Researcher BN: Erm so, first of all, I thought we could start off with just talking a little bit about how you came here, how you found, how you found it here, erm, and what kind of things you do here.

SU1: Yeah, yeah. I first came here erm, some my baby was born on (date) of this year

2022. And erm, I was really struggling with breastfeeding and I found out about like the breastfeeding support, and (name) was lovely and erm, she was telling me about like these medulla bottles and like how like the tops of them like, are similar to like, you boob and stuff like that, you know, like to make the baby suck and, or whatever

Researcher BN: Yeah.

SU1: ..release the milk. Erm, 'cause I, he has a lot of formula my baby. Erm, and to be honest, at the time I was quite overwhelmed and, I was really grateful for the support, and I went off and bought the things, and then it turned out I actually genuinely have a medical problem, erm, I did, do you know what, I was a bit overwhelmed and I just didn't come back, I didn't really know anyone

Researcher BN: Yeah.

SU1: ..then, erm, but I knew, I like, I got a really good vibe from it, and like I've seen all the girls like leave at like lunch and go get lunch and I’d just thought it was lovely but, I don't know maybe I was like a tiny bit shy or something. I'm not really sure, but erm, over summer like a lot of activities and that tend to stop and then, some of my friends were like ah what are we gonna do and I said why don't we go and try at (name of organisation) like it's really nice and like there's a playroom and it's free and then you can go and just like buy your lunch at lunchtime and, like, and we just started coming and there was few regulars like (name) and there's another girl who comes regularly and, they just make you feel really welcome, you know? And,

Researcher BN: Yeah.

SU1: ..(name) who runs it, erm, so I think, yeah, I don't know, it's just, and literally, we've just never stopped, not coming, like literally we just come, like, I think it's quite nice when you're like busy as a new mum and stressed stuff, it's just a nice place to just come and just, you know that you’re safe, you know there’s a changing bit for your baby you know when you’re getting your lunch.

Researcher BN: Yeah.

SU1: 'cause even cooking at home, I've struggled with that being a first time mum like,

Researcher BN: Yeah.

SU1: ..managing to like meet my own needs, so erm, here's just like yeah that’s…

Researcher BN: Yeah.

SU1: ..that's really I found it.

Researcher BN: Yeah.

SU1: I think I waffled there, I can’t even remember what the question was.

Researcher BN: No, not at all. Yeah, so in terms of kind of you mentioned (name) is she the person that leads the group?

SU1: Yeah, erm there's another, there's (name) and she's got another girl with her like a play worker but I’ve only met her briefly to say hi ‘cos they’re on annual leave at the moment.

Researcher BN: Yeah.

SU1: Erm, and then, so they're the ones who run this room, erm, as far as I’m aware but I don't really know the ins and outs of the centre completely, but.

Researcher BN: Yeah.

SU1: All the rest of the staff as well are just like beautiful people, who work here. Yeah, erm.

(third person): If you want to know the ins and outs I can tell you that

Researcher BN: Yeah (laughs).

SU1: When I’m saying like (name)’s like, literatlly she welcomes you in and (name) volunteers here, and like yeah, she's just amazing yeah.

Researcher BN: Ah okay. Yeah.

SU1: So.

Researcher BN: So it’s a nice, a nice friendly feel.

SU1: Yeah, yeah.

Researcher BN: Yeah. So do you see, do you speak, do you have a lot of conversations with people who run it?

SU1: Yeah, yeah because I do chat to (name) and then (name) and you kind of like become friends like as well,

Researcher BN: Yeah.

SU1: And like, through your baby, you know like erm, we've already been starting getting invited to parties and things like that, and I'm looking forward to like planning his party. And, I don't know, it's a little bit lonely when you're a new mum.

Researcher BN: Yeah.

SU1: Erm, and even if you've got two and that and you've had him for a long, it's just a little bit lonely sometimes, so it's just nice to feel like part or something erm, and as he gets older I intend to like not use the centre as much and get out and about you know like, national trust, do other stuff as well,

Researcher BN: Yeah.

SU1: ..but I always want to be here like, you know, once or twice a week, just to drop in and catch up with people and see, and have my lunch and, or come for a morning and then get out in the aft-, but at the moment it's just, really like nice, like I live in a flat and like just to come here that it’s more, a lot more space. Erm, yeah.

Researcher BN: Yeah. So it sounds like a, a big social element aswell, for you.

SU1: Yeah, that's it. It's like you're not alone like when you're a new parent, like, I don't know for me, like my whole like brain has just changed and, erm, I found it way more overwhelming than I ever thought I would. Like, I love being a parent, but like, I honestly don't think it's an easy thing like, and,

Researcher BN: Yeah.

SU1: ..I used to think well, they sleep for like 18 hours a day, how’s like my cousin tired and stuff like that, but like, but actually, when you've got one or, like all the time, you’re just like, I can not, you’re just frickin knackered all the time, erm, and you do feel a bit alone and like, I'll be honest, I haven't got much family now down here, so like, you just feel really supported, erm, the girls here are all quite non-judgmental like, you know like, no one puts pressure on you like, I wanted to wait he’s just started weaning, but I wanted to wait until he was sitting up, like some people say six months, three months, four months, but like, kind of, yeah, no one like puts pressure on you 'cause I felt like I was doing it a little bit later, like, but I didn't get no pressure put on me, and erm yeah, I don't know like,

they’re just a nice group of girls like,

Researcher BN: Yeah.

SU1: ..it's quiet today, like but erm, even like that like all sitting together at lunch, and the baby, I just, I want him to grow up and like have friends and be confident and things like that.

Researcher BN: Yeah. So that it's a nice social group.

SU1: Yeah.

Researcher BN: Yeah. So do you mean, like when you say like non-judgmental, do you mean both the people who, the other mams and the people who, who run it, do you mean both or?

SU1: Yeah, yeah. The whole lot. Like, literally erm, it's just kind of just a really nice, that's all I can, like I know nice isn’t a very like a strong word or out, but like literally just a lovely place to come like, and the centre is just friendly, welcoming, erm, there's a lot of things that go on here as well. You know like, if you wanted to do more stuff like. At the moment I will just come in here but there's always things like, healthy eating things or walks or like, you know like, they do like lots of other things like I've not really got involved in that so I couldn’t talk about it that much but,

Researcher BN: Right. Yeah.

SU1: Yeah.

Researcher BN: And where do you hear of like the, the healthy eating and the walks and stuff, where do you hear of?

SU1: Erm, I think, a lot of the stuff is on Facebook like, and then I've seen the poster in the canteen about erm, weekly weigh-ins if you want help with that which, I kind of might in the future like, erm, as in, just to get a bit healthier erm, because I have tended to eat a bit of junk since I have been, since being a mum.

Researcher BN: Yeah.

SU1: But erm, yeah just literally seeing about it, yeah the Facebook page or erm,

Researcher BN: Posters?

SU1: Yeah, or the staff members like letting you know in like person.

Researcher BN: Oh OK.

SU1: But they also advertise stuff about like other places as well,

Researcher BN: Right.

SU1: ..like they're not like that, like they talked about an event on Bank Holiday Monday at erm, the park outside the library (name of location), and that's just been redone so there’s a family event on there, so they advertise other places as well and they’re not just like…

Researcher BN: Okay.

SU1: ..ah, this is just us like, you know, they’re quite, and if you look on the table outside toilets, there’s like advertising for like other places in the area, er, which I also think is nice because it's nice that you go to a community group then, even if your heart is there like, they're not going to get upset if you go to like another group like mum’s space and like,

Researcher BN: Yeah.

SU1: It’s not that cliquey, erm, so yeah.

Researcher BN: Yeah. So you mentioned, do you go, you go to mumspace?

