

# DRC Quarterly Protection Monitoring Report Ukraine

July-September 2023



---

## Table of Contents

<b>Introduction</b>	1
<b>Context Update</b>	1
<b>Methodology</b>	2
<b>Main Protection Risks and Needs</b>	3
Liberty and Freedom of Movement	3
Life, Safety and Security	9
Civil Status and Access to Justice	13
Non-discrimination and Equality	15
<b>Basic Economic and Social Rights</b>	16
Right to Housing	16
Right to Education	18
Right to Health	19
Right to Work	21
<b>Recommendations</b>	23
To the authorities	23
To the humanitarian community	24



## Introduction

This report summarizes the findings of DRC protection monitoring conducted in Ukraine in Lviv, Ivano-Frankivsk and Volyn Oblasts in the West, Chernihiv Oblast in the North, Dnipropetrovsk, Zaporizhzhia, Kharkiv and Donetsk Oblasts in the East, Mykolaiv and Kherson Oblasts in the South between July and September 2023.

This report seeks to identify trends in protection risks and rights violations, challenges facing conflict affected populations, and barriers in access to services (particularly for the most vulnerable) across surveyed oblasts during the reporting period. Findings inform ongoing and planned humanitarian response, enable the identification of vulnerable people for individual support, and support evidence-based advocacy on behalf of persons of concern. Findings from protection monitoring are visualized in an interactive dashboard which enables DRC and all relevant stakeholders to easily access this data.

## Context Update

The impact of the escalation of the war in Ukraine on 24<sup>th</sup> February 2022 continues to have a widespread impact on the civilian population in Ukraine. From 24<sup>th</sup> February 2022 to 24<sup>th</sup> September 2023, OHCHR recorded 27,449 civilian casualties in the country including 9,701 killed and 17,748 injured<sup>1</sup>. During the reporting period, the escalation of hostilities in Kharkiv, Zaporizhzhia, and Sumy Oblasts has triggered new waves of displacement, with people moving both within these oblasts and to other areas of Ukraine. For instance, on August 9, local authorities announced the evacuation of 37 settlements in Kupianskyi raion after an increase in military activity in Kharkiv Oblast. As of August 23, Kharkiv Regional Military Administration reported that more than 600 persons had been evacuated<sup>2</sup>. Additionally, the destruction of the Kakhovka Dam in June had severe humanitarian and ecological consequences, exacerbating the humanitarian situation in southern Ukraine, particularly in Kherson Oblast. The damage and destruction have disrupted access to water for hundreds of thousands of people and had a significant impact on agriculture. In the south, attacks on port and grain infrastructure, particularly after the termination of the Black Sea Initiative in July presented additional challenges for Ukraine's agricultural exports. This further compounded the difficulties faced by farmers who were already struggling due to extensive landmine contamination. This issue is particularly concerning in Ukraine's breadbasket regions, including Kharkiv, Kherson, and Mykolaiv Oblasts. As the winter season approaches, the humanitarian situation is anticipated to deteriorate further, with additional humanitarian challenges and protection risks for those enduring harsh conditions<sup>3</sup>.

<sup>1</sup> "Ukraine: civilian casualty update 24 September 2023", 26 September 2023, OHCHR, available [here](#)

<sup>2</sup> REACH Ukraine Situational Overview, Rapid assessment of evacuations in Kupiansk and surrounding settlements, August 2023

<sup>3</sup> "Ukraine Humanitarian Response 2023", Situation Report, Updated 11 October 2023, OCHA, available [here](#)

## Methodology

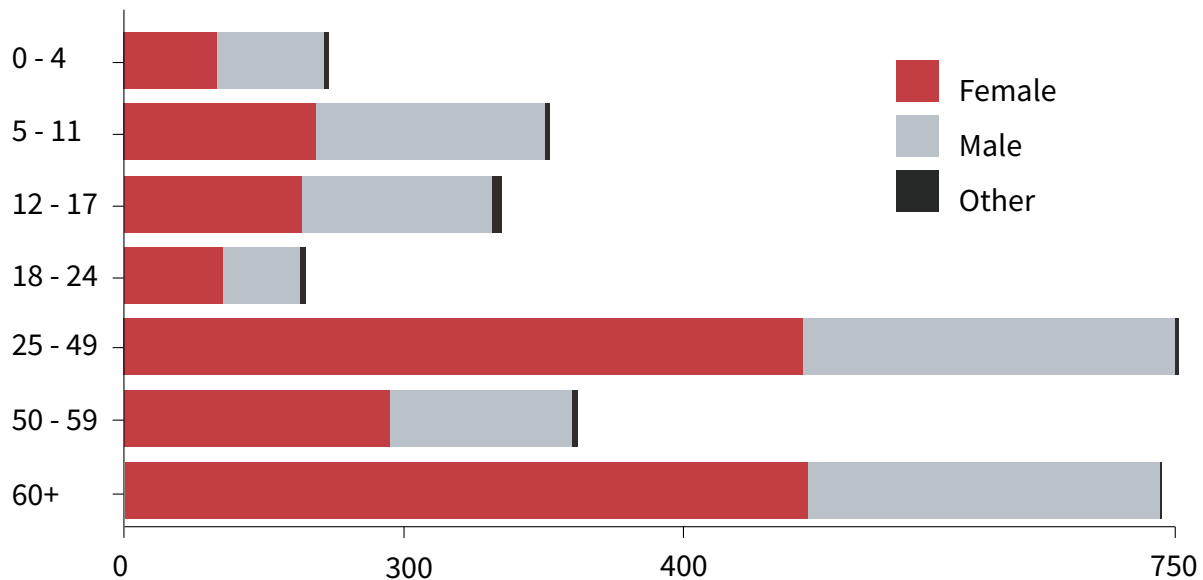
Protection monitoring data has been gathered through a mixed methodology approach including in-person household surveys, Key Informant (KI) interviews, Focus Group Discussions (FGDs), direct observation, and Rapid Protection Assessments (RPAs). The report also reflects the findings of protection monitoring carried out at the level of the Protection Cluster community, which alongside other protection partners, DRC supports using structured key informant interviews. The diversity of data collection methods allows for gaining richer information and more in-depth insights into individuals' and groups' perceptions of needs and capacities. This collection of data and information is complemented by secondary data review and information shared during coordination meetings at local, regional and national levels. DRC protection monitoring activities target a variety of groups including Internally Displaced People (IDPs), returnees and non-displaced people directly exposed to and affected by the current armed conflict in both rural and urban areas.

Between the 1<sup>st</sup> of July and 30<sup>th</sup> of September 2023, DRC protection teams surveyed 1,013 households corresponding to 2,661 individuals. Most of the surveyed households were IDPs (51%), out of which 50% were displaced between February and May 2022. 40% (409 individuals) were non-displaced respondents, 9% (88 individuals) were returnees, and 0.2% were refugees (2 individuals). A total of 99% of the surveyed individuals are Ukrainian citizens, 58% are females, while the average age of surveyed individuals is 40 years old. Apart from the 25-49 years old group and the elderly surveyed group, where the number of female respondents for the monitoring period is approximately two times larger than the number of male respondents, the gender distribution of the other age groups remains relatively balanced. In addition, 96 KIIs (including representatives of local authorities, national and international NGOs, members of local/community-based organizations, community group representatives, social and health workers) and 27 FGDs reaching 349 participants were conducted.

