Title Research data for PhD Thesis on Advancing Environmental Literacy

Training for Instructors of Outdoor Adventure Activities

Creator Ella Rose Sutton

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Sensitive information that could identify the participant has been removed from the transcript. The participant’s name has been pseudonymized.

**Interview with Ross**

0:0:0.0 --> 0:0:13.120  
Ella Sutton  
Perfect. So, I've got a set of questions or a rough set of questions that I'll stick to, but if there's anything else that you want to add, if we go, of course, it doesn't really matter.

0:0:14.950 --> 0:0:15.390  
Ross  
OK.

0:0:13.560 --> 0:0:18.480  
Ella Sutton  
But yeah, basically it's a chance for you to feedback as well. So, anything that you want to add, please do.

0:0:19.460 --> 0:0:19.940  
Ross  
No worries.

0:0:20.720 --> 0:0:28.800  
Ella Sutton  
So I’m just going to start off by asking what the most valuable bits of the course you felt were sort of looking back on it now.

0:0:29.960 --> 0:0:36.800  
Ross  
I think the mere fact I did the course was the most valuable part of the course, because it made me really think. So, to be honest, I haven't really done much with it, from learning on the course, I haven't done a lot with it, but I it does make me think and doing this has made me reflect and now put it into context within me as an individual, me, as a chairperson of a club and me as an actor activities manager, so it's a sort of with three sort of hats on. I'm just thinking, well, it's really, really important that our club members and our instructors have that environmental literacy and then I'm guessing what my question to you is, as part of that feedback is, are there going to be some resources for individuals and volunteers or are there going to be some packages that like a private company could buy into so that so that would help us train our staff and train our volunteers that that was my sort of question. Back to you and it sort of made me reflect on what I do as a professional and as a volunteer and thinking how can I fit environmental literacy into what I do. And at the moment, at the moment I'm considering at work into adventure therapy.

0:2:7.340 --> 0:2:8.260  
Ella Sutton  
Oh yeah. Cool.

0:2:8.120 --> 0:2:20.640  
Ross  
So I work with a big a big care company for young people. So, we've got we've probably got around 100 instructors in total. So how can we get 100 people doing the stuff that is really important. So that's a question to myself really. So, I know that doesn't probably answer your question fully, but that's what's on top of my head at the moment. Coming back and trying to remember what we did, and it's quite a while ago, isn't it? And like, to be honest, I can't even remember the question that what I answered, the questions on the feedback form, I can't remember. I remember doing it, but I can't remember. I can't remember what I said on it so!

0:2:49.360 --> 0:2:59.400  
Ella Sutton  
Well, that's the point really, of doing this interview later down the line, is just seeing, you know, to understand which bits people remembered or which bits people don't remember to see what's kind of had a bit of a lasting impact.

0:3:9.40 --> 0:3:11.520  
Ella Sutton  
And in answer to your question; yes, I hope there will be some resources.I'm not sure when.

0:3:21.520 --> 0:3:22.640  
Ross  
Yeah. No, that's fine.

0:3:22.750 --> 0:3:30.350  
Ella Sutton  
Because at the moment I'm in the process of writing up the PhD, which has to take priority at the moment.

0:3:31.0 --> 0:3:31.720  
Ross  
Of course, yeah.

0:3:32.390 --> 0:3:44.630  
Ella Sutton  
But in the long run, yes, I really would hope that there are resources and really part of what this is about is trying to work out from you guys what would be useful resources to have and that can be part of this feedback, but also maybe later down the line, you know having conversations about what is the kind of resources that would be useful for you. Because I'm definitely up for helping to create them.

0:4:1.220 --> 0:4:4.20  
Ross  
So I certainly know that there are things out there. I did the Coasteering training last March and yeah, down in Pembrokeshire there's the- I honestly can't remember the name of the app. I'll have to look it on my phone but just.

0:4:19.440 --> 0:4:22.880  
Ella Sutton  
The Welsh coast Explorer app?

