



Annual CSO Survey on WPHF Global Learning Hub (L-HUB) Initiatives (2022)



Women's Peace & Humanitarian Fund

A United Nations & Civil Society Partnership

I. 2022 CSO Survey Highlights

The findings of the 2022 United Nations Women's Peace and Humanitarian Fund (WPHF) annual survey for civil society partners about its Global Learning Hub (L-HUB) revealed the value of this initiative for local women's civil society organizations (CSOs) operating in crisis settings. The L-HUB provides useful knowledge on women's rights, security and humanitarian interventions and helps women's organizations working on women, peace, security and humanitarian action (WPS-HA) to grow and operate better as a result of sharing and learning from and with other women's organizations.

Over two thirds of responding CSOs partners participated in L-HUB activities in 2022, the vast majority of whom reported using the new skills and knowledge acquired, both by applying them directly into their work and by transferring the knowledge to others. Other positive aspects brought by L-HUB include a motivating effect to CSOs' staff, higher awareness of international developments, enhanced visibility of their interventions, and increased abilities for online teamwork. Respondents also highlighted the value of L-HUB's tools and activities such as the Facebook Group to promote collaboration, exchange experiences and interactions, leading to stronger alliances and networks.

Capacity building webinars continue to be the preferred L-HUB activity among WPHF partners, with areas related to organizational strengthening - e.g. programme design, good governance and operational management - being of particular interest due to their relevance to local CSOs' needs. Overall, the survey results reflect a growing demand for information and training materials and opportunities on WPS-HA topics as well as for networking. At the same time, the survey also highlighted a few barriers that prevent CSOs from fully benefiting from L-HUB activities, including lack of awareness or practical information to access them or language limitations. L-HUB will continue to seek for ways to address these, and respond to requests for more in person activities, or more targeted content.

WPHF Global Learning Hub 2022 Survey Key Data Points

279
CSOs
from
31
countries

- **68.1%** participated in an L-HUB online event
- **82.2%** use new knowledge and skills acquired in L-HUB activities
- **49.8%** built new alliances after participating in L-HUB initiatives
- **54%** have accessed L-HUB Facebook Group or digital platform, for information and learning resources on WPS-HA
- **87%** of the L-HUB Digital Platform and Facebook group's users were satisfied
- **21%** were not aware of L-HUB activities

II. Survey Background and Objectives

As part of its mandate to serve as a global knowledge center for women's civil society organizations (CSOs) working on the front lines of conflict and crises, the United Nations Women's Peace and Humanitarian Fund (WPHF) Secretariat manages a Global Learning Hub (L-HUB)¹ fostering an online space for its civil society partners across the world to connect with each other and strengthen their skills and capacity. In January 2023, a global online survey was conducted with **279 WPHF civil society partners** to assess the usefulness of the L-HUB capacity building and exchange activities and collect insights on the CSOs' priorities and needs regarding training and networking. These findings will be used to shape WPHF's capacity development plans for 2023-2024 and adapt the L-HUB tools and activities.

A. Overview of WPHF L-HUB initiatives in 2022

In 2022, a total of 33 training and knowledge exchange webinars were conducted involving 918 participants from 245 unique CSOs and their co-implementing partners from 31 countries:

- 14 capacity building webinars and 11 live Help Desks provided orientation to CSOs on the L-HUB's activities, Digital Platform, and funding opportunities. These sessions engaged 724 CSO participants and covered topics such as gender-sensitive data collection, digital security, prevention of sexual exploitation, abuse, and harassment (PSEAH), anti-corruption, youth mainstreaming in WPS-HA, and climate change integration in WPS-HA.
- Eight Peer Exchange and Knowledge Café sessions were conducted featuring 15 CSO partners and engaging 194 CSOs participants. The Peer Exchanges enhanced the transfer of knowledge among CSOs in areas such as feminist peace processes, women's resilience to climate change, conflict-related sexual violence and coalition building with grassroots' women groups to end VAWG. For the latter, the L-HUB piloted a new model of country-to-country peer exchanges reserved for WPHF-Spotlight Initiative CSO partners.

In total, these online sessions featured 21 CSO partners and 17 external panelists such as CARE International, UN Women, UNEP to share their expertise in the webinars.

In 2022, a total of 176 key knowledge resources were disseminated on WPS-HA related topics in Arabic, English, French and Spanish on the L-HUB digital platform. In addition, 11 original capacity building and knowledge exchange resources authored by WPHF were disseminated. Moreover, the WPHF L-HUB Facebook group enhanced knowledge exchange and solidarity among the CSO partners, reaching a total of 154 unique CSOs represented by 223 CSO leaders.

In addition, the L-HUB supported the generation of long-term relationships through two peer learning and mentoring initiatives, namely:

- 1) Peer Learning Awards: 10 local CSOs were provided small grants to develop peer learning projects; and
- 2) Mentorship Scheme: The L-HUB launched a targeted call for proposals that mobilized 12 CSOs working with displaced women in Yemen to design joint projects, and selected two of those projects to be implemented in 2023.

