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## START AUDIO

Interviewer: So, hi P2, I won't ask you to introduce yourself again

P2: No we're all right on that

Interviewer: I've just really been kicking off these interviews by asking a general question about organisations generally, so what are the important things to Young People First, would you say?

P2: Well we have values which I should know off the top of my head [laughter] Young People First values

Interviewer: What, like written down?

P2: Yes. Which I can't probably recite right now

Interviewer: Are they on the Internet

P2: Yes, it's around kind of valuing others and all of that

Interviewer: Are these developed with members sort of thing?

P2: No, I think its trustees and stuff like that, but yeah so

Interviewer: The Internet is going slow

P2: A bit of the ethos of the charity, in general terms in terms of all the projects it would be supporting young people and families though lots of different types of work and projects.

Interviewer: Okay, and the other thing that, going over all the information to do with feedback, I'm now talking about how it might give

people a voice, so does the term 'giving voice' does that mean something to the organisation, is that something that Young People First find important or what does that mean to you?

P2: I think in terms of the families, that side of it, it would be hard to comment on that because I'm not involved, but in terms of WEYES and Young People First, being young peoples projects, that's definitely considered important, as I've said before, we get feedback on a regular basis from young people and families we work with around the service and how they feel about it, how they want it developed

Interviewer: Is that like Young People First?

P2: Our specific projects within Young People First

Interviewer: And you already get feedback in loads of different ways

P2: So for young people matched with peer mentors that would be through reviews about how the match is going

Interviewer: Reviews with the mentors?

P2: We do a supervision with the mentors

Interviewer: Was that every six weeks?

P2: Yeah and then we do a review with the family, young person and the family around the goals of progress so far, what they hoe to achieve, would they know of any other places that would offer a service like ours, so we get a general and specific feedback on that regularly. Equally if someone's not happy with how something's progressing we'd go out and do an early review or supervision as well. In terms of the mentors, our older mentors, 25 year olds, we have steering groups once a month. So, they've just started up again after summer and we basically ask the group to have an input on various different things, so sort of activities that they might do with the

young person they are matched with, sharing ideas and knowledge, any training that they might want in addition to the induction training they receives, they can have a comment on... we ask them about processes that we use, so when we go to ask you about the young people that we match you with is this a good process that we use in terms of taking them out to the house? They can have feedback on that and as well the training courses is probably a big one. So we've got other things, like investing in volunteers status, cause we do a lot of that in terms of getting feedback from the mentors and volunteers about how they feel about things.

Interviewer: Cool, and so the peer mentors steering committee, they all go to that so they can talk to each other is that right?

P2: It's not a compulsory thing, cause obviously they're a volunteer and you can't enforce it

Interviewer: But the idea is that you get everyone in a room and everyone hears what everyone else is doing.

P2: So it could be a range of mentors at different stages, so for instance we've just done a course in July and August, so they the new mentors who are doing the registration and being matched up at the start of the mentoring, may be able to chat with people who have been with the project for four years and regularly attend the steering group.

Interviewer: So if they're nervous about it, or to get ideas of what they're going to do. Yeah and then that's also a chance for you to get feedback, sort of feedback and then change the processes that your are talking about.

P2: Yeah, so one example which might be a nice one to use is, some mentors while ago thought it would be a good idea to develop a resource they could use, hInterviewer numbers that they could use, conversation starters that sort of thing for new

people, So, they got some funding to go away for a residential, so a handful of mentors from different Young People First projects, as well as Newcastle, did an activity residential but the main point was to work on this thing they called the 'pocket mentor'. So, they came up with all the ideas for it through a Key Fund process. Got the money to have it printed and that's being printed at the moment. So all the mentors across the whole of Young People First can use. It's like a key ring with a lot of credit card sized cards on it with different prompts, and numbers and ideas on that is small enough for them to carry around.

Interviewer: That sounds like it would be great as an app to be honest. And then it could be developed and then they could add stuff

P2: That's just an example of the kind of things that they did. That was raised as an area that they would like developed and we did something about that.

Interviewer: You've kind of listening and then made an action which is fantastic and I think in all those parts: reviews with the family, or with the mentors, we talked about ThoughtCloud wouldn't really have a place in that, or in the past it's been they're could be personal information shared?

P2: So that would maybe be a more difficult arena and we have our own tool, kind of recording tool that we use throughout Young People First itself which is called, well ours is called Outcome Star.