SU1: Yeah, I’m just going to grap his bottle sorry.

Researcher BN: Yeah go for it, it’s alright.

SU1: Right yeah, I go to mumspace, erm, that’s a lovely group, I don't know if you’ve ever met (name) who runs that as well.

Researcher BN: No.

SU1: Erm, so that is erm, I think it's, not 100% sure, but I think it's like a charity. They're like funded as well, erm, and it's free, but you can put a donation in to go there, and it's an hour and a half, but I love it there because you walk in, and they’re just like do you want a cup of tea (laughs), like and they have a proper like room and erm, and a kitchen, like canteen, and they do healthy food for the kids.

Researcher BN: Ah OK.

SU1: Erm, and they even give you, people like a little bit of like breakfast and stuff, 'cause I think they're very aware on the mornings and stuff like sometimes as a mum, you don't have time to do breakfast,

Researcher BN: Yeah.

SU1: ..Erm, just like, such a lovely lovely group. So yeah, like Mumspace that’s a Tuesday Thursday, erm Tuesday mornings, I think it's Tuesday afternoons somewhere in (name of location) in a church there erm, and then in the (name of location) in the church (name of church) maybe

Researcher BN: Okay.

SU1: I think on a Thursday morning erm, but yeah if you Google mumspace erm, it's amazing.

Researcher BN: Yeah. So is that the only other kind of like community group you go to?

SU1: So yeah, so I go to that and then I go to erm (name)

Researcher BN: Right.

SU1: I don’t know if you've heard of her. She's like a parenting guru in the area.

Researcher BN: Oh right.

SU1: Erm, so I’ve done sort of like a weaning workshop with her what I payed for but then I go to coffee mornings on a Wednesday, now and again was free erm, at the hub in (name of location) it's like a food place and it supports people with homelessness,

Researcher BN: Ah okay.

SU1: Erm, its an amazing space like out on the walls erm, and they've got a bit at the back where you have a coffee morning, and you just buy your own drink and,

Researcher BN: Ah I do, is that (name of organisation)? Ah I do know, yeah.

SU1: Yeah. Yeah, yeah, yeah. So they yeah, and if you, it's every Wednesday morning, I think it's just changed 11 to 1, (name), erm, and she's just a mum like, she's a mum herself, she's had three kids. She's a bit older, like as in, not as in like., she's finished having her kids in that sense.

Researcher BN: Right.

SU1: Like, not so, like, maybe like fourties, late fourties possibly,

Researcher BN: Yeah.

SU1: I'm not really sure but, like as in, she's been there and done it. And she just says it how it is erm, and she's just very real erm, which, I just, I can't explain it, her nature is just nice again like,

Researcher BN: Yeah.

SU1: ..you know, like just really say how it is, and she supports people again like you know, if you’re struggling at any times, erm. So yeah, I got to that sometimes, but again, it's drop in drop-, I have done some paid activities too like I’ve done baby movers with him what I paid for, erm. But I like the community ones because, they’re usually like an hour and a half or, like this you can just turn up at anytime really. One starts at like 10 till 3, erm, and I find sometimes, you know, when I’m like, I'm actually avoiding like classes at the moment, paid ones. 'cause he's so little, I don’t always make it out the house, you know like if he's sleeping, I just let him sleep. Erm, but again, everyone is different because sometimes they just need it for their own sanity or, you know, erm, things like that. But he's really bad if erm, my baby doesn’t sleep when he wants to sleep like, gets proper cranky so I just, yeah I just, we miss, we pay for stuff and then we end up missing it.

Researcher BN: Yeah.

SU1: So.

Researcher BN: Do you think it's like, it's the flexibility of the community things?

SU1: I love, yeah, I love flexibility, I love the understanding. I love the fact that like, like if, like sometimes I feel like when I come here, 'cause, like to order lunch early, erm it, not early, but like before like quarter to 12

Researcher BN: Before the rush (laughs)

SU1: Yeah, before ‘cos it literally gets manic in there,

Researcher BN: Yeah.

SU1: ..and you kind of know like once you start coming regularly like when you get there and you can order at 11 it’s just better for them. Erm, bit they don’t mind but the other day I came in and I said sorry I'm late, she said why you apologising, don’t be daft, you know like, it, it's fine. Do you know erm, I like the flexibility. I like this, (name of organisation) especially, I think is like a bit of a favourite 'cause you can juts come like all day if you want to erm,

Researcher BN: Right.

SU1: ..or you could come, you could nip off for a walk and then come back. You could just, yeah,

Researcher BN: Yeah the flexibility, yeah.

SU1:Yeah.

Researcher BN: And would you say you started like accessing the most community groups once you became a mam do you think?

SU1: Oh yeah erm, yeah before, yeah I definitely like, since like, I've lived in different areas and I have actually been a community officer where I have actually had to go and do a lot of community things and get involved, like.

Researcher BN: Ah right.

SU1: But like that was like many years ago,

Researcher BN: Yeah.

SU1: Erm, and I actually used to have to help like other people get involved, get involved in community and set up courses in different things.

Researcher BN: Ah right.

SU1: Then since I've been here erm, I'll be honest yeah, it, really since being a mum, that's when I probably most got involved.

Researcher BN: Right.

SU1: But I have in the past, through like work stuff, I mean, I've been here about 6 years now, maybe seven years erm, I have worked erm, for this thing called the (name of project). That's the (name of organisation) and the (name of project) was like right in the (name of location) and it's still going like through community members, erm, but yeah I worked for, well yeah until the end of the project, and that was amazing, about greening up the area, erm. And I do need to go and get a bit more involved, and I used to like, volunteer and do like wellbeing walks up (name of location) for a thing called (name of organisation).

Researcher BN: Oh yeah.

SU1: Erm, and that was just, just was just like with women really, like wellbeing walks at the time erm, and I just like went on a little course so,

Researcher BN: Ah interesting.

SU1: ..like that helped to, and I, I think that was through erm, active Newcastle or something, or walking for health it might have been called I cant, do you know what, honestly do you know when I say my brain’s fried,

Researcher BN: (laughs) Yeah don’t worry.

SU1: Literally erm, and then, in (name of location) I've done, I've gone to like a few little community things at a thing called big local (name of location), erm, and that's a really good community group, erm, in the past like I've just joined in in a few of their like little like craft things or like, erm, an aromatherapy thing once, erm.

Researcher BN: Ah OK.

SU1: And they do a lot of carnival stuff which I've never done but like with him as he gets older, I'll definitely join in you know like making like carnival stuff and.

Researcher BN: Yeah.

SU1: 'cause I think he'll just love it and, yeah, I’d say the majority, I did once go out on a litter pick in (name of location) because that's where I live, erm, enjoyed it, but again, as he gets older, I definitely wanna encourage him into, you know, doing stuff like that erm.

Researcher BN: Yeah. Ah so interesting you’ve been on both sides. You’ve volunteered, you’ve been at either side.

SU1: Oh yeah, yeah, yeah. Because I know like, even what you’re doing, I know it's not easy like, 'cause even writing up stuff like this even notes, when I was at uni years ago like, it can take forever, you know, writing up notes and erm. And to be honest, I've kind of been shying away from like volunteering or anything like that at the moment, but maybe in a few years time, it's something I'd like to get into erm, possibly again, because I yeah, but I know it's not easy aswell when you put an event on and stuff and like, there's risk assessments behind the scene, and you've been checking up like, you know, there’s a lot more to it, and people come and have a good time, but there’s loads to it, yeah.

Researcher BN: So in terms of the people who run here, like (name) and other people at (name of organization),

SU1: Yeah.

Researcher BN: So how often do you like, have conversations with them and what do you tend to talk about?

