PROSTO Support to Services Accessibility in Ukraine

1: All monitored hromadas

The monitoring included 140 hromadas (communities) all over Ukraine. 122 of those were interviewed by phone. Before the full-scale invasion these hromadas had a total population of 2.7 million people. A majority of the hromadas are located on Ukrainian controlled territories. Nine hromadas were at the time of the interviews temporarily occupied.



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2: The Humanitarian Situation

13 of the interviewed hromadas report a difficult humanitarian situation. Those are hromadas located close to combat zones or in areas recently liberated from the occupiers. For example, they lack access to transportation and basic communal services such as supply of water and electricity, and face irregular deliveries of food supplies.



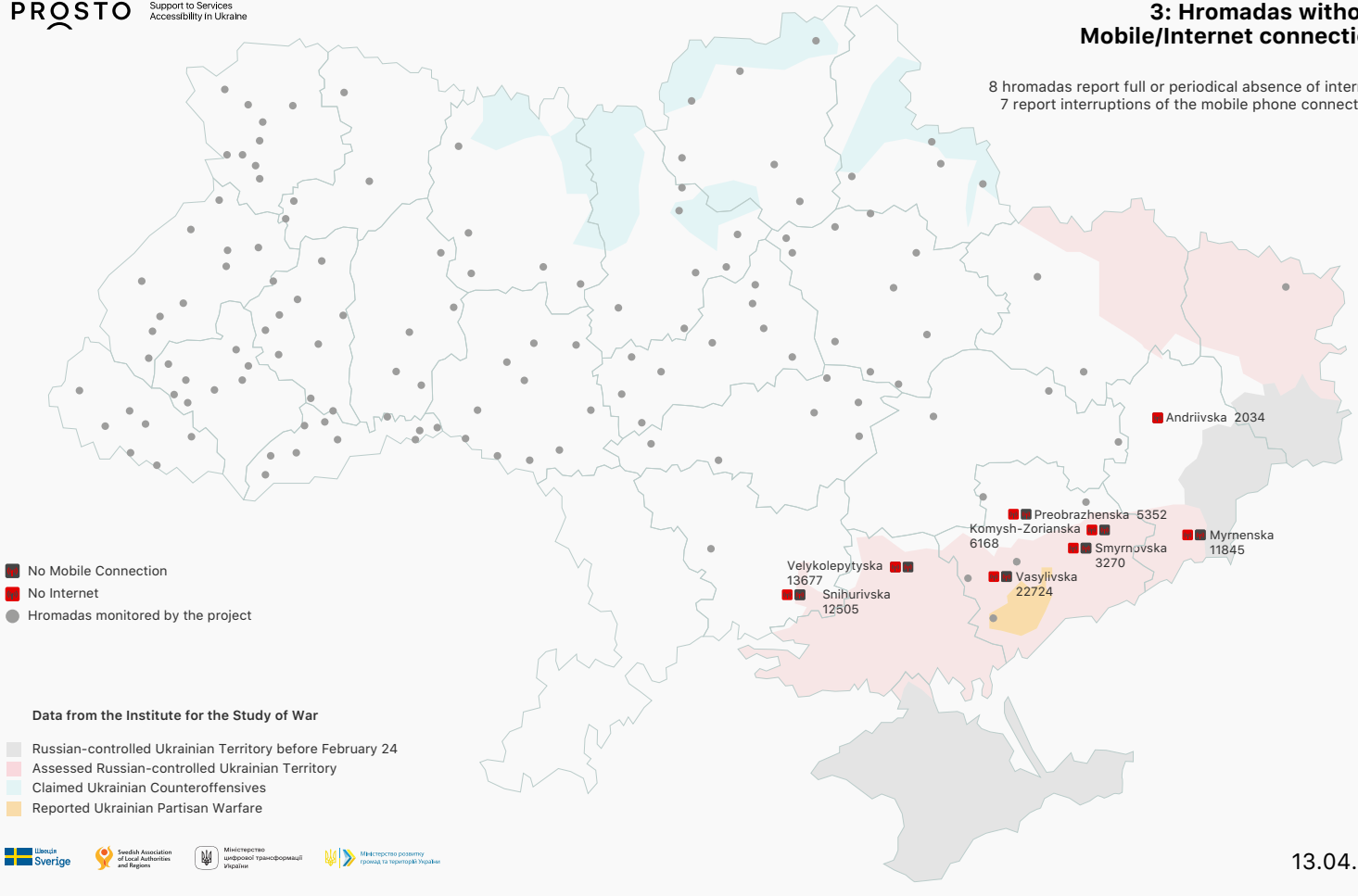
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3: Hromadas without Mobile/Internet connection

