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## START AUDIO

Interviewer: So, good morning P2.

P2: Morning, how are you?

Interviewer: I'm good, how are you?

P2: Yes, not too bad.

Interviewer: Thanks for coming back to speak to me again. Can you introduce yourself again just quickly, just for the recording?

P2: Yes, so I'm P2 Hope and I work for Young People First running a project called Newcastle Young People First which offers one-to-one peer mentoring and participation work. I'm specifically for the disability area of it.

Interviewer: Excellent. Can you briefly say a little bit about you collecting feedback at the moment about what sort of things you collect feedback about and why you collect that?

P2: So the tablet has been used recently for bits and pieces that I've done. So I did a bit of work with Headliners. I don't know if you'll be able to put their name in, but with another organisation.

Interviewer: It's all anonymised.

P2: Yes, okay. So did a bit of work with them. They were preparing a video because they had some funding from somewhere. That involved young people with disabilities, kind of, planning what they wanted in the film and things like that. So I spent a day with them to see if any of them might want to move on to do more participation work with me. So I did collect some feedback from them at the end of that day. Most of them wanted to only use the, kind of, rating faces, but then they had had a whole day of filming so I can understand where they were coming from. Most of them did do the face rating, which was good.

Other avenues really apart from that, because my participation group is only just getting started, has been the Wayz drop-in, in terms of wider- so they had an art session that I think they tried to use it for. Drop-in sessions would involve things like cookery, sexual health work, that sort of thing. So I've just said, "Anyone who would like to use it to get feedback from young people, feel free to access it."

Interviewer: Cool. How is the participation group going? I hadn't really asked you that before. Still building momentum?

P2: Building momentum I think is where we're at. So obviously I had the first taster session that you came to, but it wasn't really a good turnout. So since then, I've been going more directly to different places to try and recruit new young people. So I went to a café in Gosforth that have a regular group of young people who meet up. I've been to, like, a youth club in town which is specifically for young people with disabilities.

I've been trying to link in with various different groups and organisations and, sort of, through schools that I've worked with previously. So it's getting there. I've probably got about seven potentials, but it's just the logistics of getting all of them together because they're all from different places. So it's better than it was, but it's still got a long way to go.

Interviewer: So it's just arranging times when they can all meet together?

P2: I'm hoping to put on the first meeting on the 3<sup>rd</sup> August, if I can. If everyone's free. Obviously if we then only get two people that can come, I might change that to a different week.

Interviewer: What sort of things are they going to be doing when they get together? Like, once it really gets off the ground is it-

P2: First of all, I've been Key Fund trained so I'm going to just, because they're all from different places, do an activity to get them to know each other a little bit better. So it'll be around ice breakers and stuff. Then they can, if they want, apply for some Key Fund money. So they can apply for £250 to do an activity.

It could be, like, going for a meal, bowling, just something to pull the group together and it's fun. Then we'll be moving on to doing some work for the Juice Festival hopefully.

Interviewer: Yes, you talked about that before.

P2: So we've had a few good meeting with them. That'll be around reviewing the festival itself, kind of, around accessibility, cost, types of activities that they run, is it inclusive? Try and give them a big of feedback on how the festival is planned. Potentially there might be an avenue for us to put on some kind of activity, but that needs a bit of further discussion.

Then wider outside of that, the young people are going to be reviewing different services that they've accessed either with parents, friends, with a mentor, whatever it might be in terms of which venues they feel are inclusive in Newcastle, basically in a nutshell is what we're going to be doing.

Interviewer: Yes. What happens with that information? How does that get, then, shared?

P2: It's up to the group really.

Interviewer: It's still led by the group, yes.

P2: But, I mean, we'll probably do a bit of film stuff or voice recordings because not everyone might be keen on writing. I

guess we'll feed that back through Martin, who's funding us at the moment.

Interviewer: Will they have a website or anything like that where they can show stuff like that?

P2: That hasn't been discussed, so I think that's just a case of-

Interviewer: Again, that's up to the group as well?

P2: I don't know because someone would have to resource that and facilitate it. So I don't know, it would probably be more in a report format or some more dynamic feedback for them.

Interviewer: So rather than communicating with other young people, it's more back to the council, or both?

P2: Mostly, from what I get, it's to go back to them with some feedback so that they can then review \_\_\_\_[0:05:17].