**Graph 1: Household respondents per displacement group**

IDP	511	50.6%
Non-displaced member	409	40.5%
Returnee	88	8.7%
Refugee	2	0.2%

Graph 2: Surveyed households per age and gender groups

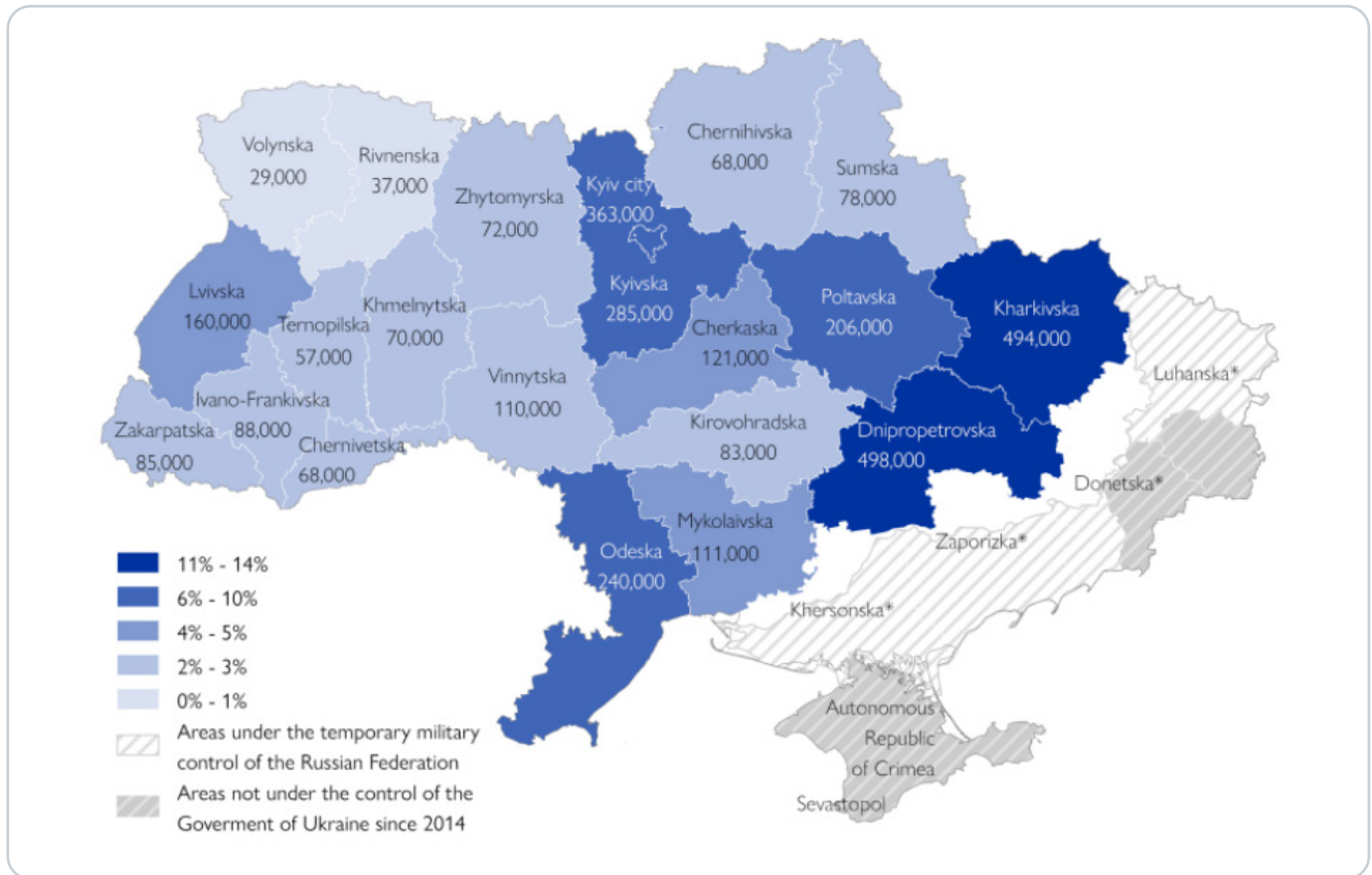


## Main Protection Risks and Needs

### Liberty and Freedom of Movement

**Forced displacement.** According to IOM DTM data<sup>4</sup>, there are a total of 3,674,000 IDPs and 4,573,000 returnees in Ukraine as of 25<sup>th</sup> September 2023, with Dnipropetrovsk hosting the highest number of IDPs at 498,000, followed by Kharkiv Oblast, with 494,000 (13% of all IDPs). According to the report, almost half of all IDPs in Ukraine originate from the oblasts of Donetsk (24%) and Kharkiv (22%). DRC's household-level protection monitoring data indicates that the main factors influencing displacement from the area of origin are linked with the security situation (namely shelling at 92% or 466 respondents), destruction or damage of property due to the conflict (24%, 120 respondents), occupation of property (21%, 104 respondents), and damage to infrastructure (12%, 60 respondents).

<sup>4</sup> Ukraine Internal Displacement Report, IOM, Round 14, September 2023, available [here](#)

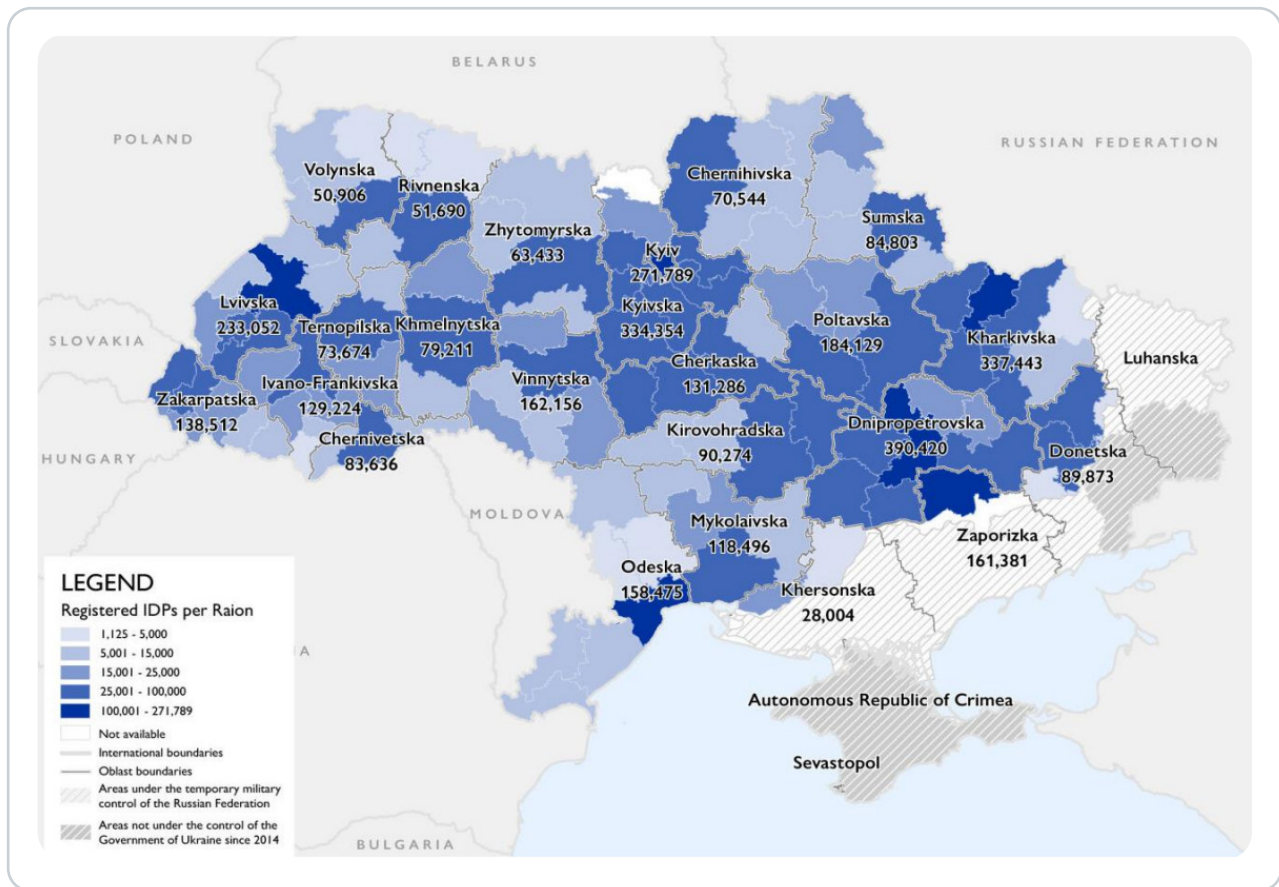


Map 1: Estimated IDPs presence by oblast of displacement  
 Source: IOM DTM

The difference between the estimated number of IDPs and the number of registered IDPs is quite significant in some oblasts. The number of registered IDPs in the eastern and southern oblasts continues to grow, including in Kharkiv, Donetsk, Zaporizhzhia, Sumy and Dnipropetrovsk Oblasts. The increase in the number of registered IDPs in Kharkiv Oblast is primarily attributed to displacement from communities in frontline areas, especially from Kupianskyi raion and Vovchanska hromada. Intra-oblast displacement remains prevalent in Donetsk and Sumy Oblasts as people move from areas experiencing heightened hostilities to safer locations within their oblast. The Kakhovka dam destruction and the subsequent drop in water levels in the Kakhovka reservoir continue to affect displacement, particularly in Dnipropetrovsk Oblast<sup>5</sup>. Intra-oblast displacement was also reported in Zaporizhzhia Oblast due to the deterioration of the security situation in the southern areas of the oblast, with displacements taking place towards safer areas in the north of the oblast. In Mykolaiv Oblast, the proportion of returnees exceeds the proportion of IDPs as shown in the percentage of returnees<sup>6</sup>. The head of the oblast Social Protection Department reported during a meeting that the Mykolaiv region typically acts as a transit area for IDPs rather than serving as their final destination. This trend is primarily attributed to the region's relatively high level of insecurity. Many individuals seeking to relocate often opt to move onwards to oblasts in Western Ukraine or Odesa Oblast instead.

