

HUMANITARIAN RESPONSE PLAN UKRAINE

2020

ISSUED JANUARY 2020



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This document is consolidated by OCHA on behalf of the Humanitarian Country Team and partners. It provides a shared understanding of the crisis, including the most pressing humanitarian need and the estimated number of people who need assistance. It represents a consolidated evidence base and helps inform joint strategic response planning.

The designations employed and the presentation of material in the report do not imply the expression of any opinion whatsoever on the part of the Secretariat of the United Nations concerning the legal status of any country, territory, city or area or of its authorities, or concerning the delimitation of its frontiers or boundaries.

PHOTO ON COVER

An older woman is holding her grandson.

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Foreword by the Humanitarian Coordinator

On 9 December 2019, the Presidents of France, the Russian Federation and Ukraine as well as the Federal Chancellor of Germany met in Paris in the so-called Normandy format to reinvigorate the stalled conflict settlement process in Ukraine. This first such high-level meeting in three years, took place alongside other promising tangible actions, including disengagement of forces in several areas, restoration of the Stanytsia Luhanska bridge - emblematic of human suffering – and the exchange of prisoners - marking an important turning point and potentially a new forward momentum in establishing a permanent ceasefire, progressing the political dialogue on a lasting settlement, and alleviating the suffering of the conflict-affected population.

As we welcome new openings for political progress, we must recall that the humanitarian situation in the conflict-affected Donetsk and Luhanska oblasts of eastern Ukraine remains severe. As outlined in this year's Humanitarian Needs Overview, some 3.4 million people are expected to require humanitarian assistance in 2020. Over half a million people live in areas directly affected by the armed conflict and continue to experience regular exchanges of fire across the 'contact line', while another two million people are exposed to landmines and explosive remnants of war. While in some areas, recovery has progressed, it is worrying to note that the reverse is happening in other areas where we see a deepening of needs as the conflict continues to take its toll on the socioeconomic situation of the conflict-affected areas. A generation is at stake, as the conflict continues to leave children with deep long-lasting scars. The elderly, often disabled and frail, who make up a significant proportion of people in humanitarian need, require special attention and care. Populations living along the 'contact line' face the steepest challenges in accessing administrative services and entitlements. For people residing in areas outside control of the Government, accessing pensions or obtaining birth or death certificates is a painful, enduring ordeal, and risks of statelessness are a growing challenge.

It is in recognition of these needs that I present the Ukraine Humanitarian Response Plan for 2020, developed by the humanitarian community to describe its efforts to help the most vulnerable. The response plan calls for US\$158 million to assist two million people in 2020. The humanitarian community will work towards four Strategic Objectives requiring a mix of operational and advocacy efforts: from addressing the most pressing life-saving needs of the population, to protecting people from harm, from working with the Government of Ukraine to strengthen its delivery of humanitarian assistance in areas under its control, to extending access for humanitarian organisations to more people in need. The 2020 Humanitarian Response Plan for Ukraine accounts for less than one per cent of the total global humanitarian requirement for 2020 – yet can make a significant difference to the lives of 3.4 million conflict-affected people.

Without an end to hostilities, humanitarian needs are expected to remain high. All efforts therefore must persevere to identify avenues for peace. As we emphasize the prime importance of arriving at political solutions to achieve lasting peace, we call on donors and the international community to support us in meeting the urgent humanitarian and protection needs of civilians under this plan. Indeed, meeting the urgent needs of those most affected and vulnerable, investing in their protection and preservation of their dignity should be regarded as part and parcel of the effort to restore peace and advance reconciliation. Under the plan, such support will be focused on three areas:

The first is to help position the Government of Ukraine to deliver humanitarian response on the front lines of the crisis, in areas under its control. The international community must accompany the efforts being taken at the local, regional and national level to strengthen service delivery. This represents not only a more sustainable use of donor funding, it also recognizes the strong capacities that exist to play this leadership role. While the humanitarian community will continue to deliver the programs contained in this response plan

*An older woman is standing in her yard next to the coal stockpile just delivered by a humanitarian organization.
Photo: IOM/P.Perfilieva*

until such time as other forms of service delivery are available, it is important that efforts be reinvigorated, with the support of the development community, to transfer humanitarian assets and knowledge. I call on development donors to accompany these efforts with equal investment, in complementarity with their efforts on the reform agenda.

The second is to support the implementation of measures that enhance protection and can reduce future humanitarian needs. With a new government and parliament in place, and building on the positive momentum already witnessed, the time is now to continue adapting legal frameworks and policies to help address the many challenges faced by ordinary people: access to pensions, birth and death certificates, education certificates, as well as remedy and reparation for loss of civilian life, health and property, to name a few. While recognising that much has been done to adjust legal frameworks and government policies since the establishment of the new administration, too many innocent civilians continue to be impacted by a crisis they did not create.

The third is to support life-saving humanitarian response, both politically and financially. Despite progress in some areas, for people living along the 'contact line,' real limits remain on recovering their lives. Life-saving emergency assistance is therefore an essential requirement to ensure that they can live a life of dignity. In the

absence of a political solution, humanitarian assistance is also one of the few ways of keeping communities connected, avoiding polarisation from setting in, and the deepening of social wounds that can lead to years of violence into the future. We must use all available mechanisms, including the newly established Ukraine Humanitarian Fund, to expand the donor base and mobilize the resources required to stay the course, notwithstanding the global demands for humanitarian funding. Humanitarian delivery is still one of the most appreciated and successful forms of assistance provided by the international community in eastern Ukraine and must continue to be expanded to reach all those that are currently difficult to access.

The humanitarian community will continue to stand by the people of Ukraine. We invite all stakeholders to stand with us – and to help us pave the way for a better future for millions of people. Your support will make all the difference.

Osnat Lubrani

Osnat Lubrani

Humanitarian Coordinator in Ukraine

*People are queueing to cross the 'contact line'.
Photo: OCHA/V.Ranoev*



Response Plan Overview

PEOPLE IN NEED

3.4M

PEOPLE TARGETED

2.0M

REQUIREMENTS (US\$)

\$158M

HRP PARTNERS

56

Six years of active fighting have had profound consequences on the lives of more than five million people in conflict-affected Donetsk and Luhanska oblasts of eastern Ukraine. Some 3.4 million of these people are in need of humanitarian assistance and protection.

The 2020 Ukraine Humanitarian Response Plan seeks to address the needs of some two million people by providing emergency life-saving assistance and protection across six sectoral areas – water and sanitation, health, shelter, food security and livelihoods, education and protection. The response aims to reach the most vulnerable people in areas close to the 'contact line' as well as in pockets of humanitarian needs elsewhere in Ukraine. Among the most vulnerable are the elderly, who represent some 30 per cent of the people targeted for assistance in 2020, as well as children of vulnerable families which constitute 20 per cent of the people targeted for assistance. Importantly, the response also caters to meet the critical needs of some 180,000 people with disabilities.

The vast majority of the two million people targeted for humanitarian assistance are in the two most affected Luhanska and Donetsk oblasts. Over 900,000 people targeted live in areas outside Government-control (NGCA) while an estimated 850,000 people targeted live in Government-controlled areas (GCA). An additional 220,000 internally displaced people (IDPs) in Donetsk, Luhanska oblasts and in other oblasts in government controlled areas will also be assisted. The fact that only 900,000 people in NGCA are targeted for assistance is not a reflection of the level of needs, but is due to the foreseen capacity to address needs, in view of constrained access. If humanitarian access improves, particularly to areas outside the Government's control, the financial ask is likely to increase considerably.

In 2020, humanitarian operations focus on delivering a series of sectoral responses aligned against four overarching Strategic Objectives:

- (1) Provide emergency and time-critical assistance to 2 million conflict-affected people with humanitarian needs and ensure their access to basic essential services. This will seek to address critical problems related to the physical and mental well-being of the affected populations as well as to a decline in their living standards more generally.
- (2) Respond to the protection needs and strengthen protection of 1.4 million conflict-affected people, including IDPs, with regard to international norms and standards;
- (3) Ensure government ownership of humanitarian response in coordination with development actors and strengthen national/local response capacity in GCA.
- (4) Expand and secure humanitarian access to 2 million people in need in all areas where needs are acute.