Interviewer: Yes, so they get young people's perspectives.

P2: Yes, who are actually using the services rather than just going, "This is a good place to go," without any reasons that is. You know, so it's a bit of real feedback from young people who are actually accessing them, I guess.

Interviewer: I think that's good. That sort of consultation happens, but there's maybe not the link to the council sometimes.

P2: Yes.

Interviewer: So you're, kind of, starting off with that. Other groups I've spoken to don't have the same- there's not any clear idea of how that information is going to become something.

P2: Yes. I mean, we're hoping that the young people, once we're more established, may create a questionnaire for other young people that we can send out to schools and things like that. But obviously that's a little bit off yet.

Interviewer: Yes. Then that might attract other young people to the group.

P2: Yes.

Interviewer: Yes, I think a website would be a good idea.

P2: I do, but it's just whether-

Interviewer: But, I mean, yes, you need to host it and the resources, yes, and it's the council. Okay, yes, sorry, that kind of extended our introduction section, but thank you for that.

P2: Yes, that's okay.

Interviewer: My first question was just, can you tell me about how it's been going using Thought Cloud? I think you've touched on that a bit.

P2: Yes, I think as an app, the young people have found it quite good and dynamic because it's not filling in a questionnaire. It's a bit more technologically-friendly. They're all into, like, social media and stuff. I think they find it quite appealing, particularly the ones in the drop-in. They thought it was quite a cool thing that probably maybe we should have all the time that's just there to use.

I know they requested some laptops in the reception area to do some kind of research and printing on, which we've now got. I think they thought it was quite a good idea. And because it can be anonymous if you want it to be, in terms of if you did just want to do the face rating then that's okay.

I think there was one session, it might have been the Art Attack session where they had a bit of a problem turning it on, I'm not sure why because I wasn't present at that. But then it hasn't seemed to be an issue since that point.

Interviewer: Okay. Wasn't that a battery issue, or you don't know?

P2: I'm not too sure. I mean, I gave them the charger and things but I wasn't there, which the young people found very amusing that the workers couldn't turn on the tablet.

Interviewer: Well, you know, different people have different skill sets. People have been asked to be trained to use it and then I've been, like, "Oh, so you use a tablet," and I'll ask them to unlock it and they don't even know that far. It's funny because you, sort of, assume that everyone knows how to use tablets these days. That's fine, that's a learning curve for me.

P2: But no, on the whole, I think it's going quite well. Haven't had any other issues reported but I think they quite like the visual aspects of it, the young people as well.

Interviewer: Cool. I mean, I imagine this is you, but who instigates the use of it? Does anyone take responsibility for the use of it?

P2: I'll be taking responsibility for the participation side of things because I don't directly link in with the drop-in. They have their own workers who facilitate that. So I guess it would be me in terms of the participation work I'm doing and maybe depending on how long we can loan it for, to let the group use it when they're going to meet and all that sort of thing.

Specifically, around that avenue, the participation remit, it would be Shaun who would be responsible, really, for the other elements that it's being used for at the minute, like the drop-in, because he's the manager for that part.



Interviewer: Cool. Yes, so it's just really whoever's running the sessions, kind of, takes charge?

P2: Yes. So there will always be a manager within Wayz there whenever there's a session on, but then you'll have maybe two or three workers who will actually facilitate the session. So it's really around the linkup between the two of those to make sure it is getting used as much as it can.

Interviewer: Are there other people using it apart from Shaun and yourself? I think I showed Shaun how to use when [crosstalk 0:09:38] originally.

P2: When you came, yes.

Interviewer: But is there anyone else that's new that's been using it?

P2: I've shown someone who facilitates one of the groups how to use it and that was fine.

Interviewer: Yes, that's what I was going to say, how's that?

P2: Yes, we've had Mark, who you met as well.

Interviewer: From?

P2: He used to be a mentor and he's now working with us.

Interviewer: Oh yes, he'd just started.

P2: So he's been shown how to do it. I think everyone's picked it up pretty quickly.

Interviewer: Yes.

P2: It's just a case really of them remembering it's there to, kind of, take to the group more than anything.

Interviewer: So they know how to collect feedback but I think you've said they don't remember maybe to sync the information after the sessions, [crosstalk 0:10:18].

P2: I think that's down to practical stuff though. When you're finishing and trying to see young people out, it's like, home time. It's not really priority. But I'm happy to do that as an overall [person].

