**Name:** Participant 33 - Interview

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|  | **Timespan** | **Content** | **Speaker** | **Section** | **Themes** |
| 1 | 0:01.0 - 0:24.0 | There we go, so I have been through a brief od what the research is. In terms of the interview, really I am just seeing how digital maps fit in with your role, or the residents, er, but before I do that can you give me a rough outline of the charity and your role here, or your core clientele. | Me |  |  |
| 2 | 0:24.0 - 2:00.0 | Yeah, okay, I mean the charity is the oldest established charity in Derby, it goes back to the 1500's and was set up by a local philan-philanthropist, I can never say that word! Erm, to basically help those in distress in Derby. So in terms of our core clientele, it's residents aged over 60, they have to be a resident of Derby i.e. the city, and they need to be in some kind of need or distress. And they have been the guiding principles from the charity since it started. What we do is predominantly provide alms houses to individuals who meet the criteria, so we provide them with somewhere to reside, so we appoint them to those properties, they don't actually have a tenancy, they are appointed as a beneficiary of the charity, so it's slightly different in terms of law. However,. they still have largely the same set of protections, just not as secure. So that's the main focus of the charity, although we also have cahritable giving aswell, where we give out grants to, um, I suppose organisations, we give out to people who need items such as household items. Um, we have a household fund, and we also have what we term the 'chairs crisis fund' which is for individuals, any individuals within Derby - for if they have a crisis sitation they need to address [minor interuption as interviewees colleagues enters room to bring in coffee]. Thank you very much. | Participant 33 |  |  |
| 3 | 2:00.0 - 2:03.0 | Thank you very much | Me |  |  |
| 4 | 2:03.0 - 2:04.0 | You're welcome | Interviewee's colleague |  |  |
| 5 | 2:04.0 - 2:23.0 | …so in effect we are a housing charity, but we also do some charitable giving aswell. Within the organisation I am the Assistant manager, and really my role, I suppose is on the operational side of things. Um, just keeping the day-to-day…particularly the resident functions, i keep things ticking over. | Participant 33 |  |  |
| 6 | 2:23.0 - 2:35.0 | Okay, and are you, is that, well there are two qeustions I want to ask really. When you say people have to be from Derby, do they have to be on the council tax regisetr for a certain period before, or is there..how does that…? | Me |  |  |
| 7 | 2:35.0 - 2:55.0 | We don't really have any criteria other than that they must be living in Derby city at any particular time, so you could be resident who has live dtheir al their life and has movved out, say into one of the lcoal tows - they won't be classified as living inb Dery, wheras somebody may have moved here a week ago and has a fixed address woudl be. | Participant 33 |  |  |
| 8 | 2:55.0 - 2:57.0 | Okay. | Me |  |  |
| 9 | 2:57.0 - 2:59.0 | It's that kind of environment | Participant 33 |  |  |
| 10 | 2:59.0 - 3:01.0 | That's fine, so it’s just literally… | Me |  |  |
| 11 | 3:01.0 - 3:05.0 | It's very black and white actually, it's just 'if you're in Derby, you're fine, if not…' [hand gestures to being excluded] | Participant 33 |  |  |
| 12 | 3:05.0 - 3:12.0 | No, I mean it's just, that's quite interesting historically how it has been situated, because then obviously you've got local authorities after that, and then... | Me |  |  |
| 13 | 3:12.0 - 3:54.0 | Yeah, absolutely, and we're right outside of the choice-based lettings that the local authority operates under, and we are very unqiue in that respect. We have our own waiting list, and we decide who actually comes into properties. Er, we interview every prospective resident aswell, so...er, when ai say interview - itls a trustee and myself, its more of an informal chat really, but it's more to assess their circumstances. But also to make sure that where they want to go is going to be right for their needs. Becaiuse we've only got got a small stock of properties, which is about about 160 properties. ER, although we do have some that we rent out at a market rent. | Participant 33 |  |  |
| 14 | 3:54.0 - 3:55.0 | Okay? | Me |  |  |
| 15 | 3:55.0 - 3:58.0 | Whch kind of subsidises the rest of the charitable organisation. | Participant 33 |  |  |
| 16 | 3:58.0 - 4:01.0 | So is that like a separate social enterprise, or.. | Me |  |  |
| 17 | 4:01.0 - 4:20.0 | Oh, ee, it's all part of the trust. I mean, but we just separate it out, so it's endowment rather than a sort fo alms house, and alos supplimenting that we do have premesis in the city centre that we rent out to som shops, you know, like Greggs is one of them, and a few others. | Participant 33 |  |  |