To meet these objectives, humanitarian actors in Ukraine are seeking US\$158 million for 2020. These funds are required for 122 projects to be implemented by 56 partners (23 national NGOs, 24 international NGOs and nine UN agencies) and will be implemented alongside the work of the International Committee of the Red Cross, complementing the Government's efforts to address humanitarian needs.

The amount requested under the 2020 humanitarian response plan is roughly in line with the one presented in 2019. Many of humanitarian agencies have diverted their response toward GCA due to access constraints particularly in NGCA. The response also includes steps to increase access in NGCA through concerted efforts led by the newly established Humanitarian Country Team Task Force on Access.

Response by Strategic Objective

Strategic objective 1: Provide emergency and time-critical assistance and ensure access to basic essential services to 2 million conflict-affected people with humanitarian needs

The humanitarian response aims to provide emergency, time-critical assistance to those in need on both sides of the 'contact line'. Almost 85 per cent of the overall financial ask is intended to achieve this objective. In accordance with the needs analysis (see HNO 2020), first priority will be given to life-saving assistance of:

- **1.1 million people living closest to the 'contact line' in GCA (0-5km zone) and to all areas in NGCA¹.** Special attention will be given to meeting the needs of the high concentration of elderly, and people with disabilities living close to the 'contact line'² as well as children who constitute nearly 20 per cent of the targeted population in this area.
- **Some 400,000 people living away from the 'contact line' in the 5-20km zone in GCA.** This area, which remains heavily contaminated with landmines and explosive remnants of war (ERW), requires specific attention as it hosts the majority of basic services and facilities that serve the conflict-affected regions (33 per cent of operational education facilities and some 40 per cent of the "reorganized administrative hubs"³ are located here). Activities to strengthen communities are also included to enhance social cohesion.
- **Some 250,000 vulnerable people living in pockets of humanitarian needs beyond 20km of the 'contact line' in GCA.** Even though this area does not currently experience hostilities, the toll of the conflict remains relatively high, particularly with regards to socio-economic pressure.⁴
- **Some 220,000 internally displaced people who live in Donetsk and Luhansk oblasts and in other locations across Ukraine,** especially among the estimated 6,800 IDPs living in dire conditions in collective centres.

1. Humanitarian needs in areas outside of Government control remain high because of the high contamination of landmines and the absence of basic services, as well as challenges in accessing administrative services and the socio-economic impact of the economic blockade.

2. Thirty-one per cent of the total population in the area closest to the 'contact line' in GCA (0-5km) are elderly aged over 60 and 12 per cent of them are people with disabilities.

3. These are hubs where people go to collect or confirm social benefits, according to REACH's Capacity and Vulnerability Assessments 4 out of 11 hubs are located in 5-20km zone in GCA. These four hubs, which are among the biggest, are Bakhmut, Kurakhove, Sievierodonetsk and Volnovakha.

4. For example, the proportion of people adopting negative coping strategies is relatively high in this area. According to REACH's 2018 Humanitarian Trend Analysis, some 13 per cent of families in areas beyond 20km of the 'contact line' reported having to borrow food or rely on help from family/friends, compared with 8 per cent in the 5-20km zone.

Strategic objective 2: Respond to the protection needs and strengthen protection of 1.4 million conflict-affected people, including IDPs, with regard to international norms and standards

The humanitarian response aims to strengthen the protection of 1.4 million conflict-affected people, including 220,000 IDPs. This objective is fully aligned with the Humanitarian Country Team (HCT) Protection Strategy⁵. Only about 10 per cent of the overall financial ask is intended to support this objective as many of the activities supporting this objective are advocacy-related. The interventions focus on advocacy for the protection of civilians, social payments and documentation, freedom of movement, landmine/ERW and integration of IDPs with due regard to international norms and standards. While people in NGCA are particularly affected by difficulties accessing pensions, social entitlements and civil documentation, people on both sides of the 'contact line' require physical protection from hostilities, mines and ERWs. IDPs require durable solutions for a better future. The interventions are not geographically focused because the analysis of needs suggest that they do not vary on the basis of proximity to the 'contact line'.

Strategic objective 3: Ensure government ownership of humanitarian response in coordination with development actors and strengthen national/local response capacity in GCA

The humanitarian response aims to enable the Government of Ukraine, particularly regional and local authorities, to better provide services in GCA for their citizens, with a view to delivering future humanitarian response through basic services⁶. About five per cent of the overall financial ask contributes to achieve this objective. The capacity of national and local responders and authorities will be strengthened working at the oblast, rayon and municipal levels with the goal to transfer technical know-how. Efforts will be undertaken to assess the possibility of delivering humanitarian services through basic state infrastructure, which will in turn strengthen sustainability and the social contract between the Government and its people.

5. The HCT Protection Strategy aims to address regulatory and normative frameworks, to ensure the protection of civilian and civilian infrastructure; access to pensions, social benefits, and civil documentation; enhancement of freedom of movement; protection from landmine/ERW; and implementation of durable solutions for IDPs.

6. Future efforts for strengthening local capacities will focus on five thematic areas, namely mine action, legal assistance, education, health and WASH. These thematic areas were established jointly by the Humanitarian Country Team and the UN Country Team in February 2019 for possible collaboration with development and non-humanitarian actors.

Strategic objective 4: Expand and secure humanitarian access to 2 million people in need in all areas where needs are acute

The HCT has for the first time defined a Strategic Objective dedicated to humanitarian access given that persistent access challenges remain a hinderance to reaching all people in need, particularly those in areas outside of Government control, where there is a need to step up the humanitarian response. Ukraine has a national law on humanitarian assistance dated 1999, which could benefit from being update. There are also unresolved taxation issues on humanitarian aid organisations. In the area outside of Government control, humanitarian access has been severely restricted since 2015, and

despite limited improvements, remains highly unpredictable. While humanitarian organizations have maintained delivery of humanitarian programmes since the beginning of the conflict, responding to the critical needs of the population remains below the required scale. International Humanitarian Law stipulates that parties to the conflict have an obligation to facilitate access by humanitarian actors to people in need. Advocacy for humanitarian access will be largely done out of existing resources, though a large part of the work will be facilitated by the recently formed HCT Access Task Force⁷, for which additional resources may be required at a future stage.

