

#Tool 02



Gathering perceptions and analysing the context: questionnaire and interviews

Objective

The aim of this tool is to gather information on perceptions, narratives, experiences, challenges and opportunities relating to sexual orientation, gender identity and expression, and sex characteristics (SOGIESC) within a specific geographical area.

Through a range of complementary techniques, it enables the identification of discriminatory discourse, emerging needs, key actors, available resources and existing initiatives, as well as incorporating the experiences and perspectives of those with lived experience. The information gathered will help to build a more comprehensive picture of the local context and guide the design of future actions.

How to use the tool

The tool offers three complementary methods of gathering information which can be used together or independently, depending on the objectives, time available and resources at hand.

- Online questionnaire: this provides a quick initial snapshot of the context, gathering the perceptions, challenges, resources and priorities for action from a wide range of people.
- Interviews with key actors: these allow for a deeper exploration of specific issues and incorporate the perspectives of actors with relevant knowledge of the local context.

- Listening sessions with those with lived experience: these facilitate the inclusion of lived experiences, needs and perceptions that do not always come to light through other data-collection techniques.

Combining these three methods enables a broader, more diverse and balanced understanding of the local situation.

Recommendations

- ✧ Include a diverse range of actors from both institutional and community settings.
- ✧ Adopt an intersectional approach, taking into account the diversity of experiences and the multiple forms of discrimination that may affect LGBTIQ people.
- ✧ Explore not only the most visible discourses, but also the structural, institutional and cultural factors that contribute to their perpetuation.
- ✧ Pay particular attention to anti-rights discourses and narratives affecting trans, non-binary and intersex people.
- ✧ Create conditions that guarantee confidentiality and foster safe spaces that encourage openness, reflection and mutual care.
- ✧ Ensure that questionnaires, interviews and participatory spaces are physically, communicatively, cognitively and digitally accessible.

1. Questionnaire for identifying narratives, actors and priorities for action

Aimed at:	Public administration staff, public service professionals, LGBTIQ organisations, social and community organisations, educational institutions, youth services, cultural and sports organisations, as well as other actors with relevant knowledge of the local context.
Format:	Self-administered online questionnaire (Google Forms, Microsoft Forms or similar tools).
Estimated duration:	Between 8 and 12 minutes. The combination of closed-ended questions and short answers allows the questionnaire to be completed quickly.
Recommended number of responses:	It is recommended to collect a minimum of 15 responses and, wherever possible, to aim for between 20 and 50 responses, endeavouring to include diverse and representative profiles from the various sectors involved in promoting equality and the rights of LGBTIQ people and preventing discrimination on grounds related to SOGIESC.
Nature of the information:	Responses may be collected anonymously or with identifying details, depending on the objectives of the diagnosis. In any case, it is recommended that the confidentiality of the information be guaranteed and that the intended use of the results be clearly communicated.
Timing of implementation:	Preferably during the initial stages of the diagnosis, with the aim of obtaining an initial snapshot of the context, identifying emerging issues and guiding other data collection techniques, such as interviews or focus groups.
Mandatory questions:	Given the brief nature of the questionnaire, it is recommended that those questions directly linked to the objectives of the diagnosis (challenges, narratives, affected groups, spaces of circulation) – shown in bold – be made mandatory. This will provide a consistent and comparable information base for the analysis of results.

Participant profile

- Organisation, service or body (optional)
- Main area of work
 - Equality
 - Youth
 - Education
 - Culture
 - Sport
 - Health
 - Social services
 - Safety
 - LGBTIQ organisation
 - Other social organisation
 - Other

General context, challenges and opportunities

1. **How would you rate the situation of LGBTIQ people in your local context?**
 - Very positive
 - Positive
 - Neither positive nor negative
 - Negative
 - Very negative
2. **What do you consider to be the main challenges, needs or concerns currently relating to sexual orientation, gender identity and expression, and sex characteristics (SOGIESC) in the territory?** (Open-ended response)
3. **What initiatives, projects or resources that are already helping to promote equality and the rights of LGBTIQ people and prevent discrimination on grounds related to SOGIESC are you aware of, if any?** (Open-ended response)
4. **Do you think that LGBTIQ people feel safe and recognised in the various settings within the local context (educational, sporting, community, digital, etc.)?**
 - Yes, for the most part
 - In some settings yes, and in others no
 - No, there are significant barriers
 - I don't know

Actors, resources and opportunities for collaboration

5. **Which actors do you consider particularly relevant for driving future actions or strategies in this area?** (Maximum 5 answers).

▪ Public authorities	▪ Social organisations
▪ Educational institutions	▪ Cultural facilities
▪ Youth services	▪ Sports clubs
▪ Equality services	▪ Media
▪ Specialised services	▪ Universities
▪ LGBTIQ organisations	▪ Others: please specify
▪ Faith-based organisations/actors	
6. **Which are the spaces, networks or initiatives with which it would be interesting to create synergies?**
(Open-ended answer)

Discriminatory narratives and discourses

7. **What types of prejudice, rumours, discriminatory speech, expressions of hate speech or anti-rights narratives relating to LGBTIQ people do you most frequently encounter?** (Maximum 3 answers)

8. **Which groups do you consider to be most affected?** (Tick as many as apply)
- Trans people
 - Non-binary people
 - Intersex people
 - LGBTIQ young people
 - LGBTIQ older people
 - LGBTIQ migrants or refugees
 - Racialised LGBTIQ people
 - LGBTIQ families
 - Depends on the setting or context.
 - LGBTIQ people with disabilities
 - Other: please specify

Spaces and channels

9. **Where do you most frequently observe these discourses or situations?** (Maximum 3 answers)
- Social media
 - Media
 - Educational institutions
 - Sports venues
 - Public spaces
 - Family environments
 - Youth centres
 - Political sphere
 - Community spaces
 - Entertainment venues
 - Other: please specify
10. **What factors do you think contribute to the perpetuation of these narratives?** (Maximum 3 answers)
- Misinformation and/or disinformation
 - Lack of knowledge about issues relating to sexual orientation, gender identity and expression, and sex characteristics
 - Lack of positive role models
 - Polarising political discourse
 - Limited interaction between groups
 - Cultural or religious factors
 - Media coverage
 - Other: please specify

Priorities for action

11. **Which areas should be prioritised for future action?** (Maximum 3 answers)
- Education
 - Youth
 - Sport
 - Culture
 - Communication and media
 - Public administration
 - Health and emotional well-being
 - Public space
 - Community participation
 - Other: please specify

2. In-depth interviews with key actors

Aimed at:	Policy-makers and technical experts, public administration staff, professionals from specialist services, LGBTIQ organisations, social and community organisations, educational institutions, cultural and sports organisations, as well as other individuals with relevant knowledge of the local context.
Format:	Individual semi-structured interview, in person or online.
Estimated duration:	Between 45 and 60 minutes.
Recommended number of responses:	It is recommended to conduct between 3 and 10 interviews, endeavouring to include diverse and complementary profiles and experiences that allow for the collection of different perspectives on the reality of the area.
Nature of the information:	The information collected must be treated confidentially and used exclusively for diagnostic purposes. Wherever possible, it is recommended that contributions be anonymised in the analysis documents and in the feedback of results.
Timing:	Preferably during the initial or intermediate stages of the diagnosis. It can be used to complement questionnaire results, identify emerging issues, explore specific matters in greater depth, or gather the views of key actors.
Added value:	Unlike a questionnaire, an interview allows for a deeper exploration of the causes behind certain dynamics, the examination of specific examples, a better understanding of the roles of different actors, and the generation of recommendations for the design of future actions and strategies.

Introduction

- Introduction of the interviewer and the process.
- Explanation of the objectives of the diagnosis.
- Assurance of confidentiality.
- Request for consent to take notes.

Understanding the local context

1. What is your relationship with this area and with issues relating to SOGIESC?
2. How would you describe the current situation of LGBTIQ people in the area? What do you consider to be the main challenges or concerns? Have you observed any significant changes in recent years?

Narratives, prejudices and discriminatory discourse

3. What prejudices, rumours, discriminatory discourse or expressions of hate speech relating to SOGIESC issues do you most frequently encounter?
4. Are there any narratives that are particularly prevalent regarding certain groups, identities or experiences? *Possible examples:*
 - * *Trans people.*
 - * *Non-binary people.*
 - * *Intersex people.*
 - * *LGBTIQ children and adolescents.*
 - * *LGBTIQ families.*
 - * *LGBTIQ migrants or people from diverse socio-cultural backgrounds.*
 - * *LGBTIQ people with disabilities or people with disabilities.*
5. What factors do you think contribute to the emergence or perpetuation of these narratives?

Impacts and people with lived experience

6. Which groups do you consider to be most affected by these narratives or situations of discrimination?
7. What impacts do these narratives or discriminatory situations have on the daily lives of those affected, on their emotional well-being, social participation or visibility?

Contexts and dynamics of reproduction

8. Where do you most frequently observe the emergence or circulation of these discourses?
Possible areas:
 - * *Social media.*
 - * *Educational institutions.*
 - * *Sports venues.*
 - * *Community spaces.*
 - * *Family settings.*
 - * *The media.*
 - * *The political sphere.*
 - * *Religious/faith-based settings*
 - * *Others.*
9. Are there any spaces or experiences that you consider to be particularly inclusive or safe for LGBTIQ people? What factors contribute to this?

Resources, initiatives and key actors

10. What resources, services, projects or initiatives do you consider particularly relevant for promoting equality and respect for diverse sexual orientations, gender identities and expressions and sex characteristics in the local context?

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11. Which actors currently play an important role, and which partnerships, networks or collaborations should be strengthened or expanded?

Public policies and response capacity

12. In your experience, what are the main strengths and limitations of the institutional response to SOGIESC issues?

Possible areas to explore:

- * Existing policies, resources and services.*
- * Institutional coordination.*
- * Communication and awareness-raising.*
- * Underlining the degree of awareness, sensitivity or knowledge regarding the realities and experiences of LGBTIQ people.*
- * Visibility and recognition of LGBTIQ people and of diversity in sexual orientation, gender identity and sex characteristics.*
- * Public stances against discrimination and hate speech.*
- * Creating inclusive narratives and positive role models.*
- * Creating safe spaces.*
- * Recognition and legitimacy of LGBTIQ people.*
- * Institutional capacity to respond to discriminatory incidents.*
- * Anti-rights rhetoric.*

Priorities and opportunities for action

13. If you could identify three priorities for improving the situation of LGBTIQ people in the region, what would they be?
14. What sort of actions or initiatives do you think could have the greatest impact?
15. What obstacles might hinder their implementation?

Closing

16. Is there any relevant aspect relating to SOGIESC issues that did not come up during the interview and that you consider important to highlight?

Incorporating the voices of people with lived experience

The questionnaire and interviews provide an overview of the context. However, to better understand the impact of prejudice, discrimination and narratives directed against LGBTIQ people, it may be useful to organise specific focus groups aimed at LGBTIQ people or groups that are particularly affected.

Wherever possible, it is recommended that these sessions be organised in collaboration with trusted organisations, specialist services or safe spaces for participation that facilitate the involvement of participants and create the right conditions for sharing personal experiences.

Below is a proposed model for a participatory listening space that can be adapted to different profiles, experiences and contexts.

3. Focus groups with LGBTIQ people and groups with lived experience

Objective:	To supplement the information gathered through questionnaires and interviews by incorporating the experiences, perceptions and needs of LGBTIQ people who directly or indirectly experience situations of discrimination, exclusion or stigmatisation.
Aimed at:	LGBTIQ people and groups particularly affected by prejudice, rumours, discrimination or hate speech. This can be carried out with a diverse cross-section of LGBTI persons or with specific groups such as young LGBTIQ people, trans people, older LGBTIQ people, LGBTIQ persons with migrant background, intersex people, LGBTIQ Roma, Rainbow families, etc.).
Format:	Focus group.
Estimated duration:	Between 60 and 90 minutes.
Recommended number of participants:	Between 6 and 10 people in each focus group or session.
Methodological recommendation:	It is recommended that the session be facilitated or co-facilitated by an LGBTIQ organisation, a specialist service or an organisation trusted by the participants. This can help to create a safer environment, encourage participation and make it easier to manage any sensitive situations that may arise during the discussion.

Guidance script

1. Welcome and introduction

- Presentation of the process and objectives.
- Assurance of confidentiality.
- Basic agreements on participation.
- Brief round of introductions (optional).

2. Experiences and perceptions

- How would you describe the situation of LGBTIQ people in this municipality or region?
- Do you feel that you can live and express your identity freely, safely and with recognition in your day-to-day lives?
- What are the most common situations involving discrimination, rejection or a lack of understanding?

3. Narratives and prejudices

- What prejudices, stereotypes, rumours or negative discourse about LGBTIQ people do you hear most often?
- Have you observed anti-gender rhetoric or challenges to LGBTIQ rights? How do these manifest themselves and what impact do they have?

4. Internal impacts and inequalities

- How do these situations affect your well-being, participation or sense of belonging?
- Are there aspects of your daily life that you adapt or alter out of fear of rejection or discrimination?
- Do you think that some people within the LGBTIQ community face greater difficulties or barriers than others? Why?

5. Safe and unsafe spaces

- In which spaces or settings do you perceive the most discrimination or prejudice?
 - What are the characteristics of these spaces?
- In which spaces do you feel the greatest recognition, respect and sense of safety?
 - What are the characteristics of these spaces?

6. Resources and institutional response

- Are you aware of any resources, services or organisations that support LGBTIQ people in the region?
- How do you rate the response of public institutions to issues faced by LGBTIQ people?

7. Priorities and proposals

- What changes do you consider a priority to improve the situation of LGBTIQ people in the region?
- What actions could help to reduce prejudice and discrimination?

8. Conclusion

- Summary of the main ideas.
- Space for final comments.
- Explanation of the next steps in the diagnosis.

ANNEX 1

Focus Group – Consent and Basic Ground Rules

Depending on the use you will make of the information collected through questionnaires, interviews and focus groups, you will need to adapt the type of consent you ask for from participants, for the use of the information they share. This includes, e.g. information on the nature and purpose of the data collected, who will have access to it, whether the collected information will be used anonymously or not, whether it might be quoted, whether the function or role of the interviewee might be shared, or how long it will be stored. You will find below an example of consent for note taking and basic ground rules in relation to a focus group meeting. It can be adapted to different situations, including whether oral consent is sufficient or needs to be provided in writing, whether minors are involved etc.

Consent to take notes

Before we begin, we would like to ask for your consent to take notes during this focus group.

The notes will be used solely for the purposes of analysing the discussion and informing the work of this project. **No names or other information that could directly identify individual participants will be included in the notes or in any subsequent report or publication.**

We will focus on capturing the ideas, views and experiences shared during the discussion rather than attributing comments to specific individuals.

Participation is voluntary. You are free to choose what you wish to share, and you may decline to answer any question or leave the discussion at any time.

By agreeing to participate in this focus group, you confirm that you understand and consent to notes being taken under these conditions.

Basic ground rules

To make the discussion a safe, respectful and useful space for everyone, we ask participants to follow a few basic principles:

- **Respect different views and experiences.** People may have different perspectives, and disagreement is welcome as long as it remains respectful.
- **One person at a time.** Please allow others to finish speaking and avoid interrupting.
- **Share the space.** We encourage everyone to participate, while being mindful of the time and space available to others.
- **Speak from your own experience.** When possible, use “I” statements and avoid assuming that your experience represents that of others.
- **Confidentiality.** Please do not share outside the focus group what other participants have said or who participated in the discussion.

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- **No pressure to share.** You are welcome to pass on any question or contribute only to the extent that you feel comfortable.
- **Challenge ideas, not people.** Critical discussion is encouraged, but personal attacks, discriminatory comments or disrespectful behaviour are not acceptable.
- **Ask for clarification.** If something is unclear or you understand an issue differently, please feel free to ask questions or explain your perspective.

Our aim is to create an open and respectful space where different experiences and perspectives can be heard and discussed safely.

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