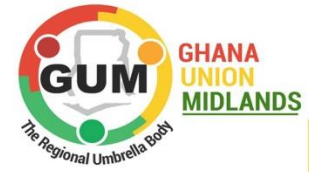




STOP
CORONAVIRUS



GUM VACCINE PROJECT IN COVENTRY

END OF PROJECT REPORT 2021

**Prepared and submitted by
Odehye Nana Kwasi Asiedu-Ofei
Vice President**

**For and on behalf of GUM
10th December 2021**

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Administrative Information

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Legal Status	Registered Charity
Charity Reg. No	1160692
Bankers	NatWest Bank
Auditors	YEVS & Co {Chartered Certified Accountants}

1.0 Introduction

This document sets out to present the Ghana Union Midlands, popularly known as GUM, End of Project Report to the Coventry City Council on the vaccine project in Coventry. The Coventry City Council's Community Champions Engagement and Support Grant funded the project, and the report is intended to account for the grant received by GUM.

Research has shown that the BAME communities generally are suspicious and less likely to take a coronavirus jab. In the past, Black Africans had been experimented on in atrocities that have given rise to a degree of medical scepticism. Also, false conspiracy theories surrounding the vaccine and spreading have contributed to the low take-up rate in the BAME community.

The low take-up rate of the vaccine amongst certain BAME groups remains a major concern for us. If a particular community refuses the vaccine and are unvaccinated, means that the coronavirus is likely to go through that community like wildfire. The low uptake of the vaccines is further compounded by the dilemma facing undocumented migrants who shun the vaccination mainly for immigration reasons. Many are scared going to the NHS vaccination centres to get their jabs, in case they pass their personal information over to the police and immigration officers.

It is for the above reasons that compelled GUM to put this project together and applied to the Coventry City Council for funding.

2.0 Project Aims

The aims of this project are:

1. To bring community awareness and educate ethnic minority groups and local people in Coventry that the coronavirus vaccine is safe.
2. To embark on vaccination campaigns to reassure and encourage local people in Coventry to get vaccinated.

3.0 Accountable Body

In May 2021, Ghana Union Midlands [GUM], the regional umbrella body for Ghanaian groups in the Midlands region was awarded a grant of £18,720 by the Coventry City Council for GUM to deliver a vaccine project in Coventry. This, therefore, makes GUM the contract holder and the accountable body for the grant received from the Coventry City Council.

4.0 Delivery Partners

GUM's approach to delivering projects to our community is based on the 'consortium' model. This model helps us to build the capacity of groups that are affiliated with the regional umbrella body. By involving the affiliated members as delivering partners, we aim to 'capacity build' and give them a sense of ownership of the projects they are involved in with GUM. Furthermore, it enhances their management skills and competencies to gain experience in the delivery of projects. Also, as stakeholders, they are given the opportunity to participate and contribute to the project.

GUM assigned the delivery of the project to four local community groups, all based in Coventry, who are group members affiliated with the regional umbrella body. The project was delivered on behalf of GUM by:

1. Coventry Ghana Association
2. Golden Star Association
3. Virtuous Women's Association
4. Unity Men's Association

However, GUM remained the contract holder and the accountable body to the Coventry City Council for the grant received.

In order to avoid any misunderstanding and also for clarity in the tasks assigned to the delivery partners, GUM signed a Service Level Agreement with the Delivery Partners. This sets out the relationship between GUM and the Delivery Partners and their responsibilities of the tasks assigned to them. We also agreed with the Delivery Partners on the topics for the talks to be delivered by each partner and the expected dates for the talks. The fees for the delivery of the project activities were agreed in advance with the delivery partners. The terms of delivery, fees, and payment schedules were incorporated in the service level agreement that was signed between GUM and the delivery partners. Please see appendix 4 for a sample of the agreement.

5.0 Promotion of the Project

The project was introduced to our community using social media via WhatsApp, and Facebook. We developed an initial online visual poster to inform our members and the community of the funding we have received for the project from Coventry City Council's Community Champions Engagement and Support Grant. The poster was circulated by GUM to the delivery partners to inform their members about the project. Please see appendix 1

for a copy of the poster. We further developed separate visual posters for each of the talks that were delivered, and this was circulated widely to our service users. We also involved all the delivery partners and other groups affiliated with the regional umbrella body in this exercise to circulate the visual posters on their social media platforms to inform their members about the project and the talks. Please see appendix 2 for a copy of the visual posters.

6.0 Delivery Plan

A delivery plan was put together to guide the Delivery Partners, and the facilitators to ensure the effective delivery of the project. The components of the plan essentially were work schedules from subtasks that were set up to be accomplished during the project duration. The plan also served the purpose of guiding management for the control and monitoring of the project activities.

The table below describes the specific pieces of work that were assigned to the Delivery Partners. The project started in June and finished in November 2021.

Month & Date	Tasks	To be delivered by
June 2021	<ul style="list-style-type: none"> ✓ Promotion of project ✓ Briefing of Operational Procedures to Delivery Partners ✓ Setting of telephone support lines ✓ Ongoing telephone surgery & email support ✓ In addition, Delivery Partners are required to accompany clients to the vaccination centres as and when is needed to provide moral support 	<p>GUM & All Delivery Partners</p> <p>GUM to all Delivery Partners</p> <p>GUM & all Delivery Partners</p> <p>All Delivery Partners</p> <p>.</p> <p>All Delivery Partners</p>

July 2021	<ul style="list-style-type: none"> ✓ Ongoing telephone surgery & email support throughout July ✓ In addition, Delivery Partners are required to accompany clients to the vaccination centres as and when is needed to provide moral support 	<p>All Delivery Partners</p> <p>All Delivery Partners</p>
3 rd July 2021	VIRTUAL TALK : TOPIC- Covid Pandemic: An overview- Pre & Post Covid Period	Golden Star Association
17 th July 2021	VIRTUAL TALK : TOPIC- The Covid vaccines: Facts & Myths	Unity Men’s Association
31 st July 2021	VIRTUAL TALK : TOPIC Covid variants and vaccines: What threats do the new variants (e.g., India, South Africa, Brazil, London etc) pose, and will the vaccines work against them?	Virtuous Women Association
August 2021	<ul style="list-style-type: none"> ✓ Ongoing telephone surgery & email support throughout August ✓ In addition, Delivery Partners are required to accompany clients to the vaccination centres as and when is needed to provide moral support 	<p>All Delivery Partners</p> <p>All Delivery Partners</p>
7 th August 2021	VIRTUAL TALK : TOPIC Vaccines and Viruses: Are the known and relevant vaccines, a cure for	Coventry Ghana Association

	coronavirus? And do they work against other viruses and bacteria?	
21 st August 2021	VIRTUAL TALK : TOPIC Covid Vaccines and Ethnic Minority Groups: Why is the uptake of the Covid -19 vaccine low amongst the ethnic minority groups in particular?	Golden Star Association
September 2021	<ul style="list-style-type: none"> ✓ Ongoing telephone surgery & email support throughout September ✓ In addition, Delivery Partners are required to accompany clients to the vaccination centres as and when is needed to provide moral support 	All Delivery Partners
4 th September 2021	VIRTUAL TALK : TOPIC Covid Vaccines and Age Groups: Are the vaccines the same and suitable for infants and young adults?	All Delivery Partners Virtuous Women Association
25 th September 2021	VIRTUAL TALK : TOPIC- Covid Vaccines and Immune system: Why are there so many different types of vaccines and can our immune system handle them?	Unity Men's Association
October 2021	<ul style="list-style-type: none"> ✓ Ongoing telephone surgery & email support throughout October ✓ In addition, Delivery Partners are required to accompany clients to the 	All Delivery Partners All Delivery Partners