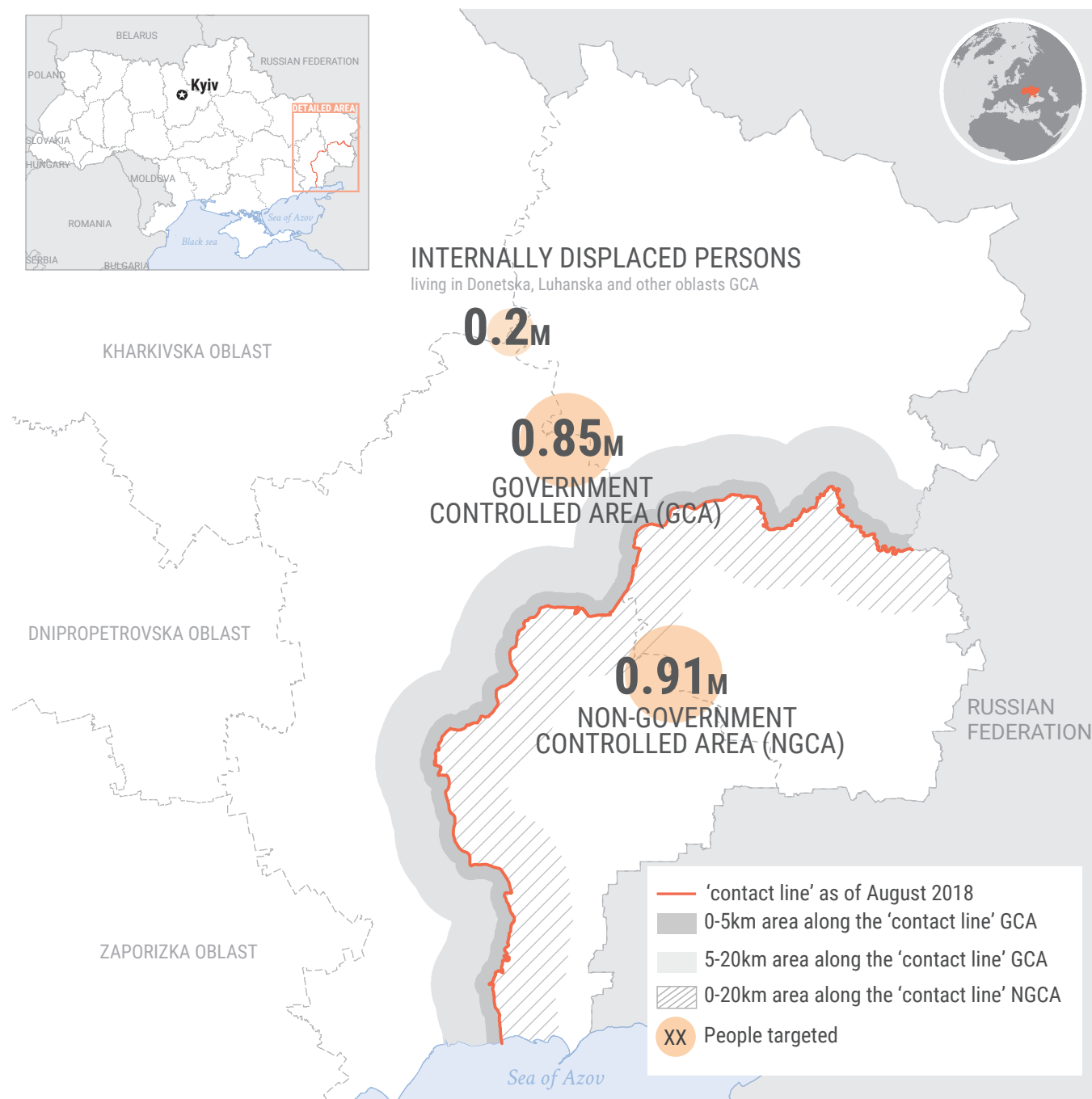
#	STRATEGIC OBJECTIVE	PEOPLE IN NEED	PEOPLE TARGETED		REQUIREMENTS (US\$)
S01	Provide emergency and time-critical assistance and ensure access to basic essential services to 2 million conflict-affected people with humanitarian needs	3.4M	2.0M	<div></div>	\$133M
S02	Respond to the protection needs and strengthen protection of 1.4 million conflict-affected people, including IDPs, with regard to international norms and standards	2.8M	1.4M	<div></div>	\$17M
S03	Ensure government ownership of humanitarian response in coordination with development actors and strengthen national/local response capacity in GCA	1.2M	0.3M	<div></div>	\$8M
S04	Expand and secure humanitarian access to 2 million people in need in all areas where needs are acute	3.4M	2.0M	<div></div>	—

7. This task force is cofacilitated by OCHA and NRC.

Needs and Planned Response

PEOPLE IN NEED	PEOPLE TARGETED	WOMEN	ELDERLY	CHILDREN	WITH DISABILITY
3.4M	2.0M	57%	27%	19%	9%

Overview map



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HRP Key Figures

Humanitarian Response by Targeted Groups

POPULATION GROUP	PEOPLE IN NEED	PEOPLE TARGETED
Residents	3.0M	1.7M
Internally displaced people	400k	219k

Humanitarian Response by Gender

GENDER	IN NEED	TARGETED	% TARGETED
Women	1.9M	1.1M	57%
Men	1.5M	842k	43%

Humanitarian Response by Age

AGE	IN NEED	TARGETED	% TARGETED
Children (0 - 17)	545k	372k	19%
Adults (18 - 59)	1.8M	1.1M	54%
Elderly (60+)	1.1M	528k	27%

Humanitarian Response for Persons with Disability

GROUP	IN NEED	TARGETED	% TARGETED
Persons with disabilities	409k	176k	9%

Financial Requirements by Strategic Objectives

#	STRATEGIC OBJECTIVE	REQUIREMENTS (%)
S01	Provide emergency and time-critical assistance and ensure access to basic essential services to 2 million conflict-affected people with humanitarian needs	84%
S02	Respond to the protection needs and strengthen protection of 1.4 million conflict-affected people, including IDPs, with regard to international norms and standards	11%
S03	Ensure government ownership of humanitarian response in coordination with development actors and strengthen national/local response capacity in GCA	5%
S04	Expand and secure humanitarian access to 2 million people in need in all areas where needs are acute	—

Financial Requirements by Sector

SECTOR	REQUIREMENTS (US\$)	REQUIREMENTS (%)
Protection	\$51M	32%
Shelter/NFI	\$27M	17%
Health	\$22M	14%
WASH	\$22M	14%
Food Security & Livelihoods	\$18M	11%
Education	\$7M	5%
Common Services & Support	\$6M	4%
Multipurpose Cash Assistance	\$5M	3%

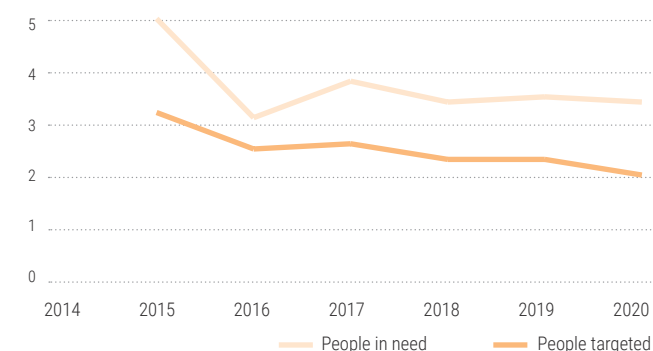
Financial Requirements by Geographical Zones

ZONE	REQUIREMENTS (US\$)	REQUIREMENTS (%)
GCA 0-5km area along the 'contact line'	\$57M	36%
GCA 5-20km area along the 'contact line'	\$28M	17%
GCA 20km+ area along the 'contact line'	\$15M	9%
NGCA 0-20km area along the 'contact line'	\$49M	31%
NGCA 20km+ area along the 'contact line'	\$9M	6%

Historic Trends

Humanitarian Response (2014 - 2020)

In millions of people



Since the start of the conflict in 2014 the humanitarian response in Ukraine has been significantly scaling up until 2017. Since 2017, the humanitarian response has remained roughly at the same level.

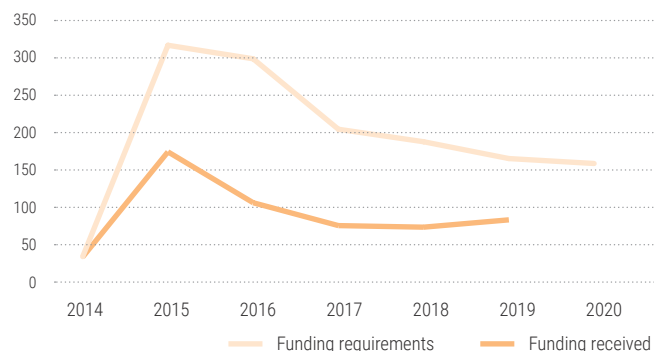
Since 2017, humanitarian needs have remained at about the same level. While the humanitarian situation has improved in some areas, the number of people in need has not seen a significant drop, as other needs are deepening. The psychological impact of the crisis is growing by the day⁸, while the socioeconomic consequences due to loss of livelihoods and deteriorating basic services are pushing some people into deeper vulnerability.

The humanitarian community has targeted the needs of around 2.3 million people per year since 2016 - an average of around 60 to 65 per cent of the total number of people in need. This reflects limited financial resources as well as restrictions faced by partners in delivering assistance in areas where access impediments have been observed⁹.

The number of people reached by the humanitarian community has remained at a similar level over the years - reaching an average of one million to 1.2 million people annually. This accounts for less than 50 per cent of the total target in a given year reflecting levels of funding and access impediments that have both curtailed the ability to respond.

