

Talking Point chat room 19 March
Q&A with Serena on Talking Point

SerenaS	Hi everyone. I'm here to answer questions about Talking Point. If you want to take part, just type in the white box above this message and then click 'OK' :)
SerenaS	I'll start with some things you may not know about Talking Point ...
SerenaS	1) On 31 March, Talking Point will be 12 years old. That means we are older than Facebook and Twitter. :)
SerenaS	2) Talking Point was founded by a volunteer called Craig Clarke and volunteers have always been at the heart of how we run and develop this community.
SerenaS	3) Talking Point is a support service, owned and managed by Alzheimer's Society and we are a sister service to the National Dementia Helpline, who we work very closely with.
SerenaS	4) For every person who is using a laptop or computer to view Talking Point, there's another person who is using TP on a mobile phone or a tablet - it's about 50/50
SerenaS	5) We receive over 100,000 'visits' a month - that's a lot of clicks!
turbo	Hello Serena, how do you define an active member of TP
SerenaS	Hello turbo :) Do you mean where it says active members at the bottom of the forum home page?
turbo	Hello Serena, I mean when you look at the forum members and it says member, guests and active members
SerenaS	Ah, I understand. :) Users online means people who are currently looking at TP - members are those who are logged in and guests are those who aren't. A guest could be a member who's just browsing or someone who hasn't registered yet.
SerenaS	Active members is a total calculated each day by the software - it means the total members who have visited TP within the last 15 days.
turbo	Thank you. It's amazing to think TP is older than Facebook and Twitter
SerenaS	It is amazing, isn't it? Also, it's great to think of how many people we've helped over the years - not only members but people who come here and read discussions. :)
turbo	Exactly. It's good to have a source of information in one place and to know that it's accurate information.
turbo	I will never forget when I posted my first thread on TP and the lovely replies I received. That was in August 2007.
SerenaS	Yes, we do try to make sure that information shared is constructive. :) I'm so pleased to hear that you're still finding TP helpful, turbo :)
turbo	Thank you Serena.
Beate	what can be done to prevent people from lifting stories from the forum?
SerenaS	Hi Beate, that's a very good question. That's one of the reasons why we have forum rules and why we have a team of moderators and staff - to help protect our members.
SerenaS	Forums like TP sometimes have people who join for reasons other than what was intended - to sell things, to interview people, to start arguments ...
SerenaS	Because TP is owned by Alzheimer's Society, we can remove things if we need to, and close accounts if we need to.

Talking Point chat room 19 March
Q&A with Serena on Talking Point

Beate	Thing is that people have said to me the tea room is safe but it's not really, is it? Everyone can register and access it
SerenaS	Yes, posts in the Tea Room can't be seen by guests but can be seen by other members who are also logged in to Talking Point. That's why we ask members not to use their real names, share personal contact information and take care what else they share.
Beate	Yes but if people just read, how would you know what they are up to?
SerenaS	What do you mean if people just read - guests on the forum? You can't know for sure which is why we ask members to take care - it's the same when using any website or social network. However, we do remove and take action if things are reported on TP.
Beate	Yes so basically we need to make sure we protect ourselves
jaymor	Like anything that involves the Internet we owe it to ourselves to be careful what we post especially about ourselves
SerenaS	That's a very good point, jaymor. And the good thing about TP (unlike Facebook/Twitter) is how quickly inappropriate things are removed and that's thanks to our volunteer hosts and moderators.
Beate	Absolutely - it's a balance between not sharing something and having a safe place where we can share. Would it be an idea to restrict the tea room to people over a certain amount of posts? Doesn't have to be a high number but might filter out people who might just be here to spy or collect info for their own publications?
SerenaS	That's true Beate. We don't have a restriction on the Tea Room (but we could think about it). We do have a minimum of 10 post restriction on posting links and sometimes someone will post quick replies just to reach that limit!
SerenaS	Thankfully, there are very people who are here to misuse TP. Our members are quite good at spotting people who are acting suspiciously and letting us know by hitting the 'report' button.
SerenaS	In terms of content that's been used without permission - that happens very rarely but it is something we will always investigate once we know about it. After all, it's our community but the experiences shared are yours.
SerenaS	We've got a few minutes left of today's session - if anyone has a question about Talking Point, please do ask :)
cold feet	Just curiosity, I don't plan on doing it, but would it wrong if stories were used to raise awareness elsewhere? To raise awareness say?
SerenaS	Hello cold feet - we would always refer anyone who wanted to use stories to raise awareness to our Press Office as that's their job. I'd say if someone was putting a book together, they'd have to come to the Talking Point staff for permission and we would consider it. Permission is very important when you are using someone else's experience.
cold feet	Ok, thanks. Interesting first visit for me.
SerenaS	You're welcome cold feet - I hope it was helpful.
nitram	On the extra security in the tea room members may not realise that if they blog the post it becomes visible to non members, in the past I have PMed a warning to members who stated they were moving to the tea room for security and then blogged the post
SerenaS	Hello nitram - that's very true about the blog area. It's not used by many

Talking Point chat room 19 March
Q&A with Serena on Talking Point

	members but if anyone does use the blog area and wants our help to make it visible only to friends they can contact me.
SerenaS	You sent me a question about images earlier nitram. At the moment we are bound by the settings in vbulletin (TP's software) but we are looking at ways to improve usability. It's on my list! :)
SerenaS	Ok, I'm closing the chat room shortly - thanks to everyone who popped in :)

Thanks for reading the transcript from our chat room session on 19 March.

I've including some other information below:

When was Talking Point started, and why?

You can read Craig's story of why and how he started Talking Point below:

[Craig's story](#)

How do you manage Talking Point?

We manage Talking Point with a small team of staff members and two teams of volunteers – hosts and moderators. You can find out more about what our staff and volunteers do below:

[What the Talking Point team do](#)

How can Talking Point members stay safe online?

You can read our guidance on staying safe online below:

[Privacy guidelines](#) and [Staying safe online](#)

How do I use Talking Point?

You can read our 'Quick user guide' by clicking on the link below:

[Our guide to using Talking Point](#)

I've got a question and I'm not sure who to ask?

If you have questions about our chat room, please contact us by emailing

talkingpoint@alzheimers.org.uk