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START AUDIO

Interviewer: Good morning P1.

P1: Good morning, Interviewer.

Interviewer: Here we are one more time. I'll just put that there. Em. And it's the, so thank you very much, can you introduce yourself for the recording.

P1: P1, coordinator of Bright Times.

Interviewer: Brilliant. And as I was saying just there, so I've been looking over the course of the whole project, I've been trying to think more about what this system, sort of, means, what it could mean to Bright Times and what it could mean to other organisations, so just as a general question, em, sort of asking if people can say what is important to your organisation? So, what you think the important things are that drive you?

P1: I think it's important that people with learning disabilities have a voice. Em. And, cause, it's like, I think I mibbes mentioned this the last time is, evaluation forms are no good for people with learning disabilities. A lot of people, em, will struggle with that, whereas as a spontaneous video message or just a recording I think is more apt with them. I think, em, it looks, I mean I just did two funding application forms and I was able to write on them: 'That when it come to evaluation we use, we're part of a trial with Northumbria', is it Northumbria or...

Interviewer: I'm Newcastle.

P1: Newcastle University. I didn't put Northumbria, I put north... but I, I put to do with this ThoughtCloud an evaluation tool, and it, it, [claps], it looks and sounds great.

Interviewer: Yeah.

P1: To funders I think.

Interviewer: Okay.

P1: But, I've got a question but that'll probably come later.

Interviewer: You've got a question for me?

P1: Well, no, no, no, I'm just it's, I think it'll probably come as regards how, how we use it.

Interviewer: Yeah. I mean, that's basically where we're going next.

P1: Yeah. Exactly, aye.

Interviewer: Em. Aw, so that's good, I mean have you had any feedback on that like? I mean...

P1: No.

Interviewer: Is that just...

P1: It's a, well the thing is, I haven't got, I haven't had any feedback because the funding I won't know until December. I won't, I won't know, no, no funders are going to get back in contact with us and ask about the evaluation tool, I wouldn't have thought.

Interviewer: Okay.

P1: They'll, they'll probably look a bit baffled and think that looks good [Laughter].

Interviewer: So, they just go and they won't ask any questions?

P1: They wi, well, em, no, you either get a yes or a no with funding applications, you, I've never ever got a funder come back to me and say: 'What's this?' or 'Could you explain yourself a bit better there?' It's like...

Interviewer: It's just straight up yes or no?

P1: Yes or no. Aye, aye. I mean, if we get the money, then there's a chance they might turn round and say, you know, cause that's me question is because, the funders will be expecting to see something...

Interviewer: Yeah.

P1: ...from this.

Interviewer: Yeah.

P1: Cause I've said I'm using it. So, it's how I use that, how, how, how can I, I think we've talked about this before, it's like for instance when I'm putting in my monitoring forms, is, do I put a link into the monitoring form?

Interviewer: Yeah.

P1: So that, so that whoever is looking at my monitoring form can go: 'Oh right, that's that thing he was talking about, that ThoughtCloud.' Clicks on the link and all these things come up. I mean...

Interviewer: It's, it's...

P1: ...chances are that won't happen, because I've filled out monitoring forms in the past and well, actually I'm not so bad, but other people have filled out monitoring forms for Bright Times, just prior to me [Phone rings]

[BREAK IN RECORDING]

Interviewer: Yeah, so monitoring is, em, so yeah, quantitative and qualitative descriptions of work that's being funded?

P1: Yeah, yeah, with, with, I, I can write down, em, so many people have done this: Cycling; and so many people have done that: Gardening.

Interviewer: Oh yeah.

P1: And we've been to this, we've been to that, but the quality thing, which is: are people with learning disability getting, really getting something out of this...

Interviewer: Yeah.

P1: ...as opposed to just turning up.

Interviewer: Yeah.

P1: Is when they, when they do the stuff on the ThoughtCloud because that's what an individual is talking about. Em. The event or the cycling and, and, you know, I mean a great example is one we've already done is when we did the cycle, the ride leader training with Sustrans and C2 and C1 were just so excited when they'd finished that I said: 'Whoa, hold it there!' [Laughs]. 'I've got it!' And, and, and on that you have them talking about, you know, it was a real sense of achievement for them and it boosted their self esteem and self worth and, and, and, if I'm, if I'd written that down out of memory it would have been rubbish.

Interviewer: So, you sort of said: self esteem, self worth, there, I mean, what's boosting it there the fact that they're on camera doing it?

P1: Oh, no, no, that's from the course they were on, but they were expressing it and, and, it's, it's, that's, it's the capturing it, it's the capturing it is, eh, it's a very easy tool to capture that.

Interviewer: Yeah, yeah.

P1: I mean, obviously we're working with people with learning disabilities, you get, like there's one particular women who thinks it's benefiting me, so she'll always, she always says how great I am on it. [Laughs]

Interviewer: Yeah, yeah.

P1: And that's just because of her learning disability, I, you know, I'm trying to say: 'Talk about the course.'

Interviewer: I think that's interesting as well, I mean, I, that's, like at the end I've added a thing, we were talking about that recently, do they think that they are talking to you? Anyway...

P1: Some do, some don't.

Interviewer: No, that's really good. And then when you've logged in and looked at those videos or we've, you've seen those videos now? Cause I think...

P1: I haven't seen them all. I've seen some of them. I seen the ones on the Sunday.

Interviewer: But the two you were talking about C2's one...

P1: Yeah, the transit, yeah the ones from...

Interviewer: And when you actually look at the video though, do you think: 'Is it capturing the thing that you're saying?' or...

P1: Yeah, yeah, yeah, I think it's, it's, it's capturing, I mean, it would have been great if I had it on the first time he said it.

Interviewer: Aaaaaaah.

P1: Do you know what I mean? But, I, I, I, I stopped them and said: 'Wait there C2', I put it on, 'Now repeat that again.' So, it wasn't exactly, but it was as near, far nearer than if I'd written it

down. If I'd written it down it would have just, all the magic would have went out of it completely.

Interviewer: Yeah.

P1: So.

Interviewer: Em, cool. Eh. And then just, something else that I thought of that I'd like to ask you, based on what you said there, just to say with this 'what's important to Bright Times.' Obviously you talked about 'giving voice'. I mean, can you say more about what 'giving voice' actually means? It's a tricky one but...

P1: Yeah, yeah, yeah, em, well, well, asking people's impressions of what's going on. Em. You know, with, with, you might, you might... Well I suppose nowadays everything has to be evaluated. Everything you do, whatever, you fill out, you get money for stuff, they want you to evaluate it. And, I could sit down and do a whole page of waffle.

Interviewer: Okay.

P1: About how wonderful the course has been and I often do [laughs] that's part of my job.

Interviewer: But you're not making it up?