SU1: Erm, obviously, obviously our babies erm,

Researcher BN: Yeah.

SU1: ..and even like their babies, like even if (name)’s baby’s a bit older now, do you know, like erm, things like that, things like stresses they might be having. Erm, things like, things like yeah, like what's going on in the area, you know, like, even things like (name) at reception and that and, erm, yeah, the reception lady literally just talk about what else is on in the area. And like there's a bugs thing on at erm the royal quays what one of my friends have told me about what’s erm, for like four or five year olds like, well that sort of, like not for babies.

Researcher BN: Yeah.

SU1: So I've told a few of them about it for their little’ns, erm, because it’s on Bank Holiday Monday but it's free and it looks really good.

Researcher BN: Ah right.

SU1: For the older ones, then they've like talked about that other event at (name of location), erm, just random stuff, really like, oooh look at his hair do you know like?

Researcher BN: Yeah.

SU1: Just like, do you know what, just like, anything yeah, just like random little bits and things. Erm, sometimes we talk about not having enough time, just like look after yourselves, you know like erm,

Researcher BN: Yeah.

SU1: ..as a new mum, erm, but then I can, I can, like the staff are like, they're lovely, and you can tell that, probably, 'cause they're working in the community sector they probably, like need a bit of a like pamper now and again you know. Erm, so I think, yeah I suppose you do, you forget to look after yourself sometimes but erm, yeah just like random, yeah erm.

Researcher BN: Yeah, so just like conversational and like, two-way.

SU1: Yeah, but yeah, and think you know like, if you wanted to talk about anything deeper, you could do, do you know? Erm in confidence, or if you needed support with anything, like or you were struggling, you know you could go and talk to them, do you know. Erm, yeah so.

Researcher BN: Yeah. So, so have you been coming here since like before COVID or when did you start coming?

SU1: No, literally, so he was born (date), so I popped in for that breastfeeding thing, I think I was just very overwhelmed new mum at the time, I didn’t come back really. (speaking to child) This is (name), (name)’s friend.

Researcher BN: Awww.

SU1: And then erm, just really like, I’d say like maybe end of June, July, I’m not sure but it was something like that.

Researcher BN: Yeah.

SU1: I literally just, I’ve been coming a lot erm, yeah erm, sometimes I think we're a little bit reliant on it, but like, in between I've had gaps like where my mum's come to visit and help, and like, so I've had a little bit of time off with that or,

Researcher BN: Yeah.

SU1: …sometimes like afterwards I'll take him to like (name of location) for a walk or the Quarry or, there’s like soft plays or different things, or national trusts and that, so he does do other stuff as well but erm, if my partner works from home, it's just an easy place to go so that he can get on and do his job really, so.

Researcher BN: Yeah, yeah. So do you ever talk about, like health and wellbeing with people here would you say?

SU1: Ah yeah, I think because things like getting overwhelmed as a new mum is like to do you’re your health and your mental health

Researcher BN: Yeah.

SU1: Erm, so yeah, definitely. And then (name) said, said to me before they were doing some wellbeing classes like she’s talked about it person-, if I wanted to join over summer and, she told me that I’d just need to get on Facebook and join it, or ask erm, like how to sign up

Researcher BN: Yeah.

SU1: I just couldn’t really be bothered at the time like I, I said ah thank you, but erm, it's nice you’re given the options to join and stuff,

Researcher BN: Yeah.

SU1: Erm, I think, like they’re putting a group on, like I don't know if I’m on it yet, but they’re putting like a trip on at the end of the erm, at the beginning of next month, erm, but I think obviously it's like limited space and it’ll be like whoever’s been going like the longest or, a lot, and I’m quite new.

Researcher BN: Ah okay.

SU1: Erm, but they’re doing a trip to like Whitehouse farm,

Researcher BN: Oh yeah.

SU1: Yeah and it's lovely, I don’t know, I think they've got funding for it all and everything like, so, they've done really well and erm, I think things like that, because like I drive, but with him he's not very good in the car, but on a bus you’re allowed to like legally hold them and like carry the, and like different like, so, it just takes the pressure off you like being a mum with like a baby screaming like, I just don’t drive that far with him erm at the moment. But as he gets older, like he'll get better. But erm, yeah they just do, and even things I think is good for health and wellbeing, because you’re, it's getting people out and about. Places, like some people don't drive and they're like, gets you out and about places what you can't necessarily access yourself

Researcher BN: Yeah.

SU1: Erm, I will be able to when he gets older. Er, it's just his, yeah so that's good. Erm, theyre doing like obviously the wellbeing thing, they’re doing the weekly weigh-ins. Erm.

Researcher BN: Oh yeah.

SU1: There's a shop here and it's like a cheap shop erm, which is good like I suppose, like for anyone do you know like to access,

Researcher BN: Yeah.

SU1: Erm, but we just have chats in general you know like if sometimes you feel a bit tired and that and, I don't know like, honestly do have everything like, ah they also do like what would you like to see here do you know like

Researcher BN: Ah OK.

SU1: They do like things like when you know you can give them your ideas on what you'd like to do.

Researcher BN: Like a survey or like?

SU1: They just have like a poster like erm, (sound of toy) ah yeah sorry, they have like, now and again they'll bring like posters up and just like write down what like, what would you like to see in the room or, they’ll have things up there erm, and you'll just like put like little post-it notes of what you want and erm,

Researcher BN: Okay.

SU1: ..things that like, erm, they do a Christmas dinner apparently, erm, where all the mums can get together, but I think the social aspects asell, really helps your mental health, erm

Researcher BN: Yeah.

SU1: ..since I've come in my mental health has definitely got better, do you know like

Researcher BN: Ah great.

SU1: Yeah. There’s that.

Researcher BN: Yeah. So like when you talk about like, when you talk about health with people here, like the weigh-ins and the erm, wellbeing events, how do those like conversations go? Do they initiate those conversations or how does that come up?

SU1: Yeah. So erm the wellbeing one (name) initiated with me like erm, because I think, probably because I was just talking about like yeah, how I find it quite overwhelming and erm.

Researcher BN: Yeah.

SU1: Yeah, because I had some like little personal things going on. Erm, so I think she thought maybe it might help me.

Researcher BN: Yeah.

SU1: Erm, and it's just like basically like mentioned like, you know, there's this and, go along to if you want to, do you know like, it's not, again no pressure, which I love. Erm.

Researcher BN: Yeah.

SU1: And, I probably would sign up to it another year, just not at the moment. Like I just, but yeah, there's just no pressure, but like if you want to you can, erm, and then obviously you can like look online erm.

Researcher BN: Yeah.

SU1: The weigh-in, I just literally seen the poster about it, erm, but I don't know if they’d necessarily bring that up with a new mum, you know, because erm,

Researcher BN: Yeah (laughs)

SU1: ..there might be a few issues like, like I baby weight and things like that, which is literally erm, definitely taking me longer to shift and erm, whether I ever do. But erm yeah, I don't know if they actually would, probably would bring that up but the poster’s there you know,

Researcher BN: Yeah.

SU1: For you to see. Yeah, they're not, they’re quite tactile do you know what I mean, they’re not gonna necessarily mention that to the mums, but it's on the, if you want to see it, it's there erm. Yeah, just erm, they do here, like when the staff are in, they do like a trolley with erm, fruit on it

Researcher BN: Oh yeah.

SU1: ..for the little ones, so that's like health and wellbeing. Erm.

Researcher BN: Yeah.

SU1: So it really encourages, so a lot of the little ones are like weaning and, and if they're not you know like, it's there for when they're ready.

Researcher BN: Yeah.

SU1: They bring this big trolley, and it's got like silver, like, I don’t know but, its got like mixing bowls or whatever, and they've got like apples or, you know like bits, like a full banana or something like that.