0:4:24.160 --> 0:4:34.600  
Ross  
That's it. And that was, so one of the ones of our staff members who's now qualified, he said. It's a brilliant resource and he works in that area and he's doing that coast even all the time. But you know, as a manager I just went to go on a course to see what it was all about. So, because I'm not, I do some freelance work as well but because I'm not face to face with lot of clients, then I don't really put that environmental literacy in place face to face on sessions very often. But it's something that I kind of naturally do with the kids when we're taking out for a walk, try and teach them about talk about sort of think nettles and being high in nutrients that and just general things that spring to my spring to mind rather than having a plan. So, I think maybe, yeah. So, getting into that mindset where I have a plan to include environmental literacy in into my planning, I think is, but it's always an ad hoc afterthought, and I think it's that's probably the case with a lot of people. Unless you're really passionate about something, if you're perhaps local to 1 area and there's been some big environmental issues, maybe that would be on the top of your mind and you talk about that a lot, but then you might not talk about it with- or you might talk quite a different way with children and adults. So yeah, I haven't thought about it a lot, so I'm feeling a little bit guilty that I haven't thought about it as much as I should have done, if that makes sense.

0:6:4.810 --> 0:6:6.450  
Ella Sutton  
Yeah.

0:6:7.670 --> 0:6:10.990  
Ross  
But yeah, sort of. I guess in a busy working environment it's not on the forefront of what we do 'cause. It's what I do- I construct on safety a lot. So, safety comes at #1. But I totally believe that the environment is like second to that. So yeah, it's prioritising that and how you do it without force feeding it is, is, is something that, if you're but- The thing is, if you're planning at enforcing it, then it might seem unnatural. I don't- Yeah, I guess it's- I suppose you can only really talk about things that you're passionate about and mean something to you and that that sort of- That passion, then will rub off and possibly inspire others. Whereas, if you're just going through like a tick sheet and it's a means to an end, it might just seem a little bit sort of ticking the boxes and going through the motions. So, getting sort probably getting some kind of compromise between the two where you've got something that you can as an aid memoir. And something that can remind you to do stuff about, talk about certain areas that might be useful.

0:7:32.70 --> 0:7:35.470  
Ella Sutton  
Oh, I've completely lost the word for them. Like a little key ring kind of thing.

0:7:36.490 --> 0:7:40.650  
Ross  
Yeah. So, I think when we were in the meeting I talked about, I bought some- There are like flash cards on a key ring from a guy up in North Wales. I bought them. I haven't used them, but I have taken them on sessions so I they're in the back of my mind. But I haven't because I'm not doing it face to face a lot. They're not- It's not forefront. And it's not natural and normal to do. But yeah, it doesn't have to be. It could be an electronic cue card, could- it could be on your phone or yeah.

0:8:26.220 --> 0:8:26.380  
Ella Sutton  
Yeah.

0:8:10.800 --> 0:8:31.360  
Ross  
Could be a laminate or something, or it could be like you say, a little cue cards or something. But yeah, those are the type of things that would I think would help our staff if they had something in their pocket that related to something that they wanted to or they were keen about and I suppose just thinking off the top of my head now if there were different areas- So we do quite a lot of different outdoor activities, so maybe there might be something designed for mountain biking and forests. Maybe one design for coasteering, maybe there's one designed for paddle boarding on lakes or on the sea. Those- Yeah, different sort of- Quite user-friendly sort of things where they're quite visual as well. So, you just pick up something and it's just hitting you with three or four different things that you could sort of keywords that could trigger some kind of- Yeah, something simple that will remind you that there are certain things you could chat about.

0:9:16.240 --> 0:9:16.640  
Ella Sutton  
Yeah.

0:9:17.580 --> 0:9:28.860  
Ross  
I guess, but that would take quite a lot of hard work and dedication on an individual to do. But if there's no point in reinventing the wheel if it's already out there on an app like the one I talked about. So yeah, it's just- Yeah, I don't know. I'm running out of words now, but that I think something that you can pick up off the shelf you give to an instructor and they can just run with it. That would be really useful. And then something possibly then as an overlaying thing for managers or senior people where they've got like the big picture where things are like explained and it explains how to use them as a tool. Yeah.

0:10:4.320 --> 0:10:8.800  
Ella Sutton  
So you can use them to train your instructors as well?

0:10:7.610 --> 0:10:33.250  
Ross  
Yeah. So, you're- so there's a big file where there's a physical file or electronic file you can just take off the shelf, open it up. All right. Coasteering today, OK. It's coasteering, but it's not on a lake. It's on a river. So, we need to talk about a river environment and those maybe those cue cards are the same for the river. They are for paddle boarding on a river or walking down the river because you're going to see the same things. But it's just like, almost like a reference point where a cross reference and things where you can just pick them out. But yeah, but it would be brilliant. Brilliant if they were like electronic on phone, it could just- kids just love that. Sort of tablet type thing where they've got a tablet in front of them and they can maybe even, I suppose with younger people it would be nice to have some kind of child friendly sort of game where they've got different environments and they can just click on them and but then then you'd have to adapt that, wouldn't you? For primary schools and different key stages.