P1: Oh, no, no, no, but it's dry, it's you know, it hasn't got, you know, I imagine people read them, they think: 'Yeah that's roughly the same as Age UK did when they did whatever.' We all put down roughly the same things. To have individual's input, personalised individual's input from a person with a learning disability about what they thought of that course, I think, eh, invaluable and you know giving a voice is a strange phrase but with people with learning disabilities it's very important, because for years things were done to them.

Interviewer: Yeah, yeah.

P1: They went to day centres and, you know, they went through the motions. Nobody asked them if they enjoyed what they were doing, nobody give them a choice about what they were doing they just did it. Bright Times, and, and, and, some more progressive charities that work with people with learning disabilities want people, they want people to make choices. Like, em, the cycling, is their choice, we did, I did a taster day down at North Shields, they, they, on adapted bikes, but while I was down there I asked: 'You haven't got just a bog standard bike have you?' Brought one out, they all got on it, you know: 'Way, hey!' I remember that cause they hadn't cycled in twenty years, some of them, and, and they were really inspired and said, 'I'd like to do more of this.' Well being a keen cyclist myself I thought: 'Yeah, I can sort that out.' The, they really do love it, they love it and that's the same to do with the gardening or, you know, anything, you know, like to do with the ride leader course was a great example of that.

Interviewer: No, I think it's really interesting and it's fantastic that there are organisations like Bright Times, because they do seem committed to, like what you're talking about, people with disabilities had things done to them, there's been like a really a big change, I mean, and that's not that long ago really, over the last...

P1: And it still happens now, it still happens now. You've still got, em, places where they go and they sit around all day. Em. I know one which is, eh, I won't mention the name, but is classed as an arts class and I went in there and it's just eight people sitting round a gigantic table with some felt pens and a bit of paper.

Interviewer: Yeah. Are you talking about my workshop? What did you think of that by the way? I never really asked you.

P1: I haven't been in it yet man.

Interviewer: No, no, no, that's the one you're coming to, I mean the one I did with...

P1: Oh, just the other week?

Interviewer: Yeah.

P1: Oh no, tremendous, they really got engaged in it.

Interviewer: Yeah.

P1: Every one of them.

Interviewer: Yeah, they seemed to.

P1: There was one or two who struggled.

Interviewer: I felt bad when people left at the beginning. I felt really...

P1: No, no, the whole thing about it...

Interviewer: ...felt really bad cause, I thought Graham would stay because we had been out on the day out and he was like, 'No, I don't want to do it Interviewer.'

P1: Graham, I tell you why the two people who left, Graham because he's blind and he would, he would struggle, you know. And it's that self esteem thing. He wouldn't have got a great deal out of that.

Interviewer: Yeah.

P1: Anne, the other lady who left, she, whenever there's a task to do and especially if it's to do with being creative...

Interviewer: Really?

P1: ...she goes up every time I've, every time I've tried it, it's like, [sighs] it's a self esteem thing. She doesn't want to be put on the spot. Em and she will avoid it like the plague. So, neither of them leaving really surprised me so don't take it personally.

Interviewer: Okay, well I've never really done such a big workshop before.

P1: Aw no, they really got into it.

Interviewer: I wasn't, I just, I wasn't sure, at one point they were all yawning [laughter] all talking about yawning and I was like, 'Is it really boring?'

P1: No, no.

Interviewer: Em. But it was really...

P1: They love being engaged in stuff and they were engaged. You know? Yeah, don't worry about it, they enjoyed it.

Interviewer: I've got all those letters for you.

P1: Thank you.

Interviewer: Em. Yeah, sorry sort of wandered off the topic there, yeah, we just talked about 'giving voice'. I mean, I'd say the reason I've went back to that is because I think the more I do this, the more I see, like, what my work should be more about in the future, if that makes sense? Are there ways you can use tools like this to actually do some of that stuff that's talked about? I mean do you see that? Do you see opportunities for that to give people voice?

P1: Em.

Interviewer: I mean beyond the, I know we talked about Sustrans might want it for promotional and to advertise and stuff, em, like, does it give them a voice in, say, I don't know, could we use it to capture ideas for future things that you're going to do?

P1: Oh, oh, yeah, I mean that's the, the thing that it is, is it's, it's a video really, so, I mean, you could turn round and you could use it, em, in talking about, like sort of, what people want to do in the future and things like that, you could...

Interviewer: Yeah, which I think would be...

P1: ...cause the thing what, it's, it's very, it's that same thing again, it's about asking people...

Interviewer: Yeah.

P1: ...but once they know that they're being videoed, they become more engaged.

Interviewer: Yeah.

P1: Em. I mean, there's, I, we do the safe places and a few of the different things where my lot love doing role play, they love being the centre of attention. So, if you're shoving a camera in front of their face, you know?

Interviewer: Yeah.

P1: There's one guy you'll have seen on there, em, he sometimes can't think what to say, but he just wants to see his face in the camera, he's just like: 'As long as I'm on the camera.' And I'm having to egg him on like [claps]: 'Howay, then.' Yeah know?

Interviewer: Yeah, yeah.

P1: He's just, yeah.

Interviewer: Who is it?

P1: Chris.

Interviewer: Oh yeah.

P1: Chris, Chris, he takes forever to, em, but I think half of it's just he just doesn't want it to end. [Laughter]

Interviewer: Yeah, he's really nice, he had a support worker with him. So is he the only one that has someone accompany him?

P1: [Sighs] Em, Yeah.

Interviewer: Or is that something not something that we should talk about?

P1: I, I, I could, tell you some other time about that.

Interviewer: No, that's just me being curious.

P1: No, no.

Interviewer: We should probably stick to this cause we've not got long left. Okay, no that's great P1. Yeah. So, that's the sort of stuff I've been thinking about the values in the system, the values of Bright Times, em, how that, how they can come together. Cause actually I was thinking maybe it would need to change it slightly to make it fit with Bright Times wven better, the way you work. Actually I start to see a system where you just catch, it's not really about getting ratings, it's just capturing what you're doing and collecting it.

P1: Yeah, yeah.

Interviewer: And, oh the other thing, even before we move on, you talked about, so if you are using this in funding applications, they want to see something from that, obviously we can give them a link to a Dropbox if you wanted to give them the videos, if it's not going to work on the website, the other thing that we've been talking about in the lab is other ways of representing use of the system.

P1: Uh huh.

Interviewer: So, like not just, like because, a lot of the organisations have trouble with sticking the videos online, you can't just do that because of consent and stuff, it might not be ethical. Obviously you can ask people but then, maybe that's a bit better. But, we were talking about, like, maybe on the ThoughtCloud website you'd have a page that showed like statistics of how much you'd been using ThoughtCloud.

P1: Okay.

Interviewer: So, instead of the videos you would see like a graph and it shows you like: Experienced Cycling, you know, and it could have the ratings in there.

P1: Mm hmm.