Financial Requirements (2014 - 2020)

In millions of US\$



Ukraine has used project-based costing since 2015, so the financial requirements reflected in the Humanitarian Response Plans over the past four years have been the sum of the financial asks of approved projects¹⁰.

Compared to 2019, the financial requirement for 2020 has decreased by US\$5 million, which is due, inter alia, to (i) a 30 per cent cut in the WASH Cluster's 2020 financial ask because of the persistent underfunding of the sector, which has led to two key organisations (UNICEF and IOM) decreasing their funding requirements¹¹; and (ii) an increasing number of national NGOs contributing to the humanitarian response (accounting for 14 per cent of the total financial requirement) which reduces transactional costs and makes the response more cost-effective.

YEAR OF APPEAL	PEOPLE IN NEED	PEOPLE TARGETED	REQUIREMENTS (US\$)	FUNDING RECEIVED	% FUNDED
2014	—	—	\$33M	\$33M	98%
2015	5.0M	3.2M	\$316M	\$173M	55%
2016	3.1M	2.5M	\$298M	\$105M	35%
2017	3.8M	2.6M	\$204M	\$75M	37%
2018	3.4M	2.3M	\$187M	\$73M	39%
2019	3.5M	2.3M	\$164M	\$82M	50%
2020	3.4M	2.0M	\$158M	—	—

8. Some 70 per cent of people living within 20 kilometres of the 'contact line' show signs of psychological distress and emotional difficulties.

9. This is evident in the reduced number of people targeted between the 2017 and 2018 HRPs, which coincided with the closure of WFP's operation in Ukraine in mid-2017 when the 2018 response planning was about to commence.

10. An HRP includes an average of 100 projects. However, between the 2017 and 2018 HRPs, the financial requirement dropped significantly by US\$27 million, which was due to WFP shutting down its operation.

11. According to FTS, WASH has consistently been the most underfunded sector since 2015 with an average of 12 per cent of funding received against the requirement in a given year.



A boy is sitting in the shade on a hot day while waiting to cross the 'contact line'.

Photo: OCHA/S.Ishynov

Context of the Crisis

Ongoing Violence

In its sixth year, the conflict in Donetsk and Luhansk oblasts in eastern Ukraine continues to take a significant toll on the lives of more than five million people, 3.4 million of whom require humanitarian assistance and protection services.

Since 2014, over 3,300 civilians have been killed while more than 7,000 have been injured in the hostilities that are most intense near the 'contact line' – the 427-km-long line that splits the affected areas into those under the Government's control (GCA) and those outside it (NGCA). Landmines and ERW continue to kill and maim people, especially in rural areas. A total of 1,077 civilians have been killed or injured by landmines and explosive remnants of war (ERW) since 2014 - almost one-fifth of these casualties was among children. Ukraine ranks fifth worldwide for casualties caused by landmines and other ERW and second for anti-vehicle mine casualties (2015-2018). Landmines and ERW accounted for 35 per cent of conflict-related

civilian deaths in 2019.¹² Some two million men, women and children continue to live in mine-contaminated areas in GCA. In NGCA, it is not possible to assess the level of mine contamination due to limited humanitarian access, but it is likely to be significant.

Impact on Living Standards

Beyond causing death and physical injury, the continuing violence in the 'conflict-affected' areas has also negatively impacted the psychological well-being of ordinary people. Almost eight in 10 household members in communities close to the 'contact line' feel a threat to their lives due to clashes.

The elderly, children, the disabled and women are particularly vulnerable. Fifty-six per cent of the people in need are women, 12 per cent are people with disabilities and over 30 per cent are elderly - the highest proportion in the world. Some 700,000 pensioners from NGCA have lost access to their pensions since 2014, which is more

12. Since 2014, over 165 children have been killed or injured by landmines, unexploded ordnances and other deadly explosive remnants of war.

than half of all pensioners registered in NGCA in 2014; over 40 per cent of them rely on their pension as the main source of income. Nearly 60 per cent of the people who regularly cross the 'contact line' are elderly, and most of them cross from NGCA to GCA to access their social entitlements, including pensions, state administrative services, hospitals, markets or withdraw cash. Some 240,000 children living near the 'contact line' regularly experience direct shelling and exposure to landmines and explosive hazards. With over half a million children in need of humanitarian assistance in the 'conflict-affected areas', a generation is growing up surrounded by violence and fear, compromising their future.

Community Infrastructure and Civilian Assets

Hostilities have also damaged essential community infrastructure and civilian assets. Shelling incidents have routinely affected water, sanitation, health and education facilities cutting the affected population off from basic services. Shelling and other conflict-related incidents affected water and sanitation facilities 88 times in 2019 – with more than 300 incidents recorded in the last three years – disrupting access to water for millions of people. Over 35 per cent of some 600 health-care facilities in conflict-affected Donetsk and Luhanska oblasts have sustained damage. Since 2017, schools have come under fire at least 95 times, disrupting access to education for thousands of children on both sides of the 'contact line'. Infrastructure that has not been directly impacted by hostilities has deteriorated due to ageing and the impossibility of upkeep and repair due to the ongoing violence.

Access to Civil Administration and Services

Beyond the violence, communities have been negatively impacted by the existence of a 'contact line' which prevents people from visiting family members and accessing the markets, hospitals, schools and state services they regularly relied upon prior to the crisis. These are now on the other side of the 'contact line' at the five official Entry-Exit Crossing Points (EECPs). When it comes to seeking administrative support, banking services and social benefits, NGCA residents are predominantly affected as these are only available in GCA. It is

estimated that 90 per cent of the people crossing the official Entry-Exit Crossing Points are residents of NGCA crossing to GCA. While 2019 saw some progress in the legal and policy frameworks that govern people's access to social entitlements and crossing conditions of the 'contact line' introduced by the Government of Ukraine, the benefits are yet to be witnessed (*please also refer to the "Context of the Crisis" section in the HNO*).

Economic Impact

The negative impact the conflict has had on the economy can be felt across the affected communities, due not only to barriers limiting access to employment, but also to the closure of many enterprises and coal mines. People's coping mechanisms are reaching the breaking point, with many having to resort to negative practices to cope with everyday life. More than 70 of the 213 coal mines in the east have been shut down due to the conflict. The industrial production of the region has decreased by some 60 per cent. In Luhanska oblast, output continues to decline and is now at around 14 per cent of its 2013 levels. The unemployment rate in the conflict-affected Donetsk and Luhanska oblasts, which used to be Ukraine's industrial heartland, has become the highest nationwide; it now stands at 15 per cent, compared to the national average of 7.8 per cent. Communities along the 'contact line' also report negative coping strategies, including spending savings, borrowing money, drinking untreated water, buying food on credit, reducing health expenditures, moving for work and engaging in demeaning and unsafe work. The heavy industry in the region has also increased the risk of industrial and chemical hazards and has the potential to create an environmental disaster.

As highlighted, the conflict has had a deep impact on affected populations. Even if the situation improves and hostilities decrease, affected communities will still need significant support to rebuild their lives, regain their self-sufficiency and recover in the long term. Therefore humanitarian needs are expected to remain somewhat stable until such time as peace is achieved and recovery is initiated.

Part 1

Strategic Response Priorities

A team of humanitarian workers is conducting an assessment of response.

Photo: OCHA/V.Ranoev



1.1

Priority Humanitarian Consequences

Humanitarian needs in conflict-affected areas of Eastern Ukraine are expected to remain severe in 2020, with some 3.4 million people in need. Humanitarian partners aim to assist two million people placing primary emphasis on providing life-saving and time-critical assistance, strengthening protection, enhancing the ability of the Government of Ukraine to gradually take over humanitarian delivery in areas under their control, and on expanding humanitarian access in order to deliver assistance in accordance to needs.

Humanitarian consequences are the effects of the crisis on the lives, livelihoods and resilience of people. Four humanitarian consequences have been prioritized - those related to physical and mental well-being, living standards, protection and resilience and recovery.