0:11:9.860 --> 0:11:10.380  
Ella Sutton  
Yeah.

0:11:11.420 --> 0:11:13.500  
Ross  
Oh, yeah. I mean, there's awful lot of work, isn't it? But if there was something very sort of generic and simple, which is reminds you of stuff right, go click on this link and it's all there. You can read as much as you like or as little as like.

0:11:29.650 --> 0:11:29.930  
Ella Sutton  
Yeah.

0:11:29.650 --> 0:11:34.170  
Ross  
I don't know. That's it. This is all me. Just thinking off the top of my head!

0:11:33.690 --> 0:11:38.250  
Ella Sutton  
Yeah. No, it's great. It's yeah, really useful to hear more ideas. It's really good. So you said you haven't really used a lot of the information done from the course as of yet in your role?

0:11:45.650 --> 0:11:55.650  
Ross  
No, to be honest, no, that information that I don't even know what I've done with that information to be honest. But so yeah, if that if there was an easy link to grab onto that information again, that would be useful.

0:11:58.560 --> 0:12:2.520  
Ella Sutton  
Yeah, no problem. I can resend it to you the slides if that's useful.

0:12:3.140 --> 0:12:10.540  
Ross  
Yeah, that would be that would be useful 'cause then it'd save me trawling through- I guess it might not be too hard to find out on my e-mail, but, but yeah.

0:12:9.870 --> 0:12:20.830  
Ella Sutton  
No, that's fine. Well, I can send you- They've updated slightly so I can send you the more updated version and there'll be some slides that are new that you didn't have on the course. It doesn't have a lot of text, they were quite- they didn't necessarily have a lot of context on them because I sort of spoke around the slide a fair amount, but it might jog your memory on, you know, the types of things.

0:12:33.70 --> 0:12:48.150  
Ross  
So were those, are those slides just for our information or those slides that we can use in a different context like for training other people are they, are they sort of free to use or are they just are they sort of more of a confidential slide show or.

0:12:50.330 --> 0:12:59.770  
Ella Sutton  
Good question. I mean in terms- you're welcome to use them. I don't know how much use they'll be because it's not got what I've said around it, I suppose, it is just the slides. But in terms of getting the word out, I think, you know, use them if it helps and absolutely use them. I think the most important thing for me is that there's more environmental work done, so if that means people use the presentation and that's how it happens, then I think that can only be a good thing. So yeah, in a long-winded way, yes!

0:13:46.960 --> 0:14:13.880  
Ross  
Yeah. So, it's just, I was just thinking on that on top of my head with having quite a high turnover of staff. So, we've got a lot of seasonal staff coming in, whereas there is something you can just pop up and say and just chat about environmental literacy and use it as a talking point just a bit like a bit like what you did with us. If I could sort of do a similar thing with our staff, whether that would, I mean, I'd obviously have to take a look at the slides and let you say the context around them is not there, isn't it? So yeah.

0:14:18.280 --> 0:14:19.760  
Ella Sutton  
But there may well be a time in the future where there's sort of training for other people. You know, if it's going to be a sustainable course, then there'll be need to be other people that can facilitate it as well.

0:14:34.220 --> 0:14:38.100  
Ross  
Right. So train trainers sort of thing. Yeah. OK.

0:14:36.120 --> 0:14:41.560  
Ella Sutton  
Yeah, exactly. And especially, you know, if it happens with obviously through different governing bodies then there I'm sure will be opportunity to share that slide and context and everything as a way of teaching other people to be facilitators of it.

0:14:56.110 --> 0:14:56.470  
Ross  
Yeah.

0:14:55.710 --> 0:15:3.630  
Ella Sutton  
Again, I don't when that will happen, but you know you'd be very welcome to do that. And then you could facilitate it to your, to your own instructors.

0:15:3.260 --> 0:15:9.980  
Ross  
Yeah, that would be. That would be something I'd be really interested in. Yeah, definitely as part of my CPD that would be good. Yeah. Brilliant.