<sup>5</sup> "Registered IDP Area Baseline Assessment Ukraine – Round 27 – August 2023, IOM DTM, available [here](#)

<sup>6</sup> Estimated 111,000 IDPs and 201,000 returnees according to IOM; Ukraine Internal Displacement Report, IOM, Round 14, September 2023, available [here](#)



Map 2: Registered IDP presence per raion, as of 31 August 2023 \*

Source: IOM DTM

With the winter approaching, the number of people arriving in Lviv by evacuation trains has increased<sup>7</sup>. To cope with expected new influxes of displacement, the oblast administration has made 1,600 places available in collective sites<sup>8</sup>. Currently, there are two evacuation routes available by train departing from Zaporizhzhia city and Pokrovske city in Donetsk Oblast. Additionally, there is an evacuation bus service operating from Kherson city. Moreover, three buses departing from Lviv to Przemyśl or Warsaw are available every day for evacuees. Evacuees are eligible to receive a one-off multi-purpose cash transfer of 2,000 UAH for adults and 3,000 UAH for children in both Lviv city and in Khmelnytskyi city. When registering for this specific assistance in the area of origin, evacuees receive a document mentioning the specific post office of Ukrposhta responsible for providing the assistance. Information from assessed respondents noted that many evacuees are not informed that when registering for Multipurpose Cash Assistance (MPCA), the destination Ukrposhta office is appointed, and cash assistance cannot be received at a different Ukrposhta office than the one mentioned on their registration document.

\* Disclaimer: The data was sourced locally from oblast authorities and their official IDP registration data per oblast, raion, and hromada, where available. As such, it likely represents an undercount of those who have been defacto forced to flee their homes

<sup>7</sup> Meeting of the Coordination Center for Civilian Population for Territorial Communities in Lviv, 30 August 2023

<sup>8</sup> OCHA General Coordination meeting, Lviv, 26 September 2023

This has led to reports of evacuees who disembarked the train in a city that was not their intended destination being unable to receive MPCA and facing challenges affording transportation to reach their intended destination.

A total of 62% of IDP respondents (256 individuals) across all surveyed oblasts indicated their intention to return home to their area of origin. Several key factors were noted as contributing to intentions to return to the place of habitual residence, including an improved security situation (89%, 225 respondents), the cessation of hostilities (56%, 143 respondents) and the Ukrainian government's regaining of non-government-controlled territories (28%, 70 respondents). During a FGD with returnees in Donetsk Oblast additional factors contributing to return were noted. The foremost factor driving returns is the lack of financial resources. Respondents indicated that they had depleted financial resources during and after displacement and have been unable to secure employment and generate income. Returning to their homes allowed them to live without incurring rent expenses which were often significant in their areas of displacement. Returnees also expressed concerns about the potential looting and theft of their property and belongings during their absence. This concern prompted their return to protect their possessions. The restoration of community services and infrastructure in their home areas was another compelling reason for their return. These findings indicate that decisions to return are not necessarily driven by improvements in conditions in areas of origin, but out of financial necessity. This indicates a need to ensure that adequate support is available for households in areas of displacement so that return processes can be safe and voluntary.

Finally, participants emphasised a profound emotional need to return home. They expressed a strong sense of “home” or “belonging” to their land and community, which served as a powerful motivator. This sentiment was also echoed by elderly individuals who had chosen to remain in the region, underscoring their deep connection to the land and their determination to stay, despite the challenges.

**“We grew up on this land, and we want to die on this land.”**

Elderly man, Donetsk Oblast

**Fear of conscription.** Due to fear of conscription some adult men face substantial self-imposed restrictions in their movements between and within their own communities. During several FGDs conducted with single men in Lviv Oblast, the use of negative coping strategies such as substance abuse were exacerbated by fears of conscription, challenges in accessing employment, and an overall deterioration in psychosocial wellbeing.

During the reporting period DRC protection monitoring teams have also observed an intensified presence of conscription services personnel on the streets of Lviv and at the railway station. Through direct observation, personnel were seen occasionally inspecting conscription documents and directing men to the local military office for the purpose of registering and updating their personal information. In cities across the monitored oblasts, it was found that women and the elderly are more likely to participate in humanitarian assistance distributions, as men fear the exposure to identification by conscription officers through these activities.

In Mykolaiv Oblast, household respondents reported that many men rarely leave their homes to avoid conscription, and the requirement of holding an exemption certificate further limits their access to formal employment.



### Graph 3. Intentions per displacement status

#### IDPs

Return to the place of habitual residence	256	61.5%
Integrate into the local community	148	35.6%
Relocate to another area in Ukraine	7	1.7%
Relocate to a country outside of Ukraine	5	1.2%

#### Non-displaced

Stay in place of habitual residence	402	99.3%
Relocate to another area in Ukraine	2	0.5%
Relocate to a country outside of Ukraine	1	0.2%

#### Refugees and returnees

Stay in place of habitual residence	89	100%
-------------------------------------	----	------

There have been documented incidents in which individuals have been subjected to physical abuse by personnel of territorial recruitment centres<sup>9</sup>. These cases were recorded and shared publicly, and formal complaints were filed with law enforcement agencies. During the reporting period, 10% of males of conscription age surveyed by DRC were reportedly not registered as IDPs.

**Arbitrary detention.** During the reporting period, DRC identified a group of civilians who experienced arbitrary arrest and detention while Kherson city was beyond the control of the Government of Ukraine. According to key informants interviewed<sup>10</sup>, civilian detainees were subjected to physical, psychological, and sexual abuse such as physical assault, beatings, threats, intimidation, sexual assault, rape, and withholding access to food, clean water, and medical care among others, causing severe psychological distress among survivors.

<sup>9</sup> This information was collected from media news including [here](#)

<sup>10</sup> This information was triangulated with other sources of information including OHCHR Report on the Human Rights Situation in Ukraine (1<sup>st</sup> February – 31<sup>st</sup> July 2023) available [here](#)

Civilian detainees were held in various premises, including basements, prisons, and detention cells. Throughout the period beyond the control of the Government of Ukraine, various armed groups from the Russian Federation established heavily fortified checkpoints. These checkpoints were dispersed along the left bank of Kherson city. It was reported that document inspections of civilians, searches of personal belongings, and scrutiny of personal mobile phones (including the examination of private photographs, phone contacts, and messages) were carried out. Respondents shared that arbitrary arrest and detention often appeared to be targeting persons with previous or current employment where they would be considered to be in possession of critical information; be influential persons with decision-making power in the community; or individuals considered to be considered to publicly support the Ukrainian authorities. Former civilian detainees currently need individual counselling and assistance to apply for state compensation, a one-time financial assistance package of 100,000 UAH, for which eligibility is governed by the Law of Ukraine on the Social and Legal Protection of Persons Whose Freedom Was Deprived Due to Armed Aggression Against Ukraine, and Members of Their Families and its decree<sup>11</sup>. Decisions regarding the determination of arbitrary deprivation of liberty are made by a commission<sup>12</sup> which was established under the Ministry for the Reintegration of Temporarily Occupied Territories of Ukraine.