Critical problems related to physical and mental well-being

PEOPLE IN NEED	WOMEN	ELDERLY
2.8M	1.5M	882K
CHILDREN	WITH DISABILITY	
441K	331K	

The conflict has impacted the physical and mental well-being of an estimated two million people. People living closest to the 'contact line' suffer most from these problems due to the direct impact of ongoing hostilities and landmine and ERW contamination. Those living in isolated settlements along the 'contact line' are particularly affected as they are also cut off from basic services and access to markets, although pockets of vulnerability also exist farther away.

The conflict has affected population groups differently, some are at greater risk than others. Evidence shows clear differences in needs between urban and rural communities, for example¹³. Vulnerable groups, such as the elderly, people with disabilities, women and

13. Sanitation needs, for example, are higher in rural than in urban areas, with 78 per cent and 15 per cent respectively (WASH Cluster study 2019). For more information on other needs, please refer to the Humanitarian Consequences section of the HNO.

children are most affected by these problems.

Critical problems related to physical and mental well-being range from death and physical injury due to shelling, widespread mine contamination and ERWs, to difficulties accessing quality health care as well as the absence of adequate trauma care and other forms of emergency health services. Damage to houses and property and the disruption of heating and electricity also expose people to the elements and harsh weather conditions which require the distribution of household items, particularly during winter. The absence of running water and inadequate sanitary conditions, including the disposal of solid waste, also exacerbate health risks. In April 2019 there was an outbreak of water-related gastroenteritis in the conflict-affected area. Meanwhile, difficulties in accessing local market means people cannot afford basic goods and services. People living in isolated settlements are cut off from basic services due to insecurity and disrupted road infrastructure. Mental health issues can be witnessed which are either due to violence and stress or are related to increased gender-based violence.

Critical problems related to living standards

PEOPLE IN NEED	WOMEN	ELDERLY
2.2M	1.2M	709K
CHILDREN	WITH DISABILITY	
354K	266K	

The conflict has impacted the living standards of some 2.2 million people. These problems are not confined to a particular geographic area as the impact of the conflict on living standards does not vary largely by distance from the 'contact line'. Even though communities located farther away from the 'contact line' are less affected by violence, their living standards are still negatively impacted by the disruption of basic services such as water, electricity, public transport and health care. Living conditions in the entire NGCA are particularly challenged due to socioeconomic deterioration, lack of aid, pre-conflict poverty and unaddressed impacts of heavy fighting in

the area in 2014 and 2015.

People living in urban and rural areas face different challenges regarding living conditions. The 'contact line' has severed the network of basic services, markets and employment opportunities between NGCA and GCA. This has led to a "reorganisation" of networks and encouraged people, particularly in rural areas, to make new connections and seek services and employment in new locations. This phenomenon has placed an additional heavy burden on services and capacities in urban areas which were not directly affected by the conflict, and which are now delivering services to a larger population.

Critical problems related to living standards are linked to challenges in social service provision, including the limited availability and high cost of health care, the disruption of water, sanitation and hygiene services, the compromised access to education due to damaged infrastructure and the cost of school supplies and the insufficient medical personnel and teachers, due to the economic challenges and "brain drain." The high level of unemployment and resulting poverty also affects living standards, as it affects access to services and to food. Negative coping strategies are witnessed in this area, such as borrowing food, relying on help from family and friends or adults reducing their food intakes to feed their children¹⁴.

Critical problems related to protection

PEOPLE IN NEED	WOMEN	ELDERLY
2.8M	1.6M	897K
CHILDREN	WITH DISABILITY	
448K	336K	

An estimated 2.8 million people are in need of protection support and assistance on both sides of the 'contact line'. Those in NGCA are more affected by protection issues in some areas due to multiple compounding factors such as socioeconomic exclusion, lack of aid, pre-conflict poverty, lack of documentation recognized by the Government of Ukraine, and unaddressed impacts of the heavy fighting in the area in 2014 and 2015.¹⁵

There is little variation between how people are affected by these in rural relative to urban areas, and there is no correlation between the prevalence of these problems and the proximity to the 'contact line'. Protection concerns related to internal displacement exist in different parts of the country, depending where IDPs live.

Critical problems related to protection are the limited freedom of movement and the fact that the 'contact line', which is difficult to cross, has separated millions of people from their networks

of basic and essential services, social benefits, markets and employment opportunities. Obstacles in implementing the Mine Action Law adopted in December 2018 are also a challenge. Limited access to social benefits and pensions and difficult access to civil documentation (birth and death certificates as well as education certificates) hit those living in NGCA the hardest. Indiscriminate attacks on civilians and civilian infrastructure violate International Humanitarian Law (IHL) and particularly affect residents living closest to the 'contact line' in both NGCA and GCA. IDPs face difficulties related to durable solutions and seek greater support in the areas of livelihoods and housing.

Critical problems related to resilience and recovery

PEOPLE IN NEED	WOMEN	ELDERLY
1.2M	697K	398K
CHILDREN	WITH DISABILITY	
199K	149K	

An estimated 1.2 million people remain in need of assistance to alleviate critical problems related to resilience and recovery. The magnitude of these needs is highest in areas farther away from the 'contact line' in GCA, which present the greatest opportunities for a "return to normalcy". In NGCA, international economic sanctions prevent any type of recovery or development projects to take place, and the conditions may not yet be ripe for such assistance.

Problems related to resilience and recovery coexist alongside humanitarian problems. They are not addressed in this HRP, which has sought to be focused on life-saving needs. As such, this consequence is primarily addressed through advocacy with the Government of Ukraine which is encouraged to prioritize the economic recovery of relevant affected areas, and to strengthen its own humanitarian assistance through its basic service delivery. Humanitarian actors are thereby supporting these issues by building the capacity of national stakeholders to provide essential services to people affected by the crisis.

Critical problems related to resilience and recovery as outlined in this Humanitarian Response Plan include challenges faced by government authorities in responding to humanitarian needs, the reform of social protection and safety nets which may negatively impact conflict-affected communities, the reforms on residence registration which affects IDPs in particular, and the need for more public investment in infrastructure.

14. The use of negative coping strategies was more prevalent in areas within 5km of the 'contact line' in GCA, particularly in rural areas. Evidence suggests that the majority of people in this area may not be able to meet a minimum standard of living.

15. Please refer to Annex of the HNO for the map showing the dynamic shifting of the 'contact line' from the beginning of the conflict in 2014 to date.

1.2

Strategic Objectives and Response Approach

Building on the analysis elaborated in the Humanitarian Needs Overview (HNO), the humanitarian community has established four strategic objectives to guide the 2020 humanitarian response. They build on those objectives defined in 2015 to ensure continuity and consolidate achieved gains. Each strategic objective is complemented by a set of specific objectives that detail the intermediate desirable

results to be achieved through a combination of direct service provision, in-kind support, cash and voucher assistance (CVA), community-based support and capacity-strengthening. The strategic objectives take into account and contribute to the collective outcomes for humanitarian and development actors, thereby supporting the linkages between relief, recovery and development.