Interviewer: Yeah, I had a look at that

P2: But the specific one that we use is like a youth star or what we do is when we've done an assessment either with the young person or afterwards we would get them to put where they are from one to five, so making a difference, health and wellbeing, there's lots of different areas and the idea is that they, every

time, we do that right at the start and then we have a review and we do that again with them and monitor if there has been any progress in any areas, so we have to do that as part of the assessment and review, That's in our procedures, so I think really in terms of specific stuff, I wouldn't say ThoughtCloud would have a place in a review it's more around group work directly with young people.

Interviewer: And is that just because of the way it's set up or because this is anonymous data? Or is it anonymous? If you capture it...

P2: We know who it links to, cause we need to be able to track it but when we put our monitoring in it's anonymised if you know what I mean. So I know personally who's filled this in and they've travelled from a one to a five in terms of communication but then when that goes into the final report we have someone who collates all of that throughout Young People First as a whole.

Interviewer: How big is Young People First?

P2: So there's Newcastle YL and we've got a full time worker and two part time workers, myself and another person then there's Blythe YL and Tynedale which are one person projects. There's kind of five members of staff and obviously managers and stuff as well.

Interviewer: So the fact that it's standardized means that it can all go together?

P2: That's the idea

Interviewer: So if you've got a bunch of videos that's less useful?

P2: And I think probably taking at tablet into, cause we do a review in a person house it might be a bit, they know we're coming to fill in the form and some people are maybe a little bit reluctant round using technology, I mean they could rate it in terms of

general questions, like how they would use it over all, but that's something that we would ask in the review. And would be a bit of repetition.

Interviewer: Yeah so do you think that's not a good context to be recording stuff

P2: Not the review no, because sensitive information might be shared so it wouldn't be kind of appropriate I don't think.

Interviewer: So is this more hard quantitative data you get as well, so you get proper numbers out of this?

P2: So our youth star is a little bit different

Interviewer: So if you get a five on this

P2: So ours only has a five, that's got more, for instance ours will have, ours is a bit different, so ours will have: communication; health and well being; making a positive difference; choices and behaviour like there are various different ones that you can use. There are lots of different versions.

Interviewer: After you mentioned it I found out that Ways to Wellbeing used it as well.

P2: So our families service used it but no the youth star, they have one that is tailored to what they are looking for in their reporting.

Interviewer: The thing we were taking about was making this interactive somehow. Because how do you this?

P2: I would think that might have a place? For a young person maybe doing it in a more interactive way in terms of the start cause it's literally just a rating, it's not, you could do that outside of them discussing any kind of personal information

Interviewer: Even having that on the tablet

P2: They would probably find that more fun

Interviewer: Cause you could go: ding, ding, ding, ding, ding and then see the star right away.

P2: I guess it would be more how that was then collated as a whole cause it's not just our project

Interviewer: I think the other thing is, using it the way ThoughtCloud is designed which is to place it somewhere and in other organisations they've found this as well, the ratings are not really any good unless someone is watching to see that they aren't just pressing whatever or that they understand it. I think that might be a limitation generally at the moment. It's designed to be unsupervised but...

P2: I guess the contact that we have with young people for assessment reviews that would be it really cause it's the mentor that does the work with them really. So we don't do the one to ones physically itself but we do the back up and support around it, but I think we are in a supervised environment cause were there to fill in paper work for an assessment and review but if it's left for a young person to do it that wouldn't get it.

Interviewer: Why not?

P2: It's the nature of young people

Interviewer: They can't be trusted? [laughter]

P2: I'm not saying that, it's just that I think if you said I'll leave this tablet for you to give feedback and pick it up later they won't do it. They have other priorities.

Interviewer: Plus you probably want to make sure that they are doing it in the right way?

P2: Yeah, interpreting the points on the star the right way

Interviewer: That's good, but again if you did something like that we could think of ways of building in..

P2: There's definitely potential

Interviewer: Cool, we'll put that one as an idea. Okay, so that's great, thank you, it's nice to hear more about the Young People First and your projects so thanks for that. So, just onto the system, I have been saying, thinking about the system as a whole, both the tablet and the website, could you talk me through how it's been used and what is it mainly good for, if anything?

P2: I think the tablet's good because it's portable and you can take it to a situation or have it set up. So, in WEYES you can have it set up somewhere and the young people can go and give feedback on it. They quite liked it on the stand in there, it was quite a new sort of appealing thing to do. I think for something like a physical trip out of a building in terms of something like the bowling it's not practical to take it along on a trip, depending on what the trip is, but in a group sort of small, steering group setting it's quite hInterviewer to have and you can pass it around and it's user friendly.

