



No Lost Generation 2018 Satisfaction Survey

The No Lost Generation 2018 end of year evaluation satisfaction survey was sent to 34 NLG partners to review impact of the four NLG 2018 objectives, the added value of NLG work and suggestions for improvement. The responses from the survey will inform No Lost Generation planning for 2019. The survey received 23 responses out of 34 (68%), this is an increase in both the number of responses and the response rate of partners on previous years; 2017 – 17 out of 29 partners (59%); 2018 – 14 out of 22 partners (64%).

These responses are summarised together below. Out of the responses received, 3 partners replied that they had not been involved enough this year to give a more detailed response. The remaining 11 partner organisations did not reply either way.

Summary

The survey responses indicate overall high satisfaction levels with the NLG initiative and strong support among partner members for its objectives and mandate. NLG members overwhelmingly receive added-value and benefits from being part of the initiative, with all four objectives being mentioned as adding value, specifically; strengthened advocacy and visibility among donors, stronger partnerships between organisations, helpful knowledge and resource sharing and increased visibility for youth in the region.

It can be seen as a positive that the majority of suggestions for improvement were to expand the scope of NLG as an advocacy facility, both in terms of geographical scope and number of events, meetings and donor meetings, and to also increase the platform for resource and best-practice sharing. That both advocacy and resource sharing were the activities partners contributed to the most, and were frequently mentioned to be of added value, can suggest that these suggestions for improvement in advocacy and knowledge improvement come from support for continuation and expansion of the NLG initiative.

Similarly, partners mentioned overall satisfaction and added value with fundraising, accountability and facilitation of partnerships aspects of NLG. Interestingly, the survey suggests that organizations were not highly involved in specific facilitation of partnerships and fundraising activities. That these aspects were also not suggested as areas for improvement can indicate that the NLG initiative is operating effectively and meeting its objectives. This can be supported by the space NLG has created for joint initiatives between partners, leading to good perception among donors and thus increased visibility.

As both an input and a desired outcome, meeting the objective of ensuring the voices of children and young people are heard is more complex. The survey suggests that this is the objective which partners contributed to the least and was also identified as a specific area for improvement in NLG's workplan. However, at the same time, partners frequently cited that NLG has increased the visibility and the engagement of youth voices and also highlighted this as an added value.

NLG objectives partners contributed during 2018

The 2018 NLG objectives included; 1) advocacy, 2) fundraising and accountability, 3) knowledge management and facilitation of partnerships and other support for cross-sector and emerging programme areas and 4) ensuring the voices and children of young people are heard at all levels. From these four objectives, the advocacy was the most responded to objective and ensuring voices of children and young people are heard was the least. The specific activities mentioned from the responses are summarized from all responses below with the table highlighting the most common activities contributed to.

Advocacy		Fundraising and accountability		Knowledge management and facilitation of partnerships		Ensuring voices of young people are heard at all levels	
Total responses	16	Total responses	9	Total responses	9	Total responses	7
Participating in Brussels	7	Distribution of annual reports and newsletters	5	Tech Task Force, 2018 Tech Fest, and Tech Task Force webinars	8	Facilitating youth participation	4
Contributing and distributing NLG documents	6			Evidence Symposium	7	Youth voices were highlighted through NLG advocacy products	3
Contributing to and using the UNGA talking points	6			Donor Briefings	5		

Advocacy

Out of the four NLG objectives, the advocacy objective was contributed to the most by partner organisations with 16 out of the 20 respondents having provided advocacy support in 2018. The three most common activities include participating in the Brussels Syria Crisis Conference (7 partners) – either by presenting at the event, participating in the youth side event or providing printed materials for the event, contributing and distributing NLG documents, including the Education Report and Newsletters (6 partners) and 3) contributing to and using the UNGA talking points (6 partners).

Other organisations contributed to more specific advocacy activities which relate to the focus of the organization. For instance, specific contributions to the Palestinian Children and Youth newsletter, promotions of donor-funder UNV assignments and technical inputs of the GBV donor briefing.

Lastly, one organisation highlighted that they were not included in the mailing lists so were therefore unable to contribute to any NLG objectives, meetings or events.

Fundraising and Accountability

With only 9 respondents contributing, the fundraising and accountability objective was less supported. Mostly, organisations contributed to this objective through the distribution of annual reports and newsletters to their regional networks (5 partners). Financial contributions were provided by 2 partners. The accountability side in comparison is lacking, with only one organisation stating their involvement in highlighting the overall gaps in NLG funding and promoting the need to prioritise NLG pillars through

external engagement with donors. However, although partners did not mention in the survey, many did contribute to the funding tracking analysis by the NLG consultant.

Knowledge management; facilitation of partnerships; cross-sector, innovation and technology programming support

From the 9 organisations which responded as participating in the knowledge management objective, the most frequent activities mentioned were participating in the Tech Task Force, 2018 Tech Fest, and Tech Task Force webinars (8 partners), participation in the Evidence Symposium (7 partners), and participation in Donor Briefings (5 partners).

Many organisations mentioned they supported the distribution of NLG newsletters, as seen also under the advocacy objective, however there were differences in whether these documents were circulated to country level, regional level, or global level networks.

Additionally, only 2 partners were the only organisations to mention their involvement in pursuing possibilities for new partnerships, specifically with the private and Tech sector.

Ensuring the voices of children and young people are heard at all levels

Out of all four NLG objectives, ensuring the voices of children and young people are heard received the least amount of responses, with only 7 organisations confirming their involvement. Youth participation was facilitated by 3 partners at Brussels, Helsinki, the Positive Pathways Workshop, the Evidence Symposium and the GBV donor briefing. Youth voices were highlighted and promoted through NLG advocacy products. Specifically, through providing articles and stories highlighting the voices of Palestinian youth and through Voices of Youth Arabic monthly newsletters. (One organisation replied ‘Yes’).

NLG Added Value

(Survey Questions 2. ‘Does NLG add value to the efforts of your organisation?’ and 3. ‘What was the added value of NLG for your organisation in 2018?’)

Partner organisations overwhelmingly agree that NLG adds value to their efforts, with 16 out of 19 responses to this question a clear ‘Yes’- one organisation responded ‘No’ and 2 NLG partners mentioned they joined recently so were unable to state the specific value added yet. Broadly, the ‘added-value’ of NLG for partners falls into five categories; 1) provides an effective advocacy facility and increased visibility, 2) a mechanism for youth engagement and elevation of their voices, 3) a space for generating new partnerships and 4) access to resources, good practices and information. The table below gives an illustration of where partners feel the greatest added value of NLG was to their organization, combined from the responses to survey questions 2) and 3).

Added Value	NLG Partners
Providing knowledge and resources	9
Youth engagement and voices	7
Stronger partnerships	11
Greater advocacy and visibility	10
Fundraising & resource mobilisation	4

With strong support among partner members for the NLG initiative, its objectives and its narrative shown in the survey (5 partners), NLG is in a good position to effectively advocate on behalf of all partners. Specifically, one organisation commented that their advocacy work in the Syrian Region Crisis is advocated solely through NLG and another remarked that the initiative is in line with their own mandate of enabling more people to be directly involved in humanitarian and post-conflict recovery. As a regional coordination fora, two organisations highlighted the critical role of NLG plays in highlighting significant regional humanitarian needs identified together with coordination bodies, humanitarian actors and adolescents and youth. The development of shared positions, frameworks and platforms helps to advance a child- and youth- centred agenda. With these coordinated and joint asks, 2 different NLG partners commented the voices of partners are amplified ensuring the funding and continuation of programmes.

Many partners also highlighted, specifically, the advocacy benefits on youth in region (6 partners). Youth participation and engagement in events – e.g., Hummam at Brussels (1 partner) – helps to elevate youth voices, engages stakeholders and decision makers with youth and promotes the visibility of youth focused programming (1 partner). The Evidence Symposium on youth and Adolescents also helped to reinforce these messages of the capacity of young people as problem-solvers and leaders (1 partner).

Alongside an effective advocacy platform, NLG also provides a platform to engage and develop partnerships. Particularly, NLG events, symposiums and donor briefings were mentioned as an opportunity for networking and partnerships (5 partners). NLG has created an open space to develop joint initiatives between partners, leading to good perception among donors and thus increased visibility (5 partners).

In addition to increasing the visibility of NLG partners, the NLG newsletter has created a place to appraise NGO efforts and good practices (2 partners). Sharing examples of good practices and access to resources and other knowledge was another key added value for survey respondents (5 partners), for example the uses of technology in humanitarian contexts. Whilst promoting such access to resources is one NLG's objectives, interestingly, these objectives have become a source of guidance for partners on their own strategy. For example, one partner highlighted how, for them, NLG places important issues at the centre of the humanitarian needs analysis and another made the point that NLG provides the direction for their education strategy and response. One organisation similarly noted NLG supports cross-learning on programme models, challenges and strategies across the region between actors.

Whilst responses were quite conservative on mentioning whether the NLG initiative had brought in more funding for their organisations, partners did comment on the positive perception being part of the NLG initiative has amongst donors (2 partners). Working under a broad-based partnership that is firmly rooted in shared leadership and objectives (1 partner) helps to motivate donors and partners to work without fear of duplication of efforts (1 partner) and facilitates cooperating among other stakeholders (2 partners). Similarly, the productive contributions NLG has made to transparency and accountability also contributes to a positive donor perception. Specific praise was for the increased transparency in donor funding for education from an NLG consultant (2 partners) and NLG systematic contributions to tagging in key HPC products and Syria HRP project templates (1 partner).

Overall Satisfaction Rating

7.9 – Out of 16 responses for this question (3 partners did not give a rating due to limited engagement or recent joining this year). The lowest rating was 1 from One partner as they were not included in any

NLG initiatives, with all other ratings between 7 and 10. This rating is in-line with other years, 2017 – 7.5 and 2016 – 8.

Several partners gave comments on specific room for improvements for the NLG initiative. Increasing partner engagement and providing them clear opportunities to contribute to NLG was highlighted by 5 partners. Whilst the advocacy side of NLG was highly commended as an added value for partners in previous survey questions, several partners commented that the organization of advocacy components and initiatives, such as the advocacy working group and youth side event in Brussels, were ad-hoc and last minutes, as such the momenta was lost and some activities were dropped or appeared tokenistic – e.g Hammam’s brief youth participation in Brussels (2 partners).

Suggested Improvements

Broadly, the suggested improvements fall into four groups: 1) more strategic planning of the initiative, 2) increase in scope of the advocacy objective, 3) increase in youth engagement and exposure objective and 4) increase in the knowledge management objective.

Suggested Improvement	NLG Partners
Strategic Planning	6
Improve resource sharing objective	5
Expand advocacy objective	4
Expand youth engagement/exposure	5

Improvements to the strategic planning of the initiative included both rethinking the format of NLG pillars and thematic groups, including the roles and responsibilities of who leads each pillar (1 partner), and suggestion to rotate co-lead hosts to facilitate inclusiveness and shared ownership of the initiative (1 partner). Planning is needed for the possibility of a decrease or cut in donor funding (2 partners) and an action plan in case specific targets are not met (1 partner). In terms of the contribution of tech to other NLG pillars, the success of the Tech Fest was suggested to be duplicated across other NLG Pillars (1 partner).

Suggestions in improving NLG’s advocacy objective include expanding the scope, for example beyond the Syria Crisis to Palestine and Yemen advocating for a better Arab Region (1 partner), to reinforce the HRP situation in Iraq (1 partner) and to encourage more regular participation of organisations with a development mandate to bridge the humanitarian/development divide. Practically, 2 partners suggested expanding the advocacy objective through increasing the number of NLG donor briefings and events. Specific improvements include an increase in mapping and planning of the events, for partners to be able to contribute meaningfully to events (2 partners). Whilst specific fundraising activities were infrequently mentioned by partners, the need for further analysis of sector/sub-sector funding and programmatic gaps and for further advocacy on these was also highlighted (2 partners).

In terms of knowledge management and resource sharing, an improved repository or platform to share good practices among practitioners and provide information about on-going field research, transferable knowledge and best practices was suggested (3 partners), possibly through smaller group meetings on specific topics and more programmatic-oriented discussions (1 partner). Specifically, one partner mentioned increased usage of social media platforms, including multimedia and digital productions, for promoting NLG activities and results.

Suggestions to improve the exposure of youth and encourage more meaningful engagement broadly involves support towards initiatives that are genuinely led by youth rather than being directed 'at youth'. This includes more interactive sessions and events for the youth, such as small roundtables, interactive presentations and posters (1 partner) and exposure to different programs and high-level conferences (1 partner). Planning for increased involvement of youth in the NLG work plan was suggested (1 partner), for example more youth led networks (1 partner) and youth ambassadors incorporated in the 3 NLG pillars (1 partner).