Strategic objective 1

Provide emergency and time-critical assistance and ensure access to basic essential services to 2 million conflict-affected people with humanitarian needs

PEOPLE IN NEED

3.4M

PEOPLE TARGETED

2.0M

Strategic objective 2

Respond to the protection needs and strengthen protection of 1.4 million conflict-affected people, including IDPs, with regard to international norms and standards

PEOPLE IN NEED

2.8M

PEOPLE TARGETED

1.4M

Strategic objective 3

Ensure government ownership of humanitarian response in coordination with development actors and strengthen national/local response capacity in GCA

PEOPLE IN NEED

1.2M

PEOPLE TARGETED

300K

Strategic objective 4

Expand and secure humanitarian access to 2 million people in need in all areas where needs are acute

PEOPLE IN NEED

3.4M

PEOPLE TARGETED

2.0M



An older woman is standing in the gates after receiving coal to heat her home during winter.
Photo: PIN/A.Lores

Strategic objective 1:

Provide emergency and time-critical assistance and ensure access to basic essential services to 2 million conflict-affected people with humanitarian needs

PEOPLE IN NEED	PEOPLE TARGETED	WOMEN	CHILDREN	WITH DISABILITY
3.4M	2.0M	1.1M	380K	180K

Rationale and intended outcome

The conflict has impacted the physical and mental well-being, and living standards of two million people (some 65 per cent of the 3.4 million people in need of humanitarian assistance). The 2020 HNO findings demonstrate that active hostilities and heavy landmine and ERW contamination still pose a fatal threat to the lives of many conflict-affected people. Millions are highly vulnerable and in need of access to basic services, including education, health, WASH and adequate shelter. In addition, insecurity has hindered the ability of the population to access markets and livelihoods, particularly for people in isolated communities along the contact line. In NGCA, constraints on accessing pensions, administrative services and entitlements in GCA, coupled with the impact of the economic blockade, have deepened humanitarian needs. In the absence of other capacity to respond, it is incumbent on humanitarian actors to meet these

needs. Some 35 per cent of the 3.4 million people in need have been identified as having needs requiring resilience and recovery.

This strategic objective seeks to both save lives and improve living standards covering both the critical problems related to physical and mental well-being and those related to living standards. Protection assistance is a key component of this objective ensuring that assistance is targeted and delivered to the acutely vulnerable with respect for their safety and dignity.

Specific objectives and response approach

This strategic objective is supported by three specific objectives, each relevant to a different geographic area:

Specific objective 1.1: Provide life-saving assistance for people living in areas closest to the 'contact line' in GCA and in NGCA (0-5 km GCA and NGCA). This objective recognises that emergency needs

are greatest in areas closest to the 'contact line' as well as in the entire NGCA, which is due to the economic blockade, lesser levels of aid delivered in the past and previous locations of the 'contact line'. The response aims at delivering assistance to where the affected populations are, wherever feasible, and takes into account the many hurdles people may face to reach essential services due to restricted freedom of movement and isolation of population from important urban centres due to the 'contact line'. Much of the assistance under this objective is related to health and cash interventions, but assistance also includes critical protection services, explosive ordnance risk education, shelter repair, provision of water and sanitation services, repair of damaged schools, distribution of essential education supplies and food assistance.

Specific objective 1.2: Improve living standards for people in areas further away from the 'contact line' in GCA (5-20 km GCA). This objective recognises the need to improve living standards and protection for people living in areas farther away from the 'contact line' in GCA. These areas may not have been directly affected by hostilities but bear the brunt of their indirect effect. To improve living conditions, humanitarian actors will support income generation and legal aid to connect people with their social entitlements. Humanitarian actors will also provide winterisation support, enhance education, provide critical supplies to health, water and sanitation facilities and laboratories. Small-scale rehabilitation activities, such as for pipelines or utility repairs, are included in this specific objective. This is because they are more effective, durable and sustainable ways to save lives (vs. water trucking) and build on existing capacities which is important in the context of eastern Ukraine.

Specific objective 1.3: Address pockets of humanitarian needs for people living in areas beyond the 'contact line' in GCA (20+ km GCA), particularly IDPs. This objective recognises that there are pockets of extreme vulnerabilities elsewhere in conflict-affected areas and in places where IDPs reside. Although some areas are not directly affected by hostilities, people's living standards – particularly in remote, rural environments - are still degraded by the disruption of basic services. The types of interventions under this specific objective may not be significantly different from the ones under specific objective 2, however, the causes of the needs are different.

SECTOR	KEY ACTIVITY (NOT EXHAUSTIVE LIST)
Education	Repair and rehabilitation of damaged schools and provision of essential education supplies
Food Security and Livelihoods	Food parcels and agricultural assets/inputs
Health	Improved access to healthcare through mobile teams and cash
Protection	Legal counselling, psychosocial support and community spaces for older people and people with disabilities
Child Protection	Child-friendly spaces and legal counselling to obtain birth certificates
Gender-Based Violence	Safe spaces for gender-based violence survivors
Mine Action	Humanitarian demining, risk education and mine victim assistance
Shelter/Non-Food Items	Emergency shelter kits, shelter repairs and winterisation support
WASH	Water trucking, emergency repairs of damaged water pipeline and distribution of hygiene kits



Serhii is working in his furniture workshop that he started thanks to the support of a humanitarian organization.
Photo: NRC/O.Sheludenko

Strategic objective 2:

Respond to the protection needs and strengthen protection of 1.4 million conflict-affected people, including IDPs, with regard to international norms and standards

PEOPLE IN NEED	PEOPLE TARGETED	WOMEN	CHILDREN	WITH DISABILITY
2.8M	1.4M	808K	350K	59K

Rationale and intended outcome

The conflict has impacted the protection of some 1.4 million people - over 40 per cent of the 3.4 million people in need of humanitarian assistance. The 2020 analysis of humanitarian needs found that violations of International Humanitarian Law (IHL) and International Human Rights Law (IHRL) are at the heart of the Ukraine crisis. The aim is to strengthen the protection of 1.4 million conflict-affected people by promoting and advocating for respecting IHL and IHRL, demanding accountability and mitigating the impact of violations.

This strategic objective is fully aligned with - and complementary to - the HCT Protection Strategy which is “strategic” in nature (vs. operational) and prioritizes six key protection concerns, which are presented in no specific order of priority: protection of civilians and civilian infrastructure; access to pensions and social benefits; access to civil documentation; freedom of movement; protection from

landmine and ERW and durable solutions and integration of IDPs.

The strategic objective targets the entire population in need across the two affected oblasts and in pockets across the rest of the country where people continue to face serious risks to their safety, well-being and entitlements to their basic rights. The activities under this objective seek to strengthen the protection environment working closely with all stakeholders, including parties to the conflict. Activities under this strategic objective are advocacy-focused and seek to call upon the duty-bearers under IHL and IHRL to adhere to international obligations, standards and norms and to respect the rights of conflict-affected people. It is important to note that “operational” protection services such as legal aid, explosive ordnance risk education, demining, GBV response, etc. that seek to address the protection needs of conflict-affected people are captured under strategic objective 1.

Specific objectives and response approach

This strategic objective is supported by five specific objectives, defined thematically, as follows:

Specific objective 2.1: Step up efforts to protect civilians and civilian infrastructure according to IHL and other legal instruments. This objective recognises the need for taking measures to protect civilians and civilian infrastructure from the effects of armed conflict. Of note is the endorsement of the Safe School Declaration (SSD) by the Government of Ukraine in November 2019. These efforts will be in line with the *National Strategy for the Protection of Civilians in Armed Conflict*, which is being developed by the Ministry of Defence for the period up to 2030

Specific objective 2.2: Improve access to social entitlements and civil documentation for civilians residing in NGCA. This objective recognises the need to ease the procedures for civilians to access state administrative services, such as registering a birth or a death, identification documents and education certificates. While some progress was made in 2019, the issue remains not fully addressed. Though the Cabinet of Ministers announced adoption of a resolution to introduce an administrative procedure of birth and death registration, the text of the resolution has not yet been published. In parallel, Ministries have continued to work on draft legislation that would simplify the procedures for birth and death registration. Humanitarian actors will continue to advocate for an efficient civil registration system that is accessible to all civilians within the entire territory of Ukraine.

Specific objective 2.3: Improve conditions and ease restrictions on movement for civilians and goods across the 'contact line'. This objective recognises the need for simplified crossing procedures of the 'contact line' and easy passage for civilians and goods, as well as adequate facilities at all crossing points. The resolution of the Cabinet of Ministers 815, which came into force on 28 November 2019, is considered as a definite step forward. The humanitarian community will continue to work with governmental counterparts to address the remaining issues on freedom of movement. Further effort must also be undertaken in areas outside of Government control.

Specific objective 2.4: Prevent and mitigate physical harm and risks of landmines and ERW.

