

## KA2 PROJECT – Raising the digital literacy of professionals to address inequalities and exclusion of LGBTQI community (RAINBO)

14<sup>th</sup> of December 2021: Meeting Via Zoom (10am UK Time)

### Minutes of Meeting and Actions

#### Attendees:

Mike Tan (MT): CCW Training Academy  
 Harri Shuffley (HS): CCW Training Academy  
 Lloyd Tan (LT): CCW Training Academy  
 Joana Silva (JS): SPEL  
 Peter Dankmeijer (PD): GALE  
 Ester Kalogeroudi (EK): Novel Group  
 Thanos Theofilopoulos (TT): Symplexis  
 Prabha Dongre (PD): HIP  
 Viktoria Topalidi (VT): AKMI

Description	To be action by:	Comment
<b>Welcome</b> <b>Mike/CCW</b> - welcomed the progress meeting, went through the actions and comments from the previous meeting.	All	No action required
<b>Mike/CCW</b> - Update on the covid situation in the UK, infections are low but slowly rising and are awaiting a government announcement regarding a change in rules/situation.	None	No action required (On-going)
<b>Peter/GALE</b> – Evening lock downs will be extended to after Xmas, infection rate is stable and hospitals are currently coping. The vaccination rate is relatively high. <b>Ester/Novel Group</b> – Working from home, general sentiment is worried regarding omicron. <b>Thanos/Simplexis</b> – Situation is very much the same, 5000-8000 daily, 90-100 deaths a day. Most places are open, unless you are not vaccinated. <b>Jonana/SPEL</b> – New measures in place, masks are mandatory and rapid tests are required to go to public places. Case is rising 2000+ per day but deaths are low. Vaccination levels are high, plans for lock down in early Jan for 2 weeks. <b>Prabha/Romania</b> - Not much sign of omicron yet, vaccinations are being taken up more, masks are not mandatory outside, only inside. You must be vaccinated to attend public places. New quarantine rules regarding entry to the country, only if you are vaccinated. <b>Viktoria/Greece</b> – Advised not to travel until at least March.	None	Travel restrictions apply to some countries (On going)

### IO1 report

IO1 required respondent has been exceeded by 12%, but not all partners have achieved their expected numbers. 112% survey engagement across all partners.

- **Mike/CCW** - still outstanding interviews and surveys.
- **Thanos/Symplexis** - completed interviews just surveys but are struggling to complete surveys.
- **Viktoria/AKMI** - have had low respondents to the survey, yet to engage professionals involved with the community.
- **Peter/Gale** - Had the best response to the survey from friends and family within the LGBTQI+ community, this was somewhat to be expected as the project brief identified the lack of engagement, trust and feeling of ostracization.
- **All partners** encountered some difficulties engaging the community and conducting interviews.
- **Peter/Gale** - A lot of LGBTQI+ members are cautious towards providers and organisations. However, some members are happier because they have fewer social interactions with discriminatory people. Being in lock down has been good for some LGBTQI+ members, but again some have been involuntarily isolated. The pandemic is a magnifying glass for situations already existing pre Covid.
- **Peter/GALE** - One suggestion put forward from community members was for organisers to set up self-help groups in a social environment, not necessarily professionally lead (an example of distrust for providers/organisations) as well as social activities to encourage dialogue and openness to help support each other in a more informal setting.
- **Mike/CCW** – How did the organisers find the questionnaire interview? As some of the questions can warrant drastically different answers, how will we analyse the data from the interviews?
- **Thanos/Symplexis** – We will make a descriptive and comparative report on the 5 main basic topics as well as Peters Xcel spread sheet
- **Peter/Gale** – I used the 5 main themes of the topic as a talking point rather than a ridged question. I use personal experience to help develop the dialogue, and to open up trust amongst the candidates.
- **Thanos/Symplexis** - It is an unstructured questionnaire, as the conversation develops other related questions might emerge naturally. You don't have to follow the questions one by one but have in mind the basic topics to cover.
- **Peter/Gale** – Has recorded all his interviews in English and can share them to the partners if required as a standard/example of answers and themes.
- **Joana/Portugal** – Interview participants talk about social skills more than digital skills, when asked about digital skills a lot say it is social skills are what they need. Soft skills relating to confidence and self esteem may help participants actively seek out support and increase their understanding of IT skills.
- **Peter/Gale** - I have the impression that some LGBT people find some form of isolation easier, because it links into their previous mental state of not feeling to fully belong to society and that lockdowns increase this feeling and allow them not to break out of that feeling. This is not a reason to believe they are not affected by the epidemic, even though they perceive it as “comfortable” (not going out=not having to come out). But in fact it is the opposite, it is increasing their already existing isolation. That’s why one of the respondents said that the epidemic is like a magnifying glass. A tangible solution for this is to find ways to suggest to providers how they can deal with this withdrawal from society (self-help groups, increasing empowerment, extending social networks).

