Interview 11

Interviewer 00:03

I think you need to give me permission on your side. Have you got anything? Yeah. We’re this meeting just to make sure to let you know that you are being recorded.

Interviewee 00:14

Yeah, that's all right. Thank you.

Interviewer 00:17

Okay, thank you very much. So I'm recording Okay. Okay. Thank you very much, look for for participating in this interview. The purpose of this discussion today is to help us to gain a better understanding of your views about public involvement and engagement working, we're interested in your thoughts on how we can improve doing PPI remotely. So first of all, I would like to ask some of the question.

Interviewee 01:11

Yes, I was a president there for many times,

Interviewer 01:14

Many times. Okay. Thank you,

Interviewee 01:17

I ended up doing and working with xxxx for a long time.

Interviewer 01:21

Okay, so, could you please tell me what PPI work you’re involved in before COVID-19? For example, the COVID-19 started last year, before COVID-19 what kind of public involvement work you are involved in for example, organization research project or charity, government. Anything that work you have been involved? Could you please share a little bit?

Interviewee 01:49

Yes, I have been working with the local organization, community as well as Council in many occasions, on the most of them are on the telephone, on the internet, and the WhatsApp. So I have been taking parts in it. I was asked questions and answer them like you are doing. And many occasions. So I don't know how I can do help help you contribution towards your program. I can try and do what I can. And I have been involved in many COVID organization COVID related organization. They asked me this and that. And I have tried to do my best I could say to them, and that's what I've been doing.

Interviewer 02:42

Thank you very much.

Interviewee 02:43

But, now with the community organization like that as well. Many, many of them have a question and answers.

Interviewer 02:51

So could I please ask you something about the time when you are?

Interviewee 03:14

Well, I have been involved in this organization. But on many occasions, I have been a president of this organization, most recently as well. So it often on I work in many different role within the organization, and, and many others.

Interviewer 03:55

So I would like to touch on that.

Interviewee 06:44

Yes. This was something like, you know, if one person is working for the community, on behalf of the understanding of the situation, and since I've been with the B welfare association for many years,

Interviewer 07:17

Inspire you and others as well.

Interviewee 07:19

And this would vote other members of the community to come forward.

Interviewer 07:25

Now, now, could I please ask you, how many ethnic minority Bangladeshi community members live in X.

Interviewee 08:10

10,000 members of the community live in X. This was about two years ago, we had census. So it came out to be over 10,000 people, even now, it's not maybe more.

Interviewer 08:27

So the reason I was asking 10,000 on the numbers, the reason I was asking because 10,000 people didn't get the reward from the council. And 10,000 people do work. They don't work for the community, they don't spend time like you do all the time thinking about the community members, other people. And I remember you are part of the community mental health research as well with other community member so that I'm asking, could you please tell me that why you are doing this what influenced you to do your PPI work?

Interviewee 09:01

Why I'm doing it because of my own interest, and the interest of the people. And we have done a program with xxx. I was a lead member, researcher of that organization that's about six, seven years ago. And we had a we had made a book about this is regarding mental health issue. And we had to go to different places, different people we interviewed and talked to different person regarding what mental mental health issue was, and we try to make them understand what it is, if it's a stigma, we also realized there is something like that, yes, we try to avoid all these problems, if it causes any difficulties within the community. So we try to Make one understand how this could improve by having a mental health issue within the community. So try to help them if we can. And I think we have done it over that period. And we are still working in various areas, helping the members of the community, how to understand how to get informed of this stigma, or as such a better situation. We tried to do that, and we're still doing it.

Interviewer 10:37

Thank you. Could you please tell me the because you've been working for the x community. So, who are you working with that is a x council any other organization any charity, you have been working with them?

Interviewee 11:02

Yes, I worked with like I said many number of occasions, I've been working with the greater city council overall, there are 14 organization throughout the country and x welfare is one and greater select Council is one. would you be able to contribute or help us in a situation where we need people I have been working with the interpreting service as well.

Interviewer 11:52

So, who do you interpret for? When you interpret for a mental disability, what was it the for general GP or do you go

Interviewee 12:05

I interpret for the general GP, hospitals and anybody needs interpreting in various in a x language? Or? Or Or do you feel like I can communicate vaguely with poor to English and x? So try to help them anyway. We, it is possible.