¹ <https://wphfund.org/wphfund-community/>



Photo 1: Winners of Peer Learning Awards 2022, from DRC, Haiti, Mali, Solomon Islands and Vanuatu

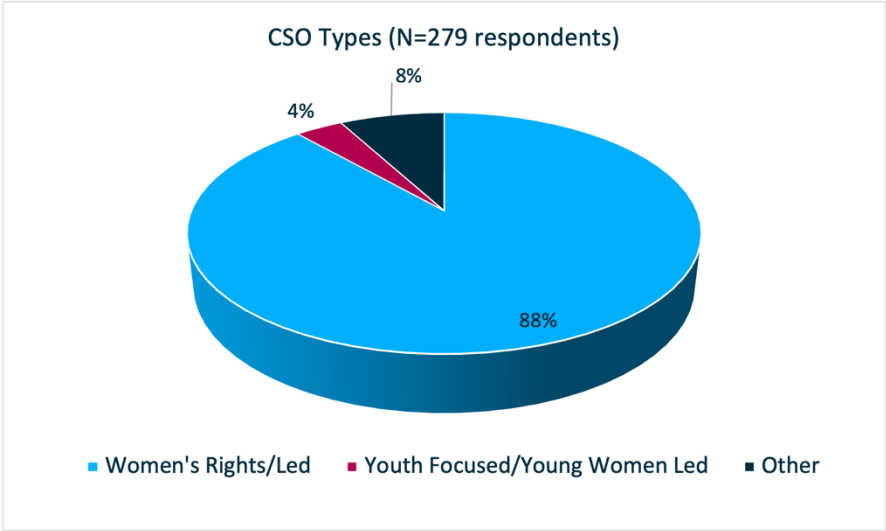
B) Profile of Survey Respondents

The 2022 survey engaged **279 CSOs²** from **31 countries**: Afghanistan, Bangladesh, Burundi, Colombia, DRC, Eswatini, Ethiopia, Fiji, Guatemala, Haiti, Iraq, Jordan, Lebanon, Liberia, Malawi, Mali, Moldova, Myanmar, Nigeria, Pakistan, Palestine, Papua New Guinea, Philippines, Solomon Islands, South Sudan, Sudan, Syria, Uganda, Ukraine, Venezuela, and Yemen.

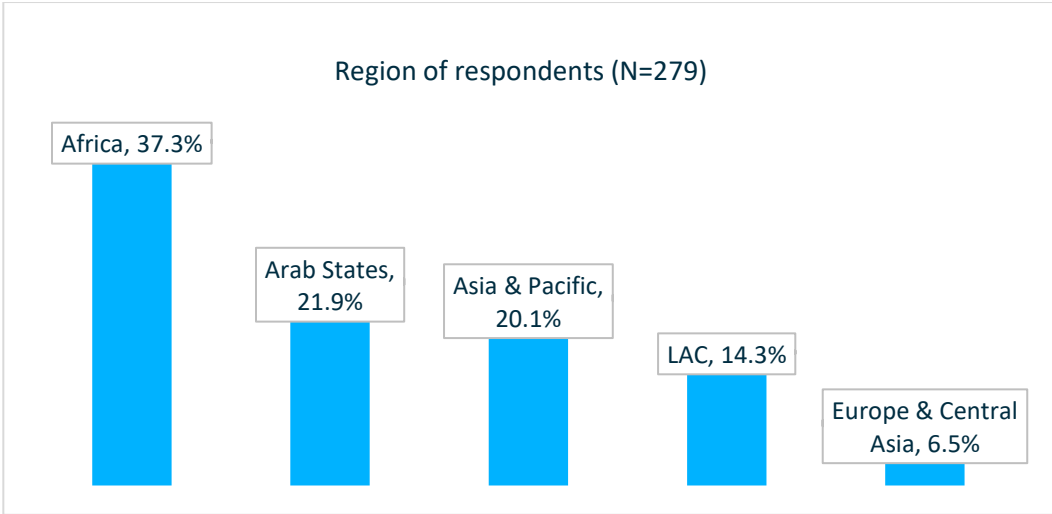
The 2022 survey shows greater country diversity of respondents compared to the one held in 2021, which engaged 155 CSOs from 26 countries. The increase in the number of survey respondents reflects both WPHF's expansion to a larger number of countries through its Regular Funding Cycle and Rapid Response Window on Women's Participation in Peace Processes, and the CSOs' growing engagement in WPHF learning activities.