**All** to finalise interviews, surveys, and focus groups, by to 1<sup>st</sup> week of Feb.

IO1 Works  
IO1 results Extended to 1<sup>st</sup> week of Feb

<ul style="list-style-type: none"> <li>• <b>Peter/GALE</b> – Has reiterated to use the excel he has created to monitor and analyse social media post interaction and engagement.</li> <li>• <b>All partners</b> - agree to retroactively record previous post engagement and to record future posts.</li> <li>• <b>Peter/GALE</b> - Some provider said online sessions are not suitable and can be damaging to individuals. Some people suffer trust issue regarding providers and corporations due to previous experience or lack of safe space to converse with health care professionals (shared living accommodation in unwelcoming/intolerant homes). Also, online interaction can lead to miscommunication and difficulties when understanding others.</li> <li>• <b>Peter/GALE</b> – Will be completing last interviews by 2<sup>nd</sup> week on Jan</li> <li>• <b>Thanos/Symplexis</b> - We are done with interviews but still need LGBTQI+ people still to finish questionnaires.</li> </ul>	<p><b>All</b> to continue using the social media Excel to monitor and analyse social media engagement.</p>	
<p><b>Reporting</b></p> <p><b>Mike/CCW</b> – The progress report has been rejected by our national agency; they have asked for the time sheets to reflect the time already undertaken on the intellectual output/s and to quantify the works/progress to date. Also, as we have not conducted the transnational meeting, we will not receive the same amount of payment for these. Any transfer of underspend budget will be allocated to additional work (subject to the completion/analyses of the IO1 and other IO later). Should there be an additional day allowed will be based on CCW getting confirmation from UK, National Agency.</p>	<p><b>All partners to complete time sheets for IO1 &amp; return to CCW no later than 20/12/21</b></p>	<p>Timesheets</p> <p>Due date <b>20/12/21</b></p>
<p><b>Social Media:</b></p> <p><b>Mike/CCW</b> – Asked for progress report on engaging with Social Media posts relating to the project.</p> <p><b>Joana/SPEL</b> - Share regularly as a company to RAINBO FB, twitter etc and individuals personally share.</p> <p><b>Peter/GALE</b> – Has been monitoring social media and with 40 posts have reached <b>70k</b> people, mostly to engage with the questionnaire. I advise you use the excel template sheet to see the potential effect of the social media posts.</p> <p><b>Viktoria/AKMI</b> – Also disseminate the project via social media pages, and are willing to share their finds with everyone.</p>	<p>All, continued use of the Excel to monitor socials</p> <p>All partners to send to CCW the Excel for the period of 01/06/2021 to 31/12/2021</p>	<p>Continuous</p> <p>Due date 15/01/2022</p>
<p><b>Any other business: Ester/Novel Group</b> – Can CCW send all deadlines and report periods to all partners.</p>	<p>CCW/Harri</p>	<p>All Deadlines listed</p>
<p><b>Next meeting date will be Wednesday 26/01/22 10:00AM UK Time.</b></p>	<p>All</p>	<p>None</p>

Prepared by: *Lloyd Tan*

Lloyd Tan: 14<sup>th</sup> of December 2021

Checked by: *M. Tan*

Mike Tan: 14<sup>th</sup> of December 2021