Interviewer 12:30

Thank you very much. And so just you're mentioning the telephone and so before COVID-19 when there was no COVID Coronavirus when there was so how did you use to do this kind of peer communication face to face or did you attend any anywhere did you go travel

Interviewee 12:50

Face to face was better is always find it better occasion. You can see different people different opinion comes you can try to talk to them, and ask them any question you have in mind. And communication with the face to face program was not bad. Not bad. It was good. But now it's a COVID is difficult find it difficult.

Interviewer 13:17

Okay, ehh er…

Interviewee 13:18

We've been on this program, I find it difficult to link with your department. But no, you have to you have to understand?

Interviewer 13:30

Yes, we'll ask we'll talk about that this COVID in our next section. So I would like to ask one more question about your contribution. So you've been doing it for a long time many, many years since 1960s. So how do you feel about your contribution towards PPI?

Interviewee 13:49

He was not much as now, it was less where we needed people from x community to reply a letter which came from Bangladesh or Pakistan or India. So we have tried to talk to them in any way we can. But it was more or less in a situation where a member of public needed help in various areas, housing, education, and other other other things. We've tried to help them if we can.

Interviewer 14:2

So now I would like to ask how do you feel about your contribution? You have been helping them for a long time and the people? How do you feel about your contribution?

Interviewee 14:37

Well, I feel very, very humbled and appreciated with the one we have worked with a number of people organization, we have helped to contribute towards it. I don't know how much but we have tried our best to help any way we can. So that when I share we can I can Member of communities.

Interviewer 15:03

So do you feel that what we've been doing? Your contribution?

Interviewee 15:23

Well, I hope so I like to think that wherever we took I took part and I contributed towards their program. And the information they asked me, I try to tell them if we can, genuinely, it's been helpful, I believe, yeah, I can appreciate because otherwise, So of course, they are patient, because the reason.

Interviewer 16:25

So can you tell me any challenges, anything difficult, anything that you didn't like, during face to face meeting?

Interviewee 16:30

Well, I think it would be nice to say, if I if I have face to face challenges, I have many challenges, but I wouldn't be able to apply to you or to, to reply to you that I had a problem with this. I had a problem with that. And I, I wouldn't want to recognize the people if I had a problem with. So I I would say I have tried to help if I could to minimize the situation, minimize the problem. And anything else at that moment.

Interviewer 17:09

When you when you meet people face to face, how how do you what was it a roundtable meeting in a meeting?

Interviewee 17:20

You get it out table, you get a square table, you get the different members of the community getting together for event in a in a split moment for people, six people. You know, it's a it's a group meeting. And we have that and you have one group of meeting, we have number of people sitting together and reach an agreement as such, or try to help if we can anyway, not I haven't met people with having an argumentative situation.

Interviewer 18:03

Okay, so you didn't you didn't face any challenges or difficulty during the meeting, for example. Any financial issues to organize face to face meeting?

Interviewee 18:17

Financial issues? [yes]. I would say that our situation there has been situation where you've been paid for the work you've done, like interpreting service, it's a community built one. And you have you have to us not ask tell them. It costs money. So of course, if they don't pay you directly, they pay you through community organizations as such, so sometimes you get benefited, but not a lot. It says it's a free, free occasion.

Interviewer 18:56

So who did you ask for money for financial support?

Interviewee 19:00

We had one we had this program. We had some funds coming in to work with the community. X number of pounds, say you know. It's called fund that's coming from where you mentioned, the organization is it a charity or department,

Interviewer 19:34

Okay

Interviewee 19:37

I wouldn't want to mention particular person that works in free charges, no charges from get can't charge that. You got to do this. You got to do that to be able to paid But you know, what I've been working? I wouldn't say I've been paid enough.

Interviewer 20:07

Okay, you are you are happy with the financial issues?

Interviewee 20:12

Yes, I'm happy where they pay the obviously difficult for the people to pay on everything. But sometimes you get local members of the organizations or local community work on local city council, they would want to pay that much if there is a charge, but they're helpful. I've been doing mean the community members giving their community members their work, they do that. But those people working for the community organization is is free of charge. We don't make charges.