This objective recognises the need for actions to reduce the risks of landmines and ERWs. While some progress has been made in addressing legislation-related loopholes¹⁶, concerns remain regarding the contradiction of the current law on mine action with the Constitution and other laws. In collaboration with the Ukrainian parliament, humanitarian actors have created a working group to propose adequate amendments to the current legislation. Humanitarian actors will also continue to advocate for a strengthened

mine-action and explosive ordnance risk education with full and unimpeded access for mine action actors to all contaminated areas; and reinforcing services for child mine and ERW survivors.

Specific objective 2.5: Promote durable solutions for IDPs living in GCA. This objective recognises the need to identify durable solutions for IDPs through strengthening the implementation of Ukraine's strategy for IDPs. In this regard, humanitarian actors will advocate for the extension of the current national IDP Strategy Action Plan beyond 2020 and will help mobilize adequate financial resources for the Action Plan's full implementation.

KEY ACTIVITY

Improved data collection to inform advocacy messaging

Monitoring and documentation of IHL and IHRL violations and conflict-related violence, particularly aimed at preventing further violations

Providing technical support to strengthen the legislation that takes into account the particular circumstances of those affected by the crisis, for example, the regulation for crossing the 'contact line', recognition of school certificates of NGCA graduates, IDP integration, protection of civilians, prevention of statelessness in NGCA, etc.

Creating an effective platform for engaging relevant stakeholders

Rights-based advocacy with duty bearers

¹⁶ In December 2018 the Ukrainian Parliament adopted the Mine Action Law. One of the major concerns raised about the law was related to the requirement of the allocation of all financial resources to a special state fund. This provision was viewed as an obstacle to direct donor funding to mine action operators and could have resulted in the cessation of humanitarian mine action in Ukraine. Following concerted advocacy efforts to address this drawback, on 25 April 2019 the Parliament adopted Draft law No. 10180 amending the Mine Action Law to remove this obstacle. For more information about mine action, please refer to the Mine Action Advocacy Note prepared in March 2019 by the Mine Action Sub-Cluster and Protection Cluster available at https://www.humanitarianresponse.info/sites/www.humanitarianresponse.info/files/documents/files/2019_03_advocacy_note_on_mine_action_eng.pdf



An older woman is standing in her kitchen after receiving food and cash assistance that will help her get through a winter. Photo: CBN "Emanuel"/K.Petryna

Strategic objective 3:

Ensure government ownership of humanitarian response in coordination with development actors and strengthen national/local response capacity in GCA

PEOPLE IN NEED	PEOPLE TARGETED	WOMEN	CHILDREN	WITH DISABILITY
1.2M	300K	171K	57K	27K

Rationale and intended outcome

While many actions have been taken by the Government of Ukraine to address important legislative issues (see section 1.6), after five years of conflict, it has become essential to enhance the Government of Ukraine's capacity and provide humanitarian assistance to the affected people in GCA. This will not only strengthen the link between the Government and its people, it will also benefit local infrastructure and basic services. It is important for the humanitarian community to move away from substitutive international action and to further focus on supporting a more localised humanitarian response. This strategic objective is consistent with the approach taken regarding the humanitarian-development nexus in Ukraine, which is primarily about building the capacity of national stakeholders to provide humanitarian

services to people affected by the crisis¹⁷. As bilateral and multilateral actors continue to support Ukraine's reform agenda in a wide range of policy and sectoral areas, linking up with the knowledge, data and networks developed by humanitarian actors remains key. In light of these opportunities it is important to make further progress in linking humanitarian and development action within Ukraine.

Specific objective and response approach

This strategic objective is supported by one specific objective as per the following:

Specific objective 3.1: Strengthen capacity of local responders and encourage local authorities to take over the provision of services in the areas, where feasible. In order to support the Government

17. Future efforts for strengthening local capacities will focus on five thematic areas, namely mine action, legal assistance, education, health and WASH. These thematic areas were established jointly by the Humanitarian Country Team and the UN Country Team in February 2019 for possible collaboration with development and non-humanitarian actors.

of Ukraine in eventually taking over the humanitarian response in GCA, the humanitarian community aims to transfer the provision of humanitarian services to local institutions thereby moving away from substitutive action. This should be achieved by oblast, rayon and local administrations as well as the central Government. The humanitarian community will also continue to leverage opportunities for enhanced coordination and advocacy with development actors on projects that could address some of the root causes of vulnerability. Interventions under this strategic objective include training programmes to enhance emergency response of local service providers and personnel such as health-care workers, teachers, water workers and state authorities. They also include supporting emergency preparedness and contingency-planning exercises, strengthening community-based networks, and developing water safety plans.

KEY ACTIVITY

Capacity development for basic service providers (e.g. education, health and water personnel)

Capacity development for official legal counsellors and paralegals, lawyers, judges, legal academy and government officials

Development of water safety plans or equivalent

Advocacy for establishment of national mine action institutions and unified mine victim database

Development of national capacities and skills on mine action

Facilitation of knowledge and expertise transfer to local authorities

Advocacy for government leadership



A woman is showing her conflict-damaged house in a hard-to-reach settlement.
Photo: OCHA/V.Ranoev

Strategic objective 4:

Expand and secure humanitarian access to 2 million people in need in all areas where needs are acute

PEOPLE IN NEED	PEOPLE TARGETED	WOMEN	CHILDREN	WITH DISABILITY
3.4M	2.0M	1.1M	380K	180K

Rationale and intended outcome

Full and unimpeded humanitarian access is a fundamental prerequisite to effective humanitarian action. Yet access to people in need has been one of the key challenges for humanitarian actors in ‘conflict-affected areas’ since July 2015. In recognition of this, the HCT has for the first time defined a strategic objective to enhance humanitarian access. This strategic objective focuses on both sides of the ‘contact line’ and acknowledges the different challenges on either side.

While humanitarian organisations have maintained delivery of humanitarian programmes, responding to the critical needs of the population in NGCA remains far below the required scale. This is due to significant access restrictions, bureaucratic and legal

impediments¹⁸, insecurity and limitations on procurement related to the economic embargo. In GCA, access challenges are also observed pertaining to security and regulatory shortcomings in the Ukrainian legislation. For example, the absence of an adopted national law on humanitarian assistance¹⁹ has caused unresolved taxation issues on humanitarian organisations who face issues with VAT demands²⁰ and reimbursements of past arrears that amounted to US\$11.5 million for UN agencies by the end of 2019. The response on both sides of

18. Restrictions by the Government of Ukraine on items being delivered to NGCA institutions in both NGCAs
19. The draft of the National ‘Humanitarian Law during the crisis situations’ was developed in 2015 and submitted to the parliament several times since then. However, up until mid-2019, the submission was not successful. In light of the change of the government, it should be re-submitted, this time to the newly appointed Parliament for consideration.
20. Even though Ukrainian law exempts NGOs from taxation (VAT, income, and corporate tax - See Tax Code of Ukraine: <https://zakon.rada.gov.ua/laws/show/2755-17> (Art. 14.1.121; 133.4, 133.4.1). The existing tax exemption law has not been adapted to the short-term, emergency nature of humanitarian interventions. Humanitarian projects’ short life-span, long-running registration procedures and long lists of required documents mean that a large part of the international organizations’ purchase is still subject to VAT. Furthermore, the legislation lacks a mechanism to manage reimbursements of past arrears.

the 'contact line' is also hampered by physical access restrictions including insecurity and harsh winter conditions, which make reaching isolated areas even more difficult.

Even though there will be no programmatic interventions within this objective, a large part of the work will be facilitated by the recently formed HCT Access Task Force,²¹ which looks towards the "strategic issues" related to humanitarian access. In 2020, humanitarian actors remain committed to deliver according to needs and meet the requirements on both sides of the 'contact line'. While more aid is currently delivered in GCA, humanitarian actors are doing their utmost to increase their operational footprint in NGCA and address needs equitably on both sides of the 'contact line'. Efforts are being undertaken to enhance the operational capacity of national and international NGOs as well as UN agencies and to promote full respect for IHL and the humanitarian principles.

Specific objectives and response approach

This strategic objective is supported by three specific objectives as follows:

Specific objective 4.1: Strengthen advocacy on both sides of the 'contact line' for enhanced humanitarian access. This objective recognizes the need to engage with all stakeholders that can support humanitarian access and to create a better understanding of the importance and need for humanitarian access.