Interviewer: Or it could have like this is how many videos were left, or this is how long the videos were, so that you get like a really nice page on the ThoughtCloud website, so that, so for your funders or for your monitoring you could go: 'Look, there's the raw statistics.'

P1: No that's good. No, no, no. Cause I think what it is, when I'd be offering: 'If you go onto ThoughtCloud, press this link and you'll be able to go onto ThoughtCloud and see what people think of what we've been doing.' There's no way a commissioner is going to do that. [Laughs]

Interviewer: Yeah.

P1: They're not going to do it. Cause the thing is, they haven't got the time to sit there and watch the videos.

Interviewer: Yeah.

P1: Same as I don't think they've got the time to read the monitoring forms half the time.

Interviewer: Oh right okay.

P1: But they've got to do it. But, if, if, they love raw data.

Interviewer: Graphs and things.

P1: They love owt like that. It's, it's, I suppose it's, and this is no offence to you or your project, but, it's sometimes, people love being baffled by the bullshit of it all. Do you know what I mean? Don't get me wrong, don't get me wrong. But, sort of

like, if you go: 'You can go to this page and on there will be graphs of all the,' just like what you've just described there, they'll go there and go, 'Aye, that looks really impressive. Smashing.' Not understand it whatsoever, 'Champion. Great. P1 fantastic. Great work.' Cause nobody wants to go, 'what does that mean?'

Interviewer: Yeah, yeah.

P1: Nobody does, everybody prefers to stay ignorant rather than ask the question or say to people: 'I don't understand'. Everybody goes: 'That's fantastic.'

Interviewer: Yeah.

P1: So, this, this, I am the arch cynic.

Interviewer: You're not the only one.

P1: But I've been in this business quite a bit and I know the way they work and the way that they, they love to know you're doing something. But, they're not really bothered about the details. So, if, if, there's something on the site that you can point them to, that shows that you are regularly evaluating your work and there's an option, if you do want to have a look what the evaluations of the cycling were...

Interviewer: Yeah. You can look, yeah.

P1: ...you can look, that's the option. They won't. But, that's the beauty, that's the beauty of it is that, that it's there, this is what I said I was going to do, there's the evidence that I'm doing it and if you really want to look like down to the nitty gritty and see what C1's saying about this, you can. That's what they want.

Interviewer: Who's they?

P1: Newcastle Fund I'm talking about, mainly, the commissioners at the Newcastle Fund. They, they [19:57] want...

Interviewer: Is that a council run thing? Or...

P1: Yes.

Interviewer: So you do individual contracts for individual pieces of work with the council?

P1: With the council I get the majority of my core funding. So, when I'm applying for them I mention the fact that, all the stuff that I do. I mention the fact that I'm doing the gardening, the, the cycling, the activity days. I mention the fact that I will be doing, eh, the chance to dance thing, that's coming up. Eh. They're really pleased, it's almost like everybody is covering their own arse. [Laughter]. I mean it's terrible.

Interviewer: Yeah.

P1: So that's why they want to see evidence that you're doing it, but they don't particularly want to see the individual bits of evidence.

Interviewer: Which is, surely that kind of doesn't really work, because if they really want to cover their own arse you think they would look at the evidence, you know, like they would make sure it was all there.

P1: No, no, is, is, they, I mean they mightn't, yeah, what they might do is, they might go: 'All right, there's a graph... Aw I like that. That's smashing that. Great. Okay. Em. Oh tells us to dee, press that.' And then C1 or C2 come up and they go, 'Aaaah, right I see where, Gl... Yeah. Yep.' They're not going to listen to them. They, they're only going to see that it was there.

Interviewer: But what if it was transcribed or written down? Would that be better?

P1: No, that would be like going back to me doing it really.

Interviewer: Well no, I mean, what I mean is, what if the system could automatically do that for you? Cause Youtube actually does that now, I mean we wouldn't use Youtube because then Google would own it but you can put videos into Youtube and it will do the captions.

P1: Oh, right, right, right.

Interviewer: Sometimes it's absolute gibberish it comes up with, but I mean like, I'm just trying to think what would be more helpful. Like, what would a commissioner actually do?

P1: A, a, well the thing what it is, I think that they just want you to say this is what you're doing. And the idea is that they won't look at that unless I cock up. Then, then they'll search everything and I've got to be able to say: 'This is what I said, there it is.' It's... [sighs].

Interviewer: Depressing?

P1: Well not depressing, it's just...

Interviewer: It's a game.

P1: It's yeah, that's the game we play. Eh, they haven't got time to read through all the stuff. But, they need, I mean, you'll go to some of these meetings and some of the characters you come across, eh, and I use the term that comes from hypnosis called 'artfully vague' and if you listen to a person and listen to the tones and intonations it sounds like they're saying something, and sounds like they're saying something important.

Interviewer: Yeah.

P1: But if you listen to the content, there's fuck all there, there's nowt there. [Laughter]. But, they're the ones that are reet at the top.

Interviewer: Yeah.

P1: Honestly, because the hypno, because what happens is, people go like: 'I don't understand a fucking word he's saying but it sounds impressive...

Interviewer: And they don't want to look stupid?

P1 ...and I don't want to look stupid.' Exactly.

Interviewer: Yeah. Got you, yeah. I would love to be able to master that, you would end up a politician then, wouldn't you?

P1: Yeah, you would. You would. Or, or a hypnotist [Laughter].

Interviewer: Either way you're doing well. Right, crap, we totally, we got stuck on the first section for ages. Em. No, that was really interesting, it's good to get your point of view on the whole thing. Because actually my other professor, I have one professor who is one of my supervisors and he's telling me this stuff but from the other side. He's been in it for years and he thinks this sort of stuff has been done and he's like the whole system, all the different players in it from the people providing services, to funding, all of that it's just a big, complex mess almost, where each part impacts. Where no one really knows how each part impacts the other and everybody is just scrambling around doing their thing, em, so to hear you talking about it, I'm starting to get more of a sense of what it's really like.

P1: It's, it's, I think what you have to do is you have to settle down to the cynicism of it all and realise. I mean, I knew, I worked it out that the big thing to do with council funding and generally, the NHS and stuff like that, they've got trends. And at present health and well being is their trend.

Interviewer: Okay. So they...

P1: And what we were doing, what Bright Times were doing [25:03] and hate crime.

Interviewer: Mm hmm, okay, yeah.

P1: And it still is and it has been for a while, so that's what I focus on and that's how I'm progressively, hopefully getting more successful in getting funds, because I'm looking and I'm thinking: 'Right, that isn't helping wellbeing and it isn't hate crime, so we'll stay away from that, but we'll go that way and...'

Interviewer: Where do these trends come from? Are they like handed down from...

P1: They come from, you know, hate crime is a big issue especially, it comes from trends in the media and government.

Interviewer: Yeah, yeah, yeah, the media, actually...

P1: Obesity!

Interviewer: ...it probably quite often comes from media scaring people into buying their papers, the government responding to that because they're afraid of the media...