Interviewer: Well that's what I was going to say, can you talk me through a specific example when you've used the system?

P2: So last week I used it at the last meeting and I got a little bit of feedback of the people attending around how they found, had those pre set up questions on it and obviously you'd explained a little bit about what it did so some of the young people left feedback so I just asked them in turn who would be happy to leave feedback and went through it with them on a one to one basis. But I think, apart from one person, they were a little bit reluctant to leave videos and voice messages, it was more around rating the faces that was the most popular kind of part of it that they liked to do.



Interviewer: And you did one to ones? So did you do it privately with them?  
Or was it just round that table?

P2: So when it was drawing to an end a couple of people come into the kitchen and did it in a quiet space but other people were happy to do it in the space where he group was on

Interviewer: But were you supervising the interactions or did anyone do it on their own?

P2: No, I supervised it all.

Interviewer: Okay

P2: I think because this particular group hadn't used it before themselves that that needed to happen, if I jus left it in the middle of the table and said leave some feedback then that wouldn't have happened ad then people that didn't want to do it, you know it was just people who were interested to do it.

Interviewer: And then the other side of it did you log in to do it?

P2: Yeah, I tested the new login I got last time. I synced it up from the last day that we had. It seems to be okay.

Interviewer: So it's working, but is it useful?

P2: I think it has its uses but until I need to feed anything back as whole, I don't really need to log in too much at the minute. It's more around getting the data on the app at the moment.

Interviewer: And do you remember the password? Did I reset the password for you?

P2: Yeah

Interviewer: So it will just be the default then

P2: I haven't changed it

Interviewer: Ah...

P2: I think a few of them did a rating

[Sounds from the tablet can be heard]

Interviewer: He likes?

P2: He like the fact that we were meeting. That might be a test

Interviewer: It's really just the John feedback [unclear]. We've got some ratings. So, is any of that helpful really?

P2: I guess it will be depending on what the council are wanting us to feedback on this

Interviewer: Okay, so because the project is quite new

P2: Yeah, it will be, so then I'll be able to go into the August meeting and say 75% of the young people thought it was great. And that will be really useful, but at the minute because it's so early they're not requesting that in a certain format at the moment

Interviewer: So it's more about sort of collecting it now

P2: And then I think it will be useful to go in and have that contained somewhere, so then I think I would use the website a bit more at that point

Interviewer: I think that seems to be the main benefit, is that people know they can Hoover up feedback or try to and then they know that it's there for whenever it is, so that's really, do you think it would only have relevance to this particular project to the way that you set things up or the way that you are developing things or could feed into... I'm trying to think of other ways it might be helpful?

P2: I guess it's difficult because the actual peer mentoring side of it is such an established, we've got systems that have been, you know, it's been going for years and years and it works as it is, so I guess, I mean I think, practically going out on a one to

one, in terms of the mentor taking the tablet that just wouldn't work cause they go and do activities and thinks. But I don't know I think it would be more though having an outcome star on a tablet on a review, to literally just o fill the star in that would be quite useful. In terms the WEYES project I don't know what happened with that, the drop-ins and things.

Interviewer: Yeah, he never replied to my emails. He must be very busy, it would have been nice just to speak to him briefly about the times that he has used it. But I understand that he is busy so that's fine.

P2: So I guess if they had to give particular feedback about drop ins and things then it could potentially be quite useful, but I don't know what they have to report on cause that's not my project, but it will be for me to be able to pull that off.

Interviewer: Cool, so has it changed the way that you collect feedback?

P2: Not really, it's been more of an addition than kind of a change in something that exists

Interviewer: So it's an addition but we don't really know what it's adding to it yet?

P2: Well, because it's just been informal discussion with the funders, you know I say, I've not been requested to do a report, we just kind of have general feedback as we go, about how things are going at the moment, but at some point something will have to be pulled together around how the participation groups is developing, in terms of members and what they've been doing

Interviewer: I mean its good because you can see, I mean you can see John's face. But that report that will be a written report it's not really, you're not sure at the moment

P2: it will be some form of written feedback, yeah

Interviewer: So, it's difficult to see how you would get video or audio into that?

P2: I guess it would be, including more of the stats based stuff, you know the percentages of how they've found the sessions, the sort of questions that we've asked, maybe around the juice festival that might be a bit more kind of dynamic in the way we can present that.

Interviewer: Yeah, cause...