**Lack of transportation.** Overall, 20% of respondents (195) across surveyed oblasts reported experiencing barriers to their freedom of movement. Shelling inducing self-restriction of movements was identified as the primary obstacle by 33% of respondents (65), followed closely by transportation challenges and financial constraints related to transportation costs, cited by 29% of respondents (57). Respondents and FGD participants living in remote villages often report that there is no public transport system that connects their village to the larger cities, rendering access to essential services such as health facilities and livelihood opportunities challenging, especially for the elderly, persons with disabilities, and low-income families. For instance, in Kharkiv Oblast, the demographic of areas that temporarily were not under the control of the Government of Ukraine is comprised largely of elderly people, as families with children were displaced or were told to evacuate. Many services have ceased to function at the same level they operated at before the conflict began, and services that used to be mobile and/or available in suburbs or smaller villages are often now only available in the main administrative town/raion centre.

Modular towns hosting IDPs are also usually located far from urban centres. For instance, residents of the modular town of Kryvyi Rih, Dnipropetrovsk Oblast, located in the industrial zone of Inhuletskyi raion, are reporting substantial challenges in movements due to a shortage in public transportation in the area. In areas close to the frontline and the border with the Russian Federation, DRC received reports of regular disruption in public transportation services due to shelling. When available, public transport is rarely accessible to people with disabilities, creating a further barrier for persons with disabilities in accessing services.

<sup>11</sup> The Law of Ukraine on the Social and Legal Protection of Persons Whose Freedom Was Deprived Due to Armed Aggression Against Ukraine, and Members of Their Families is available [here](#); the Decree “Some issues of implementation of the Law of Ukraine on the Social and Legal Protection of Persons Whose Freedom Was Deprived Due to Armed Aggression Against Ukraine, and Members of Their Families” is available [here](#)

<sup>12</sup> The Commission for Establishing the Fact of Personal Freedom Deprivation Due to Armed Aggression Against Ukraine

Key informants also noted that public transportation is a major issue in areas where the Government of Ukraine regained control as buses and taxis were looted. Private taxis can be used but the cost is significant, and many people who reside in villages in rural locations (the majority of whom are elderly) cannot afford the cost on their pension income. Furthermore, DRC also received anecdotal reports that private taxi services often exhibit reluctance in serving clients from communities that are frequently subjected to shelling.

As a result of these challenges, individuals in rural areas have significantly reduced access to services compared to those in city centres and face significant financial barriers in trying to access services.

## Life, Safety and Security

**Sense of safety.** Overall, 25% of respondents (255) across surveyed oblasts reported a poor sense of safety (feeling unsafe or very unsafe) mainly due to shelling or threats thereof (95%, 243 respondents). REACH MSNA Preliminary Protection Findings released in September 2023 indicate that armed violence/shelling was the most frequently reported safety and security incident (17%). This was particularly the case for households in eastern oblasts (36%), the displaced (28%), returnee households (39%), households living along the frontline or Russian border (42%), and respondents in urban areas in the East (41%) and North (33%) regions<sup>13</sup>.

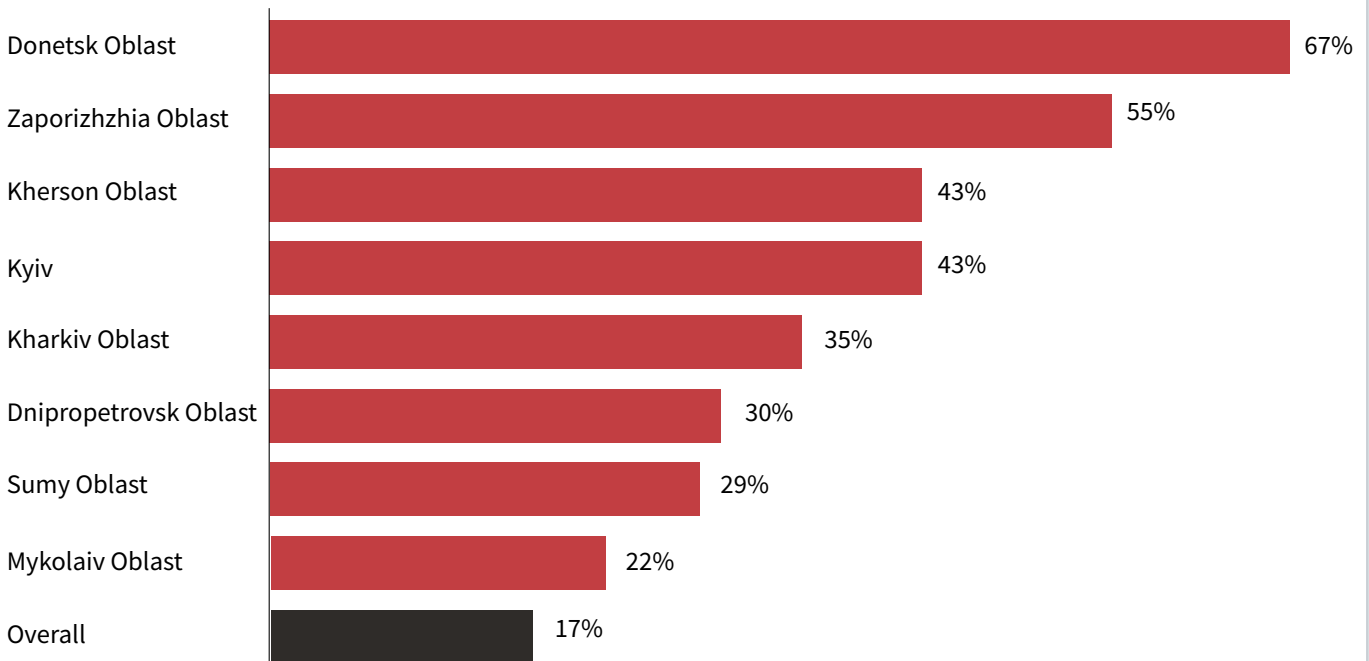
Perceptions of safety vary significantly depending on the surveyed area, as evidenced by areas such as Chernihiv Oblast and Kherson Oblast where 45% and 39% of respondents respectively reported feeling unsafe. In Chernihiv Oblast, while the statistics show a 10% reduction of air alarms during the reporting period<sup>14</sup>, people's perception about the security situation has worsened following the missile strike that hit Chernihiv city centre on 19 August 2023. The large press coverage, high number of casualties, and civilian nature of the target affected people's sense of safety.

In Kharkiv Oblast, although most people reached through household surveys reported feeling safe (72%), when this topic is further explored in FGDs and KIs the perception is different, and people reference not feeling truly safe anywhere. Respondents indicate that they generally feel unsafe yet have become used to hearing alarms and explosions and thus are not as triggered by this as earlier in the conflict. Respondents rationally know that their lives are unsafe but somehow feel relatively safe as they have become used to or adapted to this "new normal". In addition, many compare today's conditions with the beginning of the conflict, noting that they feel "safer" now, which may explain the proportionately high number of people who report feeling "safe" despite the regular shelling. REACH MSNA preliminary protection findings indicate that 35% of households interviewed in Kharkiv Oblast reported having experienced armed violence/shelling in their community in the 3 months prior to data collection.

<sup>13</sup> MSNA 2023, Protection Preliminary Findings, September 2023, REACH

<sup>14</sup> 142 between April and June and 128 between July and September. Statistics available [here](#)

**Graph 4: Percentage of HHs reportedly experienced armed violence/shelling in their area in the 3 months prior to data collection, by oblast**



Source: REACH MSNA Preliminary Findings <sup>15</sup>

In FGDs with people living near the frontlines and Russian border (especially in Kharkiv and Donetsk Oblasts), many participants mentioned that the alarms don't work since the flight time for missiles is too short, impacting feelings of safety. In addition, people mentioned a lack of access to shelters, and many rely on basements which do not provide sufficient safety should a strike happen. However, in general people do not hide in the basement when a strike happens because the strike happens before they are able to seek shelter. The lack of open and accessible bomb shelters has been repeatedly reported by affected communities, and complaints regarding this were submitted to local authorities, including in Zaporizhzhia and Dnipropetrovsk Oblasts.