8 hromadas report full or periodical absence of internet,
7 report interruptions of the mobile phone connection.



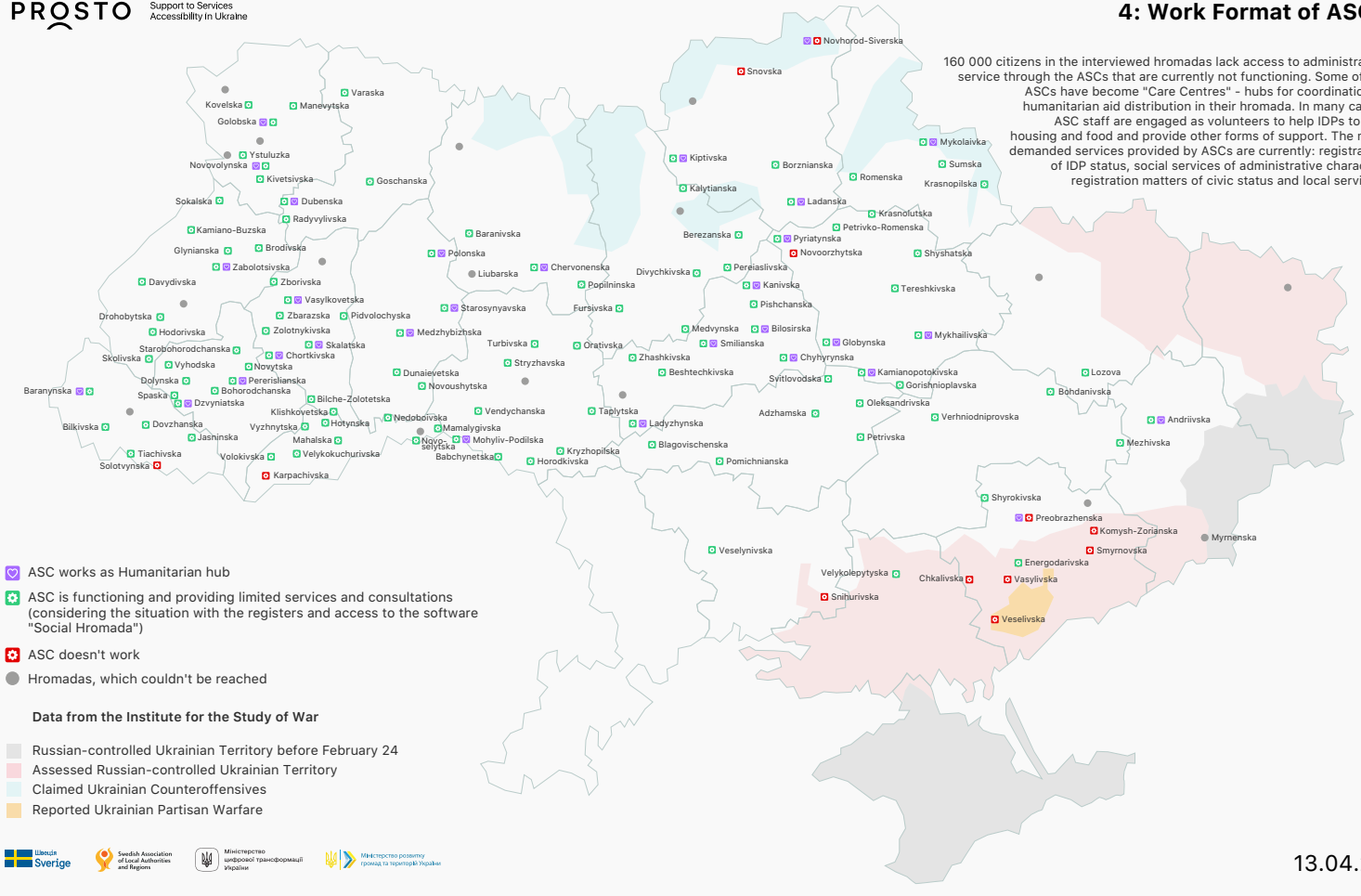
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4: Work Format of ASCs