Interviewer 20:55

Okay. Did you find any difficulties to engage everyone? For example, in a meeting, in a room, you are meeting 10 people? Did you manage to get everyone talk, or you see some people are sitting quietly not saying anything?

Interviewee 21:14

You have to go by the rules of the house rules of the room, if there was 10, or 20, people working in a war, talking together, you got to control them. And naturally, we've I find it easier to control and speak one after another on various situation. So we also find people who are invited in to a meeting. And they'll everyone seems to know, their roles within the organization, what to do, how to do it. And you know, when to not interrupt anybody else, you know, respect to each other? Who's invited? Who would you invite us? If I'm invited? If I'm invited, then yes, obviously, I tried to join them if I can, if there was no other problem. Okay.

Interviewer 22:15

Thank you. Now, we will. We will talk about something about the current situation COVID-19. Since COVID-19, started since last year or so, you already you mentioned that you have been involved in some COVID-19 related research as well. Studies. So could you please tell me, what public involvement Are you taking part at the moment? Since COVID-19 started?

Interviewee 22:44

Well, if there is a situation in or out there or situation, they ask particular person, what do you think of this vaccine. And literally, I've arranged to talk to people that this vaccine needed to be done is going to be done. And it's been being erased for many, many months now. And eventually, we have come to a situation where we accept the vaccine coming into force coming in to help members of the community. And obviously I had mine.

Interviewer 23:23

Okay, that's great. Yeah, you, you have anyone, so how are you doing this kind of meeting during this COVID-19?

Interviewee 23:32

Well, most of the time, is meeting on the like you do on the phone, or on the internet, or the forces that you're doing it now. I've been working not many, but with some members of the organizations and try to help them answer their question, if there is such a question.

Interviewer 24:01

Okay. So was there anything new for you? After COVID-19 started, before used to eat me face to face used to drive us to go places now. Now, what is new for you doing this work over the internet or telephone? Could you please share anything different in

Interviewee 24:25

The question is that a member of the organization ask you a question. What do you think of members of the community going into situation getting COVID-19 vaccine. So we say is good. Oh, I wouldn't I haven't said no. Nobody yet. It's no good. Don't do it. I try and help. If we can find them. Well, there is a member of the young generation or older generation, we, we seem to take it all. And if there is an older person, you haven't taken it. So your advice, go and take it. And it is better for the community. And this sort of new things coming into every day, you get different things. But I don't get every information, every information that comes in to the members of the public. Not everybody's not asking me to tell them who they are find different ways, different method of talking to different people.

Interviewer 25:39

So when people contact you, for COVID-19 related studies, how do they contact you, they're on the phone,

Interviewee 25:49

They either contact me on the phone, or send me an email, say, situation where we need your assistance, can you can you come and talk to us? Or on the phone? Talk to me or talk to the organization involved.

Interviewer 26:09

Thank you! Could you please tell me the difference the difference experience you are having at the moment? Before COVID-19? And after COVID-19? So the communication you are doing now with the people or community members or charity or x city council anywhere? So the communication you're doing before COVID-19? And after COVID-19? share something that What do you feel about now? What do you feel about this

Interviewee 26:39

COVID-19 is obviously very difficult situation now, and everybody seems to be discreet. Talking to you say they asked you a question, can you help me deal with this situation, deal with this problem. So discreetly will try and help. But before they could say something, write a letter, or write something on the email, or on the phone? So it was easier, better than now. Now, discreetly one to one organization to one, they ask you many different questions to try and answer them discreetly again.

Interviewer 27:23

And do you do meeting over over zoom or Microsoft team?

Interviewee 27:29

Well, I do use both of them. Sometimes I have a problem.

Interviewer 27:34

So it please tell me about this experience? Is this something new that did you use this before? Before COVID-19.

Interviewee 27:44

There was no need to use used there. But there again, it was availability in the market that it can speak to them different ways. But now, I could speak to somebody in another country, face to face or WhatsApp, or various methods.

Interviewer 28:05

Okay. Now, I would ask you please, could you tell me? When did you first realize that you need to use zoom or Microsoft team? What? What made you to think about using this platform? What did somebody tell you? Or did you think or did any organization contact you that? we're going to do this meeting over the gym or over the Microsoft team? Could you please share something that your first experience when you started to use this?