| 18 | 4:20.0 - 4:23.0 | Okay, so that generates a surplus that… | Me |  |  |
| 19 | 4:23.0 - 4:26.0 | …that then goes back into the chaity, yeah, yeah. | Participant 33 |  |  |
| 20 | 4:26.0 - 4:42.0 | Okay, that makes sense. And the other one, when you're - the rationale for deciding which residents, ou know, like are you actually going to be - is this resident going to be capable without that additional need, or.. | Me |  |  |
| 21 | 4:42.0 - 5:27.0 | Well, yeah. As long as you can apply - anybody can apply, so, the stages are - as long as you meet the criteria, you can apply. So we have an application form that comes in. The next stage of the process is - we interview everybody who gives in that application form, just to assess the details. It's after that, after a couple of days that you woudl be offered a property, and we do the same sort of things that other housing organisations will do, you know, we will look at the variety of need. We'll look at how long they have been waiting, we will look at where they want to go. We will look at ant medical circumstances, and thinsg like that. And then just make an assessmnet based on that criteria. However, we are more flexible in terms of deciding, erm, who it would go to. | Participant 33 |  |  |
| 22 | 5:27.0 - 5:29.0 | Yeah, and that must be quite nice. | Me |  |  |
| 23 | 5:29.0 - 5:31.0 | Yeah, it is, absolutely. | Participant 33 |  |  |
| 24 | 5:31.0 - 5:39.0 | But do you, just thinking about when they are coming in, do a lot drive, or do a lot have adult children, or... | Me |  |  |
| 25 | 5:39.0 - 5:40.0 | Erm, you mean applying or coming into the properties? | Participant 33 |  |  |
| 26 | 5:40.0 - 5:43.0 | When they are coming in, physically coming into the properties | Me |  |  |
| 27 | 5:43.0 - 6:01.0 | Oh right, well there is a mixture actually. Some people do drive whn they come in, some people family bring them, others actually walk - because we are very central here to town and the bus station, so a lot of people do actually walk aswell. It's kind of a mixture of all those. | Participant 33 |  |  |
| 28 | 6:01.0 - 6:10.0 | I mean it's aswell, because it's in Derby and it's for people already in Derby, do you see them sort of generally bringing a printed map, or maybe a mobile phone, or… | Me |  |  |
| 29 | 6:10.0 - 6:29.0 | Most people, generally, kind of know where we are - as soon as we say London Road, by Florence Nightingale they know where where it is. We don't really get many people coming in with maps o checking on mobile sto be honest. Most people just kind of ring up, and just say "where are you". | Participant 33 |  |  |
| 30 | 6:29.0 - 6:38.0 | And is it generally, a case of - we're here, itls by the Florence Nightingale statue or do you give them a postcode, or? | Me |  |  |
| 31 | 6:38.0 - 6:56.0 | Um, a bit of both. I do give out postcodes, particularly to those who are coming in with residents, because often as not, they will look on Google Maps or something to have a look. But also we give out the instrcutons, and largely it's "Jus by the statue" and that seems to work quite well. | Participant 33 |  |  |
| 32 | 6:56.0 - 6:59.0 | And do they, I'm just trying to think, so do most drive? | Me |  |  |
| 33 | 6:59.0 - 7:20.0 | That's right, some drive and for those that do we do have some parking at the back of the site here, it is very limited so we do tell people that. Erm, and, itls a bit hit and miss, but then obviously you've got a number of car parks nearby, which are ones they can actualy use. Because the one at the back of the, is it a Texaco garage? | Participant 33 |  |  |
| 34 | 7:20.0 - 7:23.0 | Yeah. | Me |  |  |
| 35 | 7:23.0 - 7:27.0 | And then there is some off-raod parking aswell. Well on-road parking I should say. | Participant 33 |  |  |
| 36 | 7:27.0 - 7:29.0 | And then hey did have that really big one… | Me |  |  |
| 37 | 7:29.0 - 7:32.0 | …that really big one, yeah, but that's gone. Yeah, yeah, yeah. That got knocked down. | Participant 33 |  |  |
| 38 | 7:32.0 - 7:45.0 | Um, then onto, just in tersm of - that's how they get here, do you, I mean when you are directing people to get here it's literally based on local knowledge - like London Road, near the statue because itls nar the DRI… | Me |  |  |
| 39 | 7:45.0 - 7:53.0 | Yeah, predominantly yes. I mean as I say, we do give them to full address and we give them the postcode aswell if they want to look it up. | Participant 33 |  |  |
| 40 | 7:53.0 - 8:04.0 | Okay, and do you, just thinking in terms, of residents, do a lot of them use things like smartphoines, laptps, tablets, things like that or are they not particularly IT, or… | Me |  |  |