160 000 citizens in the interviewed hromadas lack access to administrative service through the ASCs that are currently not functioning. Some of the ASCs have become "Care Centres" - hubs for coordination of humanitarian aid distribution in their hromada. In many cases, ASC staff are engaged as volunteers to help IDPs to find housing and food and provide other forms of support. The most demanded services provided by ASCs are currently: registration of IDP status, social services of administrative character, registration matters of civic status and local services.



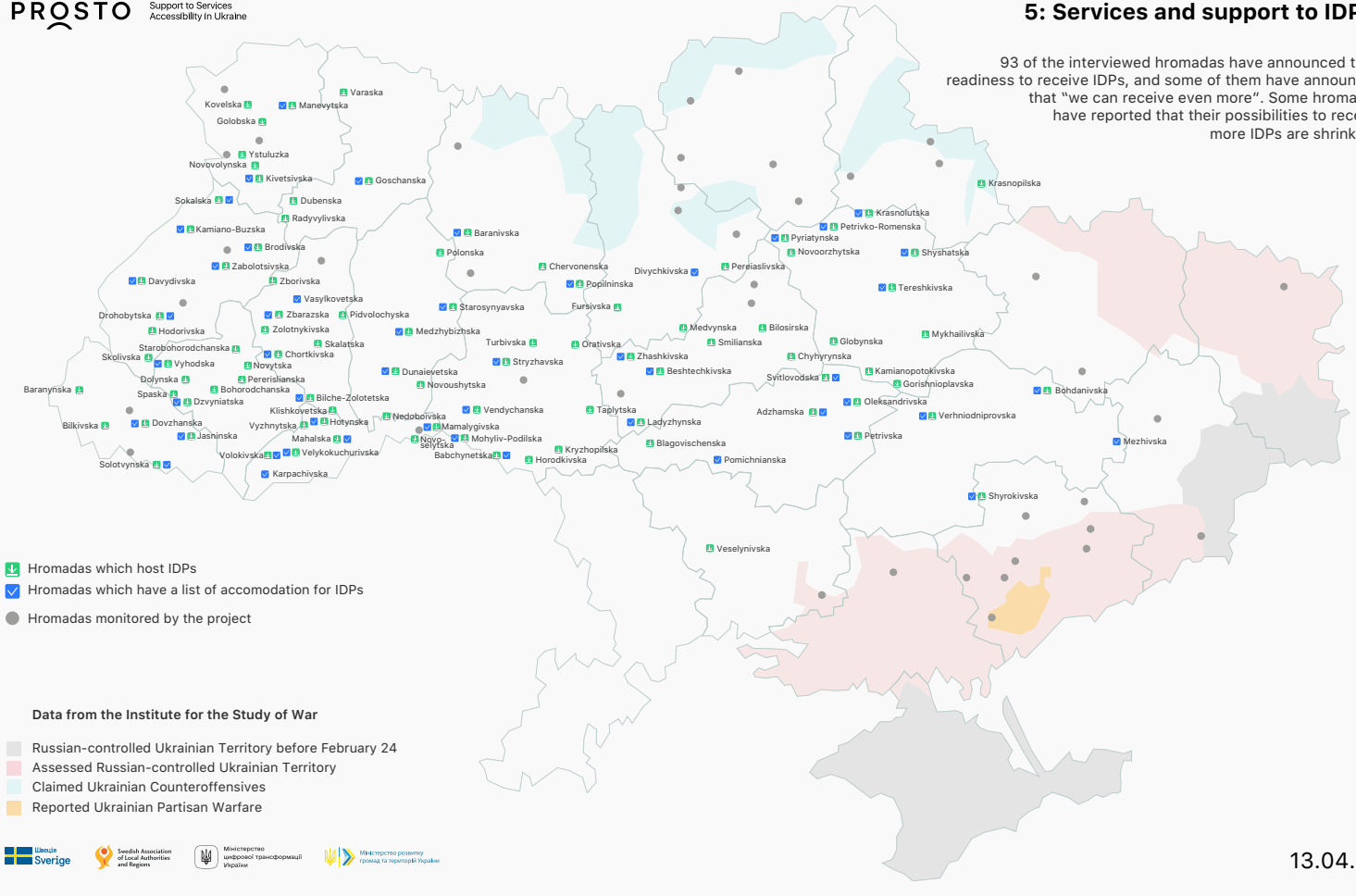
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5: Services and support to IDP's