Interviewee 28:34

Obviously, it was something new. So I didn't know how to deal with the situation where a member of the community asked, Can we do a zoom meeting? Can we do Microsoft meeting? Can we do Skype meeting and obviously these are new things came into obviously I'm an older person, I try to pick up anything new, and try to understand how we can deal with this. And it is something very new came to me most about a year ago.

Interviewer 29:13

So it was did you use Skype before?

Interviewee 29:18

I have done? Yes. Okay.

Interviewer 29:19

So when it was new to you did you have to go somewhere to learn? Or did you ask anyone for help?

Interviewee 29:28

No, I think I think it was easy, easier to learn because I have children back home. Back home means here in this country. They use computer all the time. I never used to. So I try and pick something up from them. How to I didn't know how to write a letter on the computer. Something I picked up from I went to local classes to learn that was about long. Long time talking about. So using zoom and Microsoft team, you, you asked,

Interviewer 30:06

Great, you asked your children to?

Interviewee 30:09

I asked my son, my youngest son. So how do you do that? So says I told you about the apps.

Interviewer 30:23

Apps? Thank you. So how do you feel about? Do you like this? Using this platform? can you compare with this telephone and the Zoom meeting or Microsoft team?

Interviewee 30:37

Well, telephone is obviously better, you can tell them anything you want, and you don't know who you're talking to. But I was speaking to you, you're talking to me directly. And if I'm, if I'm sitting there in your screen, anywhere, you can tell me, you know, facial expression is much better, you can see how you feel, or how I feel about things, something on the television, yourself, you know, like, Skype, what's up? What do you call it? Microsoft. And video motion is something nice new.

Interviewer 31:17

So you can see when you when you can see people is better. But But you said this good. Telephone as well. So if you if you compare between telephone and video, which one would you give more marks?

Interviewee 31:36

I will say telephone, telephone, directly speaking to you is better, you understand better with him or her or even a group. But telephone is also I would say number two, you can speak to them directly, what you want to say and how you want to say that don't get your expression. If you're upset about something you couldn't he couldn't say on the phone. I'm upset with you. But he can tell on you on the watch. On the video. You can say oh, you feeling funny about this?

Interviewer 32:19

Yeah. So you mean, on the phone when you cannot see other person's face, you don't know whether he's video you can see their face,

Interviewee 32:36

the office or on the telly on the telephone. And if you speak to them on the watch, Microsoft, you see how he's happy to learn something that I said happy to know that something good or something bad, you know, your body language, facial expression, you can see languages coming out openly.

Interviewer 33:07

So you can get more knowledge about the person when you do the video that

Interviewee 33:12

Yes I did very much. So.

Interviewer 33:15

Okay, thank you very much. And did you do any group meeting via zoom or Microsoft team with your people organization public involvement?

Interviewee 33:28

I've done many groups meeting, you know, four or five or six, even more praying for somebody in a COVID-19 situation, if that person is not well, and we have a group meeting, zoom meeting, praying for that particular person. And it's also a good thing that you can see who you who you are, who you attended with, and many other people that you have been talking to, and if they feel upset about this, and you know, we have number of occasions, we have talked about member of the community zoom meeting, talking about organization, how we could go forward about this particular method in talking to different person in the community is helpful, helpful.

Interviewer 34:25

So how do you feel about for example, at the moment, I am talking to you, you are talking to me one to one? Yeah, if we have five or six or eight people in on the same screen and someone is leading for example, you are the you are leading the meeting, you are the organizer, organizer. So how do you feel? How was your experience when you have four, four or five or six people in the meeting? To engage to get everyone's opinion to to give your opinion? How do you feel about that? any challenges

Interviewee 34:59

now Say you're you're controlling you and I talking, if there was a member of six member of the community or other members of the community working you, you'd say, Mr. H, you can say whatever you want to say. You tell them how you can talk with them. You know what, what subject you are meeting, and you talk to a different person. You control it. All right.

Interviewer 35:28

So you name the person. Whenever you want to get someone's views opinion, you name then Okay, Mr. X, Mr. Y, what do you think about you ask them like this? Yes,

Interviewee 35:38

I think that's what I that's what what I have been doing. That was the normal thing to do. If there was five or six people put their hands up and say, I want to speak to you, you'd have difficulties deciding who is to talk to who is to give priority to

Interviewer 36:01

raise their hands. In the video like this?