0:15:10.840 --> 0:15:17.80  
Ella Sutton  
In terms of doing CPD, what do you find- What makes it valuable to you?

0:15:23.380 --> 0:15:30.20  
Ross  
Was in general CPD or CPD within specific to environmental things?

0:15:29.280 --> 0:15:36.280  
Ella Sutton  
No, just doing any CPD or any courses for you. What makes them valuable to you?

0:15:43.310 --> 0:16:3.190  
Ross  
Staying current within best practise is what- So, we have to do a lot of CPD that I don't like doing and it's compulsory. So doing something CPD, which I- so I've got an environmental degree background and but I don't use it, I don't really use it in my work, but I'd quite like to be able to update on things that have happened since I've sort of graduated, so you know there's things I'm not keeping up with so, that CPD is interesting stuff and I can I can use it in different- I can use it with the club, I can use it at work. You know I can use it with friends. That would be just really interesting because I'm interested in it. That, rather than having to do something because I have to do it, I'd rather be doing something that I'm sort of passionate about and like doing. Even though I sort of get distracted by lots of other things. It's something that would force me to sit down and be sort of current if that's the right word.

0:17:0.620 --> 0:17:1.20  
Ella Sutton  
Yeah. Makes sense.

0:17:28.460 --> 0:17:33.540  
Ella Sutton  
So on the I know you said you didn't- you couldn't remember really, what you'd put on the survey form, but one thing I did pick up from yours is that you- and I can share it if that might be easier just to that you can see it as well-

0:17:46.110 --> 0:17:52.390  
Ross  
I think one thing that I do remember when I was trying to explain what I'd done to other people- If you bear in mind that I deal with a lot of people that aren't particularly high level academic people, should we say, they said. What? What the hell is that? It sounds a bit nerdy. So as a name environmental literacy, I think it just sounds very highbrow. I think if it was- if it had a snappier, easier to understand name for it. I think it would be more accessible and so it might be more- accessible is the right word, I don't know.

0:18:36.510 --> 0:18:37.590  
Ella Sutton  
More welcoming?

0:18:38.100 --> 0:18:40.300  
Ross  
Yes, yes, because I think- Right, it almost sounds a bit too academic as well and I'm not, I'm not being- I'm trying not to be negative in that way. But I think if = you're going to make it accessible and welcoming to all like you just said, it could do with being a little bit I don't know what's the word, just up or whatever you want to call it.

0:19:10.630 --> 0:19:17.510  
Ella Sutton  
Yeah, it's interesting because I've, yeah, I totally sympathise with that and I've tried to think, oh, what else would it be? So I am working on trying to find another name and I haven't found it yet.

0:19:22.560 --> 0:19:29.840  
Ross  
No. And then maybe it doesn't need another name, but that was something that it was quite hard to explain to people what that was.

0:19:29.990 --> 0:19:39.30  
Ella Sutton  
Yeah. Well, if you think of one, then feel free to pop in an e-mail! But yes, that is something that yeah. Thank you.

0:19:41.60 --> 0:19:45.700  
Ella Sutton  
So it's just looking at your responses. Let's go look on here, so you said that you would likely, seven out of 10, to recommend it, which is great. But I also noticed that some of these module questions, you said they weren’t all relevant, and I wondered if you could explain why you felt like that?

0:20:4.820 --> 0:20:5.20  
Ross  
OK. Well, I hope- hopefully I haven't clicked the wrong box and just misunderstood it.

0:20:19.570 --> 0:20:22.330  
Ella Sutton  
So it was scale questions

0:20:21.580 --> 0:20:26.260  
Ross  
Oh, so it could. So, it could be because- I don't if you remember. I was only- there was- you did two sessions, didn't you? Two evenings. And I missed the first one. I did catch up on the second one. So, I wonder if that's related to that. But I don't know why- Have I put extremely irrelevant? How relevant were the following modules?

0:20:48.750 --> 0:20:55.150  
Ella Sutton  
Yes, here you've got it was about storytelling being irrelevant.

0:20:55.760 --> 0:20:58.960  
Ross  
Is that to me? Is that to me personally? Is that a question to do with?

0:21:0.680 --> 0:21:4.840  
Ella Sutton  
Yeah. Well, so the questions were all of the same style question. How relevant were the following modules within the course to you?