P1: Throw money at something.

Interviewer: ...and all of a sudden.

P1: Once everyone starts worrying about it, throw money at it. Throw it my way!

Interviewer: Yeah, so if I was going to be cynical then, seen as I'm working in this area, then like, that would make me start to look at feedback as just, just something that's part of the system, it's not really...

P1: It's part of the system, it's, it's a necessary part of the system, cause that's what they always ask. They want evaluation; they

want monitoring; they want feedback. Em. I personally, as much as I look at that side, the big organisational monster which is the councils and the government and being cynical towards that, me, working with people with learning disabilities and hearing their views is very important to me, that's what gives me the smile on my face a lot of the time. When I see a person with a learning disability being very excited by what we've put together, what I've promoted and their now enjoying, em, I'm, I'm over the moon, that's what makes my job, not all the rest of the bullshit.

Interviewer: Yeah.

P1: But I understand that I've got to do certain things and this is the best I've ever come across, you know? Cause, cause it's there, it's historical, you know what I mean, regardless of all the bullshit it's there. People are talking about what they are doing and talking about how much they enjoy what they are doing and, and, you know, we can always, who knows? In years to come, as much as there's cynicism from your professor, is who knows, in years to come we're actually doing applications...

Interviewer: Yeah.

P1: ...I mean I'm doing applications on the Internet now. But, but, there might be applications, the don't at the moment, they don't seem to be that far advanced, where you can put links into other things.

Interviewer: Yeah. That would make sense to go that way wouldn't it?

P1: Yeah. Yeah. So, like for instance, if I'm talking about, em, wanting funding for the cycling, I include a cycling video with people on the end of it telling the camera how wonderful it is. So that the Willing Charitable Trust [? 28:27] or Hadrian Trust, they go, you know, they read all my stuff, what I'm saying how

wonderful we are and how wonderful we do. They can go:
'Boomf!'

Interviewer: No that sounds perfect. And it would great for me too, if this becomes part of all that, that would be the dream.

P1: Well, I, I, I, think this is the start of it all. It's, it's, em, it's, I think a lot of the time, em, I think it's going to take a bit of catching up to do that. Yeah. Unfortunately, it's going to take a little while.

Interviewer: Well if you're talking about the council like they're, you mentioned social media there, there they don't like that.

P1: No, no.

Interviewer: We collaborate with the council and start off talking about something, giving them these digital tools to share everything and they quite quickly go, we're not going to be in charge. And they're a bit afraid I think. And you don't have to be afraid of social media because of the positivity that comes out of the council, you know...

P1: I mean, you know, we got a thousand views when Malcom got back on a bike after twenty odd years...

Interviewer: Wow.

P1: ...bizarre, but, but, I mean this is people right up and down the country, that we know, that people know, and, and it's just...

Interviewer: See that's brilliant.

P1: ...I was flabbergasted.

Interviewer: That's brilliant, that's so much better than, like and then, that's so much better than, like, videos that, the worry now, it sounds like is we're recording this stuff, it's there...

P1: Uh huh.

Interviewer: And, these people, no one ever looks at it. And, like, that's, that makes me feel bad for people leaving feedback, do you know what I mean?

P1: Yeah.

Interviewer: Em, so I wonder if there are ways that it could more useful to you. Maybe, the system needs to be more, maybe the future version needs to be designed more in line with, I don't know, something like, that's helpful for you and what you do, do you know what I mean?

P1: Em, I, I like this evaluation bit, but it would be, eh, and obviously you've got the tiny little window. I think it would be, but then again I suppose you can do this with any computer, you don't have to do it with that one. I mean if it was a package, then to have a bit where I could go there and watch them cycling sort of thing and you could attach that in as well. So, so, what you've got is you've got the main video with the evaluation bits on the end of it.

Interviewer: And even photos and stuff as well.

P1: Yeah, yeah, photos. I think so.

Interviewer: It has started to seem, like that's, em, yeah. But then it maybe starts to become something different, like this is an evaluation tool...

P1: And then do something else different.

Interviewer: Em, okay right, we should probably move on, right, so it's nearly 10 o'clock, do we need to cut off at 10?

P1: No, you're all right. I'm just waiting for this email.

Interviewer: Eh, okay, so, excellent. That's good we talked a lot about the climate, basically. Have you got the email?

P1: No, I can't see it. I can't see her putting it in yet like.

Interviewer: So this one, yeah, we've kind of talked about this before, but thinking about the system as a whole, so this is both the tablet and website, I know you haven't had that much...

P1: I've been on the website a couple of times.

Interviewer: So you, do you remember all the stuff that you can do on there in terms of sharing and things?

P1: Yeah.

Interviewer: Well, yeah, so the question is, can you tell me how the system has been used? So the whole process from recording it to...

P1: I mean I've, time, time, is, is been a major factor in us not having as much time on it. Em. I've recorded stuff, and obviously I know it's on the ThoughtCloud and I've used it to send to Sustrans. But that's the only time I've ever used it, and to send to you.

Interviewer: Yeah.

P1: Em, I haven't used it since then, and I think that's, I mean it's the same with our website, em, although that's a little bit easier than the website. Like for instance, with the website, I'm, and as a matter of fact I was going to ask you about this, em, I want a volunteer to come in, once a fortnight, really as often as they possibly could and put stuff on our website, for me, because I just don't have the time, wordpress, as much as everyone says it's dead simple, I find, I had a bloke, two hours he sat here, I've got all the information in a file there, all the stuff, I followed it to the letter. He did it, di, di, di: done. I'm: di, di, di, di, di, di, ah what the and it just never came out the way I wanted it.

Interviewer: Yeah.

P1: And I've realised that, I haven't got the time; the inclination; the skills; expertise; anything, to do with that. It's one of my weakest points. I need to get someone to do it for us because, the Facebook's up to date, as soon as we do a thing it's on there, but I'd like to be able to advertise and promote the website. At the moment I don't promote the website cause it's out of date.

Interviewer: Well just, I'm here every Tuesday, I'm happy to help out.

P1: Would you? That would be great.

Interviewer: I'm down stairs with Duncan, I'm also at the moment I'm sowing Diane Milligan how to use computers as well, so if you just want stuff on...

P1: What I would do is I would just put stuff aside on the computer and say this is the stuff that I want on the website. That would be great.

Interviewer: That's fine, no problem, just come and grab me. But, that's interesting as well from my point of view, because this is another digital system and there's not, you're not alone like, every time I come to talk about it passwords have gone missing, it's just IT.

P1: I think, I love IT from a certain aspect but if I had an admin person, this wouldn't be a problem, because they would be skilled in all that stuff and I would just give them the information but because I do everything, is, I have my list of important things to do, important things and things that are going to be productive, I don't want to spend a whole day trying to put one picture of a safe place that we've just recruited onto the website. And at the end of that day still fail to do it, do you know what I mean? It's a waste of my time and energy.