| 41 | 8:04.0 - 8:32.0 | I would say a majority and not particularly IT, but we do get the odd few that do, and I think particularly coming to here, if they are looking at the application programme - process, family will be, so they will be using the fact that there is, checking on the location and things like that, but not usually our residents | Participant 33 |  |  |
| 42 | 8:32.0 - 8:36.0 | Okay, and when, obviously when - just going back a step to that application, is that predominantley paper-based, or…? | Me |  |  |
| 43 | 8:36.0 - 8:38.0 | Yeah, absolutely, it's all paper-based | Participant 33 |  |  |
| 44 | 8:38.0 - 8:40.0 | And then they just post that in. | Me |  |  |
| 45 | 8:40.0 - 8:42.0 | Yeah, exactly. | Participant 33 |  |  |
| 46 | 8:42.0 - 8:58.0 | Okay, and after - just thinking afterwards, so you've interviewed and accepted somebody. Do you allocate the property to them, or do they maybe have a choice of two or three, or…? | Me |  |  |
| 47 | 8:58.0 - 9:27.0 | Er, generally speaking we will allocate the property to them, They don’t have a choice per se, but we do ask people to come and have a look, if they want to, to make sure it meets their needs, and if they don't accept that based on whatever, we won't neccessarily penalise them. It will depend on their circumstances, and , um, what their requirements are. Because we recognise from the moment we've interviewed them, or when they've applied, things change. Particulalry the client brief, so we're not neccessarily going to penalise soemone for that. | Participant 33 |  |  |
| 48 | 9:27.0 - 9:46.0 | Okay, and do you, I'm just thinking in terms of when they are assessing a property, at a housing organisation the properties might be quite spread out, so somebody might use maps to see where the local shop is or whatever. Do you see residents using digital maps, or any form of paper to... | Me |  |  |

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| 49 | 9:46.0 - 10:02.0 | No really, no. We, in terms of our properties we have four main sites, so they're very sort of, like little enclaves really, in the city. So people tend to know where they are,m once you have explained it anyway. In some cases they don't. | Participant 33 |  |  |
| 50 | 10:02.0 - 10:13.0 | Yeah, aswell, well, lik etheis morning when I went to the one by…rater than London Road! - because I grew up near theer, near Landau Forte school, and to me that;ls the liversage. | Me |  |  |
| 51 | 10:13.0 - 10:17.0 | Yeah, that's right because you've got the pub there and all the sort of things like that, yeah. | Participant 33 |  |  |
| 52 | 10:17.0 - 10:22.0 | But yeah, I imagone the residents, if the are from derby, they will know that area | Me |  |  |
| 53 | 10:22.0 - 10:48.0 | Yeah, generally speaking the residents know the Nottingham Road bit, and they'll know this bit here. Erm, the other two, maybe not so familiar with, because we have properties jus fo Kedleston Road at Arthur Hind Close, and sort of at the back of the road at the top of the hill, and alos by Franchise Street which is just kind of really, just near the back of Uttoxeter Road. | Participant 33 |  |  |
| 54 | 10:48.0 - 10:51.0 | Oh okay, I didn't know you were all out there, so yeah. | Me |  |  |
| 55 | 10:51.0 - 10:58.0 | And as you say, as sooon as you you say people think...but in gnerela terms they are not aware of them. | Participant 33 |  |  |
| 56 | 10:58.0 - 11:01.0 | Wll know, I know knew about those because I grew up at the Five Lamps | Me |  |  |
| 57 | 11:01.0 - 11:11.0 | And that's it, if they’ve grown up in the area, they will, so yeah. But as often as not, we do get people from al over the city at some points, so they may kno some areas, but they may not know others. | Participant 33 |  |  |
| 58 | 11:11.0 - 11:17.0 | Rightey-oh, and just in terms of - just thinking of when they are viewing, do they tend to view on their own; like do you take them, or do they meet them there, or… | Me |  |  |
| 59 | 11:17.0 - 11:37.0 | We will gnerally meet them at the property. Um, sometimes they will come on their own, sometimes it will be with family. And again it will be a mixture fo some come in the car, some walk, some get a lift, some come on the bus. It's very much a wide variety. | Participant 33 |  |  |
| 60 | 11:37.0 - 11:52.0 | And just thinking about that interaction, obviously there is a few moments where you might have arrived a bit earlier - are the residents still quite low on digital technology , they are no sort of stood there with a smartphone on Facebook, or… | Me |  |  |
| 61 | 11:52.0 - 11:55.0 | Generally, I don't see many, no. | Participant 33 |  |  |
| 62 | 11:55.0 - 12:01.0 | Okay, and just to contrast, in your everday life, just stepping outside your role, do you use digital maps? | Me |  |  |