Researcher BN:Yeah.

SU1: Or some like gooseberries, and even things like sweet peas and like bits of carrot stick because then

Researcher BN: Yeah.

SU1: ..it's not just the fruit it’s the veg as well. But literally it comes in, and the kids can just help themselves erm, and like, if there's out left at the end they’re like, right des anyone want to take this, because, obviously like it's there, it's,

Researcher BN: Yeah.

SU1: Rather than like letting it go to waste erm. So yeah, people can take like, you know like leftovers home from that, but erm, it's great for..

Researcher BN: Yeah.

SU1: Yeah, so. But he was too little, like now he’s started weaning I'm like looking forward to that but erm, you know it's just, it's just really really, even things like they had dragon fruit one week.

Researcher BN: Wow! And gooseberries I was like (laughs)

SU1: Like literally,

(third person): They always try and get something like different so the kids can try something new and,

Researcher BN: Ah that’s really nice.

(third person): ..look at something new and,

SU1: Like them sweet, do you know them peas what they had?

(third person): The sugar snap peas.

Researcher BN: Oh yeah.

(third person): They’ve got starfruit,

Researcher BN: Wow!

(third person): Grapefruit, dragon fruit

Researcher BN: Getting them used to,

SU1: And they go to (fruit and veg shop) like erm, and I think that was something that comes from church or something (illegible) or something, so, but erm, I like to think that, I don't know, 70% of the time I’m quite healthy, do you know. Erm, and I've had quite a good variety for him and I've seen a nutritionist before, I can remember going on course years ago, well not actually, last year actually. (name of location) Women's Health about like eating the rainbow and how good it is. But even like, things like yeah, the dragon fruit and that, I would not ever think to give him, do you know erm or,

Researcher BN: Yeah.

SU1: ..introduce him so it’s,

Researcher BN: Ah so it sounds like it's both like for the kids and for the mams aswell.

SU1: Yeah, yeah. Because also, like, I, I wouldn't even know about, like necessarily, what a starfruit looked like, you know, like even though I'm quite like,

Researcher BN: Yeah.

SU1: …educated to extent like literally you just, I don't know, I think you just become set in your ways sometimes and,

Researcher BN: Yeah.

SU1: …get your apples and satsumas and your bananas and like, yeah you don't think about, ah I'll try this, I'll try that.

Researcher BN: Yeah, yeah, so, like with these conversations as well, do like the wider determinants of health come up, erm like finance, housing, employment?

SU1: Yeah, finance, I think erm that's a big thing erm, for a lot of people at the moment like energy bills, like we can discuss things like that erm, because it's just a bit ridiculous. I think if people ever need support, you know, with like finances and that, erm, here, they have other stuff like, I'm sure they have someone come in, not 100% sure but like (name) would be able to tell you or whatever, where people come in and you can get help with like finances and stuff or like,

Researcher BN: Yeah.

SU1: I’m sure someone comes in from the job centre maybe,

Researcher BN: Ah right.

SU1: maybe, possibly, maybe I’ve got that wrong but erm, I know like I've seen online, there's some business guys if you want to set up a new business. Erm, I think there's something to do with that here erm. But yeah, if you needed that, like say if you’d had a conversation and said I'm really struggling or like, I can't pay my bills, like I'm sure they would point you in the right direction,

Researcher BN: Right.

SU1: ..like, you wouldn't get erm, you would never feel embarrassed or out for starting that conversation, well, you might feel embarrassed yourself, but you wouldn't feel embarrassed to talk to someone here and get,

Researcher BN: Yeah.

SU1: ..you know erm.

Researcher BN: So how did you hear of those kind of things was it on the website or like word of mouth?

SU1: Yeah, do you know what, I think it is just like literally chatting to the other mums,

Researcher BN: Right.

SU1: ..erm, chatting to (name) and that, like (name)’s quite good at like saying ah like this is what’s in, like blah blah blah like, and then probably, I’ve probably like been Privy to like, sitting down when someone's like been asking you questions like could you help me with a form or something, you know.

Researcher BN: Yeah.

SU1: So I kind of know that that, you know like erm, just in a casual way you know like sat in the room you know like and someone’s just said to her do you think you could help with this form or, like what does this mean erm.

Researcher BN: Yeah.

SU1: And, yeah.

Researcher BN: Do they tend to be like in a group setting where she'll tell people about things, or kind of in a one-to-one conversation?

SU1: Erm, with me it was like more one to one.

Researcher BN: Yeah.

SU1: Erm, yeah. But I just think, I don't know like, I don't know, I think they really do help people if they need it. Like erm, I've seen people like, might even get like leaflets and different things like erm, if you need the help, I think it's there, you know? Like they're not going to, you know like

Researcher BN: Yeah.

SU1: Erm, I think they help people to help themselves,

Researcher BN: Yeah.

SU1: ..do you know like they're not gonna like help like, just necessarily, they'll definitely give things to people but like, I'm sure like, they try and like help people like get on track again. Do you know what I mean like? Erm.

Researcher BN: Yeah. So do you think it’s-

SU1: Oh, and I've seen stuff like erm, Alcoholics Anonymous, like different,

Researcher BN: Ah right.

SU1: ..like groups and things. Yeah. So, like, yeah.

Researcher BN: Yeah.

SU1: It really is like supportive, but that might be a bit conf-, I don’t know like but yeah, I just think it's like a supportive place where people can come and like go, also they also do the (name) Academy where erm

Researcher BN: Oh yeah.

SU1: ..yeah sorry, where people can like, so there’s some like lovely staff members you know on erm, the food bit.

Researcher BN: Uhuhh.

SU1: And erm, they can train people up to get like, ah, your food hygiene certificate.

Researcher BN: Yeah.

SU1: Level 3 I think it is. And erm, yeah people just come in and get trained up and then it gives them like more skills to go and get a job. But it also gives people like confidence, you know like talking to people, serving people, using the till, doing a bit of maths,

Researcher BN: Yeah.

SU1: Cooking. Erm, yeah, again it, I think it's advertised in the main bit, but also online and again, just talking to people.

Researcher BN: Talking to people, do you think?

SU1: Yeah.

Researcher BN: Yeah, so, like the, when you talk about like the alco-, was that a poster about alcohol? Or was that through a conversation?

SU1: I can’t remember, I can’t remember if I’ve seen, I think it might have been a poster possibly, yeah.

Researcher BN: Right.

SU1: You know, like saying like, you know like access this here, or it might have been something in the toilet probably, I don’t know if there was something on the back of the loo door. I really cant remember to be honest, yeah, yeah.

Researcher BN: So no one has ever talked to you about things like, like alcohol and smoking and things?

SU1: Well, I think, I think well, I've talked to them about smoking 'cause erm, I used to be a smoker and erm, I quit quite a few years ago, in 2018 but mainly 'cause I was going for a fertility treatment so erm.

Researcher BN: Right.

SU1: So I'd like, I’d tried for years and then it was kind of like right, you need to be a certain BMI and you need to do this and you need to do that.

Researcher BN: Yeah.

SU1: Erm, so I did have to lose like half a stone and erm, I had to quit smoking at the same time. So for me, I just went to like hypnotherapy, what I paid for a lot at the time. And it was like 120 quid in (name of location), erm private. But then I also got these tablets called champix through the like doctors, and erm just a really low does because the higher dose I’d tried before and it sent me a bit wacky, So erm, I did that but I think because I was so determined to have a baby, I think that is really my motivation for stopping.

Researcher BN: Yeah.

SU1: Erm, I'll be honest I tried for years myself like different techniques and tablets and gum and what have you,

Researcher BN: Yeah.