Interviewer: So is it actually a bit of a pain to try and fit in getting the feedback as well? Is that just at the end of a session or do you

just leave it around for other people to do it? Or it just happens?

P2: It's as and when with young people. It depends what else they've got going on. Sort of, when's more suitable to use it in that session. If we've got, like, a cooking activity, obviously it's better to do it after that. Equally, you might have an activity going on, or two activities, so then it might just be left for people to access it when they've finished whatever they're doing.

Interviewer: Yes. So it's just, kind of, adapting to the circumstance.

P2: To this particular-

Interviewer: There's no, like, particular way?

P2: No. I mean, for me, it'd probably be around fitting that in because I'll be taking it physically to my group and planning a session. So I'll know maybe we could do a bit at the beginning, maybe some at the end. But yes, it's just fitting it in with whatever else is going on.

Interviewer: Do you think it's flexible enough to [crosstalk 0:11:32]?

P2: Yes. I think it's good to have the stand, because I think that worked really well with the drop-in. I think if I had a stand with

my group, they wouldn't probably figure it was there. So for me, say at the end of the film work, it was better to sit on a one-to-one basis with young people and say, "Do you want to come and give a little bit of feedback?" and that tended to work quite well. So I guess it depends on your group as well.

Interviewer: Yes. That, kind of, leads into my next question. Are there particular types of groups or activities or events that it's being used at that it works best at?

P2: I mean, because my group is not going yet, it's quite difficult to comment on that one.

Interviewer: No, that's fine.

P2: We've just, sort of, linked in with other bits and pieces for the minute. I guess with the drop-in, it definitely works well with the young, teenage age group. Maybe more so than older people, I don't know. They seem to really enjoy it because it's on their level.

Interviewer: Excellent. How helpful is it, do you think? Does it seem helpful?

P2: Again, that's quite hard for me at the moment because I've not been able to maybe use it as fully as I would have liked. I'm hoping that I can. I think the drop-in, it could be really useful in terms of drop-ins and planning areas for development. They,

kind of, do that, as you saw on the wall with the, 'You said, we did' area.

Interviewer: Yes, 'You said, we did'. Yes, I took a photo of that.

P2: So it kind of allows for that sort of feedback, but in a bit more of a young person friendly way. So I think it would actually be listened to. Say if we had an app permanently, that we did that sort of thing on the tablet permanently at Wayz, I think it would be used.

I mean, the girls' group that runs on a Friday night are doing a lot of trips out over the summer. Like, their programme changes a little bit. So, I mean, it wouldn't be that they would necessarily take it on a trip, but it might be if they have a final session at the end of the five trips they're doing, that would be a good time to maybe use it.

Interviewer: I think the 'You said, we did' stuff is great. As soon as I saw that I thought, "Yes, there's the feedback in action." But how do you see- I mean, I don't know how we would support that with Thought Cloud. How would you get the 'You said, we did' part of it? You know, would you just integrate this into what you're already doing? So, "You said this on the video, so we've done this."

P2: Yes, you could do. I guess it would be around wording your questions carefully because they collate that on a three-monthly basis as well.

Interviewer: For that particular display?

P2: Yes.

Interviewer: Yes.

P2: So every three months they would look at any comments they've got and then basically, like, act on those and show what they've done. It could be an ongoing thing. You could have, like, a generic feedback bit you'd keep going into on it to, kind of, collate that over the time.

I guess for me, I'll be collecting feedback in a different sort of way. It won't necessarily be about the venue or content of sessions because they're going to be developing that from the outset. I'm not going to say, "This is what's going to happen in this session," even though I'll have a general idea of the things I've been asked to do, I think it's got to come from the group.

Interviewer: Yes, for the participation.

P2: Yes. So for instance, if we do a Key Fund, it's got to be the young people's idea. They have to prepare, like, a presentation to take to a panel.

So my role within that would be to, sort of, make sure that they've done what they need to do to go to panel and have a good presentation prepared. Kind of, coordinate the people to attend the panel, because they'll have to be external, and then also fill in the relevant paperwork and invoices and stuff to be

able to actually get the money if we're approved. So that might be a good thing to do with a group about, "How have you found the Key Fund process?" after all of that sort of stuff has happened.