P2: It's difficult cause I don't know yet

Interviewer: But even, I mean written reports generally, there isn't really space in them for videos and stuff, I think that's generally a problem, and the other the thing you can do on hear, is that you can make things public. So, you could put a link in so that they could go to the website and see the feedback or would that not work.

P2: Potentially, but again it's around permissions from people involved. And what they would do with that, who would be looking at that?

Interviewer: Well the way it is set up just now it would be public so that anyone who went to the website can see it. That's probably not going to work for you and actually it wouldn't work for others as well, so it would be like a one time link that you could include in an email or something so that people could have a look, just the people that you wanted to see it.

P2: That could be a possibility, but it's whether they want it presented in that way

Interviewer: Or do you think they just wouldn't look at it?

P2: I think that they probably would, but I just don't know, you'd have to ask them. I think it would be nice to think that they

would, that they thought that they were interesting and you know, but it depends on which format they want to give it to them. It's just difficult cause it's like, it's quite early days and like with the other, with the peer mentoring side of the role, we have a set kind of pro forma that we have to fill in and report on that, but like with this kind of part of it at the moment there isn't like a set...

Interviewer: So there isn't like a set process or structure for how that gets done?

P2: It's been more informal

Interviewer: But I think that they want to keep it quite unstructured at the moment because

P2: But there will be a point where we have to say: 'This is what we've done.'

Interviewer: But they don't say in the initial set up of the project, this is how you're going to evaluate it? Is that up to you?

P2: I don't know, I'd have to look

Interviewer: We'd have to speak to Martin

P2: Well I haven't saw him for a while

Interviewer: I seen him socially, I think he's in a band, a jazz band at the end of year Masters show. So can you tell me about your use of the feedback that has been collected, but there's not really any way you can use the feedback that has been collected?

P2: Not yet, but there will be

Interviewer: Can you imagine a role that it would play in responding to service users, you know if they left? I mean I know everyone says it's great but if they left a message where they

complained or they were negative or critical, would there be a role the system could play in tackling that?

P2: Yeah, I mean especially if the participation group, I mean if they said that they really hate WEYES or we really hate a particular venue then we have to have a look at that

Interviewer: So you would then follow through with some action

P2: Yeah, depending on how realistic it is, you know

Interviewer: I suppose it's down to it being young people and they like to...

P2: Or if they said I definitely don't want to do this activity, we could look at doing something else, but you sort of discuss that as we go, so you shouldn't really. Cause it's led by them

Interviewer: I think I'm thinking, if it is used on the stand and everyone's used to using it

P2: Kind of like more anonymous, well not anonymous, but they could leave feedback on their own

Interviewer: Yeah, I suppose it's not anonymous, we could do that blur it out thing they do it on the news. If they use it in that way and they were critical or not, even if they say nice things, do you feel if they go to the effort of leaving feedback is there a duty to respond?

P2: Well yeah I think so, I mean especially since it's a participation group, but like I'd hope to kind of plan that, that wouldn't be the case but obviously you don't know what might arise or how someone might feel if they don't know other people there very well, you know, they're young people, they're quite dynamic

Interviewer: Quite different sort of age range as well, isn't it?

P2: Yeah, it's 11 – 18 obviously the difference in maturity levels and contributions to the meetings can be quite different

Interviewer: I think it would be great if we could capture a lot of that stuff. I mean it's only great if it's useful in some way in the future

P2: Yeah, I definitely think that when you talked about mobile stuff that would be a good way forward.

Interviewer: So the system in its current form, made mobile or something different

P2: Just maybe something that could be used with the peer mentoring one to ones. I don't know if there would be an avenue for young people to leave feedback that way.

Interviewer: I think that we talked about it before, not all young people that you work with have mobile phones

P2: No

Interviewer: Would you say that the majority don't have them?

P2: Yeah, I'm guessing maybe more for the mentors, a lot of them would have. But then it would be how do you tackle the young people

Interviewer: Would the mentors be annoyed if you gave them another thing to do, cause at the beginning you told me there was an online diary sheet that they don't do. Do you think if you gave them something else? Because as you say they are volunteers

P2: Yeah, you can't enforce it at the end of the day but you can encourage it, but if it was say, I think things that are online are more, the diary sheet response no that it's online is a lot better than when they had paper versions and had to post them in. So, it's definitely improved, but it's just getting that into the culture of new mentors coming through. Really we need that as a requirement as part of the one to one.

Interviewer: So organisational culture, I've heard that sort of term before, what does that really mean? Just this is the way that we do

things? Because why can't you enforce stuff, because volunteers would leave? Or you just want to make it easy for them?