Interviewee 36:04

Yeah, yeah, you could do that.

Interviewer 36:06

Okay. Okay. Do you know there is an options on Microsoft team as well? without raising your actual hand? You can click somewhere Do you need Did you know about this? For example, I am clicking

Interviewee 36:21

Well, actually,

Interviewer 36:22

Can you see my hand there's a there's a hand?

Interviewee 36:25

No but you don't have to say hands. But you could identify yourself. You want to say something? And then your name would come up? That's what has been on the Microsoft or the the other program that God

Interviewer 36:45

Do you have any any experience someone was interrupting while you are talking or other members are talking? Did you find any challenges difficulties? interrupting?

Interviewee 36:54

Yes, I I did. If there was a situation, I would speak out myself. So you could I think it's a better way of controlling it.

Interviewer 37:19

Okay, thank you very much. So you can see that a very experienced dealing with this group engagement. So could you please tell me the facilities you have at home to work remotely to work virtually, since COVID-19? started? So what kind of resources do you have at home? laptops, desktop, or iPhone?

Interviewee 37:44

I have a laptop. What I'm speaking to you now, yes, I also have a mobile phone. I haven't used it very much. But I use most of the time, WhatsApp, I get a free call.

Interviewer 37:59

Okay, thank you. So do you, when you are meeting with people? charity organization or so when you are meeting by a

Interviewee 38:09

charity group of people, I work with them. Because I want to learn, I want to see what's happening. At home, outside from sitting at home, seeing what's happening outside, learning more about the program, outside people, they're doing it if I want to understand something, talking to different people. And you know, it's something learning to learn all the time.

Interviewer 38:36

So did you.. was there any situation that you have to share a screen or other people share the screen? while you are doing video meeting? For example, they are presenting a report presenting a paper. Did you have any experience people who are doing from personal counsel or you are doing Did you

Interviewee 39:00

I think the meeting with the community members, if there was four people or six people, you can see all their faces on the television on the on the on the screen is controlling. So you could say I want to talk to somebody, I want to ask him something. I want to talk to xx, like to say something and you can identify who you want to talk to a member who wants to say something, but there is a controlling system again. Dr. Z, controlling the people indicate Okay, I've got something to say Mr. H. You have to say something. You said you are going to say it now.

Interviewer 39:48

Yeah, that's great. Thank you very much. So the for example, this is the paper sometimes what they do. You cannot read what I'm showing you can you Really no. This paper is in my computer, if I share it, there is option I can share him so that he can read from your computer from your home. So I'm asking Was there any situation when you are having when you are meeting other people did the sharing the screen or you share the screen? Did you? Did you have to do this kind of activities?

Interviewee 40:24

Do I have not shared such a program? Like I have here? Okay. If I was to identify column, so you you tell them, that's what it is. Experienced as such, but it can be shared. So the documents do how do they? Did they send you via email before you meet? Yeah, like you sent me some information? Most of them on the screen. Okay, so, I record I recorded your program and printed it out. So I could read it accordingly. In my own time.

Interviewer 41:13

Okay, thank you. And now I'd like to ask. So when you actually already mentioned some of these, when organization or groups contact you?

Interviewee 41:30

I didn't, I didn't get what you said.

Interviewer 41:57

And did you have to read anything? I mean, for the community or for the, for example? If someone policymakers want to do something for xxx community or other ethnic minority group, did they send you any document to read?

Interviewee 42:18

Yeah, they send me a document like I worked for the organization for the religion, religion purpose from the city council.

Interviewer 42:30

They send you documents, read it first. And then you identify what you want to talk about. And you talk you talk to them, you can't have whole document reading out to you on the same time. So you decide what about you want to talk and you do that according to your needs. If you review if you want to change something, or if you want to add something, so that they can do that. Did you have this kind of experience? When you have to read something? And you think, no, this is not right, I need to change it, they need to change it.

Interviewee 43:46

Through the information. before you say anything, if you go to say that for the member of the community, over overall whole, whole community members, you got to understand it first. You can't just give you a paper and say, read this, I wouldn't do that. I would expect them to send it to me first. And I read it. And if I have to change anything, or implement anything else, then I say the same thing. I worked with many occasions with the City Council. They sent us information and we dealt with it, then reading it before understanding it first. And then you tell them yeah, it's fine. Okay. Okay. To do that. Yes.