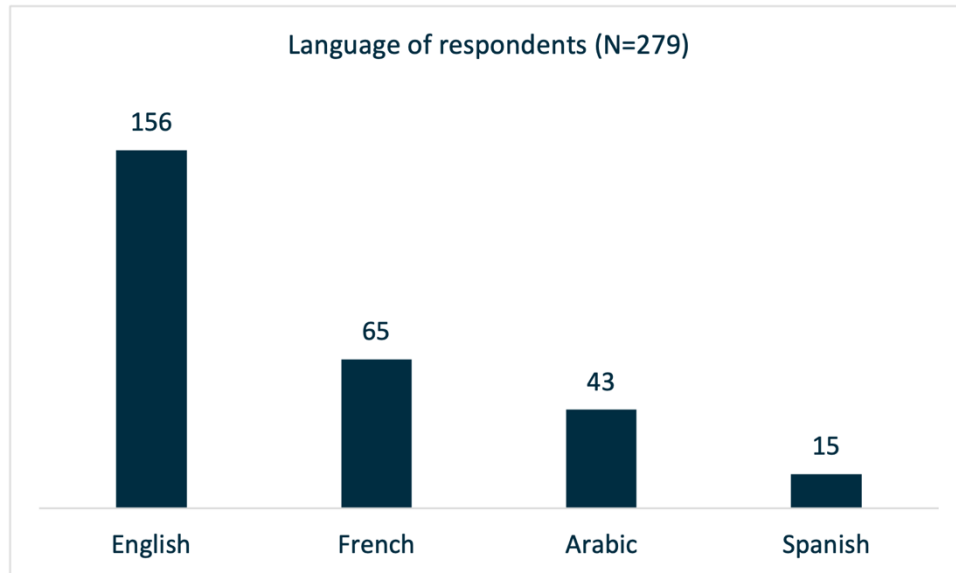
The vast majority of respondents identified as women rights / led organizations (88%) and 8% as youth focused/young women led CSOs. Overall, 18% of the respondents stated being led by forcibly displaced people.

² The survey sampling frame was 565 CSOs.



The geographical distribution of respondents roughly mirrors the geographical distribution of grants, with the exception of respondents from the Arab States being slightly over represented, and Asia and the Pacific under represented compared to the number of grantees in those two regions, meaning that a higher proportion of CSOs from the Arab States responded versus a lower proportion from Asia.



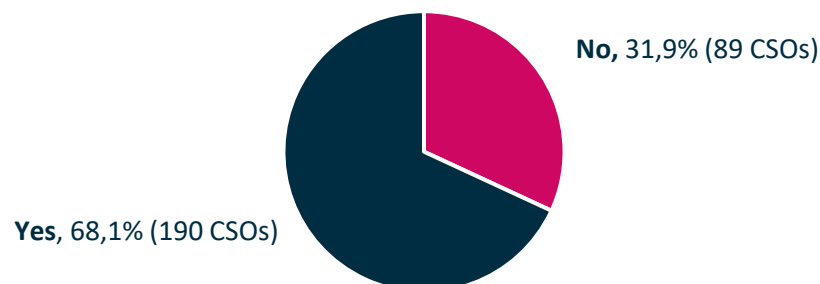


II. Findings

A. General engagement in and appreciation of WPHF L-HUB initiatives

A total of 68.1% of survey respondents have participated in an L-HUB online event, either a capacity building webinar, a peer exchange, or a knowledge café in 2022 (compared to 79% of respondents in 2021). This shows positive engagement and room for promoting further the L-HUB opportunities among WPHF CSO partners. The L-HUB team is utilizing this data point and overall survey findings to better understand the WPHF CSO partners' needs and interests, while trying to unfold the reasons behind the near one third of partners that are not joining, to inform L-HUB's future outreach strategies and overall planning.

In the last 12 months, have you attended a capacity building, peer exchange, or knowledge café webinar hosted by WPHF? (n=279)



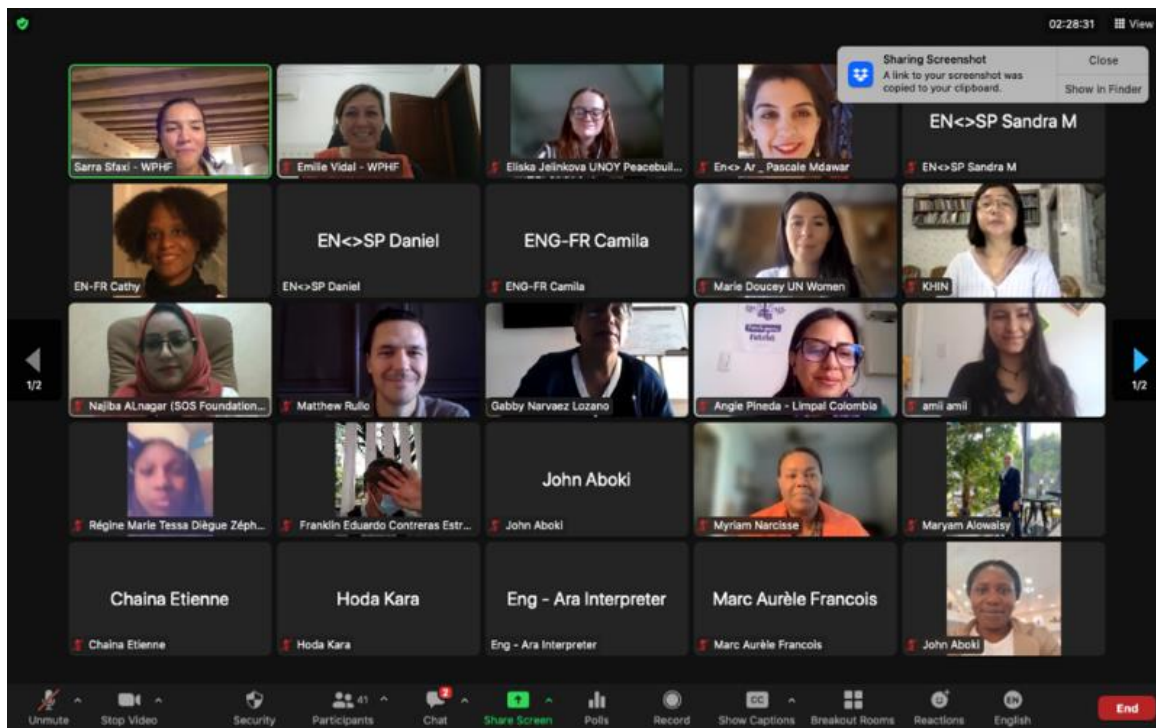


Photo 2: Capacity Building Webinar Youth Participation for Inclusive Peace and Humanitarian Action