**“We don't know at what time and where a missile may arrive, so we are afraid to even go to the store, but we have no other way out. We are not going to leave our homes.”**

FGD participant, Kharkiv Oblast

<sup>15</sup> MSNA 2023, Protection Preliminary Findings, September 2023, REACH

The presence of landmines or UXOs contamination was reported as a factor influencing the sense of safety by 8% (21) of respondents. During FGDs conducted in villages of Kharkiv and Donetsk Oblasts which were temporarily beyond the control of the Government of Ukraine, participants often mentioned knowing firsthand people who had been injured in mines in their village while doing routine activities such as gardening. Knowing people who have sustained injuries from mines, regularly hearing about incidents, as well as being aware of mine-contaminated territory has made people very fearful of landmines and contributed to fears about moving around freely in their villages and the surrounding areas. Among respondents reporting reduced freedom of movement, 26% (50 individuals) identified land contamination as a barrier. According to REACH MSNA data, of the 205 households who reported the presence of landmines/UXOs in their community in the East, 66% reported cases of injured/killed civilians by Explosive Ordnance in the 6 months prior to data collection, followed by 46% of households in the South. UXOs contamination, especially in the East and South, remains a major challenge for affected communities to exercise their rights in relation to their land.

In western oblasts of Lviv, Volyn and Ivano-Frankivsk, most respondents indicated feeling safe, with only 4% (10 respondents) reporting feeling unsafe. A key informant interviewed in Lutsk indicated that people feel relatively safe compared to their sense of safety before displacement.

**Graph 5: Sense of safety: Influencing factors**

Bombardment/shelling or threat of shelling	243	95.3%
Presence of armed or security actors	28	11.0%
Landmines or UXOs contamination	21	8.2%
Criminality	6	2.4%
Fighting between armed or security actors	3	1.2%
Risks of eviction	3	1.2%
Intercommunity tensions	1	0.4%
Other	1	0.4%

**Psychological distress.** Psychological distress linked with prolonged/multiple displacements, ongoing shelling and armed violence, loss of control over their lives, family separation and breakdown of community support mechanisms is significant among women, men, and children. An increase in Mental Health & Psychosocial Support (MHPSS) needs has been noted by protection monitoring teams through KIIs amongst communities in Kharkiv Oblast. Families with members serving with the military in the frontlines experience constant fear and

worries about the safety of their loved ones. An increase in domestic violence and high levels of anxiety were also reported. Isolated elderly persons and persons with disabilities who were unable to flee because of age or physical impairment and/or lack of financial resources, and who are experienced a breakdown of their usual support system are particularly prone to high levels of sadness and loneliness. Overall, across surveyed oblasts, 59% (554) of household-level respondents reported worries about the future, 34% (320) reported worries about the children, and 26% (240) reported their fear of being killed or injured by armed violence. Fear of being killed or injured was widely reported as a major stress factor in Kherson (42%), Kharkiv (35%) and Donetsk (35%) Oblasts. All these factors are interconnected with a prevailing uncertainty about the future which is a significant predictor of a deterioration in mental health.

Graph 6: Major stress factors

Worries about the future	554	59.2%
Worries about the children	320	34.2%
Displacement related stress	277	29.6%
Fear of being killed or injured by armed violence	240	25.6%
Fear of property being damaged or destroyed by armed violence	134	14.3%
Lack of access to employment opportunities	30	3.2%
Lack of access to specialized medical services	26	2.8%
Other	22	2.4%
Lack of access to basic services	18	1.9%
Missing family members	16	1.7%
Stigmatization/discrimination	8	0.9%
Fear of conscription	7	0.7%

Despite the very high MHPSS needs identified, access to mental health services remains limited. The Minister of Social Protection of Ukraine (recognising the elevated levels of stress prevalent in the population), has advocated for comprehensive psychosocial and psychological support initiatives, including for families with members serving in the military, veterans and their families, and IDPs<sup>16</sup>. According to KIIs conducted with community leaders in Kharkiv Oblast, despite the obvious need for MHPSS services and people admitting they struggle with stress and worry, few are willing to seek out specialised mental health services due to stigma and negative perceptions around getting psychological support. In addition to the general stigma associated with mental health, it was reported that people do not “trust” mental health services and feel sceptical about services that they perceive as foreign or new to them.

It was noted that children are particularly susceptible to experiencing elevated levels of psychological distress. Parents and other family members are the main protective support systems for children. However, due to the ongoing armed conflict and its associated disruptions to daily life, displacement from homes and communities, support networks for children are either inexistent or over-stretched. Children also experience their own distress factors including exposure to traumatic events, an uncertainty about the future, a disruption in their social life and a lack of consistent access to essential services and education. Decree #268, adopted by the Cabinet of Ministers of Ukraine on 5th April 2017 and amended on 3rd June 2023 defines and establishes a legal framework for children affected by the ongoing armed conflict. The status encompasses children who, due to the conflict, suffered physical injuries, faced various forms of violence, were abducted, involved in paramilitary activities, detained, or subjected to psychological violence. These children may become eligible for specific social benefits, including dedicated aid for physical rehabilitation, compensation to cover expenses related to obtaining psychological support, and specialised educational assistance.

The emotional toll on social workers and government employees within various institutions and agencies has experienced a significant and noticeable increase in the wake of the escalating conflict. This upsurge has led to widespread instances of burnout as reported by local authorities. Social Service workers are grappling with intensified stress and emotional strain in the course of their work, as they strive to aid, support, and services amid challenging and distressing circumstances. The growing pressures and demands have taken a toll on their mental and emotional well-being, underscoring the urgency of addressing their well-being and mental health. Local authorities of Dnipropetrovsk and Zaporizhzhia Oblasts have highlighted the urgency of addressing their well-being and mental health including through group psychosocial and individual psychological interventions.

## Civil Status & Access to Justice

**Lack of civil documentation.** Lack of civil documentation continues to be an issue across Kharkiv and Donetsk Oblasts, with 42% and 23% of surveyed individuals respectively reporting lacking personal documentation. 90% of respondents lack a national passport, and 67% lack Tax Identification Number documentation. Individuals who lack personal documentation encounter significant challenges in accessing essential services, such as healthcare, education, accommodation, registration services, and property rights. These limitations also extend to their freedom of movement, as under Martial Law, individuals without proper documentation are at risk of

<sup>16</sup> Media article available [here](#)

arrest and detention, and can face further challenges in accessing employment, healthcare, and government support and social welfare programs.

Similar to the previous reporting period, the main barriers to access to civil documentation were reported to be the length of the administrative process (58%, 94 respondents), the lack of information (20%, 32 respondents), the cost of administrative procedures (18%, 29 respondents) and the distance or cost of transportation to access administrative departments responsible for documentation (12%, 19 respondents). The latter is linked to the lack of public transport options in remote areas as well as the high cost of private transport/taxis, making access to services – including access to documentation – a continuous challenge.

Many administrative procedures have moved online, in theory enabling people with limited mobility and transport options to access government services online. However, through FGDs in Kharkiv Oblast, participants mentioned the lack of internet access (both due to a lack of stable internet connection as well as a lack of public computers or smartphones) as an additional barrier to accessing government services and documentation. DRC's lawyers have also experienced this challenge when informing people of their rights and how to access government services (including documentation), as the majority of people DRC interacts with in Kharkiv and Donetsk Oblasts (namely the elderly), are unable to benefit from this as they do not have the resources to go online. According to REACH MSNA data, 15% of households reported that at least one household member needed legal assistance to access social benefits and pensions<sup>17</sup>.