93 of the interviewed hromadas have announced their readiness to receive IDPs, and some of them have announced that "we can receive even more". Some hromadas have reported that their possibilities to receive more IDPs are shrinking.



- Hromadas which host IDPs
- Hromadas which have a list of accomodation for IDPs
- Hromadas monitored by the project

Data from the Institute for the Study of War

- Russian-controlled Ukrainian Territory before February 24
- Assessed Russian-controlled Ukrainian Territory
- Claimed Ukrainian Counteroffensives
- Reported Ukrainian Partisan Warfare

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6: Registration of IDPs in the ASCs

More and more hromadas are using their ASCs for registration of IDPs. Primarily because it is convenient and in many cases the ASC is the first point where newly arrived persons go to receive information and support. Larger hromadas also use their starostas for registration of IDPs.



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7: Changes to the ASC staffing

A large number of ASCs report that the number of staff has decreased, mainly female employees, but also male employees in some cases.



- The number of employees decreased
- The number of employees increased
- Hromadas monitored by the project

- Less women
- Less men
- More women
- More man

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8: Aspects of gender equality and inclusivity in service delivery

The war has increased the vulnerability of certain groups. 14 hromadas report a deterioration of the humanitarian situation for vulnerable groups, for example related to gender, age and health. 11 hromadas report a decrease in access to administrative services.



- Access to basic goods is considered unequal
- Access to administrative services for vulnerable groups has decreased
- ACS collects disaggregated gender data about IDPs
- ACS analyses social and demographic data of the visitors
- Hromadas monitored by the project

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9: The humanitarian situation and its dynamics over the period of 25.03-13.04 2022

One third of the hromadas note positive dynamics of the humanitarian situation. The vast majority of hromadas stated that they receive humanitarian aid from outside the country, mainly through volunteers. As for international aid, there are sister cities who help (mainly from Eastern Europe, but also from France, Germany, Italy, Scotland). Among the international organizations Eastern Europe Foundation, Caritas, DOBRE and UN programs were mentioned.



