

The Nigeria Hub Journey



● Setting up the Hub

Following delays due to the COVID-19 pandemic, the Nigeria Hub was launched in **September 2020**. Key activities conducted following the launch include the Country Assessment to understand gaps in safeguarding practice in Nigeria. This assessment involved interviewing **11** organisations with strong safeguarding systems and disseminating a broad user survey to over **50** respondents from local Civil Society Organisations (CSOs). Other activities include establishing the National Expert Board and meeting with other key stakeholders.



● Launching the Online Hub

The Online Hub website for Nigeria was launched in **February 2021** and its initial operations were mostly informed by findings from the Country Assessment. The Online Hub includes tools and resources that are relevant to the Nigerian context, the Safeguarding Matters online e-learning course developed by RSH and ways to access direct support, such as the Ask an Expert service. Since launch, the Hub has published about **76** of its own contextualised tools and resources.



● Developing and delivering the safeguarding mentorship programme

The safeguarding mentorship programme was launched which provided long-term safeguarding support to less-resourced CSOs, while at the same time building a network of national safeguarding experts. A total of **42** CSO participated in both mentorship rounds which were completed in **August 2021** and **March 2022** respectively. The mentorship programme was highly successful, with **100%** of participating organisations recording improved capacity in their safeguarding practices and the most notable improvements seen in their ability to understand risks and develop safeguarding policies and procedures. **26** mentors participated in the mentorship program and became national safeguarding experts and RSH Champions. The gaps observed from the first two rounds of mentorship informed a third round which was focused on improving organisational culture for safeguarding.



● Providing direct support and primary products

Several support services were launched, including the **Ask an Expert** service. This is a platform where interested organisations could make safeguarding queries and get assigned to an expert to provide support. The Hub also established the first **Community of Practice** to encourage peer-to-peer learning on safeguarding on WhatsApp. Other products were developed, including a safeguarding animation, an introductory webinar to safeguarding and infographics on safeguarding case reporting and handling.



● Conducting Research

Organisations of Persons with Disabilities (OPDs) have always been key stakeholders in the Nigeria Hub activities. To further understand how OPDs keep their staff and the communities they work with safe, research was commissioned to explore existing safeguarding practices. This research was conducted in collaboration with a local partner, the Joint Association of persons with Disabilities (JONAPWD). **40 OPDs/OfPDs** from 6 states and the Federal Capital Territory participated in the research. Research findings were disseminated through a global webinar and an in-person event in Nigeria.



● Launching the organisational culture change pilot project

To address gaps identified in the first phase of the mentorship programme, **10** organisations were selected to participate in the organisational culture change project. The culture change project focused on key areas of organisational values, behaviour and leadership and look to staff as change agents. Participating organisations were trained on key tools and processes and by the end of the programme, all surveyed organisations provided positive testimonials on improvements in their culture and leadership practices.



● Continuous stakeholder engagement

Throughout the life of the Hub, the team continued to adapt and respond to the changing context and engage stakeholders through a mix of virtual and in-person engagements. Some of these stakeholders include leadership staff of CSO that took part in the mentorship programme, key networks such as the **Nigerian NGO Network (NNGO)** and Government and private sector partners. The team delivered tailored presentations to local and global audiences, including the Women First International Fund. Traditional media channels were also leveraged to spread the safeguarding message to a broader audience, including TV and radio broadcasts.



● Looking to a future Hub

As the current phase of funding for the Nigeria Hub comes to an end, the need for safeguarding support has never been greater. Any future phase of the Nigeria Hub will draw on the lessons learned while embedding itself further into the systems at country level, looking to become a long-term and sustainable feature of the sector.