	vaccination centres as when is needed to provide moral support	
2 nd October 2021	VIRTUAL TALK : TOPIC Deepening our understanding and knowledge of Covid vaccines: How it works and protect our immunity.	Coventry Ghana Association
16 th October 2021	VIRTUAL TALK : TOPIC Effectiveness of immunizations and vaccines: Benefits, Risks, and Dilemmas	Virtuous Women's Association
30 th October 2021	VIRTUAL TALK : TOPIC Covid vaccines and allergies or reactions: Tips for patients with dark skin pigmentation	Unity Men's Association
November 2021	<ul style="list-style-type: none"> ✓ Ongoing telephone surgery & email support throughout October ✓ In addition, Delivery Partners are required to accompany clients to the vaccination centres as and when is needed to provide moral support 	All Delivery Partners All Delivery Partners
20 th November 2021	VIRTUAL TALK : TOPIC What next after the vaccines? Will there be vaccine passports in the future and how might it work?	Coventry Ghana Association
27 th November 2021	VIRTUAL TALK : TOPIC Ease of COVID Restrictions & New Rules: Managing expectations & taking preventive measures to keep safe	Golden Star Association

7.0 Delivery of Project Activities

The project activities as shown in the Delivery Plan table above was delivered by means of:

7.1 Telephone & Email Support

Dedicated telephone lines were established to enable the Delivery Partners' service users to ring and access information, and also to seek confidential advice and support. The lines were open between 10:00 am – 3:30 pm, Monday to Friday. A common Ghanaian language, spoken by many, was used as the medium of communication to inform and explain things to our service users at the telephone sessions. The Delivery Partners also provided an ongoing online service throughout the project duration for those seeking advice and support by this method. Monitoring forms were developed to collect information on the number of people supported. Please see appendix 3: Forms 1 & 2

7.2 Chaperone support for clients to vaccination Centres

The Delivery Partner's representatives accompanied vulnerable clients afraid of going to the vaccination centres on their own to provide moral support. Undocumented migrants who were also afraid of their immigration status in the UK and concerned over data sharing of the various government agencies were reassured that they do not require an NHS number or GP registration to receive the vaccine. They were encouraged and signposted to the Council's designated vaccination centres in Coventry to get the jab. In some cases, they were accompanied to the vaccination centres by the representatives of the Delivery Partners to get the jab. Monitoring forms were developed to collect information on the number of people supported in this way. Please see appendix 3: Form 3

7.3 Virtual Talks

The project delivery was complemented by virtual talks on covid related topics via ZOOM & Facebook to educate and reassure people of the safeness of the vaccines. The purpose of the virtual talks was to address misinformation using more inclusive forms of communication to dispel myths and build trust. This was to combat and reduce the high rates of vaccine hesitancy among our community. Periodic virtual talks were planned and delivered by the Delivery Partners during the project duration. In total, 12 virtual talks were delivered. Each Delivery Partner was assigned and

delivered three [3] virtual talks on COVID and vaccine-related topics. Please see appendix 2 for the flyers designed to promote the talks.

It was made very clear in our agreement with the delivery partners that where a delivery partner enters into a special arrangement with a person or supplier for the purpose of performing its obligations with regards to the tasks assigned to them, the delivery partner shall be responsible for the payment of the fees for the services of the person or supplier contracted and not GUM.

7.3.1 Technical Challenges faced in the Delivery of the Virtual Talks

The use of virtual platforms to deliver projects is nothing new. However, its use to deliver community projects in a covid-19 pandemic era proved to be a challenge, particularly at the beginning of the project. We realised that some of our members were not familiar with the new technology. So, we had to factor that into the programme. This was specifically geared towards enhancing people's understanding and ability towards the use of virtual platforms. For example, it was a common occurrence for programmes to be disrupted by background noises, arising from the failure of a participant to mute his or her microphone.

In the case of the delivery partners, we encountered problems such as unfamiliarity with specific functions on the ZOOM platform, disruption to the talks caused by increased demands on the Wi-Fi network being used, and the coordination of multiple speakers from different locations. As a result of these technical issues, we factored in rehearsal times with speakers before delivering each programme. The rehearsal times proved invaluable in addressing the technical issues on the use of the zoom virtual platform. The hosts and presenters of the talks also had some challenges switching between Facebook and Zoom during the live sessions to identify and address arising questions.

8.0 Project Outcomes

At the beginning of the project, Coventry City Council provided us with the outcomes that had to be achieved in order to measure the success of the project. The outcomes set by the Council were:

1. How many online sessions are conducted?
2. How many telephone support sessions are conducted?

3. How many virtual talks have been conducted and how many attendees at each session?
4. How many people are supported to attend the vaccination centres for their job?
5. How many people are engaged with in other forms of communication (i.e., word of mouth)
6. Case study

The tables below show the outcomes that were achieved at the end of the project in November 2021.

8.1 Table 1: Outcomes of telephone, online support, and people supported to the vaccination centres. These are the number of beneficiaries supported in this way

Name of Delivery Partner Organisation	Telephone Support Provided	Online Support Provided	Adults supported to Vaccination Centres	Young people supported to Vaccination Centres
	No	No	No	No
Coventry Ghana Association	82	24	55	12
Golden Star Association	70	17	53	11
Virtuous Women's Association	63	12	41	12
Unity Men's Association	80	15	42	8
Total	295	68	191	43

Source: Figures compiled from the GUM Project Monitoring Forms, 2021

8.2: Output of the Virtual Talks

During the period July-November 2021, we delivered 12 virtual talks on different subjects, all COVID -19 related topics to complement the telephone, email support, and chaperone service to the vaccination centres. The virtual talks benefited **1,686** people, who participated via Facebook and ZOOM from the comfort of their homes. The project talks were delivered from the homes of the presenters and were linked up with the hosts of the events in their homes. This in itself brought its own challenges, as well as other challenges faced concerning the dates and times of our talks. They were competing with other virtual programmes/ events also using the same social media forum [ZOOM & Facebook] for their presentation. Despite this, attendances and participation in our virtual talks were good.

8.3 Table 2: Outcomes of virtual talks

The table below shows the months, dates, topics, and the number of people who participated in the virtual talks and discussions. The figures in the tables are the statistical information already supplied to the Coventry Council on monthly basis.

Date	Delivery Partners	Topics	No of audience via Zoom on the day of the talk	No of viewers to date via Facebook	Total No of audience
3 rd July 2021	Golden Star Association	Covid Pandemic: An overview- Pre & Post Covid Period	49	150	199
17 th July 2021	Unity Men's Association	The Covid vaccines: Facts & Myths	36	174	210
31 st July 2021	Virtuous Women Association	Covid variants and vaccines: What threats do the new variants pose?	40	174	214

7 th August 2021	Coventry Ghana Association	Vaccines and Viruses: Are the known vaccines a cure to coronavirus?	66	117	183
21 st August 2021	Golden Star Association	Covid Vaccines and Ethnic Minorities: Why is the low uptake?	44	88	132
4 th September 2021	Virtuous Women's Association	Covid Vaccines and Age Groups: Are the vaccines the same and suitable for infants and young adults?	37	45	82
25 th September 2021	Unity Men's Association	Covid Vaccines and Immune system: Why are there so many different types of vaccines and can our immune system handle them	43	60	103
16 th October 2021	Virtuous Women's Association	Effectiveness of immunizations and vaccines: Benefits, Risks, and Dilemmas	39	50	89
23 rd October 2021	Coventry Ghana Association	Deepening our understanding and knowledge of Covid vaccines: How it	41	52	93

		works and protect our immunity			
30 th October 2021	Unity Men's Association	Covid vaccines and allergies or reactions: Tips for patients with dark skin pigmentation	37	48	85
20 th November 2021	Coventry Ghana Association	What next after the vaccines? Will there be vaccine passports in the future and how might it work?	45	79	124
27 th November 2021	Golden Star Association	VIRTUAL TALK : TOPIC Ease of COVID Restrictions & New Rules: Managing expectations & taking preventive measures to keep safe	43	129	172
TOTAL			520	1,166	1,686

Source: Figures compiled from the data collected from Zoom & Facebook storage, 2021. NB: Zoom figures are based on the number of people who participated in the talks on the day. Facebook figures are based on the number of viewers to date.