As in previous years, respondents’ favorite L-HUB activity was by far the capacity building webinars with 51% making it their top choice, followed by the peer exchanges with 13%. The appreciation of Knowledge Cafés has increased from 1% in 2021 to 6% this year while the appreciation of the Digital platform, the Listserv and the Facebook group has remained stable. A significant proportion of respondents (21%) signaled their unawareness about L-HUB activities, which points at enhancing the availability and accessibility of information about L-HUB as an area for improvement.

Preferred L-HUB Initiative (N=251)	%
Capacity Building Webinars	51%
I don’t know / I’m not familiar with WPHF L-HUB initiatives	21%
Peer Exchanges	13%
Knowledge cafés	6%
Digital Platform	4%
L-HUB Mailing List / Updates	3%
Facebook Group	3%

B. Usefulness of capacity building, peer exchange and knowledge café webinars

A total of **82.2% of respondents** reported using new knowledge and skills from the L-HUB capacity building, peer exchange and Knowledge café webinars. This includes CSOs that scored the following question with 4 or 5:

Since participating in these webinars, have you, or your organization, used the new knowledge or skills in your work?	% (N=180)
1 Not used/Strongly disagree	7%
2 Disagree	2%
3 Neutral	8%
4 Agree	51%
5 Used a lot/ Strongly agree	32%
Total	100%

x

- 24 respondents mentioned **enhanced M&E abilities** in data collection and result-based programming and management. Several CSOs noted an improvement in the use of M&E tools and were able to develop gender-sensitive M&E plans after the webinar which helped them improve their work.
- 23 respondents noted **improved knowledge at technical and programmatic level**, for example, on conflict management and resolution skills, GBV prevention and response, working with youth, gender mainstreaming, use of storytelling in the CSO programming, role of women in peacebuilding and community cohesion, gender in humanitarian action (GiHA) and the link between humanitarian action and development.
- 23 respondents reported **having replicated the webinars and passed the knowledge gained on a frequent basis to the CSO's staff, volunteers, partners, members**, or to other women, with the aim to help them operate and deliver their mandate and contribute to increased women's empowerment at local level.
- Thirteen respondents mentioned **adopting or reviewing their anti-fraud policies** to adequate them to international standards and make them more effective after attending the webinar on fighting corruption. Several CSOs reported adapting their anti-corruption policies to avoid conflicts of interest for quotations of goods and services and developing a risk management policy and a risk register to guide their programming.
- Twelve respondents reported **improved project management capacities** of their staff and better abilities for strategic planning and documenting their work, enabling them to implement their projects more efficiently. In addition, 9 respondents noted **improved capabilities in reporting** as a result of the trainings and peer exchanges, especially for writing reports, documenting and sharing success stories from beneficiaries and reporting on results.
- Nine respondents declared feeling inspired, **gaining new knowledge, and using new approaches after listening to their peers**. They highlighted the possibility to interact and network with likeminded organizations. Exchanging experiences with colleagues in other

countries contributed to expand their ideas while encouraging the adoption of different strategies (e.g., how to mitigate risk while working on peace building and economic recovery).

- Nine respondents **built their digital security capacities** and learned how to respond to cyberthreats.
- Eight respondents reported **increased abilities in resource mobilization**.
- Eight respondents indicated they are **better equipped to respond to sexual exploitation, abuse and harassment**.
- Seven respondents reported new **advocacy and coalition building** skills.
- Six respondents noted a better understanding of how **research** can help them in their work.
- Five respondents mentioned that the webinar on climate security was an eye opener for **understanding the differentiated impacts of climate change on women, the linkages between climate risks and human security and peace** and integrating a climate lens in the CSOs' work.

Example of knowledge applied or what the CSO is doing differently after participating in L-HUB webinars (N=177 ³)	Frequencies
M&E	24
Replication of training/Knowledge transfer to staff, members, volunteers, partners	23
Technical / programmatic knowledge (conflict management, GBV response, working with youth, gender mainstreaming, use of storytelling, GiHA etc.)	23
Risk management and anti-corruption	13
General capacity building - includes project management & strategic planning	12
Reporting	9
Networking/New approaches inspired by peers (e.g. how to mitigate risk while working on peace building and economic recovery)	9
Digital security	9
Resource mobilization	8
PSHEA policies	8
Advocacy and coalition building skills	7
Communications, includes digital coms, media, public speaking, increased outreach	7
Research skills	6
Climate security mainstreaming in women's organizations' work	5
Other (e.g., useful information; better knowledge of WPHF mandate etc.)	4
Organizational and operational management / good governance	3
Digital skills / online work skills (exclude digital comms)	3
Project / programme design	1

³ Please note that each CSO could give several examples and that 23 out of 177 responses were unclear /referred to topics not covered by the L-HUB in 2022.