**Compensation for unlawful property destruction.** According to REACH MSNA data, damaged housing was frequently reported by households in southern (7%) and eastern Ukraine (6%), especially in Kherson (21%), Mykolaiv (14%), Kharkiv (11%), Donetsk (9%) and Zaporizhzhia (8%) Oblasts. Significant challenges in accessing the compensation mechanism for damaged and destroyed property are still being raised by FGD participants and KIIs. In Mykolaiv Oblast, while 11,670 facilities<sup>18</sup> were recorded as destroyed or damaged as of 1<sup>st</sup> May 2023, only 149 applications were received by the Restoration Commission as of 29<sup>th</sup> August<sup>19</sup>. Individuals seeking compensation encounter a range of challenges during the application process. These challenges encompass property data not being registered in the State Register of Real Property Rights through the Bureau of Technical Inventory (BTI), or lack of notaries (a mandatory prerequisite for application, necessitating the creation of a paid technical passport – 5,000 UAH approximately). Challenges also include the absence of essential ownership documents, including inheritance records and ownership transfer agreements. 11% (113) of household respondents across surveyed oblasts reported lacking Housing, Land & Property (HLP) documentation including property ownership for housing (73%) and land (26%). Additionally, affected households face difficulties accessing the BTI to obtain the necessary information (including title document and number of real estate objects), delays in restoring documentation attributable to the archives not having been transferred from NGCAs, and technical issues within the system. While a low level of awareness on land and property rights has been identified, requests for legal awareness and assistance on HLP-related issues (including obtaining property documentation and for applying for compensation) have become more widespread, especially along frontline areas and the Russian border.

<sup>17</sup> MSNA 2023, Protection Preliminary Findings, September 2023, REACH

<sup>18</sup> Press article of 1<sup>st</sup> May, available [here](#)

<sup>19</sup> Facebook page of Mykolaiv Regional State Administration, 29 August, available [here](#)



## Non-discrimination and Equality

The high displacement rate of Ukrainians across the country has triggered some already historically existing social tensions in some parts of the country, which are currently mainly linked with language differences and tensions over access to humanitarian assistance, services, and employment opportunities. These issues have been particularly noted in the western oblasts of Ukraine. Overall, household-level respondents across surveyed oblasts reported for 79% of them that relationships between communities were good or very good, while 21% reported acceptable (19%) or bad (2%) relationships. Among surveyed returnees, 28% reported relationships as acceptable (25%) or poor (3%), and in western oblasts of Lviv, Ivano-Frankivsk and Volyn, 25% reported acceptable relationships, while 5% reported poor relationships. In these latter oblasts, discrimination was reported as the main barrier to freedom of movement by IDP respondents (30%, 10 individuals). While current quantitative data demonstrates that the scale of social cohesion challenges is relatively low, understanding and addressing these is particularly important in western oblasts where much higher proportions of displaced populations intend to remain and integrate compared to other areas. In eastern oblasts where some tensions over access to assistance and HLP rights have been observed, key informants mentioned that social tensions may increase as more people return<sup>20</sup>, but that at the moment this has yet to become an issue as remote areas are scarcely populated. As highlighted in the DRC Social Cohesion summary report for West Ukraine<sup>21</sup>, experiences with social cohesion and integration vary depending on the geographical location (including between hromadas), the type of accommodation, and the socio-economic status of both displaced and non-displaced community members.

It was also reported in western oblasts that IDPs do not experience a sense of belonging within their host communities, while displaced and non-displaced communities do not perceive a shared identity including due to differences in language and religion between oblasts in Western and Eastern Ukraine. These further compounds integration challenges, while instances of discrimination and harassment in public spaces continue to be reported. Behind identity tensions, there are often underlying issues including questions about military service obligations and assigning responsibility for the conflict. For example, a respondent from Boryslavska hromada in Lviv Oblast recounted an incident when community members approached them and stated, “Our men are fighting there for you.”

Interestingly, while none of the household respondents interviewed in Mykolaiv and Kherson oblasts reported bad intercommunity relationships, and only 13% (26 respondents) reported acceptable relationships, social tensions were at least twice (9%) as frequently reported as a safety and security concern in the South compared to other macro-regions according to REACH MSNA<sup>22</sup> data.

<sup>20</sup> According to the latest IOM DTM report, as of September 2023 Kharkiv Oblast has seen 567,000 returnees (12% of all returnees), making it the thirteenth most popular Oblast in terms of returnee numbers. Ukraine Internal Displacement Report, IOM, Round 14, September 2023, available [here](#)

<sup>21</sup> [Social Cohesion and Integration findings in Lviv Oblast, Summary Report, July-August 2023, DRC Ukraine](#)

<sup>22</sup> MSNA 2023, Protection Preliminary Findings, September 2023, REACH

On 4 August 2023, the Government of Ukraine adopted Resolution #812 on IDP Councils. These councils are advisory bodies created at the oblast, city, or rayon levels. Their objective is to provide consultation and advice on the implementation of regional policies to uphold the rights and interests of IDPs. Additionally, they promote the efforts of local communities in developing effective mechanisms for the integration of IDPs<sup>23</sup>.

## Basic Economic and Social Rights

### Right to Housing

Across surveyed oblasts, 32% (321) of respondents reported concerns regarding their accommodation. The main concerns reported were the accommodation's condition (55%, 167 respondents), and risk of eviction (23%, 71 respondents).

Graph 7: Concern's related to accommodation

Accommodation's condition	167	54.9%
Risk of eviction	71	23.4%
Lack of functioning utilities	37	12.2%
Lack of support for damaged housing	25	8.2%
Overcrowded/Lack of privacy	22	7.2%
Security and safety risks	17	5.6%
Lack of connectivity	14	4.6%
Lack or loss of ownership documentation	5	1.6%
Not disability inclusive	4	1.3%

<sup>23</sup> DRC Legal Alert: Issue 97, 1 August – 31 August 2023, available [here](#); Legislative Update on displacement-related legislation, August 2023, UNHCR

**Winterization.** A total of 28% of surveyed respondents reported partial damage to their accommodation, 6% reported severe damage, and 3% reported destroyed accommodation. There appears to be a widespread perception among the population that the upcoming winter of 2023-24 will be more challenging than the previous one in 2022-2023 which was reported to be relatively mild. This anticipation is rooted in the expectation that the winter will bring more severe weather conditions than the preceding year and that attacks against infrastructure will also be more intense. In Chernihiv Oblast, a significant number of households visited by field teams shared their concerns over the approaching winter, stating that they feel vulnerable and are very worried about the lack of gas, firewood, and other heating fuel attributable to a lack of gas infrastructure, the scarcity of available firewood, the increased prices of heating fuel, and a lack of financial resources.

To cope with this situation, many households are preparing to close off several rooms in their homes and concentrate on heating a single common space. This situation will likely create additional protection risks especially for large families and families hosting IDPs. In Kharkiv and Donetsk Oblasts, winterisation was mentioned as a worry and growing priority during FGDs and KIIs. Many remote villages do not have access to gas or central heating, and households rely fully on firewood for heating, which is often not available due to land contamination in areas normally used for firewood collection, or is too costly to purchase. They fear they will not have access to heating or water during the winter and are seeking support from NGOs to cover their needs. Participants mentioned a preference for in-kind winterisation support rather than cash as market access remains challenging and community members expect transport and general movements to become more difficult during winter months due to dangerous road conditions.

**Affordable housing.** Based on the observations of DRC teams many IDPs still need support in accessing affordable and sustainable housing solutions. Households often face challenges due to a lack of information about available housing options and frequently encounter difficulties in securing the resources needed to rent an apartment. The housing provided by local authorities often falls short of minimal living standards and lacks essential utilities such as gas, water supply, and furniture. Many IDPs continue to live with their relatives because of a lack of affordable and available housing. The rising costs of housing and utilities, exacerbated by inflation, the energy crisis, and an increasing pressure on the current housing stock in some areas, are significantly impacting the purchasing power of affected households seeking housing. As a result, many are forced to reduce essential expenditures on food and healthcare to meet their rental payments. Moreover, key informants in oblasts in western Ukraine pointed out that the difficulties in securing long-term accommodation for IDPs are exacerbated by landlords' reluctance to rent their properties to IDPs. This reluctance stems from concerns about their ability to make payments and the perceived temporary nature of their stay.

**Collective Sites.** Resolution #930 on the functioning of the collective sites adopted on 1<sup>st</sup> of September 2023 by the Cabinet of Ministers of Ukraine provides a definition and minimum standards for collective sites aimed at enhancing the living conditions of IDPs accommodated in such spaces. An estimated 122,738 IDPs currently reside in over 2,500 CSs across Ukraine<sup>24</sup>. CSs disproportionately host highly vulnerable IDPs, for example 84% of CSs host elderly persons, 65% host persons with disabilities, and 41% host female-headed households<sup>25</sup>.