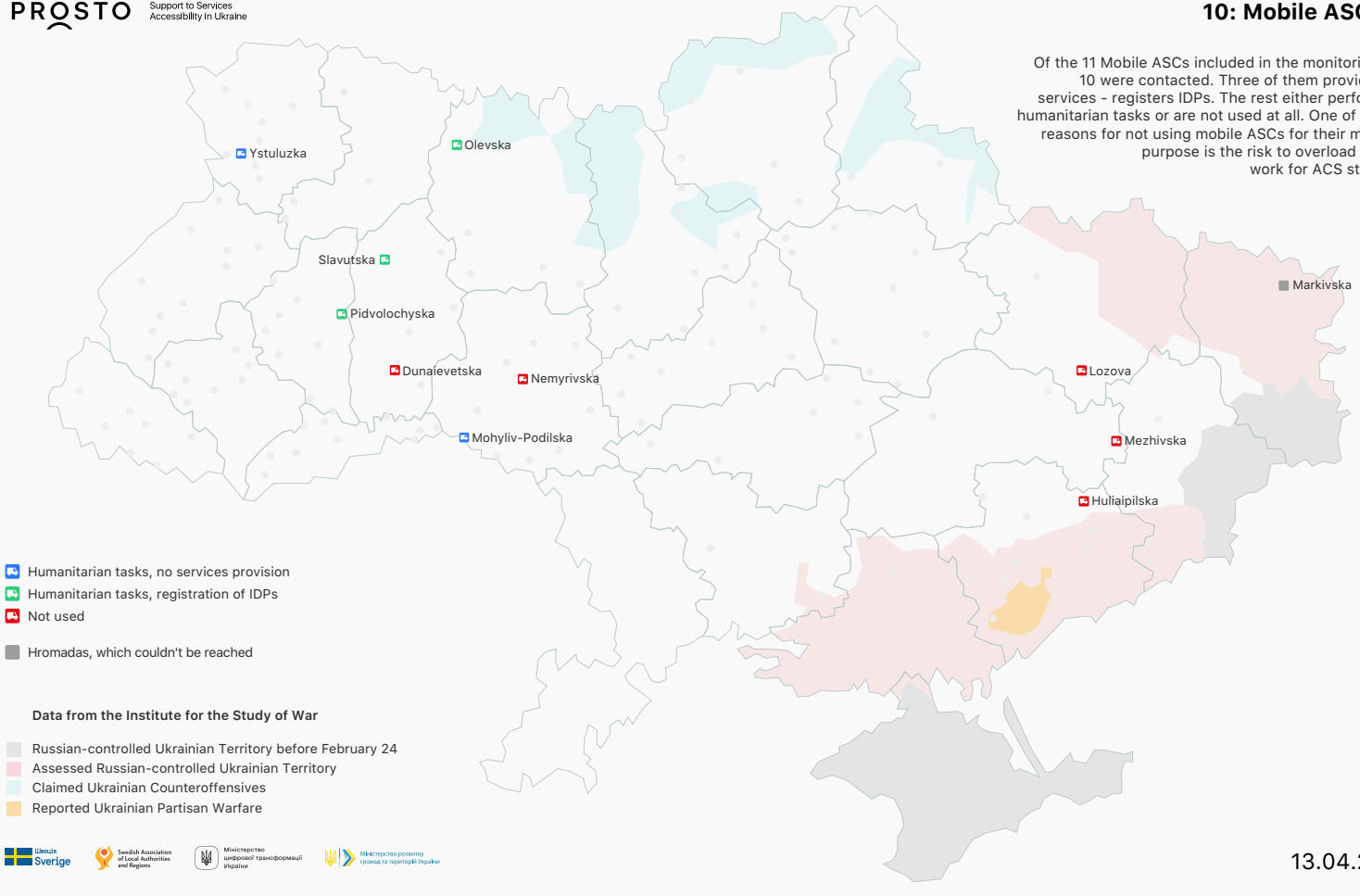
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10: Mobile ASCs

Of the 11 Mobile ASCs included in the monitoring, 10 were contacted. Three of them provides services - registers IDPs. The rest either perform humanitarian tasks or are not used at all. One of the reasons for not using mobile ASCs for their main purpose is the risk to overload the work for ACS staff.



Humanitarian tasks, no services provision
Humanitarian tasks, registration of IDPs
Not used

Hromadas, which couldn't be reached

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