| 63 | 12:01.0 - 12:03.0 | All the time, Yeah. | Participant 33 |  |  |
| 64 | 12:03.0 - 12:06.0 | Okay, and what sort fo things do you use them for? | Me |  |  |
| 65 | 12:06.0 - 12:25.0 | Erm, if I am going somewhere, then just to check out sort of where it is, to check out erm, facilities near by - particularly things like car parks. For instnace if I'm going somwhere, I likle to know I can park. To check out things like pubs and restaurants and things like that, all that sort of stuff aswell. | Participant 33 |  |  |
| 66 | 12:25.0 - 12:28.0 | Okay, and when you say check-out, do you mena just find out where they are, or… | Me |  |  |
| 67 | 12:28.0 - 12:33.0 | You, just, say I'm going somewhere and I don't know the area, I migt have a look and go "Oh, where can I get something to eat, where ca I get a drink" | Participant 33 |  |  |
| 68 | 12:33.0 - 12:34.0 | Okay, yeah. | Me |  |  |
| 69 | 12:34.0 - 12:38.0 | Wheer can I, you know, catch the bus or whatever it is. | Participant 33 |  |  |
| 70 | 12:38.0 - 12:42.0 | So it's just the location, and is there a specific map you use for that, or… | Me |  |  |
| 71 | 12:42.0 - 12:45.0 | Er, predominately I just use er Google maps [sounds confused by the question]. | Participant 33 |  |  |
| 72 | 12:45.0 - 12:47.0 | Okay, so just straight on, and…[gestures to use a smartphone] | Me |  |  |
| 73 | 12:47.0 - 12:50.0 | Yeah, just straight on, and itls probably one of the easiest ones. | Participant 33 |  |  |
| 74 | 12:50.0 - 12:52.0 | Okay, Fair enough | Me |  |  |
| 75 | 12:52.0 - 12:54.0 | In my view. | Participant 33 |  |  |
| 76 | 12:54.0 - 13:08.0 | Okay, and that's quite a contrast. Would you say, because your residents start at 60, but obvioulsy the age range goes on from that, but is there any difference in the sort of new residents now coming in - with digital technology, versus …is there any sort fo differnece there or...? | Me |  |  |
| 77 | 13:08.0 - 13:28.0 | I can't say that I have noticed it, or that is particularly apparent. As often as not though, saying that, a lot of newer residents coming in, particulalry newer ones, do ask about internet connection. So it probably suggests that there is more digital use. | Participant 33 |  |  |
| 78 | 13:28.0 - 13:43.0 | Just that I know, well, Derby has got quite a strong with University of the third age and organisations like that, I didn't know if there was anything, you know - as they are becoming more digitally literate, like when they're new as they are coming in now, whether there would be any variation on that. | Me |  |  |
| 79 | 13:43.0 - 13:51.0 | No I see, as I say it's not something we would be vastly aware of. However, there is that commnet about "is there internet access, or…" | Participant 33 |  |  |
| 80 | 13:51.0 - 13:59.0 | And just thinking about, do you oragsnaised group evenst, planned events and things like that? | Me |  |  |
| 81 | 13:59.0 - 14:01.0 | Yeah, we do, | Participant 33 |  |  |
| 82 | 14:01.0 - 14:06.0 | Okay, and are they sort of going out somewhere to a different place, or…? | Me |  |  |
| 83 | 14:06.0 - 14:37.0 | Ah, it’s a mixture of things, like it can be going out for a trip. For instance, we've got a trip organised to go to Cromford to go on the canal boat there. We might eb going out for a meal, or going to a garden centre. So we do a variety of different things. We've actually got community centres aswell at most sites. So it may be organsiing a local event aswell, maybe. For instnace we've been doing a sort of inter-estate darts competition which has proved to be quite popular [laughs]. | Participant 33 |  |  |
| 84 | 14:37.0 - 14:53.0 | Well, it's fun isn't it. And are they, I mean obviously they will know where the estates are, but do they - say for instnace you have the Cromford canal boats, is it a case of "the canals boats are here, do whatever you want for the day, we'll drop you off and just come back" or... | Me |  |  |
| 85 | 14:53.0 - 15:08.0 | Yeah, I mean we'll organsise it so that, I mean we'll sort of organise the transport, we will organise what sort of time they are going to picked up, you know sort of pick them up at one end and drop them back. So, we basically do all the organsising. | Participant 33 |  |  |
| 86 | 15:08.0 - 15:13.0 | Okay, so a bit like when you go on holiday, you've got the sort of holiday bus that takes you somewhere... | Me |  |  |
| 87 | 15:13.0 - 15:20.0 | Yeah, yeah. I mean, once they are there they do their own thing, but we just do the basic arrangements. | Participant 33 |  |  |
| 88 | 15:20.0 - 15:29.0 | yeah, and I was just wondering, I'm not sure they do by the sounds of it, but do digital technologies fit in with that at all? | Me |  |  |