0:21:16.320 --> 0:21:25.200  
Ross  
I think, oh, extremely. I don't like telling stories. I think that's probably why I put that there because it's something that. I find really hard to do. I'm. I'm not. I don't. I don't like standing up in front of people telling funny stories or telling long winded stories and more like there's the short, sharp, sort of factual. Did you know this? Did you know that?

0:21:24.10 --> 0:21:29.250  
Ella Sutton  
Yeah, ok. And in the least helpful module you put storytelling too, so that makes sense.

0:21:28.700 --> 0:21:44.220  
Ross  
Yeah. So that's, yeah, that's something that, that kind of thing- That's probably why I said that, but it's just- I mean, those feedback things, they look a little- quite negative, doesn't they? When I'm looking at it, I.

0:22:10.500 --> 0:22:17.540  
Ella Sutton  
No, I mean it's- I've not looked at any of it negatively. Actually, I think it's all because it's all useful information to have back.

0:22:25.290 --> 0:22:29.690  
Ross  
I think it's because I probably knew quite a lot of other stuff beforehand. So that's probably why I put that. I think it's 'cause I've got a background in environmental studies that I'd probably put that down.

0:22:48.450 --> 0:22:49.610  
Ella Sutton  
Yep, makes sense.

0:22:49.870 --> 0:22:56.190  
Ross  
And it was- And that's me personally. But I think if you ask the question of how important do I think it would be for your average instructor, then the answers would be different.

0:23:16.210 --> 0:23:17.450  
Ella Sutton

0:23:4.230 --> 0:23:33.190  
Ross  
So if it if it was talking about me personally, that's probably why I put lots of that in. But if I was going back and saying it's your average Joe Bloggs instructor, I would, that would lead the answers to be different. So, if the frame of reference of the question would be if I was changed then you get a lot more positive answers from me. I'm thinking about your bog-standard instructor or you're sort of Club member then then I think they're a lot more relevant in that respect.

0:23:37.560 --> 0:23:40.560  
Ella Sutton  
Yeah. OK, great. Perfect, thanks. I'll stop sharing that. So, one of the questions on the very first survey, which was a long time ago. Was about whether the experiences that we lead out as instructors in the outdoor environment change the way people view nature.

0:24:11.720 --> 0:24:12.40  
Ross  
Yeah.

0:24:7.740 --> 0:24:19.740  
Ella Sutton  
I know you said you don't have a huge amount of contact now with clients, but with the- either when you're freelancing or when you're running sessions or the instructors that are running in sessions for you. Do you see that there that the experiences they lead will change how people are viewing and valuing nature?

0:24:29.70 --> 0:24:31.270  
Ross  
I would definitely yeah, I think a lot of the young people that come to our services spend an awful lot of time in a virtual world and an awful lot of time indoors. So, the mere fact that they're outdoors being exposed to different experiences is a real positive. And I think doing the different activities in those different environments, just that the kids are naturally exposed to things that they want, they ask questions about- and that question and then we'll draw out information from instructors if they're not, if they're not environmentally literate, that makes sense. If they're not that if it's not part of their session, they can explain it and do know that- So, there's two parts to our organisations, the commercial part and then there’s a non-commercial hearing looking at the children part. So, so 1/2 of it sort of trauma-based care, whereas the other part is just your general primary school kid coming in. And there's a lot of education going on there with those ones, whereas the other bits more sort of care and getting them out and having outdoor therapy rather than as an educational part. So, there's two parts to what I do. But the main part that I do is on the care and therapy, whereas I'm just getting involved with the more curious commercial part and going back to and see and observing instructors, running sessions. And I definitely know that talking about nature and the environment is definitely in those expectations of those instructors when, especially when you're dealing with primary school children. So yeah, it's the short answer is yes, it's extremely important and it does. It does change the way young people think because some young people haven't seen sheep in a field before. You know, they haven't seen red kites flying in the air. You know, they- So, there's lots of things that they, they will say, wow, what's that? And it just gives you great opportunities to try and explain and fit into to the natural world.

0:26:55.790 --> 0:27:1.870  
Ella Sutton  
So is- Sorry, I'm aware we're running out of time really, but just one more question, if you have time.

0:27:2.260 --> 0:27:3.700  
Ross  
Yeah, of course, I've got time.

0:27:4.100 --> 0:27:6.980  
Ella Sutton  
Do you run any sessions with sort of just General Day, client paying customers? Or is it all groups?