<sup>24</sup> Thematic Legislative Update on Collective Sites, September 2023, UNHCR

<sup>25</sup> Ukraine Collective Site Monitoring, Round 9, July 2023 Brief, REACH, available [here](#)

According to Resolution #930, site managers have six months to ensure that CSs comply with the minimum standards (including essential building standards, space arrangement requirements, disability-friendly infrastructure, availability of bomb shelters, etc.).

In cases where CSs would not meet the minimum standards by 1<sup>st</sup> March 2024, alternative accommodation solutions will need to be found for IDPs. In the case of closure of the collective site, the Resolution requires an eviction notice period of only 15 days. Following the adoption of this Resolution, many IDPs shared their concerns over risks of eviction due to CSs' closure, including in Dnipropetrovsk and Lviv Oblasts, which are two of the main oblasts accommodating CSs. Few CSs are currently meeting the Resolution's requirements, largely due to limited financial capacity to make the required improvements.

In Lviv Oblast, for instance, only 27 out of 255 CSs are currently meeting the minimum standards according to OCHA<sup>26</sup>. Among IDP household-level respondents reporting concerns related to their current accommodation (33%, 166 respondents), 43% reported the risk of eviction as a major concern. The risk of closure of CSs in the coming months, coupled with the rising cost of housing and utilities, as well as the critical amendments to the IDP assistance scheme made by the Cabinet of Ministers through Resolution #709<sup>27</sup> which excludes some categories of IDPs from the provision of the IDP housing allowance are likely to increase precariousness and hardship among IDP communities at the onset of winter.

## Right to Education

A total of 80% of household respondents with school-aged children indicated that all their children were regularly attending school. An increasing number of schools are reopening, opting for a hybrid modality alternating between in-person and online classes. However, in hromadas where schools have been damaged/destroyed due to shelling, are lacking bomb shelters, or are still being used as collective sites, and in hromadas where there are no available school buses to collect students in the different rural villages, students continue to study online. According to the government, only 30% of the 3 million school-aged children in Ukraine are in full-time face-to-face learning, while nearly 40% can only attend education online, and another 30% a hybrid in-person and online schooling<sup>28</sup>.

In Mykolaiv Oblast, access to in-person learning is mainly hindered by the absence of shelters. Of the 429 educational facilities, 57 offer offline education, 94 offer mixed options and the remaining provide online services<sup>29</sup>. In Kherson Oblast constant shelling means that education is mostly provided through online classes, however a lot of students do not possess the required devices. Lack of access to devices (such as computers

<sup>26</sup> OCHA Coordination Meeting in Lviv Oblast, 26 September 2023

<sup>27</sup> Resolution #709 of the Cabinet of Ministers of Ukraine dated July 11, 2023 "Some issues of support for internally displaced persons" and Resolution #789 of the Cabinet of Ministers of Ukraine dated July 31, 2023 "On Amendments to the Procedure for Providing Housing Assistance to Internally Displaced Persons"

<sup>28</sup> "Ukraine Humanitarian Response 2023", Situation Report, Updated 11 October 2023, OCHA, available [here](#)

<sup>29</sup> Press article available [here](#), dated 5 September 2023

and tablets), lack of/weak internet connectivity and lack of dedicated learning space for children, including in collective sites, were reported by FGD participants across surveyed oblasts as major barriers hindering online learning and resulting in an unequal access to education.

Parents with school-aged children reported during FGDs conducted in Kherson Oblast their worries about virtual learning potentially harming their kids' social growth. One significant drawback is the absence of face-to-face interaction with teachers and classmates, which may cause social disconnection and poor communication abilities. Online communication may prevent children from learning and developing essential skills like teamwork, conflict resolution, and empathy. Distance education demands a high degree of self-control and self-motivation from children, which may be challenging, particularly for younger students.

Conversely, it has been observed that certain IDP parents or caregivers opt to maintain their school-aged children's education through remote learning in schools they attended before their displacement, rather than enrolling them in local community schools. Fear from stress and changes linked with a new school environment, language barriers, the constant changes in place of residence, the social connection to their previous context, the hope for return home and the negative attitudes towards IDP children, were reported<sup>30</sup> as reasons to maintain the previous education facility prior to displacement. In FGDs conducted in Mykolaiv oblast with parents of children with disabilities, it was reported that online education may offer a viable option for parents, where mainstream schools may be willing to enrol children with disabilities, but may inadvertently foster environments where these children experience a sense of isolation. Nevertheless, it frequently leads to limited opportunities for the children to interact and communicate effectively.

## Right to Health

Health continues to be the first priority for the vast majority of households surveyed, cited by a total of 43% (430) of respondents as a priority need. Response rates for health needs are higher in rural areas compared to urban areas at 47% and 19% respectively. Similar to the previous reporting period, 25% (253) of household-level respondents indicated facing barriers to accessing healthcare, including due to a lack of specialized healthcare services (39%, 97 respondents), the cost of the services provided (37%, 91 respondents), the distance and lack of transportation means to access existing facilities (33%, 82 respondents) as well as a lack of available health facilities (32%, 79 respondents). In rural areas of eastern Ukraine, barriers to access healthcare were reported by a significantly higher proportion of household-level respondents, including 85% in Donetsk Oblast, 63% in Kharkiv Oblast, and 59% in Dnipropetrovsk Oblast. Likewise, the proportion of households headed by elderly individuals encountering obstacles to healthcare access is notably higher (41%, 38 respondents). This was confirmed through KIIs and FGDs conducted in the East and South. These challenges are exacerbated by overburdened general practitioners covering several villages, and a lack of social workers in rural conflict-affected communities.

<sup>30</sup> "Distance Education of Internally Displaced School-aged Children in Chernivetska, Ivano-Frankivska, Lvivska and Zakarpatska Oblasts", Ukraine Education Cluster, August 2023, available [here](#)

### Graph 8: Barriers to access healthcare

Lack of specialized health care services	97	39.4%
Cost of the services provided/medication	91	37.0%
Distance - lack of transportation means to access facilities	82	33.3%
Lack of available health facility	79	32.1%
Cost associated with transportation to facilities	74	30.1%
Lack/shortage of medication	19	7.7%
Long waiting time	11	4.5%
Not accessible for persons with disabilities	10	4.1%
Other	7	2.8%
Safety risks associated with access to/presence at health facility	5	2.0%
Language barriers	2	0.8%
Requirement for civil documentation	2	0.8%
Discrimination/restriction of access	2	0.8%

The scarcity of available (specialised) health facilities, particularly in oblasts in eastern and southern Ukraine may be attributed to healthcare professionals opting to move to more secure regions. Moreover, health facilities have been subjected to attacks by shelling, resulting in less than half of the hospitals or clinics remaining operational. For example, on the 1<sup>st</sup> of August 2023, an attack damaged a hospital in Kherson Oblast. WHO verified over 1,000 attacks on health care in Ukraine since the escalation of the war in February 2022 (more than 60% of all attacks against health care in the world)<sup>31</sup>.

<sup>31</sup> “Attacks on health care in Ukraine are a grave violation of international humanitarian law – Statement by the Humanitarian Coordinator for Ukraine, Denise Brown, on the strike that hit a hospital in Kherson”, 1 August 2023, available [here](#)

Reducing consumption of essential medicines was reported as a coping mechanism by 21% (92) of household-level respondents reporting gaps in meeting their basic needs. The ratio of elderly-headed households and person with disability headed household reporting such coping mechanism is higher (28% and 27% respectively). On the other hand, a lack of or shortages of medication was reported by 8% (19) of household-level respondents. According to the Ukraine Health Cluster, a considerable number of individuals have been compelled to discontinue their medication because of the ongoing conflict. Approximately 27% of households have reported at least one family member discontinuing their medication, with this occurrence being more prevalent among internally displaced persons (IDPs) and older individuals. The primary factors behind the decision to halt medication use were the lack of availability and the prohibitive costs associated with these essential medicines<sup>32</sup>.