CSO PARTNERS' QUOTES

“We have built a stronger structure to prevent PSEA and fraud”

“I learnt that risk is not only in finance but the way you present your organization's reports, their quality, meeting deadlines etc. is very important and I have used that knowledge to improve on our reporting”

“Every time one of our colleagues participates, she subsequently shares what she has learned with other colleagues, thus the capacity and ability of everyone increases and has a good effect on the better adaptation of the activities”

“We have integrated a large part of the Mixed methods of data collection into our M&E policy and practice document. Our monitoring has become more gender sensitive”

“One of the seminars was talking about how climate change can increase the suffering of women and increase violence against them, and we benefited from several information through which we continued to work on developing our programs to raise awareness in this area in an attempt to reduce the harm to women and girls”

“My foundation has prepared a new policy in the field of safeguarding”

Almost half of respondents had reached out to other WPHF partners as a result of participating in L-HUB activities, demonstrating their value in creating alliances and networks.

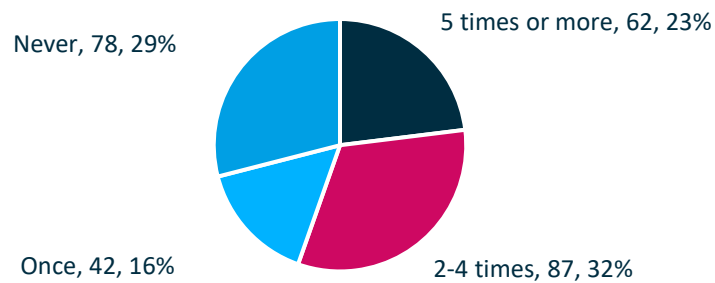
In the last 12 months, have you been in contact with any new CSO peers, or built new alliances with organizations as a result of participating in the WPHF L-HUB initiatives? (N=259)	Respondents	%
No, none	130	50.2%
Yes, with at least one civil society peer/ organization	69	26.6%
Yes, with several civil society peers / organizations	60	23.2%
Total	259	100%

C. Engagement in WPHF L-HUB Digital Platform and Facebook group

1. Motivations and use of the Digital Platform and Facebook group

In the last 12 months, 54% of CSOs have accessed the L-HUB Platform or Facebook group at least twice, a slight decrease from 2021 (57,4%), while 23% of respondents have used the Digital platform or the Facebook group five times or more overall.

Respondents who accessed the Digital Platform or Facebook group in the last 12 months (N=269)



In terms of the motivation, 45% of respondents indicated that the main reason they logged onto the L-HUB digital platform or Facebook group was to access information on WPS-HA issues (50.5% in 2021), 35% for training materials and opportunities (19.3% in 2021) and 15% to connect with CSO peers for new collaborations (11.9% in 2021).

Four per cent of respondents logged onto the platform or the Facebook group to share project's achievements and impact with their peers, and 1% of respondents logged on for all these reasons at once.

These responses confirmed last year's trend: there is a **high demand for information on WPS-HA topics and a growing demand for training materials and opportunities.**



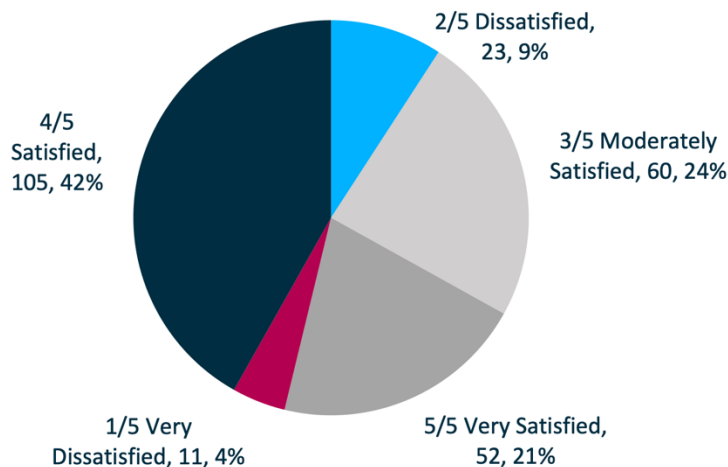
Photo 3: Post promoting the L-HUB on WPHF Facebook account

Satisfaction with Digital Platform and Facebook group

with **L-HUB**

Overall, 87% of the L-HUB Digital Platform and Facebook group’s users were at least moderately satisfied with their experience (ranking at least 3 out of 5) compared to 86,8% in 2021. 63% of respondents were satisfied or very satisfied with their experience (ranking at least 4 out of 5).

Satisfaction with the experience on Digital Platform and Facebook group (N=251)



Reasons for satisfaction with the WPHF L-HUB Digital Platform or Facebook Group	Frequencies ⁴
Opportunity for collaboration / learning from other CSOs in the field of gender equality and humanitarian response	42
Access to useful information, knowledge, and materials for our work on WPS-HA	39
Quality and adequate quantity of information and topics which respond to the CSOs' needs (diversity, clarity and relevance of resources and materials)	33
General satisfaction / useful for the CSO	28
Professional and personal improvement / capacity development of staff	21
Accessibility / easy access / user friendly	21
Good facilitation and speakers	6
Better knowledge of WPHF's work/mandate	5
Access to CB/training opportunities	4
Visibility	2
Freedom to participate and express our views safely	2
Access to resource mobilization opportunities	1
Building partnerships with new institutions	1

The top 5 of reasons for satisfaction with the L-HUB Digital platform and Facebook group include:

- 42 respondents noted that the Digital platform and Facebook group are valuable to **collaborate, exchange experiences and interact** with other CSOs. Out of those respondents, eight CSOs reported learning from other women’s rights actors operating at national and international level in the field of gender equality and humanitarian response, and three CSOs appreciated the opportunity for sharing practices and methods with their peers.
- 39 respondents highlighted the **access to useful information** and materials and the exposure to **helpful knowledge on WPSHA issues** that are related to their work which allow to keep them updated of what is happening in the global scene.
- 33 respondents reported a satisfactory amount and quality of information and resources provided through the platform and the Facebook group, which they qualified as “**clear**”, “**diverse**”, “**relevant** compared to the reality of their communities”, and addressing “topics (that) are relevant to our organizations”. Ten of these respondents also flagged that they found the information they were searching or the materials they required when using the platform and the Facebook group. This feedback is echoing other reasons that were cited by 21 respondents on the **accessibility, availability, and easiness of access** to the information and tools.
- 28 respondents reported a general satisfaction and **usefulness** of the L-HUB tools for their organization which they qualified as “informative”, “often updated”, “valid”, “helpful to write projects’ proposals” and “effective to support their work”

⁴ Each respondent could give more than one reason for satisfaction so the total number of frequencies is not relevant.

- 21 respondents noted that the Digital platform and Facebook group contributed to their **professional and personal improvement and developed their capacities** to “carry out programmatic activities”, “to better work with others”, “to deal with partners” and “to advocate for rural women”.

CSO PARTNERS’ QUOTES

“We are satisfied with the diversity of case studies from different countries that have been exposed to conflicts”

“Through exchanges with other CSOs, we discovered the weaknesses of our organization. It allows us to improve further”

“Good materials and an open forum to learn and share”

“I have built partnership with two new institutions”

“I was able to get information about combating violence against women from far away without having to travel”

“It is a good tool for collaboration and learning”

The topics are new for us and the participants have shared their experience in a very clear and motivating way and it inspires us to continue working intelligently and decisively.

“It enhances global learning through experience sharing on peace initiatives in various countries and the studies/research shared from other countries is very informative of the current context”

“The materials are rich and very easy to understand and apply”

Reason for discontentment with the WPHF L-HUB Digital Platform or Facebook Group	Frequencies ⁵
Never visited the platform or Facebook group / did not know about it	52
Limited accessibility due to poor internet connectivity	6
Need more time to explore the platform and Facebook group	4
Provide more Spanish translation of contents	3
Language barrier for our members' benefit	1
Limited level of interaction on Facebook	1
The platform's contents are not attractive	1
Not all topics are useful for our CSO in the rural area	1
Difficulty to login	1
Never received the credentials to access the digital platform	1
Need of more contacts/activities	1

⁵ Each respondent could give more than one reason for satisfaction so the total number of frequencies is not relevant.

For most respondents, the main reason for dissatisfaction regarding the Digital platform and Facebook group is that they have not accessed them or were not aware of their existence. The second reason is the lack of connectivity, and the third reason is the lack of time to explore the platform or Facebook group.

For 78 respondents who declared never accessing the digital platform, the main reasons preventing them to access which were cited are: they do not know about it (50%), they do not know how to log in (14%), they have not received their login details (11,5%) and they lack a good Internet connection (7,7%).

D. Priorities for future knowledge exchanges

CSOs were asked about their top two priorities for future knowledge exchanges among a list of 11 topics. The results presented below aggregate the most cited topics as 1st or 2nd priority. Respondents were also allowed to propose a topic in the “Other” field.

Most frequently cited priorities for future knowledge exchanges	Frequencies
Good practices for sustainable women’s economic empowerment	94
Women’s participation/roles in formal peace processes	86
S/GBV in emergencies	56
Innovative tools for conflict prevention	48
Strategic Planning in WPS-HA	47
Food security, peace, and humanitarian nexus	40
Engaging religious leaders in women’s empowerment and peacebuilding	39
Well-being and safety for women’s human rights defenders and activists	38
Climate change in WPS-HA	24
SHRH in humanitarian settings	16
Working in exile (displacement)	10
Don’t Know	1
Other: Disability inclusion in WPS	1

III. CSOs’ Recommendations and lessons learned

A. Recommendations and areas for improvement

CSO PARTNERS’ RECOMMENDATIONS

“Holding some trainings, seminars and conferences face-to-face to exchange more knowledge and for building regional alliances.”

“The HUB has to be popularized so that many members can be participating.”

“Learning in African settings is much better when it’s face to face.”

“Regular announcements about funding opportunities should be shared via email with the partners.”

“Inviting local experts to present and discuss their success stories.”

What could be done to make the L-HUB initiatives more useful & relevant to your work?	Frequencies ⁶
Recommendations non applicable to the L-HUB	37
Provide in person exchanges and trainings in different countries and organize international	20
Provide more peer learning exchanges	15
Enhance capacity building of women and youth orgs in general / expand the L-HUB's scope	14
Increase the number of trainings	14
Continue these periodic courses / I appreciate as it is currently	11
Increase training on how the L-HUB works (e.g., more frequent orientations; facilitate access to digital platform)	11
Communicate more on the L-HUB activities/resources to not miss activities	9
Provide audio and visual training materials and recordings	7
Make sessions more interactive, participative, inclusive & practical (e.g., simplify terminology; dedicate a series of sessions to a same topic)	7
Share webinars' dates in advance and send more webinars' reminders	7
Accessibility / languages (e.g., more translations of training materials; host more Arabic and Spanish speaking trainers/speakers)	7
Codesign the sessions with peers (e.g., conduct surveys and adjust the L-HUB programming to the constantly changing security context)	4
Provide more information on funding opportunities and facilitate linkages with donors	3
Low connectivity is the main barrier to attend the L-HUB activities	3
Facilitate more interactions between CSOs and WPHF	2
Provide participation certificates	2
Support collective initiatives of CSOs (e.g., expand peer-to-peer exchange grants)	2
Create a WhatsApp Group	1
Lack of time due to competing initiatives organized by other partners	1
Inform on the CSOs' profiles/areas of intervention to facilitate experience sharing	1
Invite the CSO partners to moderate the exchanges	1
Provide hard copies of training materials	1
Make events' timing more accessible for our country (Colombia)	1

B. Lessons learned

⁶ Each respondent could give more than one reason for satisfaction so the total number of frequencies is not relevant.

The following learnings have been extracted from the recommendations for improvement provided by the respondents in the different survey's sections:

- While poor connectivity remains a challenge in many countries, at least 22 respondents suggested to overcome it by **organizing in-person activities**: “Everything is mostly online and sometimes no network in South Sudan”, “It would be great if some in country physical engagements are organized as well”. It was also mentioned that physical meetings and trainings embed knowledge better and are more efficient for learning and interactions. One respondent suggested that CSOs from a same country/region would benefit to be able to meet in a space with a good connection to attend the webinars.
- The **demand for capacity building remains high** - 15 respondents recommended increasing the number of trainings and 14 respondents recommended organizing more frequent peer exchanges. The need for more capacity strengthening opportunities for local women and youth organizations in general was also cited by 14 respondents. Many of them praised for expanding the scope of the L-HUB activities to make the trainings available to more CSOs working on human rights, including marginalized organizations and non WPHF-funded partners.
- Respondents recommended **more peer exchanges on specific topics** such as project design and project writing; positive masculinities; women's rights within Islamic law and abolishing harmful traditional practices for women and girls. One respondent also recommended to encourage exchanges between emerging youth organizations and leading networks and women's rights CSOs. Another respondent suggested organizing exchanges at regional level between experiences with close socio-cultural context 1 (e.g., CSOs from different Latin American countries). There is also a high demand for presenting success stories or examples at grassroots level.
- While a greater diversity of topics was addressed through the L-HUB trainings and exchanges in 2022 (see section A p.1), several respondents provided examples of training topics in which they are interested, such as project proposal development to access funding (cited 3 times), programme and financial reporting; gender equality and women's rights; innovative tools for conflict prevention, and GBV (all cited once).
- 11 respondents indicated that WPHF should continue holding periodic courses and knowledge exchanges and they appreciate the L-HUB as it is currently, encouraging WPHF to keep supporting newly established grassroots organizations and networking between them and with other CSOs.
- Many respondents noted the **need of increased training on how the L-HUB works** and how to engage in the L-HUB initiatives because they were not aware of it and fear to miss activities.
- **Language barriers remain strong for non-English speakers to access and use the L-HUB resources**. In addition to providing more translations of training materials, respondents suggested to invite more experts and trainers from Arabic and Spanish-speaking countries; and to provide English courses to help them connect with CSOs' leaders from other countries; and provide sessions in their language (one language only) to enable more participation.
- **Participation and inclusion**: Many respondents provided suggestions to make sessions more interactive, user friendly and practical - e.g., the terminology of the sessions' contents should be simplified; dedicating a series of sessions to a same topic; targeting one WPS subtopic at once; CSOs should be more involved in the design of the sessions by having a chance to indicate

what are the most relevant topics in their region or context, and inviting CSO partners to moderate the exchanges.

- The digital platform and Facebook group contributed to expand partners' knowledge of women, security and peace programmes and helped them deliver targeted results. Still, some respondents suggested to use social media more often.
- **Almost half or respondents (49,8%) forged alliances and relationships with new CSOs through the L-HUB activities** (slight decrease compared to 57% in 2021). Some recommendations that were provided to encourage interactions and experience sharing were to support collective initiatives of CSOs, for example, through peer-to-peer exchange grants, create a WhatsApp group and provide a list of the WPHF CSOs partners' profiles and their areas of intervention.