Interviewer 44:38

How did this and did you send them a through post or did they send you by email?

Interviewee 44:43

they sent many of them comes on the post on the post that are very thick of papers, okay, so you've got to take months to learn it or understand it. And it's a little it's a little organization and little you want to say something and Straight from the email.

Interviewer 45:02

Okay. So when you read something that you want to change something you tell them this is, can you do this? This is not the right way to put this no to that. I have done it,

Interviewer 45:16

After sending your comments? So did you think or do you think that that was implemented that was listened? That was that action was taken by the authority? Did they listen to you?

Interviewee 45:37

If they do send me something, or any other organization, I have to say, yes, you can do that, in order to change anything they do they do that. too. If they asked me to say something, I want to change this particular words to that word. And you have to implement that word.

Interviewer 46:01

Thank you very much, you have a very long experience many years working with the government, non government, many organization, and you have been You are the voice for the community. So could you please share anything that you felt some time that the government papers or non government papers, what they're talking about ethnic minority people was not right. This is not what I wanted to tell them. This is not what I wanted to publish? Did you feel this kind of way? Do you have a

Interviewee 46:34

But if it came to me I would say it otherwise. If they say, it's got to be done, we want to do that, then obviously, I would give my opinion, whether they say it or not different thing. But there are certain things, they've got to change. And there are certain things, they don't have to change. But it'd be nice to change it. But it's a controlling over the government. And obviously, I wouldn't, I wouldn't be trying to force them to change that.

Interviewer 47:05

So did you have any disagreement with them that this is not you should do the do you have? Are you happy with all our own contribution that he had done? And the action was taken?

Interviewee 47:21

Well, actually, this is something open. If they send me something for me to change, or implement someone, I would, but if there was overall program, with the how we're going to deal with the COVID-19 in local postmarked area, if I had a feeling I would tell them, and if there was no feeling that, okay, they could either do it, older people, do it now, vaccine them now or do them later. It's up to them to do it, and how they do it. It's up to the members of the community to tell them as if it was free for me to say I would.

Interviewee 49:07

Let me let me answer that question. I did come across a situation like that, like dementia, mental health problem. We say this is going to not gonna be doing any thing good for the member of the same society, same same people. So I think we have to go around a situation. Not say it's stigma within the community, but thigma within the wider community, but I would say why the reason so they have good to listen to a person when it comes to decide, do do do them. Naturally. It's a health issue, community stigma, if I will say my father was mad, I wouldn't say that. I would say he's not feeling well, in a situation where it has been as such. So I think we got to avoid this sort of controversy situation

Interviewer 50:18

Within the community so do you feel that that government or non government need to get more ethnic minority people involved in making decision for?

Interviewee 50:31

Well, I think so i think so. Because this is a society, cosmopolitan society, multi pool ratio, we have different people from Bangladesh, India, China, Africa, you know, you name it, we have this people, we've got to understand their feelings, their way of life, in how they were brought up, out there, bringing it up, in the society, of this British environment. So good to understand everybody as such, and to deal with the situation, you know, like you are doing your program, you've got to know, how are we going to deal with the different members of the community?

Interviewer 51:18

Do you feel that that the included everyone in their decision making their representative, representative, our diverse representatives are coming from all ethnic minority groups.

Interviewee 52:05

I think when you ask the question, if there is a situation where you need to put a development stay, if they want to put a mosque in poor spot area, you would, we would need to understand the feelings of the members of the community. And I think the city council wouldn't do a thing like that. They're gonna just do it. Overall, they will need to have public consultation, asking members of the community, how they feel about it. And I think this is why not only in xxx all over the all over UK, they need to have public consultation before they do anything drastic. Before they used to have something that I don't need, the government of this country, I do what I want, but it is it is in a situation like that. They need to ask members of their community, I

Interviewer 53:08

I think when do you think at the moment? It is? It is they're practicing this? Do you think they're involving everyone? Or do you want more involvement?