## Right to Work

A prevalent concern raised by household respondents was the limited availability of livelihood opportunities. A considerable percentage of individuals surveyed find themselves out of work and actively searching for employment, a figure that remains notably high at 18% (180 respondents), climbing to 28% in Lviv Oblast and to 26% for IDP respondents. In Lviv Oblast, 5,000 IDPs have registered with the regional employment centre according to OCHA<sup>33</sup>. Consistent with findings from previous reporting periods, the primary contributing factors to unemployment were identified as the scarcity of job opportunities (60%), followed by responsibilities related to housework and caring for children (21%), and physical impairments or limitations (12%). It is important to note that among single female caregivers, a significant proportion of 39% reported housework and childcare responsibilities as the key factor influencing their employment status, directly linked with the lack of kindergartens. Discrimination based on age was reported by 3% of household-level respondents, while cases of discrimination based on age and displacement status were reported in rural and urban areas of western oblasts as well as in Kryvyi Rih, Dnipro and Kamianske cities of Dnipropetrovsk Oblast. Furthermore, some men of conscription age are facing challenges in securing formal employment and due to the requirement of obtaining military certificates. During the meeting of the Coordination Centre for Civilian Population for Territorial Communities in Lviv, it was indicated that 95% of persons registered in employment centres are women<sup>34</sup>. To limit conscription risks, many men are left with no choice but to engage in manual labour for meagre wages.

The deterioration of the economic situation at the household level due to the loss of employment and decreased income has been noted as a factor that is contributing to increased intimate partner violence in Ukraine<sup>35</sup>. The loss of employment among men and the added household responsibilities shouldered by women have generated emotional distress and strain within families.

<sup>32</sup> Health Context and Response Update, September 2023, Ukraine Health Cluster, available [here](#)

<sup>33</sup> OCHA Coordination Meeting in Lviv Oblast, 26 September 2023

<sup>34</sup> Meeting of the Coordination Center for Civilian Population for Territorial Communities in Lviv, 30 August 2023

<sup>35</sup> Assessment of psychological support needs of IDPs, FHI360 and Healthright, December 2022

During a FGD conducted in the village of Mala Oleksandrivka in Kherson Oblast, participants emphasised that several local enterprises had been forced to cease their operations. As a result, the validity of the employment contracts of their workers has been indefinitely suspended, leaving these individuals without wages and unable to register with the employment centre to access unemployment benefits. This predicament persists because they are still considered to be employed, despite the lack of active work and income.

Prior to the escalation of the armed conflict, numerous rural communities in eastern and southern Ukraine were primarily dependent on agriculture as their main source of income. However, the contamination of agricultural fields with explosive ordnance, and the destruction of the Kakhovka hydroelectric power station have had a profoundly detrimental impact on the livelihoods of those in the region. Residents in these areas find themselves unable to engage in farming, which has resulted in lost income from the sale of agricultural products and the renting of land. Furthermore, many livestock have perished due to encounters with mines or flooding of territories, leading to a reduction in the quantity of livestock available and an associated increase in their prices.

**Graph 9: Main source of income**

Social protection payments (pensions, allowances, etc.)	747	74.8%
Humanitarian Assistance (Cash or In Kind)	346	34.7%
Humanitarian Assistance (Cash or In Kind)	346	34.7%
Salary – Formal Employment	256	25.7%
Casual (Temporary) Labour	59	5.9%
Savings	23	2.3%
No resource coming into the household	22	2.2%
Assistance from Family/Friends	20	2.0%
Other	5	0.5%
Business/Self Employment	5	0.5%



According to REACH MSNA, 71% of households in the East who reported explosive ordnance as currently present in their community reported that it affected people's livelihood, followed by 56% of households in the South and 44% in the North<sup>36</sup>. In Kharkiv and Donetsk Oblasts, demining was mentioned in FGDs and KIIs as a major need, especially as people are returning and want to resume agricultural activities. Across surveyed oblasts, 15% of IDP respondents (39 individuals) pointed to improved or reinstated access to livelihoods, employment, and economic opportunities as a pull factor for their return. Among IDP respondents expressing their intention to integrate into the local community where they are currently displaced, a significant 57% (74 individuals) cited access to livelihoods as the primary factor that would facilitate this integration.

As a result of limited livelihood and economic opportunities, a considerable portion of the Ukrainian population is currently dependent on social protection schemes and humanitarian assistance. Overall, 75% of respondents (747 individuals) reported relying on social protection payments as their main source of income across surveyed oblasts. This reliance on social protection becomes even more pronounced among IDPs, with 84% of IDP respondents depending on these payments as their primary income source. In contrast, only 26% of respondents (256 individuals) indicated that salaries from formal employment contribute to their household income. 45% of respondents (452 individuals) indicated gaps in the basic needs of their households being met. To cope with these gaps, 29% of them reported reducing consumption of food, 24% reported spending their savings, 22% reported depending on support from family/external assistance and 21% reported reducing consumption of essential medicines or healthcare services. While 23% reported not having any coping strategy.

## Recommendations

### To the authorities

- Support the establishment of primary health and specialised healthcare services in rural and conflict-affected areas where these are absent/lacking, including through providing incentives aimed at both attracting and retaining skilled healthcare personnel.
- Simplify and streamline processes for allowances for people with disabilities to reduce delays and improve access to entitlements.
- Streamline and expedite the process for verifying cases of arbitrary deprivation of liberty.
- Enhance access to devices and internet connectivity for students residing in remote areas to enhance equal and consistent access to education.
- Promote awareness initiatives regarding property rights establishment procedures.
- Advocate for the deployment of mobile notarial offices to provide services in remote areas.

<sup>36</sup> MSNA 2023, Protection Preliminary Findings, September 2023, REACH

- 
- Support the enhancement of educational infrastructure, including the provision of bomb shelters meeting safety standards.
  - Improve transportation infrastructure to connect underserved villages and communities with essential services.
  - Raise awareness among affected communities about the importance of seeking psychological support and disseminate information about MHPSS services available.
  - Promote the implementation of specialised trauma recovery and healing programs tailored to address the psychological consequences of conflict-related experiences for both individuals and communities.
  - Ensure basic knowledge of frontline workers in prevention of burnout and compassion fatigue.
  - Ensure accessibility to firewood and other types of fuel, especially for highly vulnerable individuals and households.
  - Ensure systematic exploration of alternative accommodation solutions before closing collective sites and extend the eviction notice period as stipulated in Resolution #930.
  - Promote local initiatives for enhancing social cohesion actively engaging all groups, particularly in oblasts in western Ukraine, and implement non-discrimination policies at all administrative levels.
  - Ensure information, including on available services, ways to access them and eligibility criteria, is available in multiple diversified formats, adequately channelled using different communication methods, taking needs of less tech-savvy population groups and marginalized communities into consideration, and ensuring physical reach of hard-to-reach communities.

## To the humanitarian community

- Upscale MHPSS programs to meet the needs of individuals and communities, particularly in rural and remote areas.
- Raise awareness among affected communities about the importance of seeking psychological support.
- Contribute to the capacity building of local service providers in the provision of quality mental health services.
- Support the deployment of mobile healthcare services in rural and remote areas.
- Provide legal awareness and legal assistance to support affected communities in accessing civil and HLP documentation.
- Advocate for clarifying and securing land and property rights, which includes facilitating access to the compensation mechanism for damaged or destroyed property.
- Scale up the provision of shelter repairs and expedite winterisation efforts.

- 
- Advocacy efforts are required with the government regarding the challenges in collective sites in implementing resolution #930 and the potential risks of forced eviction that may arise related to this. Support collective sites in aligning with minimum standards and identifying alternative accommodation solutions.
  - Support the realization of durable solutions targeting vulnerable groups, including institutional support and community-based care & support.
  - Provide protection case management support for highly vulnerable individuals facing protection risks.
  - Support governmental institutions and employees with capacity enhancement on protection-related topics to increase the quality of service provision.
  - Continue delivering legal assistance and counselling to facilitate access to civil documentation and the securing of HLP rights.
  - Reinforce winterisation initiatives.
  - Utilize a vulnerability-targeted approach to ensure that vulnerable non-displaced community members receive the necessary assistance and to avoid creating tensions.

Disclaimer:

This report was created by the Danish Refugee Council (DRC) and funded by USAID's Bureau for Humanitarian Assistance (BHA), the European Union, and the Ukraine Humanitarian Fund (UHF). The views and opinions expressed are those of the author(s) only and do not necessarily reflect those of the BHA, the European Union, or the UHF. Neither the BHA, the European Union, nor the UHF bear responsibility for them.