8.4 Case Studies

As part of the project outcomes, GUM was expected to collect Delivery Partners and clients' feedback and experiences on the project, and present them to the Council as case studies. Below are two samples of case studies supplied by our Delivery Partners.

Case Study 1: An Account by a Delivery Partner at a Vaccination Centre

On the 29th of July 2021, one of our Delivery Partner's representatives visited a vaccination centre in Coventry, where he observed that a man had been turned away. He suspected that this man was an undocumented migrant, and so he intervened. He later found out that the man had been refused the vaccine because he could not confirm the name and address of his GP practice. The Delivery Partner's representative argued on his behalf, and eventually, the vaccine staff allowed the man to be vaccinated. It was worrying to see the hard work done by ethnic minority groups to promote the uptake of the vaccine in their communities being undermined by such practices at some of the vaccine centres. Subsequent visits to the vaccination centres by our Delivery Partners indicated that this practice has now changed.

Case Study 2: A view expressed by a Delivery Partner on the use of the project services by their service users

As an Association, we believe the COVID vaccine programme in Coventry has been a success, and our Association has played a part in this success story. Since the launch of the campaign, we have seen quite a significant number of ethnic minorities who were initially sceptical about taking the covid vaccine, but have now changed their mind to be vaccinated.

Many of our service users are not conversant and fluent enough in English, which has magnified the existing challenges they face during the COVID-19 pandemic. Therefore, many are at risk of being left behind in COVID vaccination. In view of this, we adopted a multilingualism approach to disseminating information on vaccines and the prevention of COVID. We embarked on an intensive campaign using inclusive communication of our dialects to inform and educate our members and service users that the vaccines are safe, as well as promoting the vaccine programme in Coventry in our community and encouraging people to get vaccinated.

Our telephone service played an important part in the dissemination of information and dealing with queries on the vaccines. A lot of people called to enquire about the programme, and also asked questions and sought clarification on the various types of vaccines on offer. Using 'Twi' language, the most common Ghanaian dialect spoken in our community broke the language and communication barriers, and many people were able to ask pertinent questions, which normally they will not be able to ask if the communication was in English. We also engaged our members and the community using our local language to complement English during the virtual talks. This allowed the users of our services to communicate easily with the presenters and to ask more questions and seek clarification on matters which they would not have had the opportunity to ask due to the language barrier. This has enabled us to remove doubts on the vaccines on people's minds and convinced many people and families to be vaccinated.

9.0 Project Evaluation

The project evaluation was conducted in mid-November and covered the period June to November 2021. This focussed mainly on the impact and how the project has benefited individuals and the community as a whole. The Delivery Partners were involved in this exercise to get feedback from their members to assess the level of satisfaction of the project.

A sample population of the people who participated in the project activities was randomly selected to be interviewed. The Delivery Partners were assigned with the responsibility to interview a sample of their members who took part in the project activities. We agreed with the Delivery Partners to use questionnaire-based information to conduct the interview. Telephone interviews were used to assess the impact the project has had on participants, and also what the grant had achieved and the benefits to individuals and the community. Participants were asked to express freely their views and personal circumstances over the course of the project.

In addition, the evaluation also critically examined the effectiveness in the planning and delivery of the project. The Delivery Partners were asked to comment on their working relationship and experience with GUM to get their feedback to help us improve the effectiveness in the planning and delivery of future projects.

The key evaluation questions were:

- How useful and satisfied was the information given to participants at the telephone and email sessions?
- How satisfied were people supported going to the vaccination centres?
- How useful were the topics chosen for the virtual talks, and the effectiveness of the presentation to the community?
- How successful has GUM been putting its messages across to reassure people and the community that the vaccine is safe and get people vaccinated?
- How successful was vaccine campaigns and how has it influenced and encouraged people to get their jabs?
- What impact has the project had on individuals and the community?

- What difference has the project made to the local communities in general?
- How well was the project managed and delivered by GUM, and how has it benefited the Delivery partners?

9.1 Impact of the Project [What the grant has helped to achieve]

Using the information gathered from the evaluation of the project, we were able to determine how the grant has helped us to achieve our desired results. Outlined below are what the grant has enabled us to achieve to make an impact on people and the community in general.

9.1.1 Benefits to our community

The impacts of the project to the community are summarised as follows:

- Evidence from our project evaluation shows vaccine confidence in people has steadily increased as a result of effective communication and building trust, which played a key role in unlocking vaccine hesitancy in our community in Coventry. In our evaluation interviews, 96% of adults reported positive sentiment towards the vaccines.
- Prior to the commencement of our project in June 2021, people from our community were least likely to get vaccinated during the vaccine rollout. This was because of the spread of misinformation and false conspiracy theories of the vaccine circulating in our community on social media. The distrust towards health authorities has also fuelled vaccine hesitancy in our community. Polling during the evaluation of the project revealed that there were fewer people who have had the vaccine at the beginning of the project. 62% have had the first vaccine at the beginning of the project. Since then, there has been a significant shift in attitude towards vaccine hesitancy. Our evaluation of the project revealed that the overall vaccine uptake in our community has increased from 62% to 95% as of 31st October 2021. This was due to our campaign efforts in educating and convincing people that the vaccines are safe and they should go for their jab.
- Medical professionals in our community and more culturally appropriate methods of communication of our local dialects were used to complement the English language in the delivery of the virtual talks. This helped us to educate, explain, and promote the true facts

and efficacy of the vaccine. This also helped us to dispel myths and misinformation to address the issues of vaccine hesitancy. The virtual talks were used to connect people, listen to their fears, and have meaningful conversations to educate and reassure people that vaccines are safe. This steadily increased the confidence of the people in our community, and as a result, 95% reported that they were now convinced of the safeness of the vaccines and many people have since had their jabs.

9.1.2 Benefits to individuals

The project has made a big difference to people in our community in so many different ways including:

- ✓ increasing understanding and greater awareness of the importance and safeness of the vaccine to our members.
- ✓ easing the fears and worries of the vaccines on our members. Most of our members now believe that the more people are vaccinated, the fewer or the elimination of the spread of the coronavirus in our community at church functions and social gatherings.
- ✓ reducing the worries and fears of undocumented migrants in our community to have access to the vaccines which has helped many to be vaccinated.
- ✓ Evidence from our evaluation shows that vaccine confidence has steadily increased among our members, and we have managed to get more people to go for the jab, thus increasing the vaccination rates among our members and ethnic community in general in Coventry.

9.1.3 Benefits to the Delivery Partners

Most of the Delivery Partners have not managed a project of this magnitude before until now. Therefore, this has served as on-the-job practical training for them in project management. The Delivery Partners initially struggled to cope with the formal approach adopted by GUM to manage the project, as they were not used to this way of working and managing their groups. However, with the advice and support given by GUM, the Delivery Partners embraced the paper work that was introduced to keep records of the project activities.

In our evaluation questionnaire, we asked the Delivery Partners how the project has benefited them. The responses received from the Delivery Partners were almost the same and these are summarised as follows:

- The project has given the Delivery Partners the opportunity to develop the competences and skills in project management to work in a more structured way in a manner that increase efficiency and effectiveness in managing their groups, and also dealing with service users, thus creating successful channels in addressing community issues.
- The project has helped to foster a sense of ownership and empowerment, so that groups can gain greater control over their own future development.
- The project has increased the groups resources, and also strengthened the confidence, skills, and knowledge of community leaders to help them solve the most intractable problems their groups may face.
- The group leaders are more confident that the experience gained from the project management has enhanced their abilities to envision and act on other projects in the future .

10.0 How the Grant was spent

A grant of £18,720 was paid by the Coventry City Council to GUM to deliver the project. The table below provides an account of how the funding received was used to deliver the project activities.

10.1 Budget Performance Reporting

Cost Analysis	Budgeted Project Expenditure	Actual Spend {Expenditure}	Variance {Over/under spend}
	£	£	£
Delivery Partners Fees:			
- <i>Coventry Ghana Association</i>	3,000	<i>3,000</i>	0
- <i>Golden Star Association</i>	3,000	<i>3,000</i>	0
- <i>Virtuous Women's Association</i>	3,000	<i>3,000</i>	0

- <i>Unity Men's Association</i>	3,000	<i>3,000</i>	0
Digital Online Support	1,020	<i>1,020</i>	0
Management Support & Coordination	3,000	<i>2,618</i>	382
Project Overheads			
- <i>Promotional materials</i>	325	<i>325</i>	0
- <i>Telephone support</i>	480	<i>480</i>	0
- Travel support to vaccination centres	695	<i>695</i>	0
Equipment	1,200	<i>1, 582</i>	-382
TOTAL	18, 720	18,720	0

10.2 Commentary to the project budget

The expenditure shown in our project application was based on known costs agreed with the delivery partners when our application was being put together. Therefore, these costs are expenses that became fixed cost and did not increase or decrease for the services provided by GUM and our Delivery Partners during the project duration. However, the cost of certain expenditure, for example, equipment was not accurately determined at the application stage. This meant that we had to vary the management support and coordination budget to cover the actual cost of the equipment bought to manage the project. Throughout the project duration, we constantly monitored our actual spend against the project budget. This ensured that we were operating within the grant that was approved for the project.

11.0 Conclusion

There are two main determinants of vaccine hesitancy in the ethnic communities, which are individual/ group influences, and vaccines/ vaccination-specific issues. Addressing vaccine hesitancy within the ethnic communities in Coventry requires an understanding of the magnitude and setting of the problem, diagnosis of the root causes, and tailored strategies to address the causes.

Although a high number of ethnic minority people considered themselves as a priority group for COVID-19 vaccination, many were not willing to be vaccinated mainly because of safety concerns, conspiracy theories on social media, and in the case of undocumented migrants, immigration

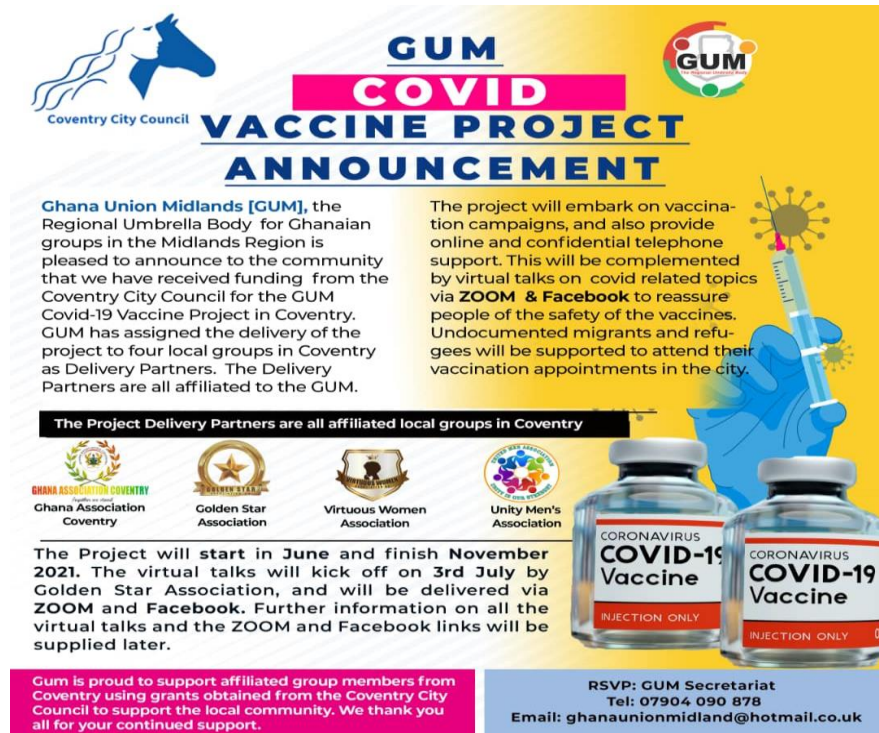
worries. Overcoming the rejection of vaccines and injection fears requires specialised marketing and communication methods, specifically tailored to certain ethnic groups. This will help to improve efforts at accelerating community herd immunity in Coventry.

Our project has shown that given the opportunity, community leaders and groups can play a vital role in tackling vaccine-related fear and misinformation in the ethnic community in Coventry. The project had proactively helped with the uptake of vaccines by raising awareness and understanding of the importance of the Covid-19 vaccination programme in Coventry. The project dealt openly and honestly with individuals and the community making it clear to people that the vaccines are safe and they should be vaccinated.

We would like to take this opportunity to thank the Coventry City Council for providing funding for the project. We would also like to thank all our Delivery Partners for their support and cooperation in delivering the project successfully. The work of GUM and the Delivery Partners bears testimony that the project has encouraged many people from our community in Coventry to come forward to receive their jabs.

Appendices

Appendix 1: Announcement of Project Flyer



GUM COVID VACCINE PROJECT ANNOUNCEMENT

Coventry City Council

GUM

Ghana Union Midlands [GUM], the Regional Umbrella Body for Ghanaian groups in the Midlands Region is pleased to announce to the community that we have received funding from the Coventry City Council for the GUM Covid-19 Vaccine Project in Coventry. GUM has assigned the delivery of the project to four local groups in Coventry as Delivery Partners. The Delivery Partners are all affiliated to the GUM.

The project will embark on vaccination campaigns, and also provide online and confidential telephone support. This will be complemented by virtual talks on covid related topics via **ZOOM & Facebook** to reassure people of the safety of the vaccines. Undocumented migrants and refugees will be supported to attend their vaccination appointments in the city.

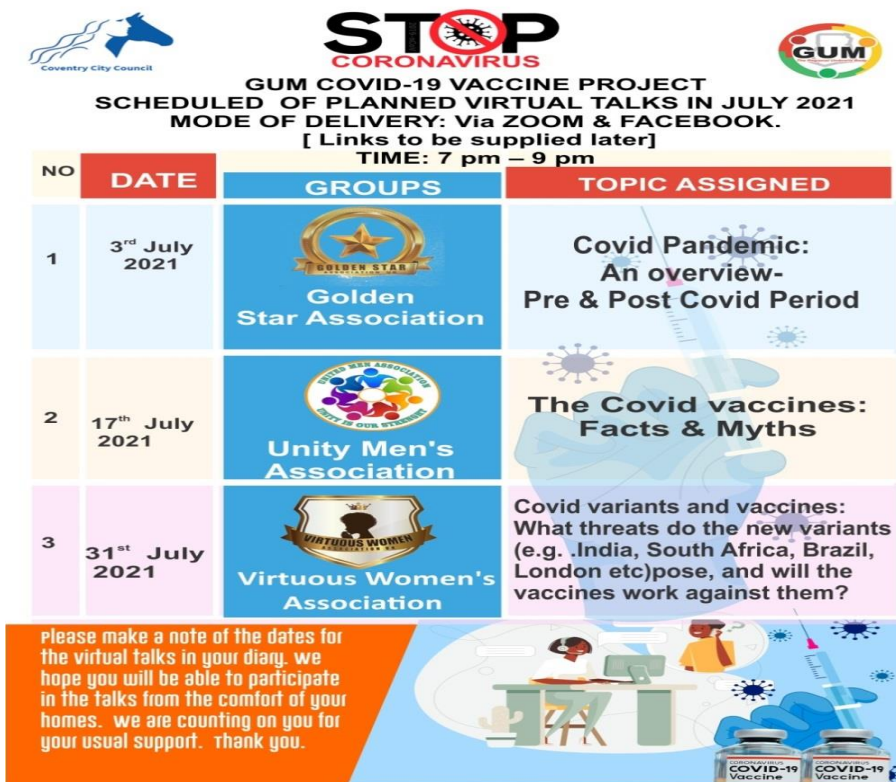
The Project Delivery Partners are all affiliated local groups in Coventry

- Ghana Association Coventry
- Golden Star Association
- Virtuous Women Association
- Unity Men's Association

The Project will start in June and finish November 2021. The virtual talks will kick off on 3rd July by Golden Star Association, and will be delivered via **ZOOM** and **Facebook**. Further information on all the virtual talks and the ZOOM and Facebook links will be supplied later.

Gum is proud to support affiliated group members from Coventry using grants obtained from the Coventry City Council to support the local community. We thank you all for your continued support.

RSVP: GUM Secretariat
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GUM COVID-19 VACCINE PROJECT

SCHEDULED OF PLANNED VIRTUAL TALKS IN JULY 2021

MODE OF DELIVERY: Via ZOOM & FACEBOOK.

[Links to be supplied later]

TIME: 7 pm – 9 pm

NO	DATE	GROUPS	TOPIC ASSIGNED
1	3 rd July 2021	 Golden Star Association	Covid Pandemic: An overview- Pre & Post Covid Period
2	17 th July 2021	 Unity Men's Association	The Covid vaccines: Facts & Myths
3	31 st July 2021	 Virtuous Women's Association	Covid variants and vaccines: What threats do the new variants (e.g. India, South Africa, Brazil, London etc) pose, and will the vaccines work against them?

Please make a note of the dates for the virtual talks in your diary. We hope you will be able to participate in the talks from the comfort of your homes. We are counting on you for your usual support. Thank you.

Appendix 2: Promotional flyers for the talks

Coventry City Council

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GUM GHANA UNION MIDLANDS

GOLDEN STAR ASSOCIATION

PRESENTS

THE 1ST GUM SCHEDULED COVID-19 VACCINE PROJECT TALKS

TOPIC

COVID PANDEMIC: AN OVERVIEW PRE & POST COVID PERIOD

3RD JULY 2021

7:00PM - 9:00PM

LIVE GHANA-UNION-MIDLANDS

MEETING ID: 882 5793 1483
PASSCODE: 909177

Don't miss out. Please make a note in your diary and join us on ZOOM & FACEBOOK

Gum is proud to support affiliated group members from Coventry using grants obtained from the Coventry City Council to support the local community. We thank you all for your continued support.

PANELISTS

DR. JOSEPH HAMILTON
GP PARTNER
MICHEL, PHEA, FRCP

DR. ANTHONY O. BOATENG
SENIOR MEDICAL
RESEARCH CONSULTANT

DR. QUAYE BOTCHWAY
GUM PRESIDENT
MAIN HOST

MRS. NANA WIENER
CO-HOST

RSVP: GUM Secretariat
Tel: 07904 090 878
Email: ghanunionmidland@hotmail.co.uk

Coventry City Council

STOP CORONAVIRUS

GUM GHANA UNION MIDLANDS

UNITY MEN'S ASSOCIATION

PRESENTS

THE 2ND GUM SCHEDULED COVID-19 VACCINE PROJECT TALKS

TOPIC

THE COVID VACCINE: FACTS & MYTHS

17TH JULY 2021

7:00PM - 9:00PM

LIVE GHANA-UNION-MIDLANDS

MEETING ID: 860 4919 1855
PASSCODE: 662932

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PANELISTS

DR. EMILY FATCHU
GP REGISTRAR
DONCASTER & BASSETTS
NHS TRUST

DR. MISLAL OMOYAJOWO
RESPIRATORY MEDICINE
MIDCHAMPS NHS TRUST

DR. VICKY KAMWA MD.
CLINICAL
RESEARCH FELLOW
BIRMINGHAM UNIVERSITY

DR. QUAYE BOTCHWAY
GUM PRESIDENT
MAIN HOST

NANA ASARE YEBOAH
CHAIRMAN OF UNITY
MENS' ASS
CO-HOST

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Coventry City Council

STOP CORONAVIRUS

GUM GHANA UNION MIDLANDS

VIRTUOUS WOMEN'S ASSOCIATION

PRESENTS

THE 3RD GUM SCHEDULED COVID-19 VACCINE PROJECT TALKS

TOPIC

COVID VARIANTS AND VACCINES: WHAT THREATS DO THE NEW VARIANTS (E.G. INDIA, SOUTH AFRICA, BRAZIL, LONDON ETC) POSE, AND WILL THE VACCINES WORK AGAINST THEM?

31ST JULY 2021

7:00PM - 9:00PM

LIVE GHANA-UNION-MIDLANDS

ID: 874 2673 9867 PASSCODE: 856630

Don't miss out. Please make a note in your diary and join us on ZOOM & FACEBOOK

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RSVP: GUM Secretariat
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PANELISTS

DR. GEORGE C. BROBBEY
CLINICAL SCIENTIST AT PUBLIC
HEALTH, ENGLAND MANCHESTER
ROYAL INFIRMARY

DR. ANTHONY O. BOATENG
SENIOR MEDICAL
RESEARCH CONSULTANT

DR. QUAYE BOTCHWAY
GUM PRESIDENT
MAIN HOST

MRS DOREEN QUAYE
SECRETARY OF VIRTUOUS
WOMEN'S ASSOCIATION
CO-HOST

Coventry City Council

STOP CORONAVIRUS

GUM GHANA UNION MIDLANDS

GHANA ASSOCIATION COVENTRY

PRESENTS

THE 4TH GUM SCHEDULED COVID-19 VACCINE PROJECT TALKS

TOPIC:

VACCINES AND VIRUSES: ARE THE KNOWN VACCINES A CURE FOR COVID 19 INFECTIONS?

7TH AUG. 2021

7:00PM - 9:00PM

LIVE GHANA-UNION-MIDLANDS

MEETING ID: 873 0161 9311
PASSCODE: 152834

Don't miss out. Please make a note in your diary and join us on ZOOM & FACEBOOK

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RSVP: GUM Secretariat
Tel: 07904 090 878
Email: ghanunionmidland@hotmail.co.uk

PANELISTS

DR. B. APPIAH-ODAMIE
MB CHB, MRCCQ
WALSALL MANOR
HOSPITAL

DR. P. APPIAH-ODAMIE
BSC, MB CHB
UNL HOSPITAL, COVENTRY
& WARWICKSHIRE

DR. QUAYE BOTCHWAY
GUM PRESIDENT
MAIN HOST

MS. PERPETUA SAM
SECRETARY,
GHANA ASSOCIATION COVENTRY
CO-HOST

Coventry City Council **STOP CORONAVIRUS** GUM GHANA UNION MIDLANDS

GOLDEN STAR ASSOCIATION PRESENTS

THE 5TH GUM SCHEDULED COVID-19 VACCINE PROJECT TALKS

COVID-19 VACCINES & ETHNIC MINORITY GROUPS: WHY IS THE TAKE-UP RATE OF THE VACCINE LOW AMONGST THE ETHNIC MINORITY GROUPS, IN PARTICULAR, COMPARED WITH WHITE GROUPS?

21ST AUGUST 2021
7:00PM - 9:00PM

PANELLISTS

DR. GEORGE G. BROBBEY
CLINICAL SCIENTIST AT PUBLIC HEALTH, ENGLAND MANCHESTER ROYAL INFIRMARY

DR. ANTHONY O. BOATENG
SENIOR MEDICAL RESEARCH CONSULTANT

DR. QUAYE BOTCHWAY
GUM PRESIDENT MAIN HOST

MRS. NANA WIENER
CO-HOST

MEETING ID: 882 559 13940
PASSCODE: 591436

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RSVP: GUM Secretariat
Tel: 07904 090 878
Email: ghanunionmidland@hotmail.co.uk

Coventry City Council **STOP CORONAVIRUS** GUM GHANA UNION MIDLANDS

VIRTUOUS WOMEN'S ASSOCIATION PRESENTS

THE 6TH GUM SCHEDULED COVID-19 VACCINE PROJECT TALKS

COVID VACCINES AND AGE GROUPS: ARE THE VACCINES THE SAME AND SUITABLE FOR ALL AGE GROUPS?

4TH SEPT 2021
7:00PM - 9:00PM

PANELLISTS

DR. GEORGE G. BROBBEY
CLINICAL SCIENTIST AT PUBLIC HEALTH, ENGLAND MANCHESTER ROYAL INFIRMARY

DR. ANTHONY O. BOATENG
SENIOR MEDICAL RESEARCH CONSULTANT

DR. QUAYE BOTCHWAY
GUM PRESIDENT MAIN HOST

MRS DOREEN QUAYE
SECRETARY OF VIRTUOUS WOMEN'S ASSOCIATION CO-HOST

TOPIC

COVID VACCINES AND AGE GROUPS: ARE THE VACCINES THE SAME AND SUITABLE FOR ALL AGE GROUPS?

MEETING ID: 865 0566 6027
PASSCODE: 677444

Don't miss out. Please make a note in your diary and join us on ZOOM & FACEBOOK

Gum is proud to support affiliated group members from Coventry using grants obtained from the Coventry City Council to support the local community. We thank you all for your continued support.

RSVP: GUM Secretariat
Tel: 07904 090 878
Email: ghanunionmidland@hotmail.co.uk

Coventry City Council **STOP CORONAVIRUS** GUM GHANA UNION MIDLANDS

UNITY MEN'S ASSOCIATION PRESENTS

THE 7TH GUM SCHEDULED COVID-19 VACCINE PROJECT TALKS

COVID VACCINES AND IMMUNE SYSTEM: WHY ARE THERE SO MANY DIFFERENT TYPES OF VACCINES AND CAN OUR IMMUNE SYSTEM HANDLE THEM?

25TH SEPT 2021
7:00PM TO 9:00PM

PANELLISTS

DR. DOMINIC ODURO-DONKOR
UNIVERSITY HOSPITAL OF COVENTRY & WARWICKSHIRE

DR. ANTHONY O. BOATENG
SENIOR MEDICAL RESEARCH CONSULTANT

DR. QUAYE BOTCHWAY
GUM PRESIDENT MAIN HOST

NANA ASARE YEBOAH
CHAIRMAN OF UNITY MENS ASS. CO-HOST

MEETING ID: 88425650560
PASSCODE: 178392

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Gum is proud to support affiliated group members from Coventry using grants obtained from the Coventry City Council to support the local community. We thank you all for your continued support.

RSVP: GUM Secretariat
Tel: 07904 090 878
Email: ghanunionmidland@hotmail.co.uk

Coventry City Council **STOP CORONAVIRUS** GUM GHANA UNION MIDLANDS

VIRTUOUS WOMEN'S ASSOCIATION PRESENTS

THE 8TH GUM SCHEDULED COVID-19 VACCINE PROJECT TALKS

EFFECTIVENESS OF IMMUNIZATIONS AND VACCINES: BENEFITS, RISKS, AND DILEMMAS

16TH OCT 2021
7:00PM - 9:00PM

PANELLISTS

DR. GEORGE G. BROBBEY
CLINICAL SCIENTIST AT PUBLIC HEALTH, ENGLAND MANCHESTER ROYAL INFIRMARY

DR. ANTHONY O. BOATENG
SENIOR MEDICAL RESEARCH CONSULTANT

DR. QUAYE BOTCHWAY
GUM PRESIDENT MAIN HOST

MRS DOREEN QUAYE
SECRETARY OF VIRTUOUS WOMEN'S ASSOCIATION CO-HOST

TOPIC

EFFECTIVENESS OF IMMUNIZATIONS AND VACCINES: BENEFITS, RISKS, AND DILEMMAS

MEETING ID: 853 4378 4150
PASSCODE: 017802

Don't miss out. Please make a note in your diary and join us on ZOOM & FACEBOOK

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RSVP: GUM Secretariat
Tel: 07904 090 878
Email: ghanunionmidland@hotmail.co.uk

Coventry City Council

STOP CORONAVIRUS

GUM GHANA UNION MIDLANDS

23RD OCT. 2021
7:00PM - 9:00PM

GHANA ASSOCIATION COVENTRY
PRESENTS
THE 9TH GUM SCHEDULED COVID-19 VACCINE PROJECT TALKS

TOPIC:
DEEPENING OUR UNDERSTANDING AND KNOWLEDGE OF COVID VACCINES - HOW IT WORKS AND PROTECT OUR IMMUNITY

PANELLISTS

DR. B. APPIAH - ODAME
MB ChB, MRCOG
WALSALL MANOR HOSPITAL

DR. P. APPIAH - ODAME
BSc, MB ChB
UNI. HOSPITAL COVENTRY & WARWICKSHIRE

DR. QUAYE BOTCHWAY
GUM PRESIDENT
MAIN HOST

MS. PERPETUA SAM
SECRETARY,
GHANA ASSOCIATION COVENTRY
CO HOST

GUM is proud to support affiliated group members from Coventry using grants obtained from the Coventry City Council to support the local community. We thank you all for your continued support.

RSVP: GUM Secretariat
Tel: 07904 090 878
Email: ghanauionmidland@hotmail.co.uk

Don't miss out. Please make a note in your diary and join us on **ZOOM & FACEBOOK**

LIVE GHANA-UNION-MIDLANDS

MEETING ID: 85343784150
PASSCODE: 017802

Coventry City Council

STOP CORONAVIRUS

GUM GHANA UNION MIDLANDS

30TH OCT 2021
7:00PM TO 9:00PM

UNITY MEN'S ASSOCIATION
PRESENTS
THE 10TH GUM SCHEDULED COVID-19 VACCINE PROJECT TALKS

COVID VACCINES AND ALLERGIES OR REACTIONS: -TIPS FOR PATIENTS WITH DARK SKIN PIGMENTATION

LIVE GHANA-UNION-MIDLANDS

MEETING ID: 89298433110
PASSCODE: 685920

PANELLISTS

DR. QUAYE BOTCHWAY
GUM PRESIDENT
MAIN HOST

NANA ASARE YEBOAH
CHAIRMAN OF UNITY MENS ASS.
CO-HOST

DR DOMINIC ODURO-DONKOR
UNIVERSITY HOSPITAL OF COVENTRY & WARWICKSHIRE

DR. ANTHONY O. BOATENG
SENIOR MEDICAL RESEARCH CONSULTANT

GUM is proud to support affiliated group members from Coventry using grants obtained from the Coventry City Council to support the local community.

RSVP: GUM Secretariat
Tel: 07904 090 878
Email: ghanauionmidland@hotmail.co.uk

Don't miss out. Please make a note in your diary and join us on **ZOOM & FACEBOOK**

Coventry City Council

STOP CORONAVIRUS

GUM GHANA UNION MIDLANDS

20TH NOV. 2021
7:00PM - 9:00PM

GHANA ASSOCIATION COVENTRY
PRESENTS
THE 11TH GUM SCHEDULED COVID-19 VACCINE PROJECT TALKS

TOPIC:
WHAT NEXT AFTER THE VACCINES? WILL THERE BE VACCINE PASSPORTS IN THE FUTURE AND HOW MIGHT IT WORK?

PANELLISTS

DR. B. APPIAH - ODAME
MB ChB, MRCOG
WALSALL MANOR HOSPITAL

DR. P. APPIAH - ODAME
BSc, MB ChB
UNI. HOSPITAL COVENTRY & WARWICKSHIRE

DR. QUAYE BOTCHWAY
GUM PRESIDENT
MAIN HOST

MS. PERPETUA SAM
SECRETARY,
GHANA ASSOCIATION COVENTRY
CO HOST

GUM is proud to support affiliated group members from Coventry using grants obtained from the Coventry City Council to support the local community. We thank you all for your continued support.

RSVP: GUM Secretariat
Tel: 07904 090 878
Email: ghanauionmidland@hotmail.co.uk

Don't miss out. Please make a note in your diary and join us on **ZOOM & FACEBOOK**

LIVE GHANA-UNION-MIDLANDS

MEETING ID: 818 4131 3266
PASSCODE: 384407

Coventry City Council

STOP CORONAVIRUS

GUM GHANA UNION MIDLANDS

27TH NOV. 2021
7:00PM - 9:00PM

GOLDEN STAR ASSOCIATION
PRESENTS
THE 12TH GUM SCHEDULED COVID-19 VACCINE PROJECT TALKS

TOPIC:
EASE OF COVID RESTRICTIONS & NEW RULES: MANAGING EXPECTATIONS AND TAKING PREVENTIVE MEASURES TO STAY SAFE.

LIVE GHANA-UNION-MIDLANDS

ZOOM ID: 852 9143 9397
PASSCODE: 256152

Don't miss out. Please make a note in your diary and join us on **ZOOM & FACEBOOK**

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RSVP: GUM Secretariat
Tel: 07904 090 878
Email: ghanauionmidland@hotmail.co.uk

PANELLISTS

DR. GEORGE C. BROBBEY
CLINICAL SCIENTIST AT PUBLIC HEALTH, ENGLAND MANCHESTER ROYAL INFIRMARY

DR. ANTHONY O. BOATENG
SENIOR MEDICAL RESEARCH CONSULTANT

DR. QUAYE BOTCHWAY
GUM PRESIDENT
MAIN HOST

MRS NANA WIENER
CO HOST

Appendix 3: Monitoring Form 1: Telephone Support Sessions Conducted

Name of Delivery Partner:

Month: July 2021

No	Name of Client	Telephone
1		
2		
3		
4		
5		
6		
7		
8		
9		
10		

Appendix 3: Monitoring Form 2: Email Sessions Conducted

Name of Delivery Partner:

Month: July 2021

No	Name of Client	Email Address
1		
2		
3		
4		
5		
6		
7		
8		
9		
10		

Appendix 3: Monitoring Form 3: People Supported to attend vaccination centres

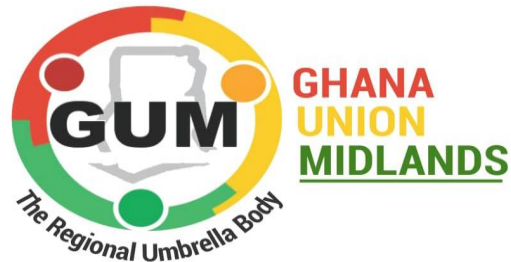
Name of Delivery Partner:

Month: July 2021

No	Name of Client
1	
2	
3	
4	
5	
6	
7	
8	
9	
10	

Appendix 4: Sample Service Level Agreement: 1 [Agreement Between GUM and Delivery Partners

GUM Vaccine Project in Coventry



The Service Level Agreement is between **Ghana Union Midlands**, herein referred to as GUM and acting as the Accountable Body, and **Coventry Ghana Association** and acting as a Delivery Partner.

1.0 Purpose

The purpose of this service level agreement is to document the service delivery arrangements between Ghana Union Midlands, the Lead Service Provider and **Coventry Ghana Association**, the sub-contractor, and acting as a Delivery Partner. Coventry Ghana Association as a sub-contractor and Delivery Partner shall deliver the services set forth in this document on behalf of Ghana Union Midlands, the Lead Service Provider. Ghana Union Midlands shall pay for the services covered by this Agreement in accordance with billing and payment terms that have been agreed upon with Coventry Ghana Association the sub-contractor and Delivery Partner.

2.0 Parties

- a) This service level agreement is between Ghana Union Midlands, hereinafter referred to as GUM and acting as the Lead Service Provider, and Coventry Ghana Association, and acting as a Sub- Contractor and Delivery Partner.
- b) Subject to the terms and conditions of this Agreement, GUM hereby engages Coventry Ghana Association as an independent Sub- Contractor and Delivery Partner to perform the services set forth herein, and Coventry Ghana Association hereby accepts such engagement.
- c) It is agreed that Coventry Ghana Association as a Sub- Contractor and Delivery Partner shall act as an agent for GUM, the Lead Service Provider in

respect of the grant received from the Coventry City Council to embark on vaccination campaigns, and also provide online and confidential telephone support services, which is complemented by virtual talks to reassure local people residing in Coventry of the safety of the vaccines.

3.0 Commencement & Duration of Agreement

- 1) This service level agreement is effective as of the date of signing this document.
- 2) Unless terminated earlier in accordance with the express provisions under clause 4 of this agreement, the duration of this agreement shall be five months, starting from 1st of June and ending 30th November 2021.
- 3) This Agreement remains valid until superseded by a revised agreement mutually endorsed by the parties.

4.0 Termination

- i. This agreement may be terminated by either party giving at least 2 weeks' notice in writing to the other party.
- ii. In the event of any breach of this agreement by either party, the aggrieved party may serve a notice on the party in breach requiring the breach to be remedied within a period specified in the notice which shall be reasonable in the circumstances.
- iii. If the breach has not been remedied by the expiry of the specified period, the party not in breach may terminate this agreement with immediate effect by notice in writing.

5.0 Project Aims

The aims of this project are:

- a. to bring community awareness and educate ethnic minority groups and local people in Coventry that the coronavirus vaccine is safe
- b. to reassure and encourage people to get vaccinated.

6.0 Tasks Assigned to Coventry Ghana Association [Delivery Partner]

1. To establish an on- going online & telephone line support service to advice local people on the safeness of the vaccine.

2. To reassure the Ghanaian and the local community the safeness of the vaccines and encourage them to get vaccinated.
3. To refer clients queries to GUM for onward transmission to the Ghanaian Doctors and Dentists Association UK on any medical or technical queries for confidential and professional advice.
4. To accompany vulnerable clients afraid of going to the vaccination centres on their own to provide moral support
5. To document and supply GUM with the following statistical information
 - How many online and/ or email queries addressed or supported?
 - How many telephone support inquiries or queries received?
 - How many people are supported to attend for a vaccination?
 - How many people referred to vaccine centres?
 - Case studies
6. To deliver **three** virtual talks on topics supplied by GUM on its behalf.
7. To source out medical professionals to deliver the talks on the topics assigned to your group.
8. To assist GUM to promote the project services and the virtual talks to the membership of the Delivery Partners and the local community in Coventry.