SU1: ..erm, but just nothing, I used to go to a course, like nothing really worked for me, but erm, yeah if you wanted to have help with things like stopping smoking and things, I'm sure they’d like, if they haven't got it on here, they’d like, or you know like, even help you Google it, you know like if you needed to or,

Researcher BN: Yeah.

SU1: ..support you with it or like, I think if people did want to do stuff like that,

(third person): We have like AA groups in here

SU1: Yeah!

Researcher BN: Ah do they?

(third person): On a Tuesday I think it is, Tuesday afternoon.

Researcher BN: Ah OK.

(third person): There’s like a natural core group.

Researcher BN: Yeah. Ah wow so all sorts goes on here.

SU1: Yeah because I can’t-

(third person): Anything you can think of, because if we don’t do it here, the staff will like find out themselves so they can get the training for themselves. To help people.

Researcher BN: Ah really? So is that from people coming in and asking?

(third person): Everyone. Yeah.

Researcher BN: Right. Interesting.

SU1: Because I could, if I was like a stranger came and went I need help with like drugs or something, even if they didn’t know, they’d go out and find resources for us, that'll help us.

Researcher BN: Ah OK. Ah great.

SU1: Yeah, there’s also a thing like, there’s erm, on the Facebook page some like (name) bus thing or,

(third person): Ah, the (name) carriage.

SU1: Yeah, and on the Facebook page it says like if you've got ideas erm, I haven't done anything because I don't know, like I don’t know if it's just for people in area haven’t really bothered checking, but erm, it says like what are your ideas apparently there’s going to be like some (name) carriage on some like wasteland near here,

Researcher BN: Oh right.

SU1: And they’re going to do a community think where it’s like, there was like different ideas like initiatives whether it’s like a community shop, something like a cafe or whatever.

Researcher BN: Oh right.

SU1: But anyway, they're trying to like make some music like, but they're involved with that with a few other community groups fuel I think erm. Yeah, like, I don't know, but it's that’s again on the Facebook page somewhere.

Researcher BN: Yeah.

SU1: Erm, but yeah they’re just, just a really really nice set of people.

Researcher BN: Yeah. So erm, like when were talking about smoking, have you ever had conversations with people here about that or not?

SU1: Yeah, well I’m quite, I think I'm quite open, like about having fertility treatment. And like, I think I'm also quite real, like some people here smoke, some people don’t, and like, even though I'm an ex smoker my mum would probably say I’m the worst because she still smokes, erm, like, I'm not really judgey about it, you know like, I know some people are, but I'm kind of just like I do, I think it's because I get how hard it is do you know like,

Researcher BN: Yeah.

SU1: ..to try and quit. Erm, so like anyone who’s smoking like I just don’t really judge.

Researcher BN: Yeah.

SU1: And my mum smokes and stuff like that. So erm. But I've definitely had conversation when I’ve said like, I've been to hypnosis and like, yeah, I can just, like I’ve told people about, like, the way the woman did it she got like this ash tray and she literally shoves it in your face with your eyes closed and she’s like smell that, like literally yeah so, it can, yeah that helped me to stop erm. Like extreme methods and that but erm, yeah that's really erm, and I've noticed like generally, when people like, when you're walking in on a morning, there’s not really anyone outside smoking, like I don’t know if this is just a thing, but I’ve noticed people don't really smoke until like later on at lunchtime you know like outside, erm.

Researcher BN: Ah right.

SU1: So like when you bring him in the morning, there’s not any, it's not, you’re like not really walking past any smoke

Researcher BN: Yeah.

SU1: Erm, you know, later on it when it gets busier so, I don’t know.

Researcher BN: Yeah, OK. So would you, would you say it’s an appropriate environment to talk about your health and wellbeing with staff?

SU1: Yeah, definitely. Erm, I think it's a, yeah, completely fine environment. I think that if erm, also these, these have actually, when I'm at mums, mumspace, (name) on reception has come before and said about doing like courses, so she's gone on to mumspace to say like would you like us to come and like facilitate some courses for the mums.

Researcher BN: Oh OK.

SU1: You know like so they get involved. So like, I think if, I think it is a good place you know like, like even if they put a poster on the door like you know if you want help to quit smoking or whatever, like erm, but again, I think it is actually kind of up to the mum when they're ready like,

Researcher BN: Yeah.

SU1: Like even if they come up to them themselves, when they say like you can’t, you’ve got to help people help themselves like, until someone is ready to like do something or make a change, there's no point. Like you could mention stuff and obviously have a poster, like but I don’t, I think just for myself, like until someone’s ready like to,

Researcher BN: Yeah.

SU1: Yeah erm, the help’s there if they need it, you know, erm, obviously-

Researcher BN: And it sounds like you know that, that you feel comfortable.

SU1: Yeah obviously if there’s something like really confidential or a crisis, do you know what I mean, they’d get people support, you know erm.

Researcher BN: Yeah.

SU1: Point them in the right direction or whatever yeah.

Researcher BN: Yeah, and would you say the same applies to like mumspace and like other groups you’ve been to or like is it different?

SU1: Yeah, mumspace is really good at like facilitating like courses and they have people like yourself coming in to do some like research things on like erm, its actually something to do with like, a little bit more to do with like health, but as in like experience of being in hospitals and different things and like, erm, to do with like buildings, like beams like council buildings, and like live processions and things that. And like random, we just discuss random things and like, even like, yeah people got a £10 voucher for doing it and I was like, you know a voucher which I thought was also good do you know like giving people an ASDA like food voucher.

Researcher BN: Yeah.

SU1: Because erm, again, like a lot of mums, it just means you've got a bit of extra shopping if you want it

Researcher BN: Yeah.

SU1: You can spend it on whatever you want like. You could but a bottle of wine if you wanted to but erm, like, yeah I just think, mumspace and here like mumspace love to run like courses and get different people in like most weeks like erm, whether it’s a group or sign language thing or erm, getting connected to other community groups like these guys at (name of organisation), getting them to come in and have a chat and,

Researcher BN: Yeah.

SU1: Erm, then they get people like to do with like (name of organisation) erm, like people like come in to make Christmas cards and do craft activities, for some of the mums and kids do you know like erm, just to cheer people up but.

Researcher BN: Yeah.

SU1: Yeah I think any of them groups, the same with mumspace like erm, when, with mumspace, the like erm, I remember taking some like nappies in that were too little for him, you know, likethey were like, yeah, bring them in, they’ve got a room and they'll just pass them out you know is there’s someone who's like pregnant or whatever,

Researcher BN: Yeah.

SU1: They’ll just like pass them on, do you know. Erm, and they're really like, I just can't explain like how, but again, they do the same fruit things and like,

Researcher BN: Yeah.

SU1: Yeah, I suppose like more offered because there’s sometimes, like, I don't know like a cheeky little croissant the parents or something like, but, but yeah probably not advertised online,

Researcher BN: Yeah (laughs).

SU1: ..but yeah, they're just really nice erm group, yeah.

Researcher BN: So in terms of like, your day-to-day..

SU1: Oh and from mumspace, sorry, I met a girl called (name) and she literally told me about the coffee morning. She told me about (name of organisation) she told me, she works in (name of organisation) but she like volunteers for mumspace and like, she just literally (speaking to baby) are you getting tired? Erm, yeah she's such a great volunteer like, she’ll tell people about, yeah like she literally just told me about (name)’s breastfeeding thing. That's, that's probably how I first found out about here.

Researcher BN: Ah okay.

SU1: From going to mumspace and speaking to their volunteer (name). Erm, like if you ever wanted to talk to her about any mum stuff, like she's amazing, erm and (name) who runs it erm, (speaking to baby) and you have a little favorite worker from there called (name) don't you. Erm, she likes a cuddle with him which is nice because I get 5 minutes sometimes, but yeah.

