Researcher BN: Lovely. So I hoped we could just start erm, by doing some demographics, so your age, your gender erm, yeah, just those (laughs)

SU4: I’m 58, male.

Researcher BN: Lovely. And erm so, I thought we could start with talking about how you came to access (name of organisation). So how you heard of it, how long you've been coming for, things like that.

SU4: I heard about (name of organisation) in the job centre, it was through the (name of project).

Researcher BN: Uhuhh.

SU4: (name) was me (name of project) worker.

Researcher BN: Okay

SU4: It was last year 2021, it was early August 2021 when I came here, I got a laptop off (name of organisation) off the (name of project)

Researcher BN: Uhuhh.

SU4: ..and er a mobile phone which I didn't have any of those at the time.

Researcher BN: Yeah.

SU4: I've still, I'm still here, I attend the drop-in centre, I’ve since finished the (name of project).

Researcher BN: Ah okay, but you still come here yeah?

SU4: Yeah. Yeah.

Researcher BN: Lovely. And so have you accessed any other kind of voluntary, community groups before (name of organisation)?

(brings in tea)

SU4: No, not that I can think of.

Researcher BN: Just this one?

SU4: Yeah. I’ve done plenty, loads of courses.

Researcher BN: Yeah.

SU4: Yeah, I’ve done loads of courses.

Researcher BN: So what kind of courses are, were those?

SU4: I’ve done an English one at the moment.

Researcher BN: Oh, yeah.

SU4: I did an entry Level three here.

Researcher BN: Uhuhh.

SU4: And I did a maths here, I failed the maths it was Level one. And I, I did an entry level three, which I passed that and I'm still waiting for me certificate from, from (name of organisation).

Researcher BN: Ah okay. So that was all within here.

SU4: Yeah, that was earlier this year.

Researcher BN: Yeah.

SU4: I did the maths in June and I did the English, the level three in March.

Researcher BN: Ah okay.

SU4: I've signed up for another one at the (name of centre) in (name of location)

Researcher BN: Ah okay.

SU4: That’ where I did Level one English.

Researcher BN: Excellent. And was that, did you hear of that through here?

SU4: Yeah, I think I heard that from the yeah er, no, no, it was the job club er, job fair, I think that was the job fair in (name of location) and (name of location).

Researcher BN: Ah okay, so what do you tend to do at the drop-ins?

SU4: Job search. I don't me job search from, from indeed, and I log it,

Researcher BN: Uhuhh.

SU4: ..and I write it down because I can't use the hard drive in the job centre in case I, in case it causes a virus on the computer, computers there.

Researcher BN: Oh right.

SU4: So I write it down just to say that I've, I've done something on the two days that I'm here because I get me bus, I get a bus voucher and I get that like ticket off the Job Centre, from (name of location)

Researcher BN: Ah right.

SU4: And it's too far, it's too far to walk.

Researcher BN: Yeah. So, yeah, that's what you do in the drop-ins?

SU4: That's what I do in the drop ins, yeah, yeah.

Researcher BN: Yeah.

SU4: That’s all I do at the drop-ins.

Researcher BN: Yeah.

SU4: I play the guitar off (name), there’s a guitar that’s there

Researcher BN: Ah right. Uhuhh.

SU4: And I practice the guitar, because he plays in a band and he tunes it for is, the guitar, so I get some practice from that so I've been doing that for about a year.

Researcher BN: Oh, great.

SU4: Yeah. It's a guitar, it’s a classical guitar he gave is, it’s a, yeah.

Researcher BN: Wow.

SU4: It was just lying, it was just in the other room in there.

Researcher BN: Yeah.

SU4: You know that room opposite here

Researcher BN: Uhuhh.

SU4: It was in there.

Researcher BN: So you do that here or are you taking it home?

SU4: Yeah. I do it here. I do it here

Researcher BN: Ah right.

SU4: He gave is a hard drive with a practice on it.

Researcher BN: Yeah.

SU4: It’s got a guy who, who does it, shows you how to play certain records like Buffalo Springsteen, all right now.

Researcher BN: Oh, great.

SU4: Yeah.

Researcher BN: So how often do you come here, is it twice a week?

SU4: Aye. Twice a week I come here, I go to the, the English level one, the functional English level one I think it is, and it’s at the (name of location).

Researcher BN: Yeah.

SU4: On a Monday. Tuesday here and Thursday here. Rest of the week in the job centre in (name of location).

Researcher BN: Ah okay. And do you like coming here?

SU4: Yeah, yeah, yeah. Cause it gives ya, it gives ya, well you can, gets ya talking, gives you group contact with people.

Researcher BN: Yeah.

SU4: Rather than sitting in the house or the front where I live.

Researcher BN: Yeah.

SU4: Yeah, it’s alright, yeah. Yeah it’s okay yeah.

Researcher BN: Yeah? And do you chat much to the volunteers like (name), for example?

SU4: Yeah we do a bit of talking yeah.

Researcher BN: Yeah.

SU4: Yeah we’ve been talking over the last year, because I say well (name) was here, you might have heard me mention it, (name) was here when I started here last year.

Researcher BN: Yeah.

SU4: Some of the, the guys that were in there were, one of the guys was here as well (name) was here,

Researcher BN: Oh yeah.

SU4: they were here last year when I started, last year, do you know early August

Researcher BN: Yeah.

SU4: The (name of project) he was here, the guy who was sitting at the back was here.

Researcher BN: Oh yeah.

SU4: He attends here as well.

Researcher BN: Uhuhh, so (name)’s always been here when you’ve came?

SU4: yeah, yeah.

Researcher BN: Yeah.

SU4: Yeah. I think (name) was working here when I first started, he was full time. And he’s retired.

Researcher BN: Yeah. Wow.

SU4: He’s retired.

Researcher BN: Ah so he was doing both for a while?

SU4: Yeah well he’s retired since, two, well he needed to retire since last year or something, about September time I think he did.

Researcher BN: Yeah.

SU4: September, October.

Researcher BN: Yeah. So is it just (name) you usually see that works here, or do you see other people?

SU4: Yeah. (name), (name) they’re all in there.

Researcher BN: Yeah.

SU4: Everyone in there yeah I see all of them yeah. I usually phone up if I’m gon-, if I’m going to be late. Because I like to be here at half past 9. I, I like to keep to that.

Researcher BN: Yeah.

SU4: And a lot of the time the buses are overdue where I live.

Researcher BN: Yeah.

SU4: And traffic works and that, I get, it, it, it

Researcher BN: Yeah, it’s annoying isn’t it.

SU4: Yeah I try to get in for half past nine so I phone up. So, I like to keep to that, I don't want to just not,

Researcher BN: Yeah, uhuhh.

SU4: ..say nothing, about being late because they might not think you’re turning up.

Researcher BN: Yeah.

SU4: Aye.

Researcher BN: Uhuhh. And what do you tend to chat about with people that work and volunteer here?

SU4: Courses, we talk a lot about courses, past work what people have done in the past, there’s a guy from Brazil there, (name), he’s called (name) as well.

Researcher BN: Uhuhh.

SU4: And he tells is a lot about his dad, his dad was in the war, aye the volcano erupted, there was something coming from, they were making eggs from this rocket coming up from the volcano, because it was that hot. Took about three seconds to fry the egg on it. He was telling is different things that happened

Researcher BN: Yeah.

SU4: He was on the ship in the war.

Researcher BN: Wow. And so what, what do you tend to talk about with, like (name) for example, and the staff?

SU4: Usually it’s courses, (name) usually it’s courses, certificate, if I haven’t got me certificates, (name) it’s usually courses,

Researcher BN: Yeah.

SU4: ..what's, what's coming up? I, I, I’m on a course and I’ve signed a learners agreement. That was the paperwork that was in front of me when, when I was sitting in there, and I don't know if I can do any more than one course.

Researcher BN: Ah right.

SU4: Because I’ve signed this learners agreement because we get a letter from the, from the benefit centre, saying that has me circumstances changed and if it has let wu know. You know so I don’t know what I can do or how far I can go with courses.

Researcher BN: Yeah.

SU4: You know and what types of courses I can do. If you can do like university, if it means university or, with it just being two hours a week this, three times a week,

Researcher BN: Yeah.

SU4: ..it’s not like where you’ve got to be there all day.

Researcher BN: Uhumm. So you’re kind of asking to find out about what other courses are available?

SU4: Yeah, yeah I’ve done loads of courses,

Researcher BN: Yeah.

SU4: I’ve done the security course here.

Researcher BN: Oh, great.

SU4: I did that in January.

Researcher BN: Ah I heard about the security course, yeah.

SU4: Yeah customer service, yeah, customer service and the CIA, the security. It was a month’s course here, and I did that early January it was.

Researcher BN: Uhuhh.

SU4: I failed it, I failed it and I passed the customer service I got a certificates for it, I got a first aid certificate from the, from the security, because that was on level three.

Researcher BN: Yeah.

SU4: Because that was in it. You had to, you have to do a first aid with that. And as well as terrorist awareness, I did that here.

Researcher BN: Ah right.

SU4: So I got something from it.

Researcher BN: Yeah.

SU4: If I’ve done a course, I’ve got something from it.

Researcher BN: Yeah. Yeah. Well that’s good.

SU4: I failed some of the elements on the course, yeah.

Researcher BN: Yeah. And so how long do you tend to chat to stuff for?

SU4: Could be an hour, could be less than that.

Researcher BN: Yeah.

SU4: It depends what they’ve got to do, they might have to go somewhere. They might have things to do.

Researcher BN: Yeah. And I suppose you kind of came coming out of COVID, have you noticed any differences in how you access (name of organisation) and what you talk about with staff kind of when you started and now?

SU4: Well when I started I had to, I was wearing a mask.

Researcher BN: Yeah.

SU4: The corridor you were allowed to walk. But you had to wear a mask in the corridor, you could take it off in the rooms, when I started here.

Researcher BN: Yeah.

SU4: And since then I’ve, I caught COVID in August, I was COVID positive I was two red lines on the, you know the tests you get I seen two red lines on them. And up to there it was alright. The changes since COVID no.

Researcher BN: Yeah, nothing about what you talked about, or how long you talked to people for or anything like that?

SU4: Might have got a bit shorter when COVID was here, might not have been as much, you might not have been sitting in the rooms, as close contact with each other as much.

Researcher BN: Yeah. Uhuhh.

SU4: As when, what they were before. Because I would only know from last August when COVID was about,

Researcher BN: Yeah.

SU4: I wasn’t here before that.

Researcher BN: Yeah, you were kind of like the tail end weren’t you when you came?

SU4: yeah, yeah.

Researcher BN: Yeah. And so do you ever talk about, kind of health and lifestyle with the staff here? So like smoking for example, diet, alcohol. Do you ever talk about those kinds of things?

SU4: Not a lot, no, no.

Researcher BN: No?

SU4: No, it's mainly courses for me.

Researcher BN: Right.

SU4: For me cour-, work, past work, what, how long er, (name) was, (name) talks a lot about his past because he was from Brazil.

Researcher BN: Yeah.

SU4: (name) the other guy who gets in (name), he’s been retired. He talks a lot about his past. He's from (name of location) (name) came from a pick village in (name of location).

Researcher BN: Ah right.

SU4: He talks a lot about his past, but not a lot about, bits, not a lot.

Researcher BN: Uhuhh.

SU4: ..about alcohol, smoking and things.

Researcher BN: Right. Yeah. So do you, would you say you don't really talk about it as much with the staff as other people?

SU4: No. No, I don't, no.

Researcher BN: Yeah.

SU4: No.

Researcher BN: And would you, how would you feel about talking about those things with staff, those kinds of behaviours?

SU4: Well, I don't know about how, if they, if they drink, I think (name), (name) does and I think he goes out drinking, from what he’s said, he might have mentioned that he goes out, not this (name) the other (name)

Researcher BN: Yeah. Ah I haven’t met him yet.

SU4: Not the (name) you’ve met, the other (name), yeah, you haven’t met him, no

Researcher BN: No.

SU4: No you haven’t, no. The other (name) goes out I know that, he was telling me about it. But (name) mebbies in his past or when he was away on holiday he might have mentioned that he goes out.

Researcher BN: Yeah.

SU4: Or for, to a quiz, not much about drinking.

Researcher BN: Uhuhh. And what about their behaviours like erm, physical activity and smoking and, erm, things, things like that. How, so you, you don't really talk about that here ever?

SU4: No, I don’t think that any of them smoke.

Researcher BN: Yeah.

SU4: I’m not sure many of these smoke, I don’t think they do.

Researcher BN: Yeah.

SU4: Maybe (name) does erm, (name) does, the one you’ve met.

Researcher BN: Oh, yeah.

SU4: He, one of them erm, they’re like, not er, what they are erm,

Researcher BN: Like a vape?

SU4: Yeah, yeah, like a vapour thing. Like them vapours you get, not the, not the rollups, the rollup cigarettes that we used to, or, I have in the past, not them’ns, them, them vapours.

Researcher BN: Yeah, uhuhh. So does that ever, do you ever talk about that?

SU4: No, no.

Researcher BN: No. Yeah. And, so would, would you want to talk about those kinds of things, do you ever feel like that would be useful to talk about here or not?

SU4: I never really erm, maybe the bits that we talk about maybe yeah, yeah maybe it’s been useful the little bits that we talk about, other than that er, I hadn’t really thought about it that much, no.

Researcher BN: Yeah.

SU4: Probably not no. I don’t think it would be useful, no.

Researcher BN: Yeah. And why not, do you know?

SU4: I don’t know, I never thought about it erm,

Researcher BN: Yeah.

SU4: Mebbies, I have smoked in me past, mebbies that’s why. Maybes I have done a bit of drinking in the past, maybe that’s why I don’t talk about it much, I just really get on with me job searching.

Researcher BN: Yeah.

SU4: Yeah I never really thought about it.

Researcher BN: Yeah. And erm, is there anything that would stop you from talking about health and lifestyle here?

SU4: Not really no. No, I’m quite open about that, I do a lot of walking,

Researcher BN: Yeah.

SU4: But na there would be nout, no barriers to just talking about it.

Researcher BN: Yeah. And is there anything that would, that would help, that would make you feel like it would be more appropriate to talk about health and lifestyle here that you can think of?

SU4: Erm, er maybe, maybe er, more, I would need more exercise. I did more exercise maybe that would bring it up a bit.

Researcher BN: Yeah.

SU4: Talk about it. I mean, I walk to the job centre and back. I walk to where I've got to go, I’ll walk to get me shopping I (name of location)

Researcher BN: Oh, yeah.

SU4: Er I don't go to gyms or out, I’m not really into that that thing, into it that much, so I probably wouldn't have much to talk about it myself.

Researcher BN: Yeah.

SU4: Na. I mean, I don't, I go out walking because I’ve got to go to the job centre and do me job search in (name of location)

Researcher BN: Yeah.

SU4: And get me shopping.

Researcher BN: Uhuhh.

SU4: Aye. I don’t take a bus unless, I get me bus fares to come here. Okay. I get a bus, bus voucher off the job centre to come here.

Researcher BN: Ah right. Yeah.

SU4: Yeah. And I get a ticket off the driver it’s like a day ticket 8 pound 60 for the day. And other than that the days I'm not here I will walk to (name of location).

Researcher BN: Oh, great.

SU4: And that's just to get me shopping.

Researcher BN: Yeah.

SU4: And to do me job searching.

Researcher BN: Yeah. So that's kind of weaved into your day the walking?

SU4: Yeah.

Researcher BN: Yeah.

SU4: Yeah I walk there and back.

Researcher BN: Yeah. Oh, great. But that never comes up here, about walking or anything like that?

SU4: No, no. I don’t walk here I get the bus here.

Researcher BN: Uhuhh. So do you think it's an appropriate environment talk about health and lifestyle behaviours, say in (name of organisation)?

SU4: Maybe not. Maybe because, I mean it is a drop in centre, I think (name) did mention that I, I attend the drop-in centre and I'm not on the (name of project) anymore.

Researcher BN: Yeah.

SU4: But I do me job searching here I come and do me job searching. Whether that, the health bit is part of it, I’ve never, I didn't think it was.

Researcher BN: Yeah. Uhumm.

SU4: I just think that I go here to do me job searching and that’s it.

Researcher BN: Yeah.

SU4: I never thought about whether that's part of why you come here.

Researcher BN: Yeah.

SU4: Or, or if it is part of why I come here, or if that's what I'm supposed to be talking about when I’m here.

Researcher BN: Aw no (laughs). That's just kind of what I'm looking into with, is, are these conversations going on. So you would say no, it’s not frequent?

SU4: Not as far as I hear,

Researcher BN: Yeah.

SU4: Mostly it’s, it's courses as far as I'm concerned. I would, I will ask about courses.

Researcher BN: Yeah.

SU4: But I mean I will talk something about courses or I listen a lot about er past work what, what what (name)’s done that was interesting the work he's done in the past and where he came from.

Researcher BN: Yeah, yeah.

SU4: I would talk about that. And, and especially courses because I could learn, I can learn, so I like to talk about courses.

Researcher BN: Yeah. Because that's what you're here for?

SU4: Yeah, yeah.

Researcher BN: Yeah, yeah. Fair enough. And so what about erm, like finance, housing, things like that? Do you ever talk about that, those kinds of things with staff?

SU4: I phone up me heating, me company, the electric company, I do, I have phoned up here but I don't talk about, much about those, about that.

Researcher BN: Yeah.

SU4: About me bills. Things like that?

Researcher BN: Yeah.

SU4: No, no, na. I don't talk about that much I might have mentioned it once or twice.

Researcher BN: Yeah.

SU4: I mean, I pay by direct debit, me bills and I, I, and, sometimes I do struggle with them, but I haven’t talked about it much here.

Researcher BN: Uhumm.

SU4: I didn't think I, didn't think that's why I was here to talk about me bills, I sometimes go to citizens advice for that.

Researcher BN: Ah, okay.

SU4: And they, they like put us right in the where, where to get it off me mind things, how to rine me electric company and things, you know.

Researcher BN: Yeah, yeah. And so how did you come to access Citizens Advice?

SU4: It's in (name of location) it's in, it's in the Library in (name of location).

Researcher BN: Yeah.

SU4: But the people, the staff that work in the library had told is there’s a citizens advice up, upstairs from the library.

Researcher BN: Yeah.

SU4: Because it, it used to be in (name of location) but it keeps moving and it must have moved about two or three times since I’ve been there.

Researcher BN: Ah never!

SU4: Yeah, well it has moves around a bit, moves around a lot.

Researcher BN: That’s annoying.

SU4: Ah aye, yeah, yeah.

Researcher BN: Yeah. So do you ever talk about health and wellbeing with citizens advice?

SU4: Erm, not that I can think of, no.

(member of staff comes in to tell me about the next interview)

Researcher BN: So yeah, we were talking about citizen’s advice, weren’t we.

SU4: Yeah.

Researcher BN: So do you ever talk about health and lifestyle with them?

SU4: No, no, it's mainly about electric bills, or,

Researcher BN: Yeah.

SU4: ..erm, I'm trying to think, yeah, maybe once or twice I have. I had to go for an operation in 2020.

Researcher BN: Uhumm.

SU4: And I think I might have mentioned it then because I was asking directions as to where the Freeman hospital was. I went to citizens advice for that, and in the same year earlier on I had to go for a scan because everybody 55, over 55 has to go for a scan, it’s for, I think it's for polyps.

Researcher BN: Oh right, yeah.

SU4: It's, it’s a scam in, in, in the bum area.

Researcher BN: Oh yeah.

SU4: Like the, the rectum area.

Researcher BN: Yeah.

SU4: I might have mentioned that.

Researcher BN: Uhuhh.

SU4: Because I didn't know where the hospital, so I went and mentioned if they could help is for directions as to where to look for.

Researcher BN: Yeah.

SU4: But, but other than that, if, if smoking and drink and alcohol, I can never remember talking to citizens advice about that.

Researcher BN: Yeah.

SU4: Maybe, maybe I did four years ago, a lot of years ago, maybe about 2001 time about it and spoke on the phone about it, 21 year ago. Because I stopped drinking in 2015 I went on a course for that.

Researcher BN: Oh right, great.

SU4: I went on a course to stop that, and smoking.

Researcher BN: Yeah. Uhuhh.

SU4: Do you know like where you, it’s like a thing where you blow into it and it gives you a reading. Gives your reading, two readings for your heart.

Researcher BN: Oh right, yeah.

SU4: Whey yeah I had to take one home from the surgery that I went to,

Researcher BN: Uhuhh.

SU4: It was a course for about 3 month, but it lasted for 6.

Researcher BN: Uhuhh.

SU4: It was one, one day a week.

Researcher BN: Oh right. But you didn't talk about that with Citizens Advice, that was separate?

SU4: Er no. No.

Researcher BN: Yeah.

SU4: No, I didn't talk to them about citizens, that about citizens advice no.

Researcher BN: Yeah.

SU4: I have talked to people who go to the job centre that are job searching now. I might have mentioned it a little bit.

Researcher BN: Yeah.

SU4: It’s a, it’s a past, from the past.

Researcher BN: Yeah.

SU4: Like (name) gets in there. And I think, I think her son died of drugs,

Researcher BN: Wow.

SU4: You might have seen her there I think (name) is her name.

Researcher BN: Yeah.

SU4: She comes in here. (name) gets in here.

Researcher BN: Oh, right. Yeah. So do you think, compared to here, you know how I asked about whether it's an appropriate environment here. Do you think it is with Citizens Advice or is it just the same as here?

SU4: Maybe citizens advice is a more appropriate way to talk about that, like rather than here because I wouldn’t talk about that here,

Researcher BN: Right.

SU4: I, I come here to do me job search and that, I wouldn’t think about that here.

Researcher BN: Yeah.

SU4: Maybe Citizens Advice for that. I would talk more to them about it.

Researcher BN: And why do you think that is?

SU4: I think because that's what they do and they might, although, although Citizen’s Advice do a lot of electric, they were good with that with me. With the electric they got, they helped me with that. In fact they did, they helped me with the electric bills, the water, because I was falling behind with that years ago, a lot of years ago, and at Citizens Advice they told us to phone them up and keep on with them, keep phoning up and telling them about your bill. That you're struggling to pay sometimes.

Researcher BN: Yeah. Ah right.

SU4: Yeah they were good for that.

Researcher BN: Yeah.

SU4: But, but apart from that they, the, the alcohol and cigarettes. I cannot remember really mentioning much to them. About that.

Researcher BN: Yeah.

SU4: But I did, I might have mentioned I went on a course didn’t I, and I was telling him about that.

Researcher BN: Yeah, yeah.

SU4: Seven years ago I went on a course at the surgery I go to.

Researcher BN: Yeah.

SU4: With a nurse.

Researcher BN: Uhuhh.

SU4: And I, I did speak the chemist about it, the chemists have told us that I had a relapse of it, with with er, cigarettes.

Researcher BN: Yeah.

SU4: Because I had started smoking again, this was a lot of years ago.

Researcher BN: So do you think you're more likely to talk about smoking alcohol and things with the GP and the doctor and things like that, rather than here?

SU4: Yeah.

Researcher BN: Do you think?

SU4: Yeah, yeah. Yeah. Yeah I mean it does get mentioned,

Researcher BN: Yeah.

SU4: But I cannot remember ever getting any, an important conversation here about that.

Researcher BN: Yeah.

SU4: In the drop-in centre.

Researcher BN: Uhuhh.

SU4: Other than work and courses, you know.

Researcher BN: Yeah. So in terms of talking about things like bills, finance and housing, is there anything that stops you from talking about that here?

SU4: Er no. Erm there’s nothing that stops is, I think there's more, more what I'm looking for. Here's more what I'm looking for. Like I want my CV updated, I got that updated, learned how to put that, (name) taught is how to do that and (name) because I was like, in the job centre, I wasn't getting me CV on the find a job, I couldn't, I couldn't access it. And (name) put it on for is, you know, and updated it. And that was one reason why I came here,

Researcher BN: Right.

SU4: Was update me CV, get it on find a job and learn, and learn how, to download it and get it onto the er print people to print it.

Researcher BN: Yeah.

SU4: That was one of the reasons why I was here, why I came here. And that, that’s been done.

Researcher BN: Uhuhh.

SU4: And I've, I’ve since gotten a few courses as a security course I was mentioning, I've been on a security course, I’ve got a few certificates off that, customer services.

Researcher BN: Yeah.

SU4: I've getten an English, or I'm going to get me certificate for, for the entry three level in English, English, functional English. Me level three.

Researcher BN: Uhuhh. Great.

SU4: I failed the Maths, but I come, I’ll do that again sometime. Level one.

Researcher BN: Yeah. Uhuhh. And that's what you're here for. And that's what you want,

SU4: Yeah.

Researcher BN: ..coming here?

SU4: Yeah.

Researcher BN: Okay. Yeah.

SU4: Yeah, I think, I think yeah, I think you put that right for is in me mind yeah. Yeah that’s what I want yeah.

Researcher BN: (laughs) You agree with that do you think?

SU4: Yeah. Yeah.

Researcher BN: Okay. And erm, so is there anything that would help you talk about bills and things here?

SU4: Er, no, not that I can think of.

Researcher BN: Yeah.

SU4: Er, I mean unless I wanted to pay it, or, or you get financial help from these. Er, I think I mentioned, there’s a, something’s going to happen in the next month, there’s a payment, I think it's erm, you get, you get so, so much money off of government. That's on the walls in there.

Researcher BN: Ah right. Yeah.

SU4: It’s on the wall where you were sitting next to me.

Researcher BN: Yeah.

SU4: It had, cost of living, it’s a cost of living payment.

Researcher BN: Oh yeah.

SU4: It’s on the wall in there.

Researcher BN: Uhuhh, ah that’s good. So did you find out about that through the poster here?

SU4: No.

Researcher BN: Ah right.

SU4: No. I actually phoned the job centre up for that. And I've heard him, I did hear about it when, it might have been, it might have came from here. There was people talking about it from here that come here.

Researcher BN: Yeah.

SU4: That might have came from here. That there was going to be a, 150 off the Council. Every, which everybody got, and 326 off the government, the DWP.

Researcher BN: Ah right.

SU4: That might, that was in August, middle of August.

Researcher BN: Yeah.

SU4: There's gonna be another one. It’s a one-off discount I think they might money coming off that.

Researcher BN: Yeah. And so did you, did you, do talk about that with other people that come here?

SU4: Aye. Yeah. (name), she gets into the job centre though (name), she comes here as well.

Researcher BN: Yeah.

SU4: She’s a, older, older woman. That comes here.

Researcher BN: Ah right.

SU4: She lives in (name of location) and sometimes I talk about that to (name). (name) who sits in there that, that was (name) who didn't want to come on here,

Researcher BN: Ah okay (laughs)

SU4: He’s was the fella sitting at the back

Researcher BN: Yeah.

SU4: (name) sometimes, er I cannot remember if (name) mentions it, but definitely (name) I talk to (name) sometimes about it.

Researcher BN: Ah right.

SU4: Yeah.

Researcher BN: When you’re here?

SU4: Aye I’ve talked about it, yeah. Yeah as well as, as well as courses, they are the coirses we talk about but, they might have mentioned that the cost of living payments.

Researcher BN: Ah right.

SU4: In fact she did, because she hasn't gotten her 150 pound off the council.

Researcher BN: Ah I see.

SU4: So we did talk, we did talk about that. That was last week.

Researcher BN: Yeah. So do you talk about, you kind of mentioned at the start some people talk more about their lives than others. Do you talk about health and wellbeing with other people that come here?

SU4: No, no, not a lot. Er, (name) the older woman that gets here I’ve talked to her about it,

Researcher BN: Yeah.

SU4: Or she’s spoke to me about it. Yeah we do a lot of walking,

Researcher BN: Ah yeah.

SU4: It’s, it’s the walking that I do to get me shopping. And I do it to go to the job centre. I mean, I walk to go there I don’t go out walking for exercise. I walk because I’ve got to go there. Because I’ve got to do me job, me job search and get me shopping.

Researcher BN: Yeah.

SU4: And where I live there’s not a lot of shops so I walk to (name of location). It’s handy for shopping as well. Because there’s a shopping centre there, big shopping centre, indoors shopping centre. Yeah in fact it’s handy for me that.

Researcher BN: Yeah. So you talk about the walking together?

SU4: Yeah, yeah I talk about that a bit because,

Researcher BN: Yeah.

SU4: She, she’s got a zimmer frame at the moment.

Researcher BN: Ah right.

SU4: I think (name) or something was gonna come on this cours-, I’m not sure if she was gonna come here on the, on the talk.

Researcher BN: Ah is that who’s voice that was? There was somebody else that was gonna do it?

SU4: Erm no, no, I don't think so.

Researcher BN: That wasn't her?

SU4: No that wasn't her. I don't know. I'm surprised she’s not here, I thought you might have been here to be honest.

Researcher BN: Yeah.

SU4: Because there was a one last year we had a government one last year, we were sitting in the big room at the top of the stairs.

Researcher BN: Uhuhh.

SU4: We got a 30 pound voucher for it. It was a parliament er, a parliament white hall, it was about that.

Researcher BN: Ah right.

SU4: It was a group one, the group was in the afternoon.

Researcher BN: Yeah.

SU4: Yeah. We got a 30 pound voucher for that. That was about the same time last year.

Researcher BN: Ah right. Oh, my voucher is not quite as much (laughs). They’ve beat is on that (laughs). So you do talk about some health and life lifestyle behaviours here?

SU4: Yeah. Yeah.

Researcher BN: But just, is it just walking?

SU4: Yeah. Yeah. And it’s mainly with (name) yeah.

Researcher BN: Yeah.

SU4: because she knew me dad from the, she knew me fathers from, me parents where they live in (name of location).

Researcher BN: Ah right.

SU4: She used to live in (name of location). So I probably, that’t probably why I speak to (name) as much.

Researcher BN: Right.

SU4: I mean I didn't know her from there because I didn't come from there.

Researcher BN: Yeah.

SU4: But she does, she knew who they were.

Researcher BN: Yeah. So do you think you talk about, you more like, are you more likely to talk about those kind of, like health and wellbeing, to other people that come here, than staff or is it just equally, is it just the same?

SU4: Erm probably more with the people that come here, probably it’s a little bit more. Sometimes, er yeah it probably is.

Researcher BN: Yeah.

SU4: Most of the staff it’s courses.

Researcher BN: Yeah.

SU4: It's job searching and courses.

Researcher BN: So why is that do you think, that you're more likely to talk to other people that come hear about those things?

SU4: Maybe because they go to the job centre in (name of location).

Researcher BN: Yeah.

SU4: And, they do know me past, me, me parents well me dad, where me dad lived. And I see them more, I probably see them a lot more.

Researcher BN: Right.

SU4: And er I went back because (name), she was using that for 5, 6 years the job centre. So she would have known them for a while.

Researcher BN: Yeah.

SU4: That's probably why, maybe, maybe, maybe in the future if I keep coming here maybe it might.

Researcher BN: Yeah.

SU4: Maybe it might become, to talk about more things like that.

Researcher BN: Yeah.

SU4: I only come here one day a week for a couple hours. I'm here to for two hours, three hours a day, at most, for two days.

Researcher BN: Yeah. Okay. And so in terms of kind of the staff here like (name), for example. What do you kind of expect from him, from like his role when you come here?

SU4: Job searching, job searching CVs updating CVs. Erm, those are the main things, I've got, he’s got it all written down in front of is, but er, it’s what we do with (name) and that’s the CVs, updating me CV, keeping that like, courses updating that, keeping courses, keeping for another course I’m looking for, and, and doing me job searching, on a regular basis.

Researcher BN: Yeah.

SU4: Which is what I do.

Researcher BN: So do you expect to talk about health and lifestyle and bills and other things around that with the staff?

SU4: No, not really. No, no I never thought, no,

Researcher BN: Yeah.

SU4: No. No, because it’s just more or less job search I’m looking for, keeping the job centre, because I don't want to get sanctioned.

Researcher BN: Yeah.

SU4: And at least I’m doing something. Because I mean it starts, if I’m getting sanctioned, then I will be stuck and I will be in trouble.

Researcher BN: Right.

SU4: With bills.

Researcher BN: So that’s your, your priority?

SU4: Yeah, ah yeah definitely. Yeah, yeah. Because I don't want to start not turning up.

Researcher BN: Yeah.

SU4: You know, I don't want to start not doing me job searching when it’s, when it’s right in front of is. I don’t want to start not doing that.

Researcher BN: Yeah.

SU4: Because then it’s well what have you been doing? Then it’s sanctions then it’s, it’s, and you can be sanctioned, I’ve been sanctioned before and I didn’t like it. They goes right down the money goes right down, you loose two week’s money.

Researcher BN: Yeah. So is there anything you'd want to talk more about with staff that you'd like to have conversations about? Any kind of topics?

SU4: Er, just what, what courses are coming up. What courses are coming up in the future. And when that’s starting and er, how long they’re for, and then, the thing I need is, because I’ve signed job sheet, learners agreement with me work coach at the job centre, would I be, would it affect my benefit if I stopped doing that and going onto another course? Because (name) said they recommend that you only do one course,

Researcher BN: Right.

SU4: And I don’t know whether it is with the job centre but I don’t want to get into trouble and me benefit with it,

Researcher BN: Yeah.

SU4: ..if I stop doing the course I’m on because I’ve shown me, I’ve shown me work coach me learners agreement.

Researcher BN: Yeah. So is there anything to do with health and lifestyle and bills and housing, is there any of that that you'd want to talk more about here?