Specific objective 4.2: Enhance the measurement of access challenges to better define access impediments and quantify their impact. This objective proposes to undertake efforts to quantify the impact of access challenges, to ensure evidence-based decision-making on this important topic.

Specific objective 4.3: Exploration of new operational approaches to enhancing access, building on efforts that have been successful. This objective recognises efforts undertaken to consider new and alternative operational approaches to deepen and expand the humanitarian footprint.

21. This task force is cofacilitated by OCHA and NRC.

1.3

Overarching Priority: Accountability to Affected Populations

The HRP was developed with a continued strong emphasis on **accountability to affected people (AAP)**, which is recognized as an essential benchmark for quality programming by the Inter-Agency Standing Committee (IASC). All projects are developed based on consultations with affected communities and are monitored for their impact. All projects are also required to use the IASC Gender with Age Marker and to put in place, where feasible, appropriate AAP mechanisms in order to be included in the HRP. The HCT developed an AAP framework in 2017, identifying collective measures that could be taken to enhance AAP. The HCT remains committed to their implementation and has identified AAP as one of its key priorities for 2019.

Satisfaction with assistance (in GCA only)

Latest evidence has found that 77 per cent of people receiving aid are satisfied with the assistance provided – both in terms of quantity and quality.²² The level of satisfaction was found higher among rural communities (around 80 per cent) where the needs are more severe. This demonstrates that humanitarian delivery is one of the most appreciated and successful forms of assistance provided by the international community.

Community engagement

The needs assessment and analysis, response planning as well as prioritization processes in Ukraine have been highly consultative in nature, reaching out to affected people to help define needs and programming priorities. In the area of needs assessment and analysis, AAP has been incorporated in the multi-sectoral needs assessment undertaken annually by REACH in collaboration with the Inter-Cluster Coordination Group (ICCG). The assessment considers affected people's priorities, how they view the overall humanitarian response, satisfaction with assistance, types of assistance received, availability of feedback mechanisms and consultation, and preferences in receiving assistance. While improvements are still required in the area of AAP, over 77 per cent of the affected people in 2019 were satisfied with the assistance received. In 2019, 65 per cent of people living in the area closest to the 'contact line' have received assistance. Overall, there has been significant progress in the way aid has been delivered. The proportion of households reporting the availability of a complaint mechanism to aid providers has increased from 40 to 50 per cent from 2017 to 2019.

The ICCG regularly conducted community visits in 2019 to gain a first-hand understanding of humanitarian needs, including in some of the hardest-to-reach areas along the 'contact line'. Such visits allow ICCG to engage in an open and frank dialogue with community members and seek their views and feedback.

The results of the annual multi-sectoral needs assessments and regular ICCG field visits help hold the humanitarian actors to account for the quality of the assistance they provide and inform what the humanitarian community needs to do collectively to improve the relevance of assistance. Individual organisations are also encouraged to engage and consult with the community to design and tailor the response, including in determining the preferred response modality. Clusters/sectors play a key role in promoting harmonised approaches to ensure there are no gaps in the quality or coverage of a response.²³

Feedback and complaint mechanisms

There are some 20 hotlines operational in Ukraine administered by civil society or humanitarian organisations – some established before and some after the conflict. These hotlines provide counselling assistance (e.g. psychosocial counselling, legal aid, etc.) directly to people who need it and offer a channel for affected people to report problems they face. While these hotlines are good initiatives, gaps remain in terms of the systematic and meaningful links among them and/or with alternative mechanisms.

Prevention of sexual exploitation and abuse

The prevention of sexual exploitation and abuse (PSEA) of affected community members by anyone associated with the provision of aid has been a key area of work for the Ukraine HCT. In 2019, a survey was conducted to map existing practices in PSEA in Ukraine. The findings showed that while 97 per cent of the responding organisations have a PSEA code of conduct for personnel, only 56 per cent have a mechanism in place to operationalise the policy, while only 22 per cent of staff have received training on PSEA²⁴.

The Ukraine HCT PSEA Task Force, facilitated by OCHA, is the primary body for the coordination of efforts on PSEA. On behalf of the HCT, it guides actions to protect beneficiaries from SEA and enhance the collective capacity of agencies to prevent and respond to reports of SEA committed by aid workers in Ukraine. The Task Force has identified three priority areas to strengthen system-wide PSEA, namely (i) capacity building on PSEA for organisations, (ii) awareness raising and training for aid workers, and (iii) awareness raising and strengthening of feedback mechanisms for aid recipients, and progress monitoring. Based on a community risk assessment, steps have also been taken to include PSEA in trainings carried out by the humanitarian community with armed forces.

23. For example, the Shelter/NFI Cluster has developed detailed winterisation recommendations that outline how the winterisation response should be delivered in a harmonised and systematic manner. The recommendations are updated annually, building on the experience developed in the previous five winterisation cycles.

24. According to PSEA survey conducted by Protection Cluster.

22. REACH, Humanitarian Trend Analysis in GCA, 2019.

1.4

Use of Multipurpose Cash

Multipurpose cash (MPC) assistance offers people affected by crises a maximum degree of flexibility and dignity to choose how to cover their needs.²⁵ Evidence²⁶ shows that 67 per cent of the conflict-affected population in GCA identified cash as a preferred type of assistance – although field visits to remote communities closest to the ‘contact line’ has also shed light on the challenges of cash assistance when markets are not functioning properly. MPC has been and continues to be an important multi-sectoral response modality, particularly in GCA. Its primary objective is to increase the ability of people to meet their immediate basic needs, and to maximise the use of resources in a way that is most suited to their requirements.

Evidence shows that MPC beneficiaries generally have an income level of around 45 per cent of the minimum subsistence level, and hence are routinely unable to meet urgent basic needs. It also shows that 73 per cent of MPC beneficiaries have overlapping needs of more than two sectors²⁷, which tend to be exacerbated in winter. Without MPC support, they will not be able to meet immediate daily basic needs and at risk of resorting to negative coping mechanisms.

Since 2016, the Ukraine Cash Working Group (CWG)²⁸ has been the main coordination forum for MPC transfers, promoting coherent approaches and standards. Cash transfers with objectives within a specific sector (e.g. cash for food, for rent or for hygiene, etc.) continue to be coordinated by and reported to the relevant cluster.

Response

The CWG helps define the Minimum Expenditure Basket (MEB) which determines a household's requirement to meet its basic needs and its average cost.²⁹ Since 2017, the MEB approach has been in full alignment with that of the Government of Ukraine, using the Ministry of Social Policy's data on minimum expenditure, which is regularly updated to reflect the market dynamic as a benchmark for calculation.³⁰ For 2020, CWG partners have agreed not to change the MPC transfer value of UAH 970 per person per month (equivalent to around US\$40)³¹. The current MPC transfer value intends to cover

around 60 per cent of the minimum expenditures-income gaps. Like in previous years, MPC transfers will cover an average of four monthly instalments or longer, should multiple needs persist. In some cases the transfer will be one-off³², but the total transferred amount will be in line with the monthly transfer value recommended by CWG.

Targeting: MPC specifically targets the most vulnerable individuals whose monthly income is lower than the minimum expenditure and have multiple unmet needs. This mainly includes the elderly whose sole source of income is pension; female-headed households with multiple children; families with single parents, people with disabilities or immobile member, a chronically ill member, IDPs who may lose access to their social benefits, or unemployed member aged 50-59 (below pensionable age).³³

Geographic focus: Cash transfers, including MPC, are generally feasible only in GCA where markets continue to function and banking and postal services offer a safe and efficient delivery mechanisms. In NGCA, market data remains limited and insufficient to inform whether cash transfers would be realistically feasible. The absence of reliable financial service providers in NGCA, which is due to international sanctions, is another major impediment to implementing cash transfers there.

Coordination with other sectors: MPC partners coordinate with other clusters through (i) the ICCG, where the chair of the CWG has a permanent seat to ