



Voices of civil society organisations

DARIIA KUBRYK, ANJA WEIDNER

MEAL DEPARTMENT

HELP LOCALISATION FACILITY



Methodology



- ▶ **Individual survey**
- ▶ **145 out of 365 (40%) civil society organisations (CSOs) who had registered on HLF / GG platform participated in the survey**
- ▶ **Period: 11th – 18th July 2025**
- ▶ **Focus: Collect feedback of CSOs related to:**
 - ▶ Information about the HLF selection process
 - ▶ HLF eligibility criteria
 - ▶ HLF registration and due diligence process
- ▶ **HLF logframe indicator measured in the survey:**

Target: 80% of local CSO applicants report the selection process as fair, transparent and accessible

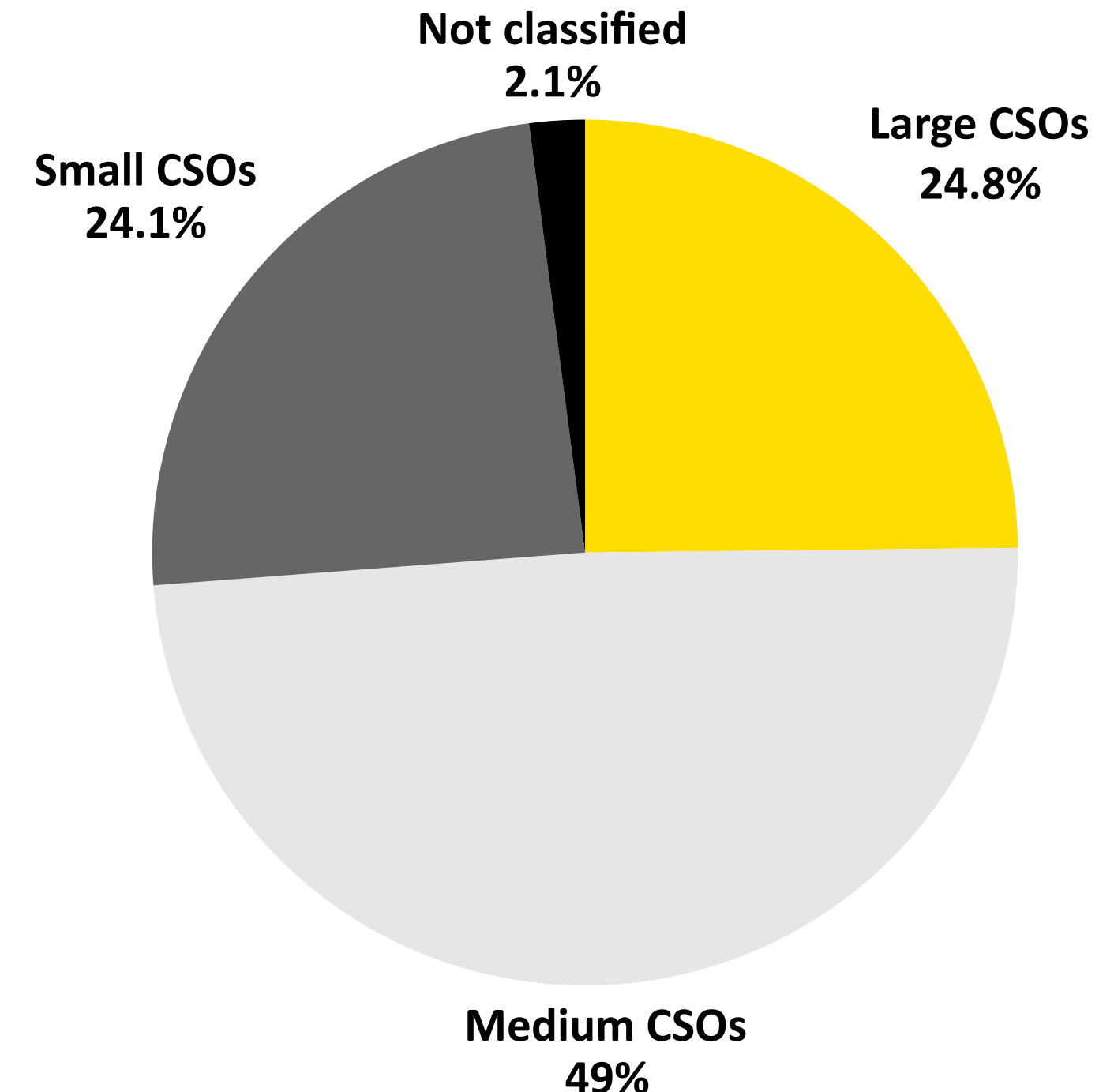
Respondent profile



Among respondents there were 70% women and 30% men.

49% of respondents stated to represent a medium-size and/or regional CSO, followed by 25% representing a large and/or national CSO and 24% representing a small and/or grassroots CSO.

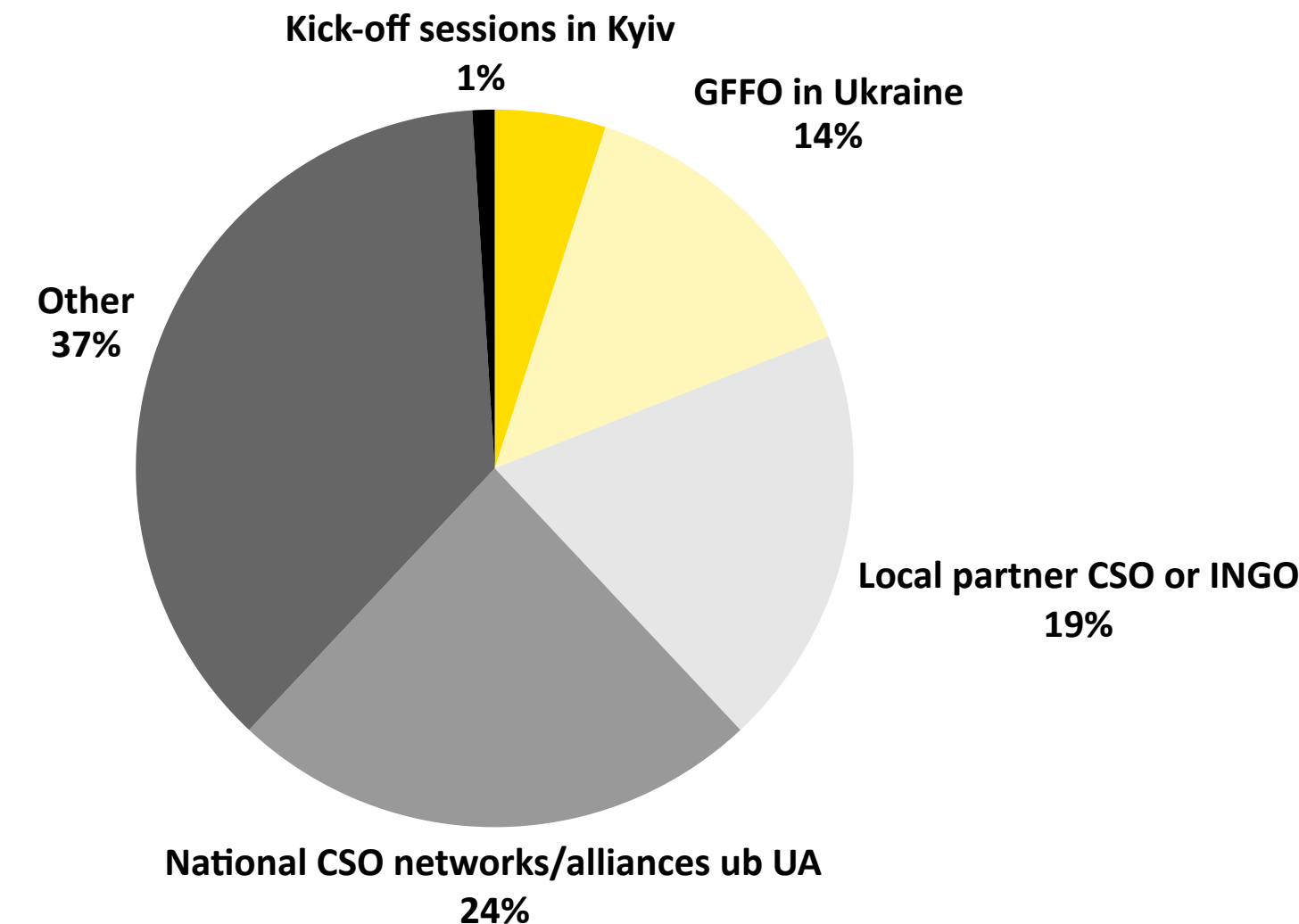
3 respondents didn't want to specify the CSO size.



How did you hear about the HLF?



- 37%** learned about HLF through other sources (not specified).
- 24%** learned about HLF through their CSO networks/alliances, especially large & medium-size CSOs.
- 19%** of CSOs found HLF via their local partner CSO or INGO, mostly small and medium-size CSOs.
- 14%** of CSOs learned through GFFO in Ukraine.
- 5%** learned through Help's offices



(n=144)

Information about the selection process



Regarding information about the selection process, responding CSO representatives provided a high level of positive feedback.

- ▶ **96%** confirmed that information on platforms was clear.
- ▶ **95%** stated that questions were clarified in due time in case there had been.
- ▶ **90%** agreed that information was provided in due time .
- ▶ No significant differences between respondents from different types of CSOs could be observed.