C. Conclusions and way forward

1. Positive findings

- As a result of the L-HUB trainings and exchanges, many respondents declared they have “increased their knowledge”, “learned new work methods”, “learned new experiences and skills” and “(they can) better manage their projects” suggesting **that the L-HUB is contributing to enable CSOs improve their interventions both on the ground and at advocacy level**. This shows that the L-HUB is successfully fulfilling its mandate of providing useful knowledge on women's rights, security and humanitarian interventions in crisis contexts and helping women's organizations working on WPS-HA to grow and operate better as a result of sharing and learning from and with other women's organizations.
- Another positive trend is the **motivating effect that the L-HUB tools and webinars produce on the CSOs' staff**. Several CSOs reported a change in attitude, as their staff is stimulated by the wide range of information and experience sharing from different regions, contexts, and backgrounds. Hearing how the same challenges are addressed from different NGOs is empowering and inspiring: “The exposure to different ways of engaging women in peacebuilding and economic recovery and getting to know what others are doing in the humanitarian area and community work is beneficial”. Respondents noted that the L-HUB initiatives encouraged them or their colleagues to be more active, to “widen the scope” and helped them know better WPHF's mission.
- There is also the recognition that the L-HUB enables CSOs to **be better acquainted of international developments and different conflicts**, making them feel part of a global community through listening to women leaders' situations from across the world.
- The L-HUB activities also allowed for **increased visibility of the CSOs' interventions** at international level.
- Several participants mentioned **better abilities for online teamwork** as they became more confident with collaborative work tools and applications such as Zoom.

- WPHF partners' efforts to transfer the information and knowledge gained in the L-HUB's online activities to additional staff members and partners is a recurring trend observed since 2021, showing that **the L-HUB is benefitting more civil society leaders, women peacebuilders and humanitarian responders beyond the webinars' attendants** and may have a positive effect on the CSOs' performances because different staff members gain new skills, not only the leadership or technical levels.
- Overall, the L-HUB is a space well identified by CSOs to learn and share experiences on women's rights, humanitarian interventions and crisis response, which provides relevant and quality trainings and knowledge: "We are satisfied because we find specialized and gender-responsive resources and methodologies that we do not find in other platforms", "I always find what I'm searching for".
- Several respondents noted the L-HUB's responsiveness: "The way WPHF collaborates with its partners is motivating for CSOs to continue their work", "It is well managed".

2. Way forward and avenues for L-HUB's improvement

The WPHF L-HUB team is extremely grateful to the CSO partners who have taken time to respond the CSO annual survey, as it provides useful insights and ideas on how the L-HUB should improve and evolve to match the respondents' changing needs better. As a way forward and based on the survey's responses, in 2023, the L-HUB will:

- Provide **interpretation** for all online events, send **translations** of the events' materials in Arabic, French and Spanish, and try to mobilize trainers and speakers able to present in other languages than English to avoid discrimination of non-English speakers.
- Continue organizing orientations (the so-called L-HUB live help desks) to **communicate on the L-HUB activities and resources** as there is room for improvement to raise newly onboarded CSOs' awareness on how to best make use of the L-HUB and which services are available.
- Continue applying and **taking new measures to increase the L-HUB visibility and accessibility** such as sharing more regularly the L-HUB plans in advance and sending webinars' reminders via email.
- Continue providing **trainings on core areas to support organizational strengthening** such as, for example, programme design, good governance and operational management as recently established CSOs are under-staffed and some employees need to assume multiple tasks.
- While the L-HUB is by nature global and focused on topics that should be applicable to as many CSOs as possible, **provide more targeted activities** (such as the country-to-country peer exchanges that were initiated in 2022) and **plan activities in a way that can accommodate different time zones**.
- Reflect on the CSOs' recurring demand to open the scope by taking measures such as reviewing the L-HUB email distribution list to ensure no one is left behind, including co-implementing partners of lead CSOs; inviting individuals (not CSOs) supported through the WPHF Women Human Rights Defenders' Window, and considering making resources publicly accessible on WPHF's website (link to an online repository).
- Regarding resource mobilization which remains high in the CSOs' priorities, **continue sharing funding opportunities for CSOs** through the Facebook group and sending them through other ways, such as the L-HUB newsletter/monthly update. In addition, look for more opportunities

of linking CSOs with donors whenever possible, taking advantage of global events where CSO partners are already mobilized, and encourage networking between them but also with the WPHF and other government donors.

- Enhance resource mobilization efforts to support L-HUB's core mandate and mission because investing in developing women's CSOs' capacities is crucial to empower women civil society leaders and sustain their independent work in the long term.
- To meet the demand for in-person meetings, **hold an in person global forum convening at least 60 CSOs to accelerate information sharing and learning** and facilitate the exchange of expertise and ideas. This forum could be an opportunity for engaging directly with the WPHF's team and other donors and partners and enable CSOs to discuss their priorities and needs to continue performing their outstanding peacebuilding and emergency response work.