewer: And I have copy of it. What should happen here is that should have all this...

P1: Do you want me to select this?

Interviewer: This is what it would normally look like. I'll just talk you through this so you know what it should look like. So, all your events should be here. Click on that. All your videos should be here

and audios here and this is your ratings. So for all these you have these options. The first one is tagging. So if you click 'add tag' and then type in here. And then the comments if for comments to say: 'This is good feedback'. Or to respond to feedback that is collected as well. This next one is controversial, that's publish it, live to the web. So the idea is, if you click that now it just, all it is, is a button at the moment it doesn't actually make it public, but what we would look to do in the future is if there was one that you thought was particularly good for Bright Times and you had Billy's consent, that's the other issue around that, you would publish it and then anyone that came to the ThoughtCloud website, they could look at basically anything that the organisation had made public, so they would go to the public bit and it would say, all these organisations are using it, then they would click on Bright Times and it would let them see any of those videos.

P1: What would be the purpose of that?

Interviewer: You know like Trip Advisor?

P1: Ah, right, right.

Interviewer: So, then you could say to anyone, have a look at the feedback people have been leaving and if you wanted to have a voice in that you could leave a comment underneath saying, well however you wanted to respond.

P1: Is that the only way to allow other people to have access to it?

Interviewer: Well that would be a very public way of doing it. If you wanted to just make it, this is the other thing I was saying, so the final button, everything that comes in, it's red which means hidden, so you've just unhid it and made it green. What that is, is so while that's on only people with the highest level of access, only yourself could see it.

P1: When it's on green?

Interviewer: Eh, no when it's red. So the little eye has a line through it to show that this is activated and it's hidden from everyone except you. So, what we could do, we could give login to the sustrans people, but give them the lower access so that they can only see things that you allow and that's how you would do, you would click that, it would go green and then they would be able to browse through and see them as well. Does that make sense?

P1: So, what kind, what would you do give them a Thought... give them this, like?

Interviewer: What you would do is, you would need to give them a log in. So, you would need to back to home, okay and then this is your account. So, this is the Bright Times account, if you like, so the organisation is Bright Times, you can leave a description. This is your organisation ID. And these are the users for your account. At the moment it's just P1 and admin in the highest level, so if you wanted to add another user you would fill this form in and make them non-admin. Then give them a password and email them that so that they can log in. Is that something that you would do?

P1: What if they turned round and said: 'That's fantastic, can I have access to that?'

Interviewer: If they wanted a copy of the video itself? I mean I can make that available, if they need to...

P1: Cause I think that's possibly what some will do. Some will say: 'Can I put that onto my site?'; 'Can we add this to...' you know.

Interviewer: Well we haven't had that before, people wanting to download the videos.

P1: So would I put them in contact with you if that was the case?



Interviewer: Sure, you can let them know to get in touch with me. And we can identify the video or the audio that they wanted. But the other option would be to make it publically available and then they could send a link to that. But it would take them to the ThoughtCloud website so... do you think that would work.

P1: I don't really know, this is all theoretical...

Interviewer: Do the options that we have right now, do they work?

P1: I would think that they would probably want them on their website. Sustrans or Cycling in the City, off the top of my head, they would, you know: 'You can see what people with learning difficulties think of, Experienced Cycling. Boomf.' I don't know whether they'd want to go to another site and...

Interviewer: Yeah, that's on of the things that I've been discussing with people so far. I mean the model for that we could follow is the Youtube model?

P1: Yeah, yeah, yeah, yeah.

Interviewer: So if you're on a website sometimes they'll have the video there and it'll have the logo in the corner.

P1: Yeah we've got that on our website.

Interviewer: So, maybe something like that. But I think if we, once we have that conversation with them about downloading the video, we can find out what they want to do with it.

P1: Yeah.

Interviewer: Then that might lead to having that extra feature as well. And if you, you might be able to use it on the Bright Times website too, or something like that. Just to make the process a bit easier.

P1: Yeah, that's the thing.

Interviewer: Cause, otherwise you're dealing with like files and things.

P1: Yeah, no, no, no.

Interviewer: I don't know if that. In terms of funding bids, well how would you incorporate a video into...

P1: I really don't know at the moment. To be honest, a lot of them tell you not to send them anyway.

Interviewer: They say don't send videos?

P1: Yeah. A lot of them say: 'Don't attach'. Some people, some do, some will allow you 'owt but some, you know, it's cause what they want is exactly the same format all the way through, what they don't want is us sending something different. Which is... they've got to fiddle about with really I suppose. But, like I say, that might change and we could be at the forefront of it.

Interviewer: Yeah, totally.

P1: Do you know what I mean? We could turn round and say. Cause that's the thing, if they don't say one way or the other, if we turn round and say: 'Well if you look on ThoughtCloud,' or, 'you look on this, you will see what people have thought.'

Interviewer: That's what I was thinking, but that would be the making it public option.

P1: Yeah, yeah, well maybe, I mean, to be honest, like I said before to do with role play, if I turn round to my group and said: 'You know the stuff you've done on there it's going to be made public so that everyone can see it.' They would be like, 'Can I see it as well then?', 'Yeah, yeah of course you can see it.' They would be bombarded by...

Interviewer: So I would like to, I mean I would like to come back to the group, so maybe we could do that and then ask them and we could show them some of the stuff.

P1: Yeah, yeah, yeah, let me just find out when, cause we should have a meeting coming up at the beginning of August. Eh, we've got one near the end. The 18<sup>th</sup>, we've got the AGM on the 18<sup>th</sup> that's the Thursday, and then I finish on the 19<sup>th</sup>, so I've got to have The Newcastle Fund and everything to do with the AGM done, so that I can go away and walk in the lakes without a care in the world.

Interviewer: Aw nice, how long are you away for?

P1: Hopefully about twelve days.

Interviewer: Aw nice.

[Recording interrupted by staff member]

Interviewer: We've been over what the buttons do and things like that, do they all make sense?

P1: I'll just have to play around with it and I'll, I'll remember.

Interviewer: So, any questions about it, we'll go over that. And, what's the other thing as well? Oh yeah, I'll let you know about the 4<sup>th</sup> of August, or we might set up...

P1: Yeah, if that's going to be difficult, tell me in an email and what I'll do is, I'll ask for a few people if they fancy coming in one time.

Interviewer: Cool. Okay, anything else, sorry, you would like to add or any thoughts you have at the moment?

P1: No, that's...

Interviewer: Apart from the fact that it didn't work there.

P1: ...fine Interviewer, that's fine.

Interviewer: Eh, okay. Em, brilliant okay.

P1: Thank you.

Interviewer: I'll let you go. Thank you very much P1.

P1: No prob...

END AUDIO