Interviewer: Well you would think that they could, with mobile technology that could be made super easy for you. I mean really safe places should have an app, or something. I know you had this conversation with the uni.

P1: Well somebody's developed one now.

Interviewer: Oh have they?

P1: They've developed one, it's Leeds have done it and they want something like, em...

Interviewer: Leeds uni?

P1: They might have developed it with Leeds Uni, this company...

Interviewer: But they want?

P1: ...but they want about fifteen hundred quid a year to support it.

Interviewer: To run it yeah?

P1: And, you know, everyone who was in there was going: 'Fifteen hundred quid, you're kidding aren't you?' That's a lot of money for us little, well, we're a charity who run safe places and we actually do a lot better than, like for instance, Durham is run by the Police, they haven't got a pot to piss in.

Interviewer: Wait so is safe places national?

P1: It's a nation wide scheme. But every area it's run differently.

Interviewer: Okay.

P1: And this is why we, we are quite successful with, touch wood, touch laminate, with our funding is that we run it. [Phone Rings]

[RECORDING INTERRUPTED]

Interviewer: Okay, em, yeah, so has the system changed or impacted the way that you collect feedback at all?

P1: Well, I never did. I used to, when occasionally somebody would ask us for feedback for something, is I would have to do it retrospectively, so I gone over to them and: 'Do you remember when you did this? What was that like?' And actually I found a big list of all the things that I had written down. And, and none of them sound like it's the people who said them, you know what I mean, cause I write them down in the way that I remember, it's dead. Whereas with this it's really alive and, em, I, I think it's a great way of collecting feedback, it really is.

Interviewer: Well, the other thing, I think we talked about as well was, em, like forgetting to use it and stuff, so like, like...

P1: Yeah, so that's another thing.

Interviewer: ...I don't know if you've had a chance to think about that, like how you would integrate it more into, just to make sure you were getting what you wanted if you know what I mean?

P1: Em.

Interviewer: Cause I think that's the other thing I'll be looking at is, is there a way we can put a process around it? How can we make it routine for people to use it?

P1: Em.

Interviewer: There might not be an answer to this one to be honest.

P1: I mean, I think what it is, I always leave stuff, luckily enough this desk's vacant at the moment and I know that I've got to take that wherever I go, so, often I remember to take it but then I never remember to, for instance today, I'll remember I'll take it down there, we'll put the bikes away and before you

know it the taxis have arrived, people have gone and I'm going: 'Aw, bloody hell, ThoughtCloud!' Yeah.

Interviewer: And then what about, maybe logging in and reviewing things more regularly?

P1: Well for instance today, I've thought about it just as we're talking about it. I take lots of photographs that go on Facebook. Now, what I might do is, eh, do, use the ThoughtCloud instead of the camera. So, when I normally go: 'Right here, we're taking a photograph for Facebook,' I'll, I'll get a hold of the ThoughtCloud and I'll say: 'Say something into the camera. Wey hey, great.' That kind of thing. Just say anything, wave!

Interviewer: Yeah, well I mean you could just to that using the tablet, you don't have to use ThoughtCloud. You could just open up the, or use your phone, you've got a phone right there, you could do all that. Em. Yeah so I just think... [Phone rings]

[RECORDING INTERRUPTED]

Interviewer: So, just examples of, examples of a typical use of the system?

P1: Typical use of the system? So, if we've done, well like cycling I suppose, cycling's the typical one, em, it's to say: 'What did you think of that?'

Interviewer: Yeah, I think we've covered that before and I think, you said before, in another interview, em, making sure it's 'part and parcel of an exercise and not just tagged on at the end.'

P1: Well, and that's something I need to, just talking about it there, is remembering it's in my bag. Do you know what I mean? It's just, it's just remembering, hopefully today because we've had this conversation, I will...

Interviewer: It's going to be...

P1: It'll be on my mind and we've got four people coming down and, em, they have rest periods, and in the rest period I'll try to get them to...

Interviewer: If you do get, is this the last time you're going to use it, do you think?

P1: Em, we've got an AGM tomorrow, so, so, I could possibly use it, sort of after lunch and say: 'How do you think the AGM went?'

Interviewer: It's just that when you, cause when you go away, over the next week or so I'm going to be pulling all the sort of hard data out of the back end, of use data, so if you do use it between now and before you go, if you remember to sync it. Do you remember how to do that?

P1: No. You'll have to show us it.

Interviewer: It's just that button that's on the front screen. Like the arrow.

P1: On this itself?

Interviewer: Yeah, like if you, yeah. Is it on?

P1: No, I turned it on now.

Interviewer: If you, any time you do anything on ThoughtCloud, em, to get it to, to get the data to match what's on the server, you need to press this button. It doesn't do it automatically.

P1: Is that like, sort of a, re...

Interviewer: It's a reload button that I've used so probably I should have use whatever the standard symbol is for refresh. Em.

P1: It is a refresh button is it?

Interviewer: it looks like refresh. It's just on the front page. You know where your list of events are, on the front?

P1: Yeah, yeah, yeah.

Interviewer: There's just like a plus button for make new event and then next to that there's a twirly...

P1: Aw, okay.

Interviewer: Aw great, it's going to upgrade. But just to make sure that I've got all the latest data if you can make sure, there we go it's that.

P1: Right, got you.

Interviewer: Is it connected to Wi fi? Right now?

P1: I just assume it is always.

Interviewer: Yes it is, good. As long as it's connected to Wi fi it should just sync. So that's that, so if you do, do any more this week it would be amazing if you can make sure it was synced before you leave, because, we'll be doing all the analysis of how many videos we got and all that. Does that make sense?

P1: Yeah, yeah, yeah.

Interviewer: Do you think that should be a different button?

P1: No, no, no. It's only two buttons, you can't make it any easier than that.

Interviewer: Well I could...

P1: Well you could have wrote: 'Sync' on it. But, nah it's fine.

Interviewer: Well my supervisor told me to just put a big button with text on it that said: 'Sync this to, yeah' But I was like: 'Everyone knows what these buttons mean.' Anyway, so that's that, em, so moving on to more thinking about the feedback that you've collected. Em. How is that feedback been used so far?

P1: Well like I say it hasn't been used so far, and I'm not sure how to use it.

Interviewer: Yeah.

P1: I would like to be able to, if, em, like the new monitoring forms come in for the Newcastle Fund, it would be nice to be able to, even if I don't use it, be able to say: 'Press this to go to our ThoughtCloud and see personal evaluations for people with learning disabilities about the cycling, gardening, whatever.' That, whether that's practical I don't know. But, but, yeah. Pointing people in the direction, just in case they do want to look at it.

Interviewer: I think you have a good sense of what's in the videos don't you because you're always there.

P1: I'm always there, yeah, yeah, yeah.