**“Thank you for the clearly structured information.
Overall, the process was perceived as open and fair.”**

CSO representative

Information about the selection process



Though the overall agreement between CSOs was that information on the selection process was transparent, fair and accessible, CSOs raised some points that need further clarification or attention from the HLF team.

Critical feedback

- ▶ Unclearity of due diligence procedure & documents
- ▶ Missing information about evaluation criteria and expectations from applicants
- ▶ Problems with online sessions (Q&A)
- ▶ Unclearity about selection deadlines
- ▶ Missing information on document filling
- ▶ Too little time for compiling documents & information
- ▶ Missing or unsystematised information on platforms

Eligibility criteria



Overall, a high level of confirmation with regards to the different aspects of eligibility criteria was observed. But compared to the other areas of interest, the area of eligibility criteria received the lowest level of confirmation.

85% found the eligibility criteria inclusive

95% found the eligibility criteria transparent

92% found the eligibility criteria fair

87% found the eligibility criteria accessible

Eligibility criteria



Almost 20% of large CSOs (19%) and of small CSOs (18%) considered the eligibility criteria to be inclusive only to a limited extent or not at all.

In addition, 14% of small CSOs felt the criteria were fair to a limited extent or not at all.

Among large CSOs, 78% found the eligibility criteria accessible, while 17% considered them accessible only to a limited extent and 5% not at all.

Among the additional comments there are some that could provide an explanation to these findings:

- ▶ Missing detailed description of each criterion
- ▶ Too high level of eligibility criteria
- ▶ Unclarity of criteria

"Regarding the selection criteria: they are much better than those of many other donors, because they involve already experienced organisations, provided that they have not previously interacted with HLF. This allows for the attraction of new partners."

CSO representative

Registration & due diligence process



Overall, a high level of confirmation regarding the different aspects of the registration and due diligence (DD) process was received. Some differences can be found in the answers of the different types of CSOs, with smaller CSOs confirming the aspects on a higher level and large CSOs being more critical.

87%

found that the time given was adequate

88%

found that instructions on the platform Philanthropy in Ukraine were clear

91%

found that instructions on HLF platform were clear

88%

found that documents requested were relevant & appropriate

Registration & due diligence process



Regarding the fairness, transparency and accessibility of the registration and due diligence process, CSOs responded positively overall, with an average of about 90-91% of all questions. Small CSOs in particular rated the processes very high for transparency (97%) and accessibility (100%). However, their ratings were lower when it came to the fairness of the registration and due diligence process.

“It is a convenient and advanced platform that allows us to view all our personal information in one place, offering valuable insights and serving multiple purposes.”

CSO representative

“Thank you for your support and prompt information from the Due Diligence platform.”

CSO representative

Registration & due diligence process



Needs for clarification issued by CSO representatives

- ▶ Technical aspects of filling forms, steps after submission
- ▶ Documents needed for/in due diligence process
- ▶ Verification by Phil.in.UA before application
- ▶ Registration on 2nd platform (Phil.in.UA) for verification
- ▶ Additional work regarding policies
- ▶ Comprehensive review of CSO at stage of expression of interest
- ▶ Technical issues when filling forms

Additional critical feedback by CSOs

- ▶ Lack of transparency on eligibility criteria & decision
- ▶ Lack of support
- ▶ Difficulty with registration on platform, document upload difficult
- ▶ Uncertainty about verification status on Phil.in.UA, about due diligence process
- ▶ Short time for due diligence process with Phil.in.UA
- ▶ Involvement of Phil.in.UA is seen critically
- ▶ Document upload difficult
- ▶ Short time for capacity assessment & clarification of respective questions
- ▶ Lack of verification & feedback of/to CSOs by platform (Pilanthropy in Ukraine)

HLF logframe indicator achievement



92 % of local CSOs described the selection process as fair, transparent and accessible-
exceeding the indicator target of 80%

	All CSO	Small CSO	Medium CSO	Large CSO
Overall	92 %	93 %	93 %	91 %
- Information <u>about selection process</u>	96 %	96 %	96 %	96 %
- <u>Eligibility criteria</u>	91 %	89 %	95 %	87 %
- Registration & DD <u>process</u>	90 %	95 %	89 %	90 %

Conclusion



- ▶ **Overall, CSOs expressed a high level of agreement regarding information about the HLF selection process, eligibility criteria and registration & due diligence process**
- ▶ Critical issues raised that need attention by the HLF programme team are:
 - ▶ Unclarity of DD process & documents
 - ▶ Unclarity regarding eligibility criteria & its level
 - ▶ Collaboration with Philanthropy in Ukraine in general
 - ▶ Registration & due diligence process in general: documents needed for/in the due diligence process, the time frame for the due diligence process, document upload problems
- ▶ **Next steps:**
Discussion of critical points during Key Informant Interviews with CSOs in late August 2025

For questions related to this survey, please ask:

Dariia Kubryk

dkubryk@help-ukraine.org.ua

www.help-ukraine.org.ua