

## Quality Action CASE STUDY

### 1. Name and country of the organisation

*(Please state the name and the country of the organisation that implemented this practical application of a QA/QI tool as part of Quality Action. We do not publish this information unless you agree. You can remain anonymous by adjusting the settings at the end of this form.)*

HOMOPHONIA - Thessaloniki Pride, Greece.

HOMOPHONIA - Thessaloniki Pride is a local collective aiming to empower people from the LGBT+ community and help them to be enjoy freedom of expression.

HCDCP Thessaloniki, Greece.

### 2. Authors of the case study and contact details

*(Please provide then name of the author(s) of this case study and any contact names, Email address or websites where readers can access more information about this practical application of a QA/QI tool.)*

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### 3. External support (facilitators/partners/technical assistance)

*(Please list the names of other organisations and/or people who were involved in this practical application of a QA/QI tool, e.g. project partners, technical assistance, external stakeholders etc..)*

Project Partner: Department of Racist Crime Reduction of the Hellenic Police.

External Support: Vasileia Konte, HCDCP, HIV/AIDS & STI Unit, Athens.

### 4. Project/programme

*(Please briefly describe the project/programme to which you applied the tool.)*

HOMOphonia Thessaloniki Pride, a LGBTQI+ collective, along with HCDCP, the office of Thessaloniki and the Department of Racist Crime Reduction of the Hellenic Police organised and implemented a day conference entitled "LGBTQI+ community and Police: Building a Partnership".

The motivation for making this conference happen was the fact that, despite the recent establishment of the department of racist crime reduction of the Hellenic Police, an increased incidence of homophobic crime affected the LGBTQI+ community of Thessaloniki, indicating an evident lack of effectiveness of dealing with hate crimes.

The aim of the conference was bring the LGBTQI+ community and the local police forces that deal with homophobic crimes together in direct dialogue and investigate the cause of any prejudices that may be affecting the relationship between the two communities, deal with the causes, and open a direct dialogue in order to overcome any non-functioning procedures that prevent dealing with homophobic crime effectively.

Furthermore, the aim of the conference was to spread among the local community knowledge of the existence of the 5-digit number established by the Hellenic Police (11414) for direct hate crime reporting, and introduce the community to the wider structures of the Hellenic Police.

## 5. Goals/aims of applying the QA/QI tool

*(Please list the goals you wanted to achieve with the practical application of the tool.)*

The main goal of *Succeed* application was attaining high quality standards in the organisation of the conference. By implementing the *Succeed* tool, it would be easier to define the aims of the conference, to define the population to whom the conference is addressed (LGBTQI+ people and police officers engaged in the response to homophobic crime) and establishing the proper structures needed in order to organise the conference (organising committee, poster, communication with media).

Additionally, the tool application was aiming to help the police force understand the importance of implementing such a conference and to sensitise and motivate police officers regarding LGBTQI+ issues.

## 6. Tool and methodology used

*(Please indicate which of the five tools you used (Succeed, QIP, PQD, PIQA, Schiff) and briefly sketch out the steps and measures of how you applied it.)*

*Succeed*. All three authors of the case study were trained during the national training organised by HCDCP in Thessaloniki and applied the tool together.

Six preparatory meetings of the organising committee in order to define the context of the meeting and present it to the partners involved.

During the meetings, the development of two different questionnaires for the LGBTQI+ community and the police officers respectively was decided. The questionnaires would investigate the possible problems or even prejudices that may exist within the communication between the two communities. The questionnaires were to be filled in by the two communities before the meeting so that the results could be presented during the conference. The questionnaires aimed to extract sincere testimonies from the two communities in order to better define an indisputable basis for the discussion, formed by using an evidence based scientific methodology. Furthermore, the aim of the questionnaire design was to introduce to the audience the results of our investigation in a comprehensive way, based on statistics.

In order to better organise the conference, we looked for similar actions that may have already been performed on a national or international level.

In order to better advertise the conference, a poster was created that was disseminated electronically and on social media platforms and that informed the media about the conference.

## 7. Results and benefits of applying the QA/QI tool

*(Please describe what resulted from applying the tool and if and how your project/programme benefitted.)*

Results of tool application:

The tool application helped the organising committee to define a robust basis for dialogue and the aims, scope and methodology, which are essential milestones for conference organisation. Proceedings of each organising committee meeting were issued.

The step-by-step tool application very early identified possible problems that could then be dealt with quite successfully. The tool application resulted in the idea of designing the two questionnaires.

Results of the conference:

The conference was successful, and was attended by officers working not only in the racist crime department, but in several other departments of the Hellenic Police.

The audience participated interactively, especially in the discussion of the questionnaire results.

It was a good initiative for organising workshops for people from the police force on HIV/AIDS & STI in future.

Following the steps of the tool, the organising committee conducted a meeting after the conference in order to evaluate the whole organisation and propose future possibilities of collaboration. Each partner discussed the feedback received from its members who participated in the conference and a common report was issued.

## 8. Recommendations

*(Please describe the lessons learnt from positive and negative experiences during the process of using the tool itself and about the quality of projects/programmes like yours.)*

The *Succeed* tool helps in:

- a. Designing, organising and implementing specific projects.
- b. Assigning distinctive roles and allocating the responsibilities to each partner.
- c. Applying the proper tools that will be beneficial for the implementation of a project and justifying the need for their application.
- d. Formulating the results, evaluating and planning future actions of a specific project.

The training in the *Succeed* tool was particularly helpful in order to clarify the three phases of the tool. During the 2nd part of the training, each project was discussed along with the tool application. This provided an opportunity for brainstorming and feedback from participants and trainers, which resulted in a better understanding of the tool, provided ideas for future actions and created a sense of bonding among the team.

### **Please indicate how you want this case study to be published:**

- ☒ *I want this case study to be published mentioning the names of countries, organisations, people and contact details/websites in the text above.*
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Please send the filled in case study to [carolin.vierneisel@dah.aidshilfe.de](mailto:carolin.vierneisel@dah.aidshilfe.de)

**Thank you!**