**File: fieffef8 -- Post interview Respondent.MP3**

**Duration: 0:18:24**

**Date: 03/08/2018**

**Typist: 683**

START AUDIO

Interviewer: Are you okay with being recorded?

Respondent: Yes, it’s no problem.

Interviewer: Okay, so how did you perceive the process of starting the workshop, then identifying that we should archive the content, using the tool? How was that process for you?

Respondent: If we start from the workshop that we had together, I thought that was really a good idea because, as you’ve seen, we don’t have, really, a technical background. None of us do in the group. I think at first we were all a bit apprehensive as to what was going to happen in that workshop, but, when we came together and you explained the process, I think that did give us a bit of encouragement – a bit, I’m saying, at the beginning – because it was a bit frightening.

We’ve had to depend always on a technician – on a technician – so, when she wasn’t around at the radio recording sessions, then we all panicked and things really went wrong. We realised that we needed to learn a little more, but we probably didn’t realise how much was involved, because, when you have somebody to do it for you, you think, “It’s easy. That’s it, it’s done,” but, when you have to do it yourself, then it becomes quite complicated because there’s step one, step two, step three. I think that workshop really encouraged us to think beyond our means, to think that we can do it.

What I found was I was quite thrilled about having to do this, but still a bit scared because I get frightened, I have to admit, with computers. When something goes wrong, anything technical goes wrong, I panic and that’s it. I don’t know. Buttons and levers do confuse me, but what really did encourage me was when we started working together on the programme, on the [Tune 0:02:36] programme.

I would not have done that without your help. I remember when we had that radio planning meeting and [person] said, “Okay, go ahead, Respondent, and do it all. Do the whole programme,” I thought, “Okay, I’ll do it.” Then, when it was suggested that I record an interview, I thought, “Uh-oh,” and I remember looking at you and saying, “Will you help me?”

You gave me a tremendous amount of confidence that day when we were down at the quayside. I realised that I can do it. It’s a recording. It’s just a recording. I was expecting all kinds of wires and big machinery, and I find this lovely little recording apparatus. That really did boost my confidence, and having you there explaining everything, and especially whilst you were tweeting. I thought, “This is something that we really have to get into. We have to take it much more seriously.”

When we had the session here a few weeks ago when we actually were doing the auditing, again I thought that would be much more complicated, but it isn’t, because you explained it in such an easy way. I think we are all grateful that you and Tom have created that programme to simplify things for us.

I think we’re beginning to really understand what it all means. The pieces are fitting together, and I think… I’m sure you can see that we’re still stumbling over a lot of things because we find it hard to understand, because it is all new to us.

We don’t use social media much, and what we do use is the very simple, maybe, apps. We haven’t actually gone into the technical side. I think it’s finally clicking, and I’m sure that we can start ourselves now to do that auditing and then put it onto YouTube. That feels like a big achievement.

Interviewer: Do you think that was what you needed?

Respondent: Definitely; definitely, because we can’t continue depending on everyone. I have said this right from the beginning with [organisation], that we are older people who are working for older people, so, if we don’t know what to do, there’s no point in passing on all this information to others.

Sometimes there are articles about the new technology that’s coming in, how to use it, but, if we can’t use it, what is the point of handing it out to others, because they’re just going to get more confused? If we can understand it, then we, in our simple way, in our simple terminology, can pass it on to others. I think this is where you have helped us a great deal: that you’ve simplified it all, and the way you’ve categorised it step by step. That’s extremely important.

Interviewer: Good. I’m happy to hear that. With regard to the workflow that you originally had in the radio team, [person] was mentioning that the uploading could be part of the rota. Someone could be doing it every month. Do you think this fits with your workflow – the tool?

Respondent: Yes. I don’t think it should be just one person. I think, now that we all have an understanding of what it is, we should have a rota. Maybe one person does it every two months or something like that, rather than every month. One person every two months, and that way we have more practice.

Yes, it’s up to us now to take over. We mustn’t depend on other people. I think we have to also understand how all that apparatus works in that recording studio, because I’m sure that 80% of it is not necessary for us. It just looks complicated. We have to learn the basics of what we need on that particular day.

Once we’ve learnt that, I think we’ll feel much more confident, because we panic, you see. If we can’t get the music on, we panic, and then we start pushing buttons and levers, things that just don’t belong to us. It’s true, isn’t it, really?

Interviewer: Yes.

Respondent: You just press anything. It’s normal. It’s human nature to do that. We just have to understand. Again, go back to the basics. What do we need? Which levers, which buttons operate the microphones, the music? That’s it, and we stick to that.

But what I do feel is that, before we start a programme, we get there early, and we check all the wiring, because that is a fault. In the past we’ve just gone in – and maybe 15 minutes beforehand – and expected everything to be perfect, but we have to remember that other people use that recording studio, so we don’t know what has happened previously. Somebody might have tripped over a wire, somebody might have pulled something out, which has happened in the past by mistake, and then we find ourselves wondering, “Why isn’t it working?”

