

FOCUS GROUP: KEY FINDINGS & THEMES

Types of Isolation

Geographical

- Opened opportunities for LGBT people living in rural locations to engage online
- Challenges in terms of internet and technology lacking for some
- Online events during winter will prove difficult with weather impacting infrastructures
- Retaining some activities and events online for the future would help with inclusivity
- Reintroducing physical events may make it difficult for those living rurally to get to

Living Circumstances

- Young people in family homes where they weren't out or not accepted, unable to speak with friends/peers
- People with disabilities have effectively been in permanent lockdown due to the lack of services and care for them to be able to go out

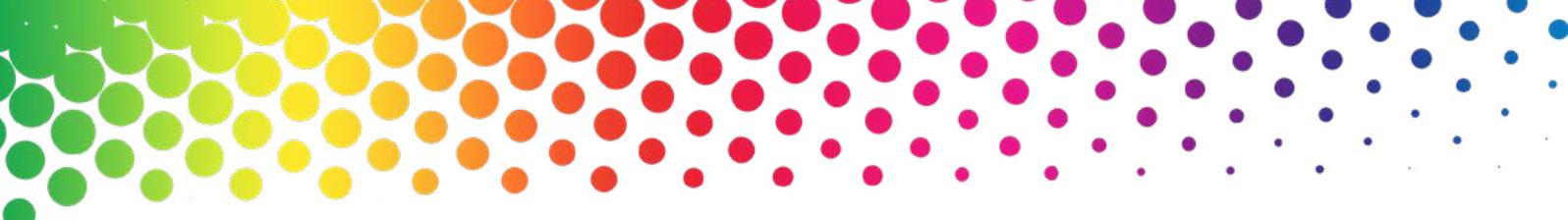
Varying Restrictions

- Local lockdowns having an impact and has seen a rise in the need for more mental health support - lots of people isolating in urban environments and have no opportunity to escape from that with the restrictions in place.
- Physical meetings prove difficult and unfeasible with current and changing restrictions in place

Technology

Opportunities

- Young people able to engage more through typed word rather than face to face discussions - more honesty and openness through this
- Ability to reach out to older people and disabled people within community that would not necessarily attend physical meetings
- Provisions should be offered sooner and more rapidly to ensure people can stay connected



Challenges

- Young people seem more able and confident with social media and smartphones, whereas online video meetings and new technologies can be difficult for them to access
- Generational aspects – some within families can learn from one another about the use of technology

Online Presence & Engagement

Events

- Quick transition and migration to hosting events online for some organisations, but some smaller ones found it took longer to establish a renewed online presence in response
- Lots of events overlapping and such a range of them it was difficult to engage consistently with LGBT people
- Surveying and listening to responses didn't always result in a good level of engagement first time
- Creativity and purposeful online meets and spaces seemed more popular, particularly to engage a niche audience – e.g. book groups, craft events
- Introduction of Hangouts and Discord channels for University societies – used more frequently as a chatting and discussion place
- Bringing together ideas from larger organisations for future use, but not trying to replicate what was already available

Engagement

- Online fatigue and Zoomed out impacted on the engagement for events, particularly if after the working day or at times when it was difficult
 - Concerns over time availability for volunteering at online events
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