Researcher BN: So like, with like say, (name) there,

SU1: Yep.

Researcher BN: ..do you have like conversations about health and wellbeing there as well?

SU1: Erm yeah, because like we even talk about things like cleft, cleft is it?

Researcher BN: Cleft palette?

SU1: Ah is it something like that? No sorry, not that, tongue tie sorry, sorry, I'm talking about something completely different, you know, tongue tie, you know, with breast, sorry, it's to do with breastfeeding like,

Researcher BN: Yeah.

SU1: ..some baby’s ate tongue tied. Like we have conversations like that and erm, just conversations about like, I don’t know there’s this little community group in (name of location) and it was like at risk of shutting down so she like put on one of the groups, you know, the WhatsApp group. It was like, I've got a few little WhatsApp groups what I'm involved in and erm, yeah (name) posts stuff on there like, ah this group’s going and like, blah blah blah and.

Researcher BN: Yeah.

SU1: But yeah erm, (speaking about the baby) ah he’s just getting tired, so erm, (speaking to baby) come on then. But yeah, she’s really good, I cant even remember what the question was sorry about that.

Researcher BN: No it’s allright, so do you think it's an appropriate kind of environment to talk about health behaviours and mental health, things like that?

SU1: Yeah, I think erm, you could do it as a group, you know like a group thing, or as an individuals, because I think as a group you'd like bounce ideas off each other,

Researcher BN: Yeah.

SU1: ..and then the people who are a bit shyer, who maybe don't wanna do it one and one, might get involved a little bit or. But then I also think, like mumspace is more a group thing, but there’s sometimes they have like volunteers who are like, all go for training in like childcare, and they used to do like a lot of courses where you could go and like, in a different room, and you could either leave the children with the play workers if you want to or take the children with you, you know like,

Researcher BN: Ah okay.

SU1: ..which was just like, quite a nice little thing as well. So. (speaking about baby) Oh this is (name).

Researcher BN: Hiya.

SU1: And erm, yeah, but erm, (moving drinks) move that so the babbas don’t get it. But erm, yeah it's just another nice group but erm, definitely if you wanted to have a one to one like there’s rooms here what you could use, and generally at mumspace they’d make some, make some room for you.

Researcher BN: Yeah. So do you, do you also talk about, (distracted baby) aww.

SU1: (speaking to baby) you’re learning what things are at the moment aren’t ya.

Researcher BN: Do you also talk about health with other mams here and at mumspace for example?

SU1: Yeah erm, just again, just casually like, you know like, I think I probably have told you like,

(third person): Yeah we talk about our anxiety, like anxieties

SU1: Yeah, yeah we have yeah, because like literally, I get anxiety. Yeah like, basically, it's like, I think we all have, like a lot of people have like different like mental health issues, and I think like yeah, we have talked about mental health, yeah 100%. Yeah I’d forgotten about that, yeah we literally do.

Researcher BN: So quite, quite frequently?

SU1: Yeah do you know what, because I think like, some days like, you manage well and then other days you’re just like ahh, you know like erm, but also things like, I don't know like, you can have a like a bad experience with anxiety or whatever in the past and like overcome that. So you might like be able to say to someone ah this might help or like, do you know erm.

Researcher BN: Yeah.

SU1: But not, not again in a pushy way just like literally erm, yeah and like some of us are going to arrange to meet up like on Monday or whatever, at this like park event you know, but not set in stone, if we’re there we’re there we’ll see, if we’re not we’re not. Erm.

Researcher BN: Yeah.

SU1: But yeah, just really casually erm,

Researcher BN: (speaking to baby) You're so cute (laughs).

SU1: (speaking to baby) You keep smiling don’t ya.

Researcher BN: (laughs) Aw he is adorable.

SU1: But erm.

Researcher BN: So is it more mental health you to talk about rather than like physical activity and diet, and smoking, and alcohol?

SU1: Well it's weird 'cause then we've also talked about erm, well we’ve talked about alcohol as in like, some of the mums obviously didn't realise they were pregnant, you know, like so they might have had a drink or been on a night out or whatever and then they’ve realised they were pregnant, you know.

Researcher BN: Yeah.

SU1: But then they’ve stopped, so we, I think, I think like most of us know like drinking while pregnant like you shouldn’t, do you know erm, and yeah, we do have them like just quite open conversations, do you know like erm, and then smoking, you just know who smokes in here and who doesn’t do you know like and it's,

Researcher BN: Yeah.

SU1: ..it's kind of just it is what it is but like if people wanted help like, I've mentioned like yeah my hypnosis and stuff.

Researcher BN: Yeah.

SU1: But erm, (talking about voice recorder) I might move that away from you just in case, sorry.

Researcher BN: Do you want me to move this?

SU1: Oh no, yeah, just in case he ends up erm, turning it off. But yeah erm, weight obviously like, some people have like C sections, some people have like normal birth like he was huge, my baby was like 10’3 and a half so like I got stretched to my limit me erm, I don't know but like, so we have like conversations and I've seen that like weekly weigh-in and babies weights, we talk about them in the way that, so not just our weight like, you know like, people talk about like percentiles and what the babies developing at erm.

Researcher BN: Yeah.

SU1: And you can go to different places and get them weighed, to be honest I haven't bit he’s huge for his age erm, he’s six, he’s only just over six months, but he looks like very similar to like, these two are nearly one these little ones. Erm, he's looking quite, not much off them are you really. And like, yeah, yeah, and like definitely erm, things like obviously breastfeeding and like that health thing and bottle feeding erm, talk about the cost of formula and stuff like that because it’s like, I think it's quite expensive like, you’re looking at like nearly a tenner a tub. And like, talk about things like, you know, money, as in like family allowance like, or is that I think that's the one where you get like 20 quid for your first and then something after that,

Researcher BN: Oh yeah.

SU1: But like how, and like obviously maternity pay like if you've had a job like full time and you’ve been earning like a grand and a half a month and then it literally goes down to like 150 pound a week like. Erm, I think when you're a mum (speaking to baby) you're trying to talk aren’t you! When you're a mum erm, yeah it's really weird like, I think I've kind of realised like I'm never gonna be earning like a grand and a half plus per month again. Do you know erm.

Researcher BN: Yeah.

SU1: Not for a long time until he's like at school like, and I kind of think that you don't always realise, all this stuff you know like before you’re a mum and like people say you can have it all. But personally, I think you probably could have it all if you had an absolute tonne of support, you know, like helping you with childcare and different things and, financially and things. But I don't think you can have it all like in,

Researcher BN: Yeah.

SU1: ..at this, for me personally at this moment in time like not in a negative way like, I think we can have some, some good stuff, some cherries and sprinkles, erm, but not, yeah I just think it is hard for mums like, erm, but yeah we just have loads of conversations really about, anything and everything and...

Researcher BN: Yeah. And erm, is there anything that would help you to like talk about health and wellbeing in this kind of, in these kind of groups?

SU1: Erm, I think it's just, I think it's nice like, like if you look on their website like they've got different things at different times like the breastfeeding group at one like it's quite important, but like if you come and you want that help it's there for your like, they could, they could make it like a special hour where like in the morning or aftern-, whenever it is, that, where we all have a health and wellbeing chat,

Researcher BN: Okay.

SU1: ..you know, like they could just stick it on the thing like, 'cause they do like, one of the stuff when they’re not on annual leave, they do a lot of activities with kids like erm, finger printing and erm, like the erm Christmas dinner thing and like spaghetti, you know like things for like,

Researcher BN: Yeah.