Interviewee 53:18

I want I want members of the community to more involvement, you know, about the management of the local, local council, about the member of ethnic minority, or if we are to be employed in the local area, you know, they need to do anything changeable for the betterment of the community. I think they need to ask normal public as well, and provide information, education, services, to get involved in it. I think these are, though it happened many years ago. They did did whatever they want to do. But I think it's changing now, gradually, it will take time. You know, you wouldn't just come out with one hand, I want this to be done. No, no, not so, not so good for the members of the community.

Interviewer 54:20

Thank you. So now Could you recommend anything that do this public involvement in better way the people, the professionals, professional PPI public professionals, how they could improve it to involve everyone and

Interviewee 54:38

Involvement of the general public is needed to be done, whether they wanted to educate members of the community development for various aspects of life, they need to ask members of the whole organization, not the organization whole community to change something different, are they I think they need to implement that in a greater way of life.

Interviewer 55:10

So now, because we are going through COVID-19 for a long time, and we don't know when life will be normal again.

Interviewee 55:37

Need to involve everybody members of the community, those who understand those who are able to do technological way they should be advertised if there was something drastic to happen. But if there is nothing else, only for the educationalist, then I think it should be implemented in a different way, tell member of the community how we could do that. With the communication letter, writing to the every members of the community, if there was to change something different, but if they want to employ people, or the local community, or overall, the whole government, they need to tell members of the community, like you say, in a political view, if there was a political view, if I was doing a political science, I would obviously go to a different person to learn about political science, education in a, you got to wait to tell people of the public, the government,

Interviewer 56:54

How they can go about and tell people about community in great engagement, how the what would be the method, and

Interviewee 57:04

There are hundreds, hundreds of methods, you know, through the internet, through the community, through the media, through local papers, mosques, you know, you got to advertise how we can do better for the community, overall, the government or the advertise,

Interviewer 57:26

do you think the internet, the people from Bangladesh are coming from South Asia ethnic minority community? If they advertise online internet, do you think they will be available online?

Interviewee 57:39

On line, he's got to change something he got to tell people, whether through the internet, through the local newspapers, through the government? authority, you know, ask is there is hundreds of ways to tell people how to how to go about it, how to do that. They just can't say, one line of papers, one line in the in the newspaper, one line on the television. And, you know, not many people will read online, if there was everybody has individual information about training. You know, many, many of us in this country, have internet, have telephones, mobile phones, you know, we don’t have online training, there is a different way of doing it. For the members of community we need internet training.

Interviewer 58:32

Are there any limitations to involving to getting involved with the majority people any limitation you think, regarding internet training or regarding language barriers? Do you think is there are there any any limitation to get them involved?

Interviewee 58:49

There is a limitation means obviously, you want to pick those people who have used the internet service. You know, many, many of us 95% of this country, members of the community are using internet. Everyone got telephones?

Interviewer 59:09

Do you think 99% for Bangladeshi community as well?

Interviewee 59:11

I believe so. Because it's coming out. Very, very good. You know, all our children are getting better, better educated in a different way. You know, reading, writing, computing, you know, he I think there is your way of doing it. You want in a government wants to employ members of the community to put this information out in the open. And I think they need to work with the other members of the community again, to help the people of this world of this country.

Interviewer 59:53

So for example, as he was recommending to do this advertisement via internet or newspaper, so do you think if they do Do you think there will be people who will go and accept that invitation and go in and join them?

Interviewee 1:00:07

Well, I think the way things are happening, it's more people are interested to learn about what's happening in their own country, or this country, or any other country in the world. They've got to advertise that. They've got to tell people, we need to do that. We need to do this sort of thing. Like what's happening in the world nowadays, in Myanma, they're telling people, this people, members of this group taken away, so this sort of thing, something good happening, something bad happening, is going to be told to the general public. Okay, so

Interviewer 1:00:51

we're coming to the end of the interview.

Interviewee 1:01:42

Well, maybe maybe not 100%. But it needs to be changed. Because then go say for Bengali people, they're interested to learn about the other worlds. And the door, though we haven't received much as many years, many people are still illiterate, but still there, they want to learn, they want to understand they want to live in this world, as a better person. So what we can do is to invite everybody from our generation to generation. And if they learn enough, they could refuse to say, I don't want to do that. I don't want to do this, I want to do that. It's good to be open to the members of the community. Everybody else? So if we are ignorant about things, then you will we will learn if there was something we could do learn it, the find a way to teach them, how to deal with them. And that would be the better ways of dealing with the situation.