0:27:12.810 --> 0:27:24.250  
Ross  
Yeah. So that the part of the business that I'm only just being asked to get involved with and yes they are fee paying. So generally speaking, at weekends and I do a bit of freelance work- Last year, paddle boarding on a reservoir, so I freelance work. I do that with adult fee-paying clients, and I know the other half of our business does deal with, you know, especially some of the sensory- just walk on, they can walk by, pick up a leaflet and book a session. So yeah.

0:27:43.620 --> 0:27:47.380  
Ella Sutton  
So what would you say are the motivations of those clients booking adventures.

0:27:47.860 --> 0:27:48.980  
Ross  
Oh wow. So that's a good question and it's something that I've been talking when I freelance with somebody who runs a business. We were talking about the decline in clients this year now I think a that was sort of financially relevant caused by lack of finances, but I also think there's a lot of people have said this in the past that people just want to pay for experiences they want to pay for an experience they want to get the Instagram shot, they want to say they've done it, and then they want to walk away. Try something different. So, we struggled to find people to join clubs because they just want to pay for an experience. But I think people just are paying for experiences to share with other people say they've done. So that's one part of it. And the other part of it, I think is people are aware of the health benefits of being in the outdoors. So, they wanna try something new in a different environment. So they want to sort of, especially I think especially with paddle boarding, it's been one of those sort of, quite high profile, sort of trendy things to do.

0:29:6.200 --> 0:29:6.600  
Ella Sutton  
Yeah.

0:29:7.140 --> 0:29:26.180  
Ross  
And it's got it all because it's user friendly, it's easy, it's fun, and you can go more- Let's go anywhere. So, I think that versatility of that activity is, you know and it's user friendly, it's female friendly, it's open to all. So those are kind of things- I think attracted people after lockdown because people were restricted instead of going on European holidays, they had to look inward to this country and then they searched out the- I mean I'm in XXX and they've found lots of people found XXX and even though it existed before covid, a lot of places like the reservoir I work at people thought Wow, we didn't know this existed. Well, we could do this here. So, it was- But I think that's what attracted people then, but since then, there's been financial restrictions for people tightening their belts and of course, people can now go and send themselves on a beach now. So, I think there's a lot of things are evolving. I think the fact that we were not allowed to go abroad, focus people on the good stuff that we have in this country, and we've got some amazing- a country that's full of amazing things. You don't have to go abroad, but obviously it's nice. What we can't guarantee is lots of sun and sand can be- This country, so I think, yeah, I don't know, I think. I think the health benefits of outdoor activities is high up on that agenda, but I also think that that sort of social media thing does actually play a big part on why people choose different activities.

0:31:16.370 --> 0:31:16.730  
Ella Sutton  
Yeah.

0:31:18.20 --> 0:31:42.580  
Ross  
And sort of the sort of, obviously the easier the third sort of part of that is that people just being enjoying outdoors in nature, in the green space, green and blue spaces. I think people, you know people know it's that feeling of getting going out walking around the park or walking around the lake just feels nice, isn't it? But I think we're looking for other exciting things to do in those environments. I guess that's what motivates people to pay for those experiences, because they probably haven't got the skills and equipment because it's very expensive to set yourself up. Paddle boarding is going to cost you £500 it probably isn't it. That's just for one person, whereas if you can, if you can do it for £100.00 for four people, as an experienced- pay for experience. And then look for elsewhere for different experiences. Maybe go trampoline in one day and do something totally different.

0:32:16.980 --> 0:32:17.500  
Ella Sutton  
Yeah, yeah.

0:32:17.180 --> 0:32:20.60  
Ross  
I think rather than fork out for something that they might only use once or twice a year. They might rather pay less money and just do something once or twice a year. Does that make sense?

0:32:29.420 --> 0:32:31.820  
Ella Sutton  
Yeah, yeah, absolutely.

0:32:33.300 --> 0:32:35.580  
Ella Sutton  
Cool. Thank you very much. That's all of my questions.

0:32:36.360 --> 0:32:36.760  
Ross  
Oh wow.

0:32:37.460 --> 0:32:41.20  
Ella Sutton  
So I'll just stop the transcription unless you have anything you would like to add?

0:32:49.30 --> 0:32:40.510  
Ross  
No, brilliant, thank you.