SU1: ..the centre have developed, like just obviously anything and everything. Erm, but yeah like, I don’t know if this was going to lead onto something else, like if you spoke to them and there was like some healthy stuff and, if they spoke to the mums, I think, I don't think they’d necessarily be enforce, I think they’d say to the mums like do you think this is something that you’d want to do erm. You know, do it like that, just double check you know, erm, I think, like more like grassroots like from the bottom

Researcher BN: Yeah, yeah.

SU1: But I don’t think they’d necessarily inflict on you like if you're in, coming in and like this is how it is, I think it would be there like as an option and I think if people wanted it they’d stick it on, that's the impression that I've got.

Researcher BN: OK. Yeah. So which do you think would be better, say, kind of having a scheduled like wellbeing chat hour, or quite natural?

SU1: I think, it's nice as natural as it is. But I think actually, I personlly actually now we're chatting about it probably would benefit, erm, I personally think it could benefit like some mums and to have like a group thing erm. But again, I think if, if other mums wanted it do you know erm, if there's much need for it, possibly putting a little thing on, you know erm.

Researcher BN: OK.

SU1: Like even in this you could have a like, a little chat, like somewhere if, if people wanted to dip in and out, and then you could just play if you wanted to, do you know like.

Researcher BN: Yeah, have an option.

SU1: Yeah, erm and also with kids and that, they’re so unpredictable erm, because even though he's baby like, sometimes they're asleep sometimes they’re or whatever yeah, like literally. (speaking to baby) You are aren’t ya? Some of them have got more than one you know so it might be

Researcher BN: Yeah.

SU1: But erm.

Researcher BN: So is there anything that stops you from talking about health and wellbeing here?

SU1: Yeah, if your kids having a tantrum (laughs).

Researcher BN: (laughs) Yeah.

SU1: Erm, if, if you're struggling, like if you, if you’re like struggling breastfeeding and you just want to sit and have a bit quiet, you know like, you maybe wouldn't want to get in, you know like there’s different, again it’s, I suppose if you've got stuff on your mind or you’re trying to send an E-mail while they’re asleep and, like you’re having literally 10 minutes to yourself while they are asleep and erm, you do need to get something done. Erm, little things like that could probably stop you from chit chatting, but nothing,

Researcher BN: Yeah.

SU1: I don’t, I don't think erm, I think people know it’s a safe space,

Researcher BN: Yeah.

SU1: ..erm and I think, yeah, I think it is quite a nice environment to chit chat about stuff really,

Researcher BN: Yeah.

SU1: ..like I'm always chatting about things like ah, we need to get pampered don’t we like, I'm going to hairdressers this week, like 'cause literally, I can't wait to go to the hairdressers, I’ve even booked in a little head massage (speaking to baby) haven’t I? erm, and daddy will look after him for an hour, but I just can't wait you know just to go and, have an hours like relaxation. And like,

Researcher BN: Yeah.

SU1: Yeah. But I don't have much time away from him at all so it will be lovely. But I know It's fine yeah so.

Researcher BN: So what about conversations about, like finance, housing, employment, do you think the same in terms of what would help and what might stop you?

SU1: Yeah, yeah, I think erm, I definitely think, to be honest with the energy bills at the moment and stuff like, I think there could be a lot of need in the upcoming, erm in the coming months, people struggling erm, like, I know that, like we are, we, we’ll be all right do you know like but, I also know like come September, October, that's it like maternity stops and then like, I think that's it, then you will be losing like 600 a month, erm and then we're relying on his dad’s wage, erm, until I go back to work like. So things, but yeah, like we're alright but I don’t know if other people will be

Researcher BN: Yeah.

SU1: Like, and erm, I think, but I do think the staff are aware of if there's someone in need erm, or, I think they're also probably aware that even when someone is like, people can come in and it will be a nice warm space for them to come erm,

Researcher BN: Yeah, yeah.

SU1: ..do you know and you haven’t got to worry about the heating bills at home, for that few hours all day and that, and yeah I just think like, erm but yeah I think, any of them conversations I think, I don't necessarily like, but they have got another room there, so they could even tag it on there. You know, maybe with the health and wellbeing, if they wanted to do a more about like specifically finances for the mums and stiff, they could do it in there. Erm, I think, things like, but they do a lot of stuff anyway but if you wanted to in the future like a cooking course or something like that like, might be quite handy again especially going on with the energy and stuff. (speaks to baby).

Researcher BN: So do you think that would be quite led by the demand for rather from staff starting the conversation?

SU1: Yeah I think there's no harm in starting a conversation with anyone, you know and saying like oh, how is everyone feeling about like, energy at the moment and like,

Researcher BN: Yeah.

SU1: ..quite open conversations like. Erm, has anyone noticed a difference with the energy crisis, you know that type of things because like, I know myself actually I've got to sort out my own energy, but it's just more like I just haven't got round to it because of time, but erm, my bill for some reason in a one bedroom flat has gone up to 360 pound, no 653 pound a month direct debit so erm, yeah, I need to sort that out, but I'm sure it's because his dad didn't submit some energy reading things in time, erm I'm not sure, but erm yeah, I need to work that out, because I think it's gone from like a hundred odd to 356 pound a month erm, so I need to it out with him and just have a conversation, give them my meter readings and find out what's going on. Erm, but yeah, it's, I think that them little open conversation and, I think probably there'll be a lot of people who are just thinking, Oh God, like you know, I know we've had conversations about Christmas already like,

Researcher BN: Ah right.

SU1: ..some of the girls have already started Christmas shopping.

Researcher BN: Uhuhh.

SU1: You know, 'cause like they're worried about like getting it, and I think that's a big thing like, Christmas like not just for mums for a lot of people, especially like pension-, like sometimes it can be like, you know, like people can get upset because they’re on their own, or like not with family or, erm, cost of presents like trying to meet the demand for, we've just had a conversation, where we've just been like, like one of the girls was like I’m just going to wrap up like a toy from the other one, like put his toys in a bit of wrapping paper, she’s not going to like buy anything for him, I’m kind of like, he literally gets that much he gets spoilt rotten, erm I'm always in and out like secondhand shops and stuff like, I literally give him stuff all the time like how would he even differentiate between a christmas present and a normal present

Researcher BN: Yeah (laughs)

SU1: Like he just gets spoilt, erm but, I think like, I think myself, I've like, I've said to the girls, I'd rather like get him like a little teddy, like erm a giraffe or whatever and then go, ah we’re going to the zoo this year or,

Researcher BN: Yeah.

SU1: .. a fish thing or like, I don’t know you’re going to go to the aquarium or something, I don't know just like more experiences. It's got so much material stuff erm. Like I could just warp up cardboard boxes or, I don’t know really, like even with money you could do like christmas on a budget event like what can you do like honestly, at this age, they are not bothered like,

Researcher BN: Yeah.

SU1: If you, if you’ve got money to spend on them, you’d be better off sticking it, like, well save it in the bank I don't know with like inflation and that but, yeah, you’re probably better off saving it for something else or,

Researcher BN:Yeah.

SU1: ..yeah erm, just them conversation I think would be fine.

Researcher BN: Yeah. So what do you kind of expect from people who like work and volunteer in like this group of mumspace, do you think it’s just the groups or is there anything extra?

SU1: Erm, at mumspace it’s usually conversations about erm, you know when you look at like postcards, you pick up an image and it might have a cup of tea or, the sea like, and like you pick an image and then you talk about it and actually it's really opened up people. Like, some people like,

Researcher BN: Ah okay.

SU1: ..looked at something and they said ah, I picked that picture of the sea because I feel like I'm drowning and I’ve got this much stuff going on at the moment. And you know how you can offload or,

Researcher BN: Yeah.