But there might be other things within a particular session, you know, if we're meeting on a fortnightly or monthly basis, whatever, during the summer holidays, that we could just get general feedback about how they've enjoyed that session. Rather than a particular theme.

Interviewer: Cool. \_\_\_\_[0:15:59] it could be helpful in different ways, and again, it's probably about flexibility of the way it fits in to different stuff that you're doing.

P2: For me, it's been a little bit frustrating in the sense that I haven't had a lot of opportunities to use it myself, which I was hoping- but with setting up a participation group, it takes-

Interviewer: Well, you don't know, do you? You can't predict.

P2: It's difficult. You know, and it does take time for that to- you've got to chat to parents to explain to them what it is. Because it's not just like a young persons' drop-in that anyone can access. I've got a specific age range, it has to be a young person with disabilities. They've got to really have an interest in having a voice and giving a bit of feedback. So to, kind of, find all of those three elements and then pull a group together with all of those three elements.

Like I say, it is building momentum and I hope once I've got- even if it's a regular group of five, six, meeting, I think that I could really use it and I think it would be well-responded to. It's just been a bit stop-start at the moment.

Interviewer: Yes. You must get people turning up that don't come back and things like that as well, I guess.

P2: At the drop-ins you would, yes. You have your regulars, you know, your die-hards.

Interviewer: Yes. You want to get a core group and then other people \_\_\_\_[0:17:09]. Cool. Any barriers so far to using it? I'm thinking of things like making it available- because I know sometimes it's locked away in a room, or just getting people to use it or training people.

P2: I think training people to use it has not been a problem. I think everyone's, kind of, got it quite quickly. It's just quite simple, but there are loads of passwords you've got to put in if you're just using it in terms of gathering feedback. What was the other bit, sorry, in terms of the barrier?

Interviewer: Barriers, just thinking like making it available. Actually, you mentioned earlier that it wasn't charged at one point.

P2: Yes, so I guess it's around people planning ahead a bit more. I mean, for me personally, at the moment it's just been lack of



opportunity, I would say, has been my biggest barrier. But that's not necessarily in relation to the tablet itself, it's just, kind of, situation.

Interviewer: But that's also interesting for me because that's about- you know, it has to be used in the real world. So if it is things like there are no opportunities or [crosstalk 0:18:16], it's interesting for me to try and understand why that's been-

P2: I guess time, people's time in terms of just remembering it's there to use as a resource is another one. But one good thing about the drop-in is it's like a regular event that happens, so there is that session every week.

Interviewer: Yes, that's definitely there.

P2: The only downside maybe- or not a barrier, but you might get a few new people now and again, or some people turning up who don't come back, but generally you'll get your same group so you'll be potentially getting the same feedback from the same group because it's like a consistent session that people access.

Interviewer: I mean, that's the same in other places as well. I think other organisations have thought that potentially, if you do gather that information of the same person over time, that it could be helpful just to understand what's going on with them.

P2: Yes. It has got advantages.

Interviewer: Yes.

P2: I mean, for us, if I could use it as part of the Juice Festival work, I think that would be really good. It's actually going to be them physically going to something that's not the normal meeting. You know, not the normal venue. They have a specific purpose in terms of gaining feedback, so I think that would be a really good avenue.

Interviewer: Yes. So it's feedback about the Juice Festival or about the activities? Or you're not sure what they're going to do there yet?

P2: It's kind of in negotiation at the minute. I mean, they want the young people to have whatever input that they want to have.

So I guess it would be around feedback to them around how accessible it is, is where it is appropriate in terms of cost for people getting there? Did the young people with disabilities find that the facilities and activities that are on- because it's a festival for anyone, it can be young, little kids up to older people, which activities were popular and would they like to see there again? That sort of thing. So it can be quite broad.

Interviewer: So is that going to be answering specific questions?

P2: I think so.

Interviewer: Well, you just said a lot of specific ones there, but I mean, will you develop them with the group, basically?

P2: Yes.

Interviewer: So it would be good if you had something that could record all that, basically.

P2: Yes. I think it would be useful because the tablet is small enough to transport. We wouldn't necessarily maybe have a stand unless it was collecting feedback from other people that are using the festival. But we could definitely do that with the group in terms of particular activities that we've viewed or been part of. Or give a bit of a video clip in response to the questions that the group set. I think that would be a really good tool.

Interviewer: But it almost seems to me like it might be better if it was on a mobile when they do that.