Interviewer: So, I mean, is mainly just people saying: 'P1 you're brilliant, this was brilliant.' Or is anyone ever more critical?

P1: No.

Interviewer: Cause actually...

P1: Sometimes.

Interviewer: ...Terry said on the, cause I looked at the Sustrans ones too, and I think Terrence said...

P1: Yes, Terrence wasn't very...

Interviewer: The first thing he says is: 'I'm a bit unsure about the roads,' or something.

P1: Yes, yes.

Interviewer: Eh, but then he goes, but then they sorted it all out so it's like, you know...

P1: Yeah, what happened, what happened on that one and it's something I'd, I'd, I didn't, I wasn't aware of, Terrence is incredibly confident cycling but we do stay mainly off the roads and when we were doing the ride leader training, you've got to go on the roads and obviously it's my job to keep an eye on who I'm working with and I seen a very, very anxious Terry and I'm like: 'What's the matter with you?' and he says: 'I don't want to gan on the road.' I says well: 'That's part and parcel of this.' And he says, 'I really don't,' and I said: 'You don't have to. You don't have to do anything, if you don't want to do it.' So he just got off his bike and put his bike by the side of the road. So, when C2 and C1 come back full of beans...

Interviewer: Yeah.

P1: ...he wasn't full of beans, he was like: 'I didn't like going on the roads.' So, yeah, he was very honest and...

Interviewer: So, could you see a way of using maybe a more critical piece of feedback like that to adapt the experience.

P1: Aw, no, no, cause I mean the while thing about it, is, if an individual, I'd love people to turn round and say, 'I'm not happy about', and mind I get that, this is how it works out numbers wise. So, I'd love more people on the gardening and cycling, but lot a people don't want to do it, they don't like it.

Interviewer: They vote with their feet.

P1: Yeah, yeah, they vote with their feet really, you know what I mean? That't the thing, is, em...

Interviewer: So, you're actually getting that feedback just from...

P1: Aw, just by numbers and it's frustrating because I want more people, all the time for each thing, cause that's part of the evaluation as well.

Interviewer: Yeah, em, okay, I'm just going to close that, I don't want it to run out of battery if you're going to use it later. Yeah, so do you think though if you have recorded something that is critical...

P1: What am I doing.

Interviewer: No that's fine, it should last, em, but ThoughtCloud is programmed so that the screen never turns off, so people can use it, like most things the screen will shut down.

P1: So that's shut down now?

Interviewer: No, what I mean is when ThoughtCloud is open it'll just stay on. You know so we can get the button presses. Yeah, so thinking about those more critical ones, eh, is there, is there a role that this system could play, maybe in the form that it's in just now, maybe not, but a role that it could or should play in responding to services users, if they do. So, thinking less about the funding side of it...

P1: I mean...

Interviewer: Is there a way that we could make it, is it helpful first of all if there are ways to respond to that, so if you could respond through the system to Terry and say: 'Don't worry about it being like that, I know your concerns next time it'll be even better.'

P1: Not through the system, because I don't know, he wouldn't have access to a computer or anything like that.

Interviewer: So he's got no access to a computer.

P1: I mean, he's got a games console which, I don't think he's got a computer. Eh.

Interviewer: Does anyone? That you know of? C2 will.

- P1: C2, maybe, I think it's C2. C3 might have one. What I'm, it's another one of them on my tick list to do, cause it was mentioned to us a while back, was to do a digital workshop with everybody, and, and, because, one of things about, you know they go on about getting older people involved in the digital world, but we really need to get people with learning disabilities involved into the digital world.
- Interviewer: I totally agree, yeah.
- P1: Because I mean, like for instance, everybody's got phones, virtually everybody's got phones, but they've nearly all got that little Nokia thing.
- Interviewer: Yeah, I know, I know. The thing that we had in the nineties.
- P1: And, you helped me put that QR code on the safe places leaflets, which is fantastic and everybody we work with, with learning disabilities sees it and goes: 'Wow, that's great,' but not many people have got smart phones. But that's, you could easily go: 'Well what's the point in putting it on?' But the point is we want people to have smart phones, we want people to be able to access this, we want people to be able to open their world up like, you know, like our world's been opened up. I mean, I know, it can close your world down in other aspects as well because everyone's totally focused on what's going [50:26] on, on the Internet, em, but we've got, I think, em, C3, might just be C2 and C3, but they access Facebook and stuff like that so, we want people to be a lot more digitally confident. Obviously you've got financial elements in there as well. I honestly think if, if you gave majority of people in Bright Times a smart phone and showed people how to use it.
- Interviewer: Mm hmm.
- P1: They would use it. They would. The only trouble is, the only thing is, is finance, that's what it's all about.

Interviewer: Cause they don't have...

P1: They don't have the finance to have, eh, a flash phone with Internet connection. Em.

Interviewer: It is quite cheap these days.

P1: No...

Interviewer: My new contract is nine pounds a month, em and that's 2GB of data, what they've done is taken out all the minutes, like, so I get two hundred minutes, but I never phone anyone so I don't care, I want the data now. I don't want the, and the texts are always as many as you want, but you have whatsapp, so...

P1: But, but, but, see what you have to do there, is you have to educate the person with a learning disability about that.

Interviewer: Mm hmm.

P1: But you also have to educate the support staff, or the parent.

Interviewer: Okay.

P1: It's a little bit more of a complicated process.

Interviewer: About the...

P1: About, how cheap it could be.

Interviewer: And there is the danger that you run over your limit and stuff, as well, which is what the companies are hoping for.

P1: That would be an issue, I mean.

Interviewer: It would have to be like, once you're done you're done and then you can't use it until next month.

P1: But I mean, I got in contact with Orange a while back about the safe places and they thought it was a really good idea and I was talking about an app, you know, with the lab and stuff like

that, everybody got really excited and I thought well if this moves on what I would do is turn round and say: 'Why don't you give these people some phones?' You know, you're a bloody big company, it's going to cost you pennies, but obviously it never happened, do you know what I mean?

Interviewer: Yeah.

P1: I thought it would be a, it would be a great kudos for the company to be able to say, 'We are providing this.' And linking it with the safe places, you know? Em. I mean, if that was the case, I would look for the fifteen hundred quid funding for the safe places app, cause I would have, I would have more meet on the bones of the whole project thing. At the moment it would be like, well nobody's got any phones, why are we giving you fifteen hundred quid for? Yeah.

Interviewer: And is that the same, all these questions are like, how would you use the system to respond, to feedback, you just really couldn't right now, because they don't have access.

P1: No, they don't have it, I mean, you know, [sighs], I hope that we will in the future, cause this depends on my job, get some younger people in to Bright Times and they will have phones. They will have phones.

Interviewer: Well I mean they're going to grow up with it so...

P1: If you look at the age of the people that come to Bright Times, you're really talking about late thirties to late sixties. And they've missed the boat. I think kids that are seventeen through to twenty five at the moment will have smart phones.