SU1: ..some people might pick like, I can't remember what I picked, I think I just did something in jest really, you know like picked something and was like ah, I’d just like a holiday or something, I can't member what I picked like but erm, it gives people a chance to open up if they wanted to erm. So yeah, people, they do it in like a more I suppose, like a loose way like that.

Researcher BN: Right.

SU1: But erm, like but even staff can get involved as well, which I think is quite nice and (name) like missed her friend who had moved to America who she used to walk her dog with and, it’s like, you know like sometimes they’ll take the lead and be like ah they’ve picked that and that’s why they’ve, and they’ve opened up a little bit to go like ah a friend has just moved to America or whatever and she misses her or, and erm, erm. But yeah, it's just yeah, things like that erm. But again here, like, I don't, I think it's really weird, like sometimes I think it's like, I don't know if it is the weather or what but like some days we all just come in and we’re all just like urghhh. Do you know like, you just need a bit of support from your friends to offload and then other days, well, yeah, yeah everyone’s like fine and then, I don’t, I don’t know. It's just, yeah.

Researcher BN: Yeah. So is there anything-

SU1: And we can talk about things like erm, I think there’s a thing called talking therapies, so I was doing some like CBT course through them, and then, you know like things like erm, like (illegible) reflections and things, something like that (illegible)

Researcher BN: Ah right.

SU1: Yeah, but like, I was gonna do it ages ago but then like, yeah we can talk about stuff like that because like, I don’t really know, yeah.

Researcher BN: Yeah. So is that with the others mams or with staff here?

SU1: Yeah and with (name) aswell like erm, she’s just very approachable and,

Researcher BN: Yeah, and again are they kind of like one-to-one conversations or like the whole group?

SU1: Yeah, erm because there's different times when this is really busy and quiet and like erm, and like there’s loads of offices as well like if you needed to go and have a couple of one-to-ones then you could erm,

Researcher BN: Right.

SU1: Yeah, I think both really like erm,

Researcher BN: Yeah.

SU1: ..sometimes there’ll be a few mums with babies or whatever sat down here and we’ll all be chatting together and (name)’s be sat or stood up or whatever and she’ll be joining in erm, other times, yeah,

Researcher BN: Yeah.

SU1: It, I suppose like, yeah, a bit of, literally everything feels very natural. Erm.

Researcher BN: Yeah.

SU1: ..you know like, yeah.

Researcher BN: And is there anything you would, you kind of wish you could talk about more with people who work here?

SU1: Not really, like I think erm, for me, when it says ideas I’m juts going to be putting it on that we should have a like mums pamper thing, do you know erm (laughs), I’ll probably just pick but, even though I say that I think it’s important it's like, I suppose it could fit in with the wellbeing thing.

Researcher BN: Yeah.

SU1: But erm yeah I think it’s just, if there's anything that I think is a good idea, like I’ve suggested that we do like a little photo shoot with the babies because erm, because like, just because they could get a photographer in and it wouldn’t cost them much you know like to put up some bunting or erm,

Researcher BN: Yeah.

SU1: I don’t know like to stick a sheet or whatever down, I don’t know like, I just think nowadays, I don’t know but like it would be good to keep people’s like self-esteem and wellbeing.

Researcher BN: Yeah, yeah.

SU1: (laughs) That’s how I was selling it anyway.

Researcher BN: And is there anything you definitely wouldn't want to talk about with people who work here?

SU1: Erm, do you know what, I don’t, I think personally, I feel like I could talk about anything, do you know like erm, with them, no, I think if I, I don't think there would be any like no-go areas that I wouldn't wanna, I wouldn’t feel comfortable talking about. Erm, but, saying that I don’t know if, but then I don’t know because personally I'm not, I've got a few issues, but not, yeah so I think it's, but erm, I suppose I'm quite good if I need some help on anything, I, I do know know how to seek stuff out and I know or will ask for help.

Researcher BN: Yeah.

SU1: Like, (speaking to baby) you are getting so tired aren’t ya. But erm, but yeah I think, yeah I would talk to them like.

Researcher BN: Yeah. Oh, that's good. And, do you think, kind of having health and wellbbeing conversations, do you think that affects your health and wellbeing at all?

SU1: Yeah, me personally erm, if I'm having a rubbish day and I chat to the other mums or staff or whatever, and like, they’re like, Oh yeah I've been there, I can remember how hard it was when they were little and that and it gets easier or whatever, but whatever people talk about, it just makes me feel like, less on my own and like supported, I'll be honest, even my partner’s noticed a difference in me since we’ve been coming here like he’s like, it's just so lovely that you've got such a nice group of friends you know erm, and don’t get me wrong, I haven't been coming here long because he’s only six months old and I've only been coming for a few months, but like literally, I feel like I've already met people, like made friends with like certain people who I know I’ll be friends with for life erm,

Researcher BN: Yeah.

SU1: Erm, and others who I'm friends with, you know, like as in, I know like, I know I’d say hiya to you know like if I see them in the street or like,

Researcher BN: Yeah.

SU1: I don't know I just feel like erm, like you're not gonna be mates with everyone, but like, it's just nice, I don’t know I just really, having conversations and chatting to people and supporting each other erm, and people are just so friendly, yeah.

Researcher BN: Yeah. And what would you say is like the key factor of you, of your mental health improving, what’s do you think the key thing is?

SU1: Erm, it’s probably just coming along and making mum friends, like erm, has just been massive really erm, and like, you know like there’s usually someone in to chat to or, like I’ve got a few friends who I message in terms of like are you gonna come along like, erm, but yeah it’s , I think that is the main thing like erm, like even your thing like they come up to us like ah do you want to do this, and I was like depends what it is ah thank you, but mainly because I'm busy on a certain few days, and erm, then like we literally just tell each other about it and (name) I messaged her about it yesterday or this morning I can’t remember, erm, just to say, I just sent her the poster you know erm.

Researcher BN: Yeah.

SU1: Just in case like, yeah she could get on it or not but erm, and actually some of my friends I think messaged you erm, (name) and (name) erm, because they didn't end up coming, so I think I sent it to both of them (laughs).

(third person): I was gonna message but he's been teething like mad so I just completely forgot.

Researcher BN: Aw really. Ah right.

SU1: (speaking to third person) Yeah ‘cause you was here yesterday when it was getting like chatted about but, but like so yeah erm, it's just nice that, I don’t know it's weird like, we'll pass things on to each other here, and like in person and through, through messages, but then also, erm, the staff will tell you about stuff as well, do you know erm.

Researcher BN: Yeah.

SU1: Like, just everything really, I don’t know I just definitely feel a part of something and I feel like if I'm struggling like, or if I don't know what to do, even with being a parent, I feel like there's a lot of (illegible)

Researcher BN: Yeah.

SU1: So you don't put too much pressure on yourself, do you know like that’s, or, but yeah erm, yeah I think that really is it yeah.

Researcher BN: Yeah, it’s the social aspect wit other mams?

SU1: Yeah and I think that for me erm, but I suppose it’s because, you’ve gone, as a mum I don’t know if this is the same for everyone but erm, as a mum you’ve gone from like working and having friends like work colleagues and like meeting up for meals or whatever you used to do, and then you have baby and then you’re like, your life changes and then like, you've got like different social stuff now, like now my social stuff is about him like going to the park and going to a weekly group and going away, and like, you do feel like you're friends have gone, you’re work colleagues have gone, and then it’s like, okay, you do create a new life for yourself and it’s so new, and overwhelming and, erm, yeah for me it’s been about literally meeting people and just,

Researcher BN: Yeah.

SU1: Yeah, friends or, just people are nice, you know just to,

Researcher BN: Yeah.

SU1: Yeah, that was it.

Researcher BN: Yeah. Is there anything else you wanted to add or?

SU1: No, that er, but thank you aswell like.