| 89 | 15:29.0 - 15:37.0 | Well, for us they do with the organsing it, but not for the residents I don't think, so I don't think so. | Participant 33 |  |  |
| 90 | 15:37.0 - 15:39.0 | And is that just internet searching, or…? | Me |  |  |
| 91 | 15:39.0 - 15:49.0 | Well, we may, yeah, may search the internet for places to go, maybe recording all the information on the internet on a database, so then we have all the information to hand, so... | Participant 33 |  |  |
| 92 | 15:49.0 - 15:52.0 | Do you think maps fit in with that at all? | Me |  |  |
| 93 | 15:52.0 - 16:05.0 | Um, not as such. So we might have a look at Google Street Maps or something, just to have a look at something, to see what it is like, see if it is suitable. But that is probably aboput as far as it goes. | Participant 33 |  |  |
| 94 | 16:05.0 - 16:09.0 | When you say see what something is like, is that sort of the hills, or…[referring to his hand gesture] | Me |  |  |
| 95 | 16:09.0 - 16:16.0 | Yeah, that's right because that's one of things that we have to take into account when...the terrain, and whether it's uphill, and things like that. | Participant 33 |  |  |
| 96 | 16:16.0 - 16:22.0 | Yeah, I suppose, because like Bakewell is very flat, but Buxton is very [gestures to up and down of terrain] | Me |  |  |
| 97 | 16:22.0 - 16:24.0 | Yeah. That's right. | Participant 33 |  |  |
| 98 | 16:24.0 - 16:58.0 | Okay, and just thinking about, if you like - now some of these might not be as relevant for this case - but, just thinking about the porcess of a map if you like, so we've gone through from the start. They've made the application, that's come in, that's paper-based. They've come in for an interview, so that's by - most likely by local knoweldge, so then 'by the statue' come down, with potential for some to use a map or SatNav, and as you say some people are using postcodes? | Me |  |  |
| 99 | 16:58.0 - 17:00.0 | Yeah. | Participant 33 |  |  |
| 100 | 17:00.0 - 17:04.0 | Is that a recent thing, or is that been historically, just so that they know rough areas, or… | Me |  |  |
| 101 | 17:04.0 - 17:12.0 | Er, well, to be honest with you I have only been here about a year, so I, since I've been here I've always just seen people give out the postcode. | Participant 33 |  |  |
| 102 | 17:12.0 - 17:47.0 | That's fair enough. Reason I ask is, as I say, I know postcodes have become more popular with, um, tourist information centres of the last five years or so. The reason being, they have started introducing car parking metres in the Peak District car parks, and each one of those has a postcode. So it makes it easier. But okay, so you've been through the process. They've come into interview, they've been allocated a property, they've been into view it, and now at that point you say soem peopel are now asking for an internet connection... | Me |  |  |
| 103 | 17:47.0 - 17:48.0 | …yeah... | Participant 33 |  |  |
| 104 | 17:48.0 - 17:56.0 | …and is that something that is provided, sort of Wi-Fi in the property, or is that soemthing they get form BT or somewhere else? | Me |  |  |
| 105 | 17:56.0 - 18:07.0 | It's the, yeah, it will be their responsibility, but usually, more often than not they are just asking "Is there capacity?", "do you mind?", "Is there a phone point?", things like that. | Participant 33 |  |  |
| 106 | 18:07.0 - 18:09.0 | So exactly the same as a normal landline, or… | Me |  |  |
| 107 | 18:09.0 - 18:18.0 | Yeah, absolutely, yeah. But it is noticable how many people recently have actually commented on it. | Participant 33 |  |  |
| 108 | 18:18.0 - 18:21.0 | That's quite an inter…so when you say recently, is that sort of in the last year, or is it... | Me |  |  |
| 109 | 18:21.0 - 18:29.0 | No, yeah, definateley, since comeing here I've noticed it. It's one of the first things people usually ask me, can we get internet here. | Participant 33 |  |  |
| 110 | 18:29.0 - 18:30.0 | And is that… | Me |  |  |
| 111 | 18:30.0 - 18:32.0 | Particularly with some of the younger age range. | Participant 33 |  |  |
| 112 | 18:32.0 - 18:43.0 | Okay, and is there any sort fo social spread of that. I mean is it kind of like, I mean are any of the older residents now saying like "well actually I want digital now" or | Me |  |  |

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| 113 | 18:43.0 - 18:50.0 | Um, to be honest I'm not really aware of that, but I suppose I wouldn’t really have that conversation to be honest. | Participant 33 |  |  |
| 114 | 18:50.0 - 18:54.0 | No, it's, yeah. I mean, I imagine once they are in their house, it's quite a private space. | Me |  |  |
| 115 | 18:54.0 - 18:57.0 | It is, and it's basically like any other home. So they get to do, really, whatever they want. | Participant 33 |  |  |