Interviewer: They do, yeah.

P1: Whether they've got a learning disability or not.

Interviewer: Yeah, okay that makes sense and the last sort of question on this section. So, we've talked about funders, we've talked about service users a bit, responding to them, the other thing that I was thinking is just make it, the general public, so they would have access to this, you know the ThoughtCloud website and we've talked about making things public, like, em, is that important to Bright Times? You know like transparency? Demonstrating to the wider community what you're doing?

P1: I think it's, to be honest I think, demonstrating to the wider community what we're doing is very, very important because, what I've focused on since I've come to Bright Times is, I want Bright Times's name to be like a bloody rash, a nasty rash wherever you go, you see it and if I do that. I mean like, I was speaking to a commissioner a couple of weeks ago, and, em, he hasn't been there very long, he didn't know I worked there, didn't know I worked for Bright Times, but he referred to another guy in the commissioning department who knew my work very well. And I was like, 'Good, good, this is working, this is working.' We're a very, very small charity. We only employ one person: me. And we could easily get lost in the mess of things, that's why I work in partnership because if I'm linked with Age UK or I'm linked with the Cycle Hub, or I'm linked with Sustrans, it's more, people know about us all the time and more people more about were, there's more of a chance of getting the funding to stay in business really. Stay as a recognisable, learning disability charity that do good stuff.

Interviewer: So, you've got no problem with transparency, your open to scrutiny?

P1: The only thing with that, and I sort of take it for granted. I was just thinking about this the other day. I take it for granted that people, and they do, they love being on videos as they love being out there having their photograph taken and this that and

tuther. But, I need to formalise that a bit more as the new members come along as regards asking them, 'do you want your photo on Facebook, dararara.' One big form tht they fill out and sign when they first come.

Interviewer: I think Skills do that.

P1: We've done it. Years and years ago, but not with Facebook, do you know what I mean? We've done it with, do you want your photograph taken for this event. Em. And like I say, we take it for granted because people, as soon as they see the camera, everything stops and everyone grins at you. You know, but we need to sort of change that, as a matter of fact I'm going to write it down now. Em.

Interviewer: Change that for the modern era.

P1: It is the modern era and, eh, sort of, eh, Facebook, etc, permission form. It is the modern era. And when I first started here, I wasn't on Facebook. Bright Times wasn't on Facebook.

Interviewer: I remember when I got it, it doesn't seem like that long ago.

P1: No, no, no.

Interviewer: I was quite late getting it actually.

P1: Well I resisted like the bloody...

Interviewer: Well we did for a while, which, I got it because I moved to Canada for a year and it was just so easy.

P1: It is easy to communicate with other people isn't it?

Interviewer: Em, okay, cool, I'm very conscious of time P1, I'm very sorry. So, the very last question was just about, so em, and this came from the workshop, so when I was explaining, 'Hi, I do the ThoughtCloud thing, that's about feedback.' I wasn't confident that they knew what I meant by feedback. And,

maybe it was just because I was trying to get them to do quite an abstract exercise in drawing it, I started calling it messages, like sending messages...

P1: Aye, aye, aye.

Interviewer: ...but then, that just made me wonder about what your sense of it is, what do you think, that they think they're doing when they give you, when they leave feedback for you?

P1: They think a lot of the time they're doing me a favour. [Laughs]

Interviewer: Which they are.

P1: Which they are, which they are. Em. I'll turn round and say, 'People want to know what we're doing and whether it's good or not. What I'm asking you to do is tell me whether it's good or not.'

Interviewer: Yeah.

P1: Em, unfortunately, I don't know if it's unfortunately, but, you know, a lot of people want to please me, you know, so that's why you've got the Terry, the critical bit, but, em, a lot of people, you know, like I say, I will turn round and say, 'I want you to, what do you think of that.' And immediately one particular person on there, you'll see, she's called Trisha, she'll say, 'I think P1's great.' And I'm like, 'No, what do you think of the course, how d'you.' 'Oh, it's fantastic.' Yeah. Unfortunately, I'm in a position of as much as they are my bossed, theoretically, they look at me as being sort of, like for instance Margaret who rung up just there to say she can't come to the AGM she said, 'You're not going to get angry with me?' and I said, 'Of course I'm not going to get angry with you.' You know?

Interviewer: It's your choice.

- P1: Exactly, it's there choice. Em. I think where that might come from, just reflecting there now, is I am often disappointed if people don't turn up because that's what it's all about, the more people that come to the events that I put on the more successful that we will become, so...
- Interviewer: And the better it will be for them as well.
- P1: Yeah, and, em, I wear me heart on me sleeve, so maybe the tone of my voice does occasionally get over to them that I'm disappointed maybe.
- Interviewer: Well, you said, 'unfortunately' people want to please, that doesn't sound like a bad thing. Unfortunately, from my point of view then, em, yeah, that might mean that all we end up with, doing something like this, is maybe we're not getting the true...
- P1: But, I think that's got a lot to do with a lot of evaluations, mind [1:02:01] I mean to be honest, I used to train, I was a trainer for ten years, training staff who worked with people with learning disabilities and I'd have to get them to fill in the evaluation form. First of all people would say, can I take it away with us, and I'd say no cause I'm never going to see it again, can you fill it out now. You're saying that as people are leaving the building or getting ready to finish the course and they want to go. So, everybody just invariably goes, 'yes, it's fantastic, great.' You very rarely get comments, that's what I found, I used to cherish, when somebody when out of their way to say something nice. Also, you occasionally get people saying the course was too log, I didn't like, you know, we sat down too much, I wish we did more practical, I hate the practical, it puts me in a difficult, you know, you occasionally get something like that, but very rarely, it's and I like this from the point of view, em, you know it catches people and, well I suppose, they realise it's, they're not wanting to sound banal on it so they sometimes more interesting things. I'd like to see

how this works with, say for instance, if I was working in the same group, I had nineteen people on a course and I just say right, there's the ThoughtCloud, I want you to go round there and I want you to say something into the ThoughtCloud. I don't think you would get the banality, I think people would want to say something different.

Interviewer: What you mean a different group.

P1: Yeah, I mean a group without learning disabilities.

Interviewer: They don't use it.

P1: Ah, they just press the button, of course they would, aye.

Interviewer: We took it to a hack-a-thon and it was a big group of people, at that time we had like six tablets, basically and six stands and it was in a massive hall for two solid days and people didn't use it. The way that it's designed... the way that you use it you're guaranteed.

P1: I mean, I encourage people to say stuff and people like to think that they're on video, they love the performance.

Interviewer: Yeah, so that's the next question, why do you think that they're motivated to leave it in the first place, is it this idea of performing?

P1: I think there's, the fact that I shove it in their face, it's not as bad as that. I push it, you know, if I left it there and said, 'You know the ThoughtCloud we've been using, you know the iPad, it's out there now, you know what to do, on your way out do it.' C2 might, C3 might, but I don't think any of the rest of them would. It's only just me standing behind it saying: 'Right, there you are okay, here's the question.'

Interviewer: I think I've seen that happen, I think I seen it when it was the yoga class on a Tuesday, the last time I seen it on the stand,

cause people don't really use the stand, and it was by the coffee. And I could see...

P1: Yeah, I put it there, yeah, yeah.

Interviewer: That makes sense to me, yeah, put it there, maybe people will use it but...

P1: I think, the thing is, with people with learning disabilities, you have to, em, constantly reinforce stuff. You know, if you leave, and obviously depending on the person of course, but the majority of the people is, if you don't reinforce it, it won't happen. For me to stand there rather than it be on a stand as people are walking by and say, 'Do you want to say something into this? Come here, stand there, right we've got your picture, you're in the middle, right say something about what's just happened in there.'

Interviewer: And I think if you don't do that, it's not going to happen.

P1: Nah, no it's not.

Interviewer: And that means, that has big implications for the design of the system, because it would be much better if it was just on your phone. Rather than, you know, cause if it was on your phone, we could have, cause the tablet's in your bag, if it's on your phone you know, we could have notifications coming up, so it was buzzing you to say, to remind you to do it. I mean we could have that on the tablet but you might not notice that in your bag, if it was just on your phone you've got on you...

P1: Well, unfortunately I keep that in me bag as well.

Interviewer: So that's not going to work [laughter]

P1: Because people will text us and be like, 'where the hell have you been?' Well I've been here, I just never realised my phone was ringing.

- Interviewer: Well, something else, something like that, but anyway. Em. Okay and then very lastly. Do you think, or does Bright Times as an organisation think it's important that the service users feel that their voice is heard or they feel like their voice is listened to? That's different to having a voice, it's feeling like you've got a voice? Or do you think that doesn't matter to them?
- P1: Em. I think, eh, to a certain degree, to a certain degree with certain people, I think, yes, yes, they do a lot of the time, you know, I'll ask them to do something and they do it, it's, they believe that if I am offering something it is for their benefit and Bright Times benefit, sort of, go along with whatever I say, unfortunately, well not unfortunately, its' just because they trust us.
- Interviewer: Why would you say unfortunately? Do you want them to engage a bit more.
- P1: I would love people to come to me with more ideas, when I first come we used to have these taster days. I'd say right, 'taster days, this is all for you, where do you want to go?' And I'd seen the list from the year before and I started to write down what people were saying and it was exactly what they were saying the year before. Everybody has an off pat answer: 'C1 what do you want to do?', 'Beamish', 'C4, where do you want to go?', 'Tynemout', 'C2, where do you want to go?', 'Centre of Life.' 'Where do you want to go, C3', and I'm saying, 'this is where you went last year.' So, and the first year a bloody did it and everybody's going, 'what we doing here, it's boring?' 'Well you chose it.' 'Yeah, but we came here last year!' 'Well you chose it.' And I realised, ah that's not the way it works, what I have to do is I have to, all through the year go, that'll be good, write it down, how do you fancy this? Who wants to vote for... You've got to lead people along the path. You can't... if you

turn round and say, 'I'm not saying anything, I want you to come up with ideas.' [Pauses]

Interviewer: That's it.

P1: That's it. Well, what you would do, you would get all of the ideas being brought forward again. Em. I'd love them to have a little bit more autonomy and decide things and come to me with good ideas, I mean, what I basically do, this chance to dance thing that we're doing, that all came about from me instigating the New Years parade and me instigating the eight week Dance City taster sessions and seeing that, seeing that I could get some mileage out of this, that I could get some people on it and they'd really enjoy it. I mean we're hoping to have twenty five people, I don't know where I'm going to get twenty five people from but [laughs] you never na.

Interviewer: Well, you have a lot of people in. Yeah, so what that sort of is, is, it's that's a challenge I guess, this organisation, other organisations are user led...

P1: Yeah, yeah, yeah. Theoretically.

Interviewer: ...what does that mean in practice?

P1: I think in practice it's user led in the way that you offer stuff and they choose to come on it. Really. So it's, because if... Yeah. If you want to do the basic stuff then yes, but if you want to explore more adventurous and more interesting activities then my coordinator role changes and I become more of leading people. Like I say, people are more than happy to go down your path, but sometimes you've got to take their hand and take them down. If you wait for them to come yourself, you know? And, I think that's what frustrates me when it comes to support workers, support workers say to a person, em, you know, eh, they just allow stuff to run, 'Oh no, he'll not want to do that, he's never done that before, he won't want to do that.'

'How do you know, try it, try it.' 'Oh no, he's got his strict routine, this is what he likes to do.' And they are, they are so risk averse and lacking in imagination and institutionalised themselves that it's inevitable that the person becomes institutionalised and does the same things week in week out. I mean that's one of the things, I'm incredibly proud of the cycling because I've never, ever heard of a cycling group of people with learning disabilities. Now, if I'd let that evolve, it wouldn't have, it wouldn't have evolved itself. You know, the fact that C1 now cycles everywhere.

Interviewer: Yeah, that's amazing.

P1: And I mean, we've got a video of him from two years ago, which I watched just a few weeks ago when we were doing the Tyneside cinema as a safe place. And he's probably lost a stone and a half. Maybe two stone. And someone actually said to us, 'Is he all right?' They thought he had some disease or something, which is what people do nowadays. Eh, that wouldn't have come about by itself. You wouldn't have got a person with a learning disability coming to me and saying, 'P1 can we start a cycling group?'

Interviewer: Yeah, C1 talked about it when we did the workshop. And he wants more as well, he wants to learn about maintenance as well.

P1: He's done it, he's done it, he's done two courses.

Interviewer: Did you set that up?

P1: Yeah, yeah, yeah. He's done two courses, but what's on offer is the same as for people without learning disabilities and what I've said to them is that's not going to work, they need constant repetition, they need to be doing this regular and it'll stay there, otherwise, it won't.

Interviewer: Where is this video of C1?

P1: On youtube.

Interviewer: P1, tell me to get out.

P1: I will tell you to get out in a minute, especially if I've got this email. We've got a Youtube page... The guy was a young lad who helped us out. It's a safe places one, it only lasts about three minutes. It shouldn't actually be on here because of this music. It's giving me shivers, even now it's giving me shivers. You know he works at beamish you know?

Interviewer: No I didn't. He has lost weight hasn't he?

P1: He used to work at the dentist. I took my kids to Beamish and then the next week he came through the door.

Interviewer: How did we start talking about that? We've gone off track and way over time, I'll just say thank you very much for taking part.

P1: No problem, it's been a pleasure.

Interviewer: Any final thoughts, what I always ask at the end?

P1: No, apart from it's been lovely working with you, Interviewer.

Interviewer: Thank you it's been a pleasure P1, cheers.