We have to know which plugs are attached to which socket. (Laughter) That’s not difficult. It may look like a spaghetti junction of wires, but again, going back to the basics, we have to know which parts are for us. That’s all.

Interviewer: With regard to the tool that we made, do you think anything needs to be changed?

Respondent: Not for the moment. I think it’s working. It serves its purpose. I think at the moment we should leave it as it is, until we acquire more experience. Then we can go on to a next step, but we mustn’t confuse the issue.

I think you’ve seen that – that we need a step one, step two, step three. We have to do it in that way and not digress. So, I think, yes, it’s working perfectly for us. You have gone at the right pace, as well. You’ve been very patient with us, helping us to go along, because it is totally new territory for us.

Interviewer: Yes. Do you think people will enjoy seeing your content online?

Respondent: Yes, I think so. I believe it’s going to be a big boost to [organisation] because, up to now… I only joined, what, a year ago? I’m new to the radio programme. I asked a lot of friends and acquaintances to listen in, and the majority, I would say, didn’t know anything about it. Some of them said, “We can’t get it on the radio.”

At that time, I didn’t realise we could listen to it online. I had been told that, or we didn’t know. So, very few people would listen into that programme, unless they had been with the [organisation] for many, many years and they lived in the West End or in the central part of [place], because otherwise in my area you can’t get it. It’s very difficult because of that transmitter. There’s only, I believe, one transmitter, so it doesn’t go as far as my area.

Now that you can get it online – and what surprises me is that when we now interview people… When we were interviewing [people], I remember them saying, “Can we listen to it online?” – online. I thought, “Yes, you can,” because how many people now listen to it, to the radio? We don’t. How many times do you listen to the radio? How many times do you switch on?

Interviewer: Yes. Never, yes.

Respondent: You don’t. You go online. That’s the new way of listening to programmes – and podcasts. Of course, people don’t have time, maybe, to listen at that particular time, so they will download a podcast later on, won’t they? We have to start thinking in those ways.

Also, we must – or [organisation] have to – realise that not all older people have an old-fashioned radio set, that so many of them now are actually online, using tablets, using smartphones, because the basic manoeuvring is very simple. It’s tap, tap, swish, swish, really, which everyone can do.

I think the mind-set of [organisation] is now going to change, and they realise that, and so I think we’re definitely on the right track there. Having it on YouTube, having those interviews on YouTube is going to be a big help because it’s so easy now to get onto YouTube, but people can now listen to an interview and think, “You know, they’re quite good, these [organisation] people. They’re not bad. This is an interesting interview.” That would encourage them.

We need much more publicity. Those leaflets, the little flyers that you made, they are very useful because we have [them now 0:13:58]. I’ve started putting them out in different community centres and they’re going on boards. If people see it in one place, in one community centre, then they see it in a library, and then they see it somewhere else, it makes us in the radio programme more bona fide. People would think, “Yes, they’re not so bad. It’s quite an important little programme,” so that’s what we need: more publicity.

The more people that listen in, the more response we will get from them, because that’s important. We need to get feedback. We want to know who is listening in and what kind of programmes they would like, because we have to start also changing it to the listeners’ views, because it’s been going on as a standard for so many years: interview, poem; interview, music, and then interview, story.

That has to change, also, because I think there should be much more recordings. I think we need to get out more and get more sounds into a recording, because it’s lovely when, if you go to a garden, you hear the birds and you hear noises – nice noises – in the background, and you get different perspectives.

We can actually go to people’s homes, maybe, and get interviews from them, make these interviews much more interesting than just one-to-one, and also more discussions. I think if we have, maybe, three people talking and having a nice discussion, it would be more interesting – again, rather than just that one-to-one, different points of view. It’s going to help because we want that feedback. That’s so important.

Interviewer: Good. Yes, I agree. Is there anything else you want to say about the...?

Respondent: I would like, also… I think you are preparing something live on Friday.

Interviewer: Yes.

Respondent: That’s going to be a bit frightening. (Laughter)

Interviewer: Yes, [like Facebook Live 0:16:29]

Respondent: We’ll have to be on our best behaviour. We’ll have to have a hairdo before we come in. (Laughter) Yes, streaming is going to be good because we can put that onto YouTube, as well, so it’s not just voices if they actually see us in action.

If we put all that then onto the [organisation] website, it might encourage more people to actually use the website, because I think the majority of members really need [organisation] just for a newsletter. That’s it. How many of them actually go on the website? They don’t, because it has been static for so long, and it’s boring. It’s very heavy; it’s more… It’s a bit, sort of, academic, and it’s too heavy, so that needs to be lightened so that people enjoy going on that.

I’m sure that if we have more videos, and more of these interviews and discussions on the website, that will encourage people to go on. Then they can tell others to go on. Maybe that way it’ll start the ball rolling and it will encourage younger seniors to come in.

Interviewer: Yes, great. I think I have all the information I wanted. Anything else you want?

Respondent: What do you have planned for us now – for the future? (Laughter)

Interviewer: I’ll turn this off first, probably. Are we done? Yes.

END AUDIO

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