7.0 Project Operational Methods

7.1 Telephone Support

Coventry Ghana Association shall set up a dedicated telephone line to enable their target group to ring and access information, and also to seek advice and support. Coventry Ghana Association advisors are not giving professional medical advice but rather providing a form of customer service to answer queries on the vaccination, and also to refer people to professional medical staff for advice. This service must be provided throughout the duration of the project. Coventry Ghana Association must assign this task to at least two designated persons within their organisation to deal with queries. The lines must be open between 10:00am – 3:30pm, Monday to Friday.

7.2 Email Support

Coventry Ghana Association must provide an ongoing online service throughout the project duration and must respond to any email queries received within 2 working days.

7.3 Chaperone support for clients to vaccination Centres

Coventry Ghana Association shall accompany vulnerable clients who are afraid of going to the vaccination centres on their own to provide moral support.

7.4 Virtual Talks

Three virtual talks have been assigned to Coventry Ghana Association and shall be delivered on GUM's behalf on the dates scheduled for the talks. The topics for the talks shall be determined by GUM and it is required that Coventry Ghana Association shall recruit at least two people who must be medical professionals to do the presentation. The times for the talks are 7pm- 9pm. The Delivery Partner shall co-host the event with GUM.

8.0 Work Assigned & Schedules

Coventry Ghana Association agrees to perform the following tasks on behalf of GUM

1. To help to promote the project and the virtual talks to your members and network groups.
2. To provide an on-going online/email and telephone support to encourage local people in Coventry to get vaccinated.
3. To provide a discreet chaperone assistance to vulnerable clients who are afraid of going to the vaccination centres on their own to provide them with moral support.
4. To deliver three virtual talks on COVID related topics supplied by GUM on the following dates:
 - First talk on 7th August 2021
 - Second Talk on 2nd October 2021
 - Third and final talk on 20th November 2021

The talks must be delivered by at least two medical professionals.

9.0 Project Records

As a Delivery Partner, Coventry Ghana Association must keep adequate records and log all telephone calls and email enquiries using the forms supplied by GUM.

10.0 Monitoring of Project Activities

We have developed monitoring forms to collect this information for GUM to report to the Community Resilience Team at the Council. Please see appendix 2 for the monitoring forms.

11.0 Payment Schedules

GUM shall pay Coventry Ghana Association for the services performed in accordance with this agreement and in accordance with the payment rates agreed with the Delivery Partners.

- a) The total fees agreed with Coventry Ghana Association for services provided on behalf of GUM is **£3,000** for the entire project duration. The payment shall be in three instalments at the following rates and dues dates.
 - i. First payment of £1,000 on 15th August 2021 after the first virtual talk
 - ii. Second payment of £1,000 on 10th October 2021 after the second virtual talk.
 - iii. Third and final payment of £1,000 on 30th November 2021 after the third virtual talk.
- b) Coventry Ghana Association must invoice GUM for the services performed on GUM's behalf before fees will be paid.
- c) Coventry Ghana Association must keep receipts and invoices as evidence to substantiate the expenditure incurred in delivering the project. This will be required if Coventry City Council, the funders of the project request GUM to supply such evidence.
- d) Where Coventry Ghana Association enters into special arrangements with a person or supplier for the purpose of performing its obligations under this agreement, Coventry Ghana Association shall be responsible for the payment of the fees for the services of the person or supplier and not GUM.

11.0 GUM Obligation

GUM shall comply with the payment provisions provided that Coventry Ghana Association has successfully delivered the tasks assigned to the group and submitted an invoice for payment.

12.0 Dispute Resolution

The parties shall attempt to resolve any dispute arising out of or relating to this agreement through negotiations between senior executives of the parties, who have authority to settle the same. If the matter is not resolved by negotiation within 14 days, the parties will attempt to resolve the dispute in good faith by referring the matter to Coventry Voluntary Services Organisation, who will be the final arbitrator to resolve the dispute.

13.0 Declaration

This agreement was signed on 30th June 2021 by officers of Ghana Union Midlands and Coventry Ghana Association on behalf of their respective organisations.

.....
Dr Quaye Botchway
GUM President

.....
Mr, Yaw Peprah
Vice President
Coventry Ghana Association

Witnessed by

.....
Odehye Kwasi Ofei
Vice President
GUM

.....
Perpectua Sam
Secretary
Coventry Ghana Association

Date: 30th June 2021

Service Level Agreement 2 [Agreement Between GUM and IT Adviser]



1.0 Recital

Ghana Union Midlands[GUM] has successfully obtained funding from the Coventry City Council for our COVID-19 Vaccine Project in Coventry.

2.0 Purpose

The purpose of this Service Level agreement is to document the contractual arrangements and relationship between Ghana Union Midlands and Mr Austin Agyemang, acting as a Digital IT Adviser, to provide IT technical support for the GUM Covid – 19 Vaccine Project talks funded by the Coventry City Council.

3.0 Parties

This service level agreement is between Ghana Union Midlands herein referred to as GUM and Mr Austin Agyemang and acting as Digital IT Support Adviser.

Subject to the terms and conditions of this agreement, GUM engages Mr Austin Agyemang as Digital IT Support Adviser to perform the services set forth herein, and Mr Austin Agyemang hereby accepts such engagement.

4.0 Commencement and Duration of this Agreement

This agreement is effective as of 5th August until 30th November 2021

5.0 Delivery Plan

Attached to this agreement in the appendix is the Project Delivery Plan . You must make yourself available for all the talks including preparation times. The duration of each talk is two hours from 7pm – 9pm.

6.0 Role & Responsibilities

You are required to perform the following role

1. To make yourself available for all the 12 virtual talks planned as a back end technical host.
2. To make yourself available at mutually arranged times with the Project Delivery Partners and GUM before delivery dates to address any arising technical issues
3. To host the online delivery of the project on ZOOM & the GUM Facebook page
4. To address or troubleshooting any arising technical problems during live sessions
5. To design an appropriate and relevant graphical presentation to complement the theme of the project to be featured during the live sessions
6. To generate ZOOM invites and Facebook links for each session and also to inform the design of flyers
7. To post flyers on the GUM website, Facebook and other social media platforms as directed.
8. To provide a list of people who participated at the end of each talk on ZOOM and Facebook. This list must be supplied to the GUM Secretariat two weeks after each talk. This part of the monitoring required by the Council
9. To help to conduct a short survey during the talks to assess the interests of people in the talks.

7.0 Fees

You will be paid a flat fee of **£85.00** per session, which you must invoice us on monthly basis after compiling and submission of the number and names of people who participated in the talks via ZOOM or Facebook. 12 virtual talks are planned for the project duration.

8.0 Termination

The following conditions shall apply in respect to the termination of this agreement

- a. Either party may terminate this Agreement for any reason by given **two weeks' notice** in advance of the termination to the other party

- b. GUM shall terminate this agreement by failure of non-performance or makes any inaccuracy in otherwise , or otherwise materially breaches. GUM shall give reasonable notice and reasons for the termination of the agreement

13.0 Declaration

This agreement was signed on 5th August 2021 by the President of Ghana Union Midlands { GUM} and Mr Austin Agyemang.

.....
Dr Quaye Botchway
GUM President

.....
Mr Austin Agyemang

Witnessed by

.....
Odehye Kwasi Ofei
Vice President
GUM

.....
Perpectua Sam
Secretary
Coventry Ghana Association

Date: 5th August 2021