SU4: Er, no but more on the discount would be handy if anybody knew about that.

Researcher BN: Yeah.

SU4: If there’s 150 pound because I've said on the phone, it comes up on the automatic services on the phone where a warm home discount, that they send it out automatically now and that you don't have to fill any forms in online or on the phone.

Researcher BN: Yeah.

SU4: It’s 140 pound.

Researcher BN: So that would be good to know more about that?

SU4: That would be good to know about.

Researcher BN: Yeah.

SU4: Yeah if anybody knows more about that.

Researcher BN: Yeah.

SU4: They do get mentioned sometimes there’s a, (name) from (name of organisation) who used to work for the council was talking about it and er, in that room where you were.

Researcher BN: Uhuhh.

SU4: Yeah that was a few weeks ago, he was talking about the cost living payments that’s coming up.

Researcher BN: Ah right.

SU4: And there was somebody mentioned about how much more you’re getting, people on benefit might be getting.

Researcher BN: Ah right.

SU4: Yeah, it does get mentioned sometimes yeah,

Researcher BN: Yeah. So if there anything to do with health and lifestyle that you definitely wouldn’t want to talk about here?

SU4: Er, smoking probably, drinking and alcohol because I don’t drink now.

Researcher BN: Yeah.

SU4: I, I don’t smoke, I don’t drink. I don’t drink alcohol, and I don’t smoke.

Researcher BN: Yeah.

SU4: So I probably wouldn’t talk about that as much as what I would have done in the past.

Researcher BN: Right.

SU4: Or maybe, I mean, or maybe I might. I might talk about it.

Researcher BN: Yeah. Fair enough your just not, not quite sure.

SU4: No, maybe not no, no.

Researcher BN: Okay yeah. Erm, so, how involved do you think the staff here should be in your health and wellbeing?

SU4: Er, probably as to what they’re doing at the moment.

Researcher BN: Right.

SU4: Just keeping me in touch with courses and what’s happening.

Researcher BN: Yeah.

SU4: And, and especially with the job centre. Because I’m only attending to the drop-in centre at the moment, I’m not on the (name of project), if I was on the (name of project), there was more happening.

Researcher BN: Yeah.

SU4: I was getting on courses with security.

Researcher BN: Right.

SU4: I was doing courses and the English started, I got an English course that was here and the maths, that might have been because I was on the (name of project).

Researcher BN: Yeah.

SU4: Now I’ve had to go out looking for it, I’ve had to go out looking for courses, we had to do it online, which they did here for is.

Researcher BN: Yeah.

SU4: That was good.

Researcher BN: Ah right.

SU4: Because they did it here, that’s the course I’m on at the moment, the level one

Researcher BN: Yeah.

SU4: At the (name of location). And I got that done here. That was done online.

Researcher BN: Yeah. So do you think it’s just, just the right amount?

SU4: Yeah, yeah.

Researcher BN: Do you, you wouldn’t want to talk any more about health and lifestyle? Yeah.

SU4: No I think it’s about the right amount yeah.

Researcher BN: Yeah. And, do you think if you did talk about your health and wellbeing with staff here, that would affect your, that would have any actual affect on your health and wellbeing?

SU4: No by talking about it, no. Not really, no, might, no, they might know more about it, they might be able to put is onto better things,

Researcher BN: Yeah.

SU4: There might be something like, like healthier eating, things like that, but as far as exercise is concerned I’m not going to, I wouldn’t go to gyms or anything or, I’m not going to the swimming baths because I’ve got a bad ear, I’ve had an operation on my ear I’ve been told to keep away from it, you know. I mean there’s things that I could use for swimming baths, if that’s health and wellbeing, I could out something over me head to cover me ear.

Researcher BN: Yeah. But you think, you think it would help your health and wellbeing..?

SU4: No.

Researcher BN: ..talking about it?

SU4: Probably not, no. Erm, well it wouldn’t harm is, it wouldn’t harm it,

Researcher BN: Okay.

SU4: Wouldn’t harm it na, maybe better, might help is a bit.

Researcher BN: Yeah.

SU4: Might, yeah, might help is a bit in the future, yeah. Yeah. It definitely wouldn’t harm it.

Researcher BN: Yeah. Okay. Well that was all I had to ask you, is there anything you want to add, you feel like we haven’t talked about enough or?

SU4: Erm, I’m, I’m, do you know much about courses?

Researcher BN: Not really know. Like I’ve spoken to (name) about the different courses here but yeah I’m not, I haven’t got er, much knowledge on that (laughs).

SU4: It was just the courses if you know, if you know whether you can do more than one course or,

Researcher BN: Yeah I haven’t, I don’t have a clue.

SU4: If there’s a learners agreement.

Researcher BN: I think (name) would be the best person to ask, wouldn’t he? Yeah.

SU4: Yeah, yeah. Well that’s, that’s helpful yeah.

Researcher BN: Well lovely thank you very much I’ll er, stop recording.

SU4: Right.