| 116 | 18:57.0 - 19:18.0 | Yeah, it’s not like you can physcially go in and see them using a mobile or [laughs]…okay. So, you, in terms fo the procss, they've been in, they've viewed, and in terms of the trips they are not using digital technologies much a lot there, but do you see them using any other types of maps, if like perhaps they like walking, or...? | Me |  |  |
| 117 | 19:18.0 - 19:25.0 | No, not really. I think most of it is local knowledge, and if we go somewhere they will explore, and as long as they know what time to come back, they will come back. | Participant 33 |  |  |
| 118 | 19:25.0 - 19:29.0 | Right, okay, that is fair enough. So it's not like the hardcore OS maps, or…[laughs]? | Me |  |  |
| 119 | 19:29.0 - 19:32.0 | No, no, I've not seen them do that. | Participant 33 |  |  |
| 120 | 19:32.0 - 20:05.0 | Okay, wel that's, it's just as interesting the non-use, I'm fascinated by the digital so that's quite interesting. I mean, there are adverts for big campaigns with Barclays at the minute, which are interesting. But just jumping out onto your point on your personal life, outside this role. Do you think, now this is a really broad questions, but have digital maps ever informed your sense of place? Or feeling for what a place might be like? | Me |  |  |
| 121 | 20:05.0 - 20:36.0 | Um, I think so, yeah. Because I mean, I've looked at Street-View in particular, and, er, to get a sense of feel for an area, er. If I'm going somewhere, I just give it a quick look, just check it out, see what it is like. I mean it can happen, I mean do, but not very often, I do look at it of I'm going somewhere new that I don't know. | Participant 33 |  |  |
| 122 | 20:36.0 - 20:43.0 | Okay, is that, I mean do you use Street-View more than the standard View, or | Me |  |  |
| 123 | 20:43.0 - 21:04.0 | Well what I'll do is I'll do standard View first, I'll hav a look, then I might - say for instance, I've identifed a pub or soemthing like that, not that I'm focusssiing on that! But I might then just have a look on StreetView, just to see what it is like, see what's around, what kind of area it is. Just so that when I I'm there, I've got a better feel for where it actually is. | Participant 33 |  |  |
| 124 | 21:04.0 - 21:09.0 | So is it, I mean for you, is it more about the choice of site than the choice of route to get there? | Me |  |  |
| 125 | 21:09.0 - 21:25.0 | Well, it might be a little bit of both to some extant. Yah, I do as often as not get my phone out, and say 'oh right, where am I going', put it in, and it will come up with the route. And it's actually when I'm abroad, that has been fantastic. [somebody knocks on the door] | Participant 33 |  |  |
| 126 | 21:25.0 - 21:28.0 | So is that on Google aswell, or…? | Me |  |  |
| 127 | 21:28.0 - 21:34.0 | Well, whatever, you know, it's usually on..so like we went to Paris a few years ago, em and the wife, and we got one these apps. | Participant 33 |  |  |
| 128 | 21:34.0 - 21:37.0 | Oh yeah. | Me |  |  |
| 129 | 21:37.0 - 21:50.0 | You know, for travelling, and you just plug it in and it gives you the route, you know especially telling you where to go, and that was invaluable to be honest, rather than having a paper-map. Trying to decypher a list of names or something. | Participant 33 |  |  |
| 130 | 21:50.0 - 21:52.0 | Yeah, trying to look for something specific | Me |  |  |
| 131 | 21:52.0 - 21:53.0 | Yeah. | Participant 33 |  |  |
| 132 | 21:53.0 - 22:13.0 | Um, now again, sticking with the personal life, which is a bit of a weird way of going about it, but you are using a map in that way, do you th…are there any other resources you use in that way to look at? Lik are you sort of looking at a LoneleyPlanet guide, are you looking at TripAdvisor, or...how, how... | Me |  |  |
| 133 | 22:13.0 - 22:48.0 | Yeah, I do actually. I'm, I do like to get a local map anyway, because I do like to have the sort of physcial bit [gestures at holding a map as object]. Often as not, I'll have a guide, but I wouldn’t, I'll flick through and get ideas of where to go, but I wouldn't use it in terms of getting somewhere, it' s just to give me some like general ideas. And then I'll use a mixture of my phone, or the physicial sort of like the hard-map, or a combination of teh two - because I'm always concious about cost aswell. | Participant 33 |  |  |
| 134 | 22:48.0 - 23:00.0 | When you say you hold it, is that sort of a tacit thing holding a map, but is it a sort of official map with the countour lines, sort of like the Ordnance Survey, or is it... | Me |  |  |
| 135 | 23:00.0 - 23:07.0 | It will be a sort of tourist map that I have bought for, I don't know, maybe a couple of Euros or something, probably from the station, or something like that. | Participant 33 |  |  |
| 136 | 23:07.0 - 23:10.0 | Is that with the, almost a sort of drawing of all the main points? | Me |  |  |
| 137 | 23:10.0 - 23:13.0 | Yeah, that sort of thing, so like a city centre bit with a key bit. | Participant 33 |  |  |
| 138 | 23:13.0 - 23:15.0 | So just to give you a rough orientation. | Me |  |  |
| 139 | 23:15.0 - 23:17.0 | Yeah, absoluteley | Participant 33 |  |  |
| 140 | 23:17.0 - 23:25.0 | No, yeah, I mean that makes perfect sense, and I suppose it's not that - as - relevant to the residents here - I'm sure of you call them residents or if you call them… | Me |  |  |
| 141 | 23:25.0 - 23:28.0 | ...yeah, we call them residents, yeah. | Participant 33 |  |  |
| 142 | 23:28.0 - 23:35.0 | So your residents, I imagine if they are from Derby, they probably know places like Cromford quite well. | Me |  |  |
| 143 | 23:35.0 - 23:41.0 | Yeah, I think most people know the sort of outlying areas. | Participant 33 |  |  |
| 144 | 23:41.0 - 23:52.0 | yeah, okay, and just thinking about that, do you get many people that are new to Derby, that maybe haven't lived in Derby all their life and are quite new to Derby, ish? Sort of 10 years or so? | Me |  |  |
| 145 | 23:52.0 - 23:59.0 | Not really no. We may get the odd few, but most people have been in Derby most of their lives to be fair. | Participant 33 |  |  |
| 146 | 23:59.0 - 24:25.0 | Okay, that's fair enough. I was just curious to see how that linked in, and if there were many. Okay, so I think that's, that's sort of whizzed us through. If you want to just double-check on the qustions, and to make sure that you..oooh, that’s something that is kind of implicit on a lot of the answers, but how important do you think maps in general are to your residents in deciding to come here? | Me |  |  |
| 147 | 24:25.0 - 24:29.0 | Not very important at all, to be honest. | Participant 33 |  |  |
| 148 | 24:29.0 - 24:33.0 | I didn't think they would be, that's what I thought. I imagine that once they have decided to come here to the Liversage, that's where they will go. | Me |  |  |
| 149 | 24:33.0 - 24:54.0 | Yeah, it is, and it's so many other factors, I mean and certainly even in terms of the estates, if they are looking at the estates, its's more about um the house type, it's about local connections, it's about local knowledge already, it's about friends and family, er... | Participant 33 |  |  |
| 150 | 24:54.0 - 24:59.0 | Aswell, thinking of those sites, there isn’t more than two miles between the furthest sites is there? | Me |  |  |
| 151 | 24:59.0 - 25:43.0 | Yeah, they are not particularly very far, but a lot of it is about time, because Key Street, the Nottingham Road area, it's quite sough after actually, because although they are houses, you've got two-bedrooms, two front rooms, and a lot of our residents like that because it means they can have grandchildren or family members to stay, whereas a lot of our other properties are sort of one-bedroom, or smaller properties. However, the advantage they have is that they will be on the ground floor without stairs. So there is a mixture of other advantages on every site and it does come down to individual circumstances and needs. | Participant 33 |  |  |
| 152 | 25:43.0 - 25:47.0 | I'm trying to think, so Arthur Hind Close, I don't know that very well. | Me |  |  |
| 153 | 25:47.0 - 26:00.0 | Well, yeah, I mean they're all, although they are set at the top, they are all - although it looks like two stories, they are all single, because the ground floor you've got - because it's set into a hill, you've got one flat underneath and one flat on top. Um, so, but they are all ground floor, which is... | Participant 33 |  |  |
| 154 | 26:00.0 - 26:25.0 | Yeah. I'm trying to think because I gew up right by where Brookside used to be, the old home, I always passed that when I was younger. But yeah, it is always interesting to see almost the non-use of digital maps in a way. But when, do you ever see them using, just stepping outside of maps for a moment, do you ever see residents, or hear of residents using the internet much in general? | Me |  |  |
| 155 | 26:25.0 - 26:27.0 | Not really, no. | Participant 33 |  |  |
| 156 | 26:27.0 - 26:30.0 | I just didn't know if the organised the local events on their own, or... | Me |  |  |
| 157 | 26:30.0 - 27:08.0 | No, no, not really, and one of the concerns we've got at the moment, er, is around Derby City Council, is the fact that they are moving to er, online, I think it's online benefit applications, and that is one of the concerns for us, because a mojority of our residents I think don't use the internet, er, and i think they are wanting the applications to be online, so I think it's going to be a question of how that is going to work, whether they will need an appointment to go down to fill it in, whether it will be friends, family, er, not quite sure at the moment. | Participant 33 |  |  |
| 158 | 27:08.0 - 27:12.0 | So is it digital by default is it? | Me |  |  |
| 159 | 27:12.0 - 27:13.0 | Yeah it is. | Participant 33 |  |  |
| 160 | 27:13.0 - 27:17.0 | And is that proving to be a challenge in any other areas aswell, or…? | Me |  |  |
| 161 | 27:17.0 - 27:35.0 | I don't, to be honest, I don't know. We're only just aware of it, so we're only just aware of what the impact is going to be. But it just raises concerns, because we know, those who are on a benefit just generally fill out a form, and put it back in. | Participant 33 |  |  |
| 162 | 27:35.0 - 27:58.0 | Yeah, and I'm just trying to think, like I know my Grandma for example, doesn't use the internet a lot, but thinks like self-assessing for a pension, that's moving digital, so I didn't know if any others have a similar issue or even with payments - I mean by cheque, that's slowly being withdrawn to online banking, and like whether that's likeley to have any effect, or...? | Me |  |  |
| 163 | 27:58.0 - 28:02.0 | No, I don't know. We're still working through that, | Participant 33 |  |  |
| 164 | 28:02.0 - 28:04.0 | Okay, so that's not had any sort of effect yet. | Me |  |  |
| 165 | 28:04.0 - 28:20.0 | Not yet, no. Well, I mean most of our payments we trying and get set up on standing order, we get the odd few that still want to sort of come in and pay cash, but we don't offer any online banking, so… | Participant 33 |  |  |
| 166 | 28:20.0 - 28:29.0 | But then, I imagine if they needed to, given all your properties are so close to the town centre, that they could probably go into the branch, I would imagine. | Me |  |  |
| 167 | 28:29.0 - 28:32.0 | And normally that's what people tend to do, they'll have a standing order, or they'll just take it into the branch and drop it off. | Participant 33 |  |  |
| 168 | 28:32.0 - 28:52.0 | Which is nice. And just two sort of final questions really, have you yourself, or within your role with the organisation ever added anything onto a digital map, sort of like where your key sites are, your properties or anything like that? | Me |  |  |
| 169 | 28:52.0 - 28:54.0 | Er, no, I haven't actually. | Participant 33 |  |  |
| 170 | 28:54.0 - 29:03.0 | Okay, I wasn't sure if you've ever…and then have you ever contributed to a digital map in your personal life, sort of outside of this role. | Me |  |  |
| 171 | 29:03.0 - 29:05.0 | No, I haven't, no. | Participant 33 |  |  |
| 172 | 29:05.0 - 29:09.0 | Okay, well, would you know how to is the other one. | Me |  |  |
| 173 | 29:09.0 - 29:10.0 | Er, no [laughs] | Participant 33 |  |  |
| 174 | 29:10.0 - 29:21.0 | That's fair enough. And is that something you personally would find desirable for the organisation to do, or would it not be relevant? | Me |  |  |
| 175 | 29:21.0 - 29:27.0 | I don't think it would be relevant really, because at this stage we haven't got a dedicated webpage anyway. | Participant 33 |  |  |
| 176 | 29:27.0 - 29:29.0 | Right, okay. | Me |  |  |
| 177 | 29:29.0 - 29:40.0 | I don't think many people would probably look at it if you did do it, so no, I probably wouldn't be too concerned about that. | Participant 33 |  |  |
| 178 | 29:40.0 - 29:43.0 | So that's I imagine a lot of the potential residents prefer to phone, is that…? | Me |  |  |
| 179 | 29:43.0 - 29:45.0 | Yeah, absolutely. | Participant 33 |  |  |
| 180 | 29:45.0 - 29:48.0 | Okay, and do people just pop in aswell? | Me |  |  |
| 181 | 29:48.0 - 29:57.0 | Yeah, people pop in aswell. A Majority probably phone, or just pop in if they are on the way to town, to pay some rent, or... | Participant 33 |  |  |
| 182 | 29:57.0 - 30:28.0 | Yeah, I mean that makes sense. But um, so we've been through the importnace and all the user generated content [referring to topic guide], which is where you answered then. The last one really, it is, well, its probably a bit fo an odd one. Do you envisage that your residents if you like would be comfortable using digital maps, or do they not be comfortable using them? | Me |  |  |
| 183 | 30:28.0 - 30:35.0 | I don't think they would be particularly comfortable using them, no. Some may be, but a majority - probably not. | Participant 33 |  |  |
| 184 | 30:35.0 - 30:45.0 | Okay, well that's absolutely fine, but that's covered quite a bit actually. Although it's a short one, it has covered a lot, but what I will do is I will switch that off, but are you okay - are you happy with that [poinst to the consent form] | Me |  |  |
| 185 | 30:45.0 - 30:48.0 | No, yeah, that's fine, yeah, no problem. | Participant 33 |  |  |
| 186 | 30:48.0 - 30:56.2 | What I'll do is I will switch that off… | Me |  |  |