Interviewer 1:02:55

Now, could you please share something about English language, language barrier duty? They get the invitation. For example. They got the invitation via post, they said, Oh, you want to involve by our newspapers? Do you think the language is stopping them? language would stop them to get involved?

Interviewee 1:03:16

Well, I think it depends on the language they want to find. If this was in this country, our children from war born onwards, they would be interested to learn any language except not Bengali, to learn any other language, children,

Interviewer 1:03:40

I mean, children and we understand that children less No, because children are born here. So English is ultimately is their first language. So I'm talking about, like, for example, first generation or second generation, you know, the generation like who are like 50 or 60 years old. So do you think they need English very, uh, do they have English language problem, so that that stopping them or

Interviewee 1:04:06

let put put me on a situation, I came here, you know, like 60 years ago, obviously, I learned whatever I could in back in back home. And what I've learned most of them in here, if I didn't speak the language, I wouldn't be able to understand, I wouldn't be able to take part in a meeting. I won't be able to do here and there. things need to be done. But if I spoke my language, as well as English, I speak any other language. And I've got to learn that which in this country, they're teaching people, French, Italian, Spanish, but we are getting away our learning Bengali, but are we not in a situation why we want to tell our children To speak your own ethnic language, as well. So I would say my children would speak Bengali, as well as English, and any other if they were interested, and would be, that would be good. You know, we cannot forget about ethnicity situation, if I was coming from Bangladesh, I want to speak to my old generation in that language, there is a problem with the barrier of English, if some of our members of the community don't speak the language, my brother, brother in law, he wasn't able to speak English. But he got by, he died now. So he got by, he understood the better way to deal with his situation. And now, obviously, if we were taught that language would have been good, but I think they want to bring you Bengali language as well, as well as English because this people, children are born in this country. Oh, sorry. One second, my battery's going I think, on this. Give me a minute.

Interviewer 1:02:16

Well, we are nearly nearly the end of the meeting. So are you saying that maybe not as a general subject, but

Interviewee 1:05:16

I think our our children need to learn the language they are born with, as well as if they were born here. They're English, but they would learn that anywhere that would automatically come, but system our own tongue, mother tongue.

Interviewer 1:07:17

So when, when government organization inviting community members so they would come they would invite you in English? So do you think English is okay? Or do you think there should get some interpreter or there should get some Bengali people there?

Interviewee 1:07:38

Well, I think maybe not because they don't have to get interpreter the mother tongue language taught at home. So, I think none officially if they would teach our children our own tongue, our own language, they would learn that anyway. So, I think they should we should as a parents of those those members of public those children, we need to tell them our own mother tongue language,

Interviewer 1:08:13

the people who will contact you for example

Interviewee 1:08:40

That is good. But I think so far as we are in a situation now that we've been living here for over 30, 40, 50 years, I think English, it's our own tongue language in this country is English. We need to have that in English. But it varies person to person, we're different ethnicity, dealing with different professionals who use difficult English. And I think would be advantages to have somebody interpreter present to interpret English, just in case they need anything. Or at least use easy English to understand. But I think it's not, wouldn't be necessary for me to say that, but we have been doing it as I was interpreter. I've been doing it for last 40 years. If there if there if we speak English, we will need to do that. So I had to do that. I got paid as well.

Interviewer 1:09:36

Thank you very much. Thank you. So we're nearly ending the interview. So before we finish, would you like to add something would you like to share something else that had that I have not asked him?

Interviewee 1:09:48

Well, you seem to have every everything we've been here over an hour.

Interviewer 1:09:52

Thank you for your time. Thank you,

Interviewee 1:09:53

I think at least us as a members of the organization community We need to tell our feelings. We need more members in politics, more members in education, more members in the running of this country, more members in management committee, more members employed, employed by the authority, whether it's a government or local, local generation, local people. So I think this is got to be done, I think I would be in a situation where I help members of the community by working together, not as just one ethnic minority, the whole lot of people are different ways of working with whether it's a organization like yours, university, schools, you know, we need to change this way of life. And for betterment,

Interviewer 1:11:01

thank you very much, this has been very helpful, I know that your contribution is very helpful.