P2: Possibly.

Interviewer: I mean, do they all have mobile phones? \_\_\_\_[0:21:10].

P2: No.

Interviewer: They don't?

P2: Not my group, not all of them. I tend to have to go through parents. Some of them will have phones, but not all of them. I would say probably the ones in the drop-in would mostly have their own mobile phone.

Interviewer: Just because of what age they are, or because their parents don't give mobile phones out to-

P2: Probably a bit of both. I think it just depends on the individual. For me, I always have my work phone with me all the time, you know, if I'm at meetings, if I'm not in the office. So if I thought, "Oh, it would be great to use it now," and say I haven't brought the tablet that time, that would be good for me. I do emails and everything on it, so it would mean that if I didn't physically, kind of, have that, I've got another option that I know I always have.

Interviewer: I am thinking of a mobile version, but it doesn't really work with the design. In a way, it's, sort of, made for that- on a stand. So it's almost like it needs another mode which is mobile mode, but it's really just recording videos. If there are specific questions you want answered, then maybe it'd be good if it could ask those questions to people. So when they're at the festival, if they're all spread out, looking at stuff.

P2: Yes.

Interviewer: But yes, I mean, we should talk about that later. Any other thoughts on how it could be made easier to be more integrated into the different things that you do? I've worded it as current feedback gathering processes.

P2: In terms of?

Interviewer: If there was a, sort of, process in place to use it. Like maybe if we did even an instruction manual for people, if that would help. I don't know, or had posters up just to say to people, "Remember and use Thought Cloud." I don't know, or sending out emails. Just something you could do on a regular basis so that it doesn't get forgotten about. Do you know what I mean? Just things to make it more part of everyday practice.

P2: Yes, I know what you mean. Rather than just something extra that you [crosstalk 0:23:13].

Interviewer: That you just grab when you remember.

P2: Yes. I mean, for me personally, I would just think, "I'm running the session so I'll take it," because I'd be quite planned and organised around what I'm doing. Especially because it'll be, kind of, an event that I'm planning ahead. So I think for me personally, I'd remember to do that. I think in terms of the drop-ins, maybe it needs a central person like Shaun to

promote it with maybe the four staff that would be involved and potentially accessing it. But I think that's probably to discuss in a meeting with him about what's the best way of doing that.

Interviewer: Cool. Well, hopefully I can have a chat with him. I think I've already asked you this, about how you've got on with logging into the website and reviewing feedback.

P2: After I had the wrong link written down, I managed to get on.

Interviewer: Oh, okay. Was that me? Did I give you the wrong link?

P2: It might have been the way I'd written it down but it definitely wasn't taking me to the right place. But then when we got in touch, that resolved the problem. So I did log in then just to check it worked. But in terms of reviewing the data, in terms of capacity, I haven't had time at the moment.

Interviewer: So do you feel it's being used enough? Or effectively? The website part of it?

P2: Probably not given that I haven't been able to log in, but I think I would actively check it more if I'd used it personally more, if you know what I mean. So the more that my group access it, I would be wanting to review that and pull clips off, because obviously I'm going to have to prepare some feedback to go to the council. So I think that's when I'd start, when the group are actually going, pulling bits off there in terms of ratings.

I think that would be really helpful for me in terms of monitoring different feedback that's been collected about different stuff.

Interviewer: So the barrier there is really just your group is not up and running yet.

P2: Yes.

Interviewer: So do you think we should get Shaun a log in for it? Do you think he would log in and have a look at his stuff?

P2: Probably. I guess it depends.

Interviewer: Are you okay with that? I mean, it's kind of your-

P2: I guess it depends what he's then going to use the feedback for. Is he going to look to use that? Or is it just around testing the app out for- do you know what I mean?

Interviewer: Well, I mean, part of testing it out would be to see what he would want to do with it.

P2: What would be beneficial in terms of feedback.

Interviewer: Yes.

P2: So I think maybe, yes, it would be good to have a chat with him about that.

Interviewer: I mean, does he gather feedback from the groups normally? I don't just mean Thought Cloud, do they get feedback? Or is it just the drop-ins are informal so-

P2: Yes, I think it would be more informal. I mean, they have the ratings of, like, a smiley face chart near the door that I know they fill in. I don't actually know how they physically collect the 'You said, we did' stuff, is that, kind of, in a ballot box and you just put your suggestions in?

Interviewer: Who is it that organises that?

P2: I don't know because I'm not linked to that directly. I guess it would be the people facilitating those groups. Or is it just a central- I know we've got, like, a little post box in the reception, I think it would probably maybe go in there. Like, suggestions that people could just write at any time are there and pop in to be reviewed.

Interviewer: So that's not run by- well, is it Wayz itself that does that?

P2: Yes, it probably will be.



Interviewer: Cool. So that's all the ones in that- oh yes, is there anything we could change about us \_\_\_\_[0:27:07] had a look at the website, just if there was anything you would change about the website that might make it easier to use, or any problems with it so far?

P2: No, I don't think so.

Interviewer: Okay. Could I get you to log in? Do you have your log-in details? Then, as I say, we'll just have a look at some of the feedback that has been collected and then we can talk through that.

P2: I might have to try and remember my log-in details.

Interviewer: Oh, your phone is smashed.

P2: Yes. They're so fragile.

Interviewer: I know. I thought it was just the Apple phones, but I think all the phones seem to be like that these days. I'll just put that to charge. Is it working?

P2: I'm just trying to remember what my password was. I think it might be in my other notebook.

Interviewer: Oh, so your user ID is just your name, I think.

P2: Okay.

Interviewer: Just your first name, I think. If you want, I can reset your password.

P2: Yes, that might be better.

Interviewer: Yes, there's not actually a method to do this through the website yet.

P2: Yes, it's a while since I've been on. I did have it written down but I think it might be in my other book.

Interviewer: Okay, but I can log in to the back end and fix that.

[Break in conversation 0:29:11-0:29:37]

Yes, your user ID is definitely your-

P2: First name?

Interviewer: Yes. Okay. So now your password should be thoughtcloud123, all lower case. Yay. There are a few things on here. Do you want to just have a click around?

These are the options that you have for the different feedback things. So you might have seen them before, this is a new one. So you can tag videos or audios. It's like tags that you would do on- oh, so if it's blank, there's nothing there. Try 'audio'? 'Ratings'?

P2: I think this might have been the one that didn't work.

Interviewer: Oh, really? Okay, well then let's try the other one. Just go to 'home'.

P2: I mean, 'film group' should have some because people definitely did the faces.

Interviewer: Okay, what about 'audio'? Okay. So each of these you can tag, so that would be if you knew the individual you could put their name, or if it's about a particular thing. Then once you've got loads of videos, you could search for all the ones with that tag.

P2: With that person, okay.

Interviewer: 'Comments' just lets you comment. So that could be as a response to the video or a comment to another member of staff. This is all on 'user menu' in case.

'Publish', that's kind of a new one. This doesn't work right now because I'm not sure about the consent around it, but the idea

is that that would be feedback that you were happy to publish to the world, so that anyone that came- so like TripAdvisor, anyone that came to the Thought Cloud website, they wouldn't need to log in or anything. They could go and they could see-

P2: Like a rating.

Interviewer: Well, it would be the audio itself. So they could go and see any feedback that had been gathered about your- the ones that you were happy to share. Then this 'hide' or 'unhide', that's internal.

So there are two levels of user access. You're the administrator on your account, but if you wanted, like, a volunteer or something to have access to the feedback, if you wanted them to have a log in to your Thought Cloud account, you could set them at a lower level. So they would be, like, non-administrator and they would only see things that you had approved. So at the moment, that's got a line through it and it's red, just to show that it's hidden from everyone except you with the highest level.

P2: That might be useful because a couple of our older mentors, the 18 to 25-year-olds are going to be helping me with the group. So they can't commit to, like, a match at the moment, but they can give up time for one meeting a month. So it might be that I could give them a few tasks in terms of looking through the feedback once it's up and running.

Interviewer: That's right. As the administrator, you can add users and just make sure you give them the lower level, but then they won't see anything unless you got through all the feedback and approve to share it with them. So it's another job I'm going to give you to do.

Do you want to listen to this?

P2: Yes.

[Recording plays 0:33:12-0:33:26]

Interviewer: Good.

P2: I think he was the only one who did it, but everyone- all of them maybe did a rating.

Interviewer: Oh, and it's 100%.

P2: Well, there you go.

Interviewer: Wow.

P2: They must have enjoyed that one. So I think that one hadn't worked. I can try and click on that one. I'm not sure if this is the one where they had the problem with the battery.

Interviewer: Yes, it's all blank.

P2: So I wasn't at this one, so I don't know.

[Recording plays 0:34:11-0:24:12].

Interviewer: What was that?

P2: That's Shaun. I think he was just testing it out.

[Recording plays 0:34:18-0:34:20]

Very enlightening.

Interviewer: You can use two fingers on the pad as well. Wow, 100%.

P2: They like our service, what can I say?

Interviewer: So would that be more helpful if there was a better breakdown of the numbers?

P2: Yes, that would be good.

Interviewer: Yes, okay. That's definitely the next thing we're going to do. That's the one we did already, isn't it?

P2: So that's the one that you were involved with. I think we should have a couple of videos.

Interviewer: Yes. There he is.

[Recording plays 0:35:06-0:35:11]

P2: Definitely a fan of Thought Cloud.

Interviewer: Yes.

[Recording plays 0:35:17-0:35:19]

P2: That's it, I think.

Interviewer: Cool.

P2: So that's all so far in terms of content, I think.

Interviewer: Yes. I mean, maybe I need to speak to Shaun about how he's using it at his groups, but I think we might need to think about how we could use it a bit more, or just maybe find out why people are maybe reluctant to leave recordings or things.

P2: When I asked the film group, but I don't know if it's because they'd been on film all day and it was nearly home time. I think they were just a bit like-

Interviewer: Just wanted to go.

P2: So they were willing to do the face rating but then none of them would- so one of them did a voice clip, but none of them were keen on doing a film.

Interviewer: Yes. I mean, that's, kind of, normal really. Most people would rather- if they have to do one, they'll do a recording. Okay. The other thing was just, any of these options, do they make sense? Obviously we don't have enough, but can you think of different ways you might use these? The tagging or comments or sharing. Is sharing publicly a thing that you would even consider?

P2: Not at the minute because we'd have to get consent from parents. It's not as simple as just saying yes from our point of view. Tagging would be useful. Comments, I probably wouldn't need to really comment to other staff members because it's just me doing it.

Interviewer: I mean, that could be related to that. Once it was shared publicly, the comments would be public. So in terms of your, sort of, 'You said, we did' thing, that would be one way of doing that. So it could be, 'they said this' and then underneath, the comment could say-



P2: Yes, 'I acted on it'. But I think from my little group at the minute, sharing publicly- well, I haven't even really got a group at the minute. Not at the moment. I think it's just a case of collecting data for the time being and then possibly looking at that.

Interviewer: And sharing with other staff members?

P2: I wouldn't really need to because it's just me doing this piece of work. But Shaun might. He might share that with, kind of, other people facilitating the drop-in, for instance.

Interviewer: Okay, cool. It's just trying to make these a bit more usable, sort of thing. At the moment, there are only two levels of access.

P2: I mean, tagging would be useful, so I could tag anything that, you know, person A has said, to pull all that together to present something to the council. I think that would be really helpful. But in terms of the other two, I don't think I would necessarily particularly need them at the moment.

Interviewer: How often do you have to present to the council?

P2: I don't know, they haven't said.

Interviewer: Oh right, okay. I mean, again, most people don't log into it, really. People collect feedback because you have to.

P2: I mean, for the peer mentoring part of my role, I have to report back quarterly and that's done via a report. But we're just having a discussion about how things are going in relation to this piece of work at the moment. But I'm presuming once the groups, sort of, up and running, that'll be negotiated.

Interviewer: Peer mentoring with the-

P2: So we have peer mentors who meet with young people on a one-to-one basis in the community. Which is the majority of my role, kind of, facilitating that.

Interviewer: Those link ups.

P2: Yes.

Interviewer: Getting all 34 linked up.

P2: Yes. Doing assessments and reviews and supervisions with the mentors and back up and all that goes with it.

Interviewer: I mean, would getting feedback from them be useful for you? Even from the mentors? I mean, how do you, sort of, develop how they work if you know what I mean? If they're having problems-

P2: We meet them for supervisions, and that would be every five to six weeks. Unless there's an issue and we feel like we need to meet them sooner. That's done in a written pro forma, but it's confidential to them so it doesn't even go on the database. It just literally goes in their paper file at the office. We get feedback from the mentor when the match has finished around, kind of, areas I think they've helped the young person with. We tweet anonymously that feedback.

Interviewer: Oh right, so you do share that publicly.

P2: Yes. So we might say, like, if they're happy, 'Peer mentor has finished session with a young person and they now feel more confident within themselves to how the young person-' might be something like that. Or, 'Parent found the service really beneficial because-' that sort of thing.

Interviewer: But in that circumstance, is recording not really- like, something like this, not really suitable just because-

P2: I mean, the supervision is not just about their match, it's around any personal issues, you know, other bits and pieces. It could be, like, safeguarding stuff if there's any come up. So I think they would be quite reluctant.

Interviewer: Yes, so a system like this doesn't really-

P2: It's not for the mentors, I wouldn't say.

Interviewer: The young people?

P2: Unless we were getting feedback on something in particular. You know, like if a mentor has been involved in a particular event, they would probably be more likely to do it. It's a bit more generic.

So Mark went along to an event for me because I couldn't go, and it was around, how inclusive is Newcastle? So, if needed, we could have collected some feedback from him on there about that. But it wouldn't necessarily be in terms of- supervision wouldn't be appropriate.

Interviewer: But also, I mean, it's probably just easier for you to talk to- it's not like you're gathering from a large group at the same time, sort of thing.

P2: Yes. Young people potentially at review, but then we have so much other paperwork we have to fill in, it would be like-

Interviewer: Adding more.

P2: Being totally honest, it would. We have to do a review paperwork, then when they start off with us they plot where they are for different areas on an outcome star, is the tool we use. So we then have to revisit that at the review as well and,

kind of, plot if there have been any changes. So you don't want to have them sitting there for, like, two hours.

Interviewer: Yes. So you think just having extra would be- yes.

P2: We wouldn't have a real need to be collecting data particularly from a review, because it's about that individual and could potentially be about a mentor, whether that's good or bad feedback in terms of the match and stuff. So we'd have to be quite careful about having that online.

Interviewer: Yes. Well, it's all under lock and key now anyway, unless you share it. Any features that you think are particularly useful from this lot?

P2: I think the tagging, for me.

Interviewer: Yes, because the other ones are just- well, this one's probably a no-no.

P2: Yes.

Interviewer: I mean, could you see yourself going through- if it was a really good video and someone had been like, "Oh wow, this thing was great-"

P2: Depending on the age, we'd need parental consent to share it. But yes, we could, potentially.

Interviewer: Yes. If you had to, there could be a process where you went through and said-

P2: Yes. But that's not just- you know, we've got to follow our data protection policy within Young People First and all that sort of stuff. But yes, potentially if they were happy for that to happen. So for instance, we involved some young people and mentors in a DVD about Young People First a while go, but we had to get consent from the young person and parent for all of that before we could even, kind of, make that DVD. So it can be done if there's a purpose for it.

Interviewer: Okay. What was the other thing? Yes, the other thing would be in terms of the stats from the smiley faces, a better breakdown?

P2: That would be helpful for me in particular. So that would mean I could, sort of, see how many people have come to different meetings and on which month and stuff. So if I've had, like, five turn up for the first one but then I get ten the next time, and I know all of them have given feedback, it would be good just to use those numbers in terms of monitoring attendance, but also in terms of how well it's been. You know, if all ten use it, that's great. If only half of the group use it then-

Interviewer: So do you have a note of how many people have come to the session? Are you recording that with Thought Cloud?

P2: Well, I haven't had a meeting yet, but the drop-in will have a record of who's attended, yes.

Interviewer: Okay. So maybe we could be able to manually put that in as well, the attendance.

P2: I guess that could maybe come under where you, kind of, log your event. Would there be an option after data has been collected that you could go in and-

Interviewer: You can on the tablet at the moment. You can go back and say how many people were at the event, but you can't do it on the website right now. That wouldn't be difficult to look at.

P2: No. But yes, I think it would be useful to have a bit more of a breakdown just in terms of stats.

Interviewer: Cool. Anything else you would like to add about feedback or about Thought Cloud or any thoughts that you've had while we've been talking?

P2: No. I just think it's a really good resource on the whole. I think it's just around, for me, like I say, lack of opportunity to actually

physically take it along to things at the moment. Hopefully that'll improve and increase and I can use it a bit more.

Interviewer: Cool. Okay, thank you very much. I'll stop the recording.

END AUDIO

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