P2: We want to collect all the diary sheets in, but unless you physically sit there with them you can't make them do it.

Interviewer: Yeah, you can't enforce it in that way

P2: We can encourage them to do it, but you know like, volunteers have different, you could get some who do the training and then start the match but then leave cause they have a job or like, just different things happen, cause they're young people as well at the end of the day. Or they might say that they have a mentor that is really good doing actual work with the young person but they're rubbish at getting their expenses and diary sheets in but they might be a really good mentor or you might get some that fill them in regularly and you don't have a problem. It depends on the individual as a person and what their organisation is like.

Interviewer: That's interesting, so there's more focus on them being a good mentor than them following a bunch of rules around feedback. Obviously they need to follow rules, safeguarding and things like that but you probably don't mind chasing good mentors for their hours if they're good mentors

P2: And they do, do it in the end, with a bit of reminding, most of them are great but you do get the odd few who are really not as organised.

Interviewer: And then you talked about older members helping out on the participation project, so they could maybe review feedback for you if you were collecting feedback?

P2: Yeah, so September we've got one of our peer mentors who was matched with a young person who is going to come and,



she can't commit to another match as she's leaving Newcastle at the end of the year but she still wants to be involved in doing something with young people win that tie before she goes and she also needs experience in the field of disabilities so it all fits in quite well with what she wants to do, so she's going to come and help out with the group and also write us a case study as there are different requirements of the bid we've put in that we need to fulfil and kind of one of them is the young people developing a questionnaire, but it's still such early days that that needs to be discussed more with them. But, we're hoping to get a case study with the mentor and one from the young person that has had a match about how they've found that and then compare them.

Interviewer: And then are they going into the funding bid? The case studies?

P2: The bid's already in, we've got the money to do this work but it's kind of what we've said we'll do as part of that?

Interviewer: So what will happen to that once it's written up, you don't know, you'll just write it up and see what happens?

P2: Yeah

Interviewer: Do they get feedback shared with them, the mentors, if they're doing a really good job?

P2: Yeah, I guess, I mean we've had mentors help out on one off events and things. Like Pride and things that we do to promoted the charity or different projects or we'll put them forward for awards and thing if they have been a particularly good mentor.

Interviewer: And there's an award ceremony at the end of the year?

P2: Yeah, so at any time we think we can nominate someone we'll do that in terms of other feedback I guess through

supervisions for ones who are matched with young people we give them feedback on how things are going, you know areas they are doing well at, challenges that they have come across [33:53] and how they've dealt with those, so that's like on going feedback as well as through the back up system. And also we can be a reference for them if they apply for jobs or other voluntary work. So, I guess that's kind of a more formal way of giving feedback.

Interviewer: I think other organisations they've used it, one in particular, they've found it nice to see people who've used the service saying really nice things about them, it's been a nice thing for them to be able to share within the organisation, I don't know if that would work in your particular setup

P2: I mean we get feedback, if a match is finished, so we get on going feedback but if a match is finished we get feedback form the young people and parents separately, from the mentor and from the referrer about how they've found the service and that's all kind of like collated as well. So sometimes you might get in there a mentor saying that a skill that they have learned that they didn't have before they supported hat person Or the young person might list a few things that they can now do or have achieved that they hadn't at the start of the proceed. That's how we tend to do it, more sort of direct

Interviewer: Is there not something nicer about a video that says you're great

P2: We did do a DVD with the mentors a couple of years ago and they spoke about why it was good, but obviously that was quote general, it couldn't be in relation to anything specific

Interviewer: You couldn't haven any of the mentees in there I guess?

P2: We did have but we had to get consent from the parent and the young people to be involved

Interviewer: Was that a nightmare process?

P2: Not really. I guess it depends on what you then using that DVD for, so had to explain the purpose would be, we might use it within the training course that we do for new mentors coming through, or maybe at events to promote the project.

Interviewer: So it was publically displayed?

P2: We used it at events but we had to get permission for the people

Interviewer: But not like on Youtube or something like that? Is that out of the question?

P2: I've just not really done that before, I mean we put things on Twitter but it's all anonymous. If we get a parent or a mentor to fill in a feedback form we might put a quote on Twitter about it. So I had a parent saying that although their young person wasn't involved with the project for very long they decided it really wasn't for them, they felt it was a really good project and other young people would benefit from linking in with it and they appreciate the help, so things like that we would put on, but it's all just very general

Interviewer: Yes, that's the difficult thing. One of the other things I've been talking about is how a system like this, online, is connected like this, could make organisations that use ThoughtCloud be more transparent to the community, so that people could come here and get an idea of the type of thing that is happening and that's why I keep talking about sharing videos publically or sharing them internally as well, but I think got you guys...

P2: That's really difficult, the peer mentoring itself is a one to one relationship and often they might come to us if they say like anxious or they might be a little bit socially phobic or very under confident so that would probably be quite intimidating for

a lot of young people we have referred in. And it also, another point of it is that Young People First is a confidential service for them or they talk about, unless it's in relation to safeguarding or harm or they were breaking the law the mentor doesn't have to let us know the ins and outs of what they have been talking about. Other than on the diary sheet they would fill in specific details as a monitoring tool, but we say it's confidential within Young People First so they would know that we could potentially look at that as a coordinator.

Interviewer: So in that sense, it's kind of...

P2: It would be difficult in some way

Interviewer: I think that's a problem with, in all the charities that I work with those safeguarding responsibilities are there, so we have been trying to think of ways round that, or ways of showing that an organisation is listening to the people that it works with

P2: I mean, I think we do it other ways, we've got the 'you said, we did' and that's publically on the wall for anyone to look at. But, again it's not 'Harry has said, he would like sessions run on a Wednesday night.' It has to be generic

Interviewer: And just thinking about that, we trying to think of other stats that we could make available so the ratings could be there

P2: Ratings would be fine

Interviewer: Or use statistics like ThoughtCloud has been used at 10 events? But is that something that you think would be interesting? Is it important that the wider community be able to see that you are a busy organisations that is listening? Does that matter?

P2: Probably more from a generic Young People First point of view

Interviewer: Or maybe even for new members, maybe they could look at it and say? This is just...

P2: It's difficult isn't it. I think it's because we haven't had anything like that before, to envisage it, and thinking through all those loop holes around data protection and our duty to young people and mentors and their information and that kind of going wider there is a lot involved. We've got policies and procedures around it. I don't think it's an impossibility but I think, I mean there is feedback in the website generally, and it's never, unless anyone's given specific permission we'd never give any details away of who that is.

Interviewer: Okay, so that's nearly ten o'clock. So the last bit is, might be more difficult, I haven't really been asking about the young people themselves and what they think they've been doing. I did a workshop recently about feedback, doing thoughtcloud on paper and I wasn't sure they understood what was meant by feedback so do you think John has any, if you were speculating, do you think John has an idea what he's doing when he leaves a video for you and what does he think he's doing?

P2: He probably thinks its quite cool to use an app to dos something, whether he would think what that might be used for, I don't think he would, being totally honest. Unless it was presented as being an overall statistic to the group, that might make more sense

Interviewer: As a statistic though, not showing his video?

P2: But again it would be if he was happy to do that

Interviewer: So again it comes back to that. And that's the real problem generally, it's meant to be this automated system, you can just let them get on with it

P2: If that was just left for John to leave feedback on his own, would he really be giving feedback related to what we're looking for as well or would he just be talking about general stuff. It's kind of getting the right context of feedback as well

Interviewer: I think, well hopefully it would be more than just John at some point but I think you would end up with and we've seen it in the past, you end up with a lot of 'it's great, we love you.' And then there's one thing that maybe is helpful, or you wouldn't have got

P2: I think something like the Juice Festival is a bit more specific so that might generate a bit more useful data rather than just: 'It's great'. Cause we have a set thing we're looking to find out about, so it's got a bit more of a structure or purpose to it, other than just generally asking about how you've found the group and the venue, cause then you're gonna get 'it was great', 'we really enjoyed it'

Interviewer: And that's not really helpful?

P2: No

Interviewer: No, okay. Well, that's kind of it. Is there anything else you'd like to add about feedback or taking part in the trial?

P2: No, I mean I think it's definitely a useful tool and I think it's good that it's electronic rather than paper, but I think it's just finding the right, I guess it's finding out where you need to use it and developing it to suit that purpose a bit so it's not so, you know if you were looking for something specific

Interviewer: Have you got an idea of what we'd change about it to get that?

P2: I just think like, if a group has a particular task, like we've got a health watch group but they go and review health services, so it might be that they'd like an electronic questionnaire or the

opportunity to leave feedback so they could take it and fill the questionnaire out on it and it would collate all of that.

Interviewer:

Okay cool, that's pretty much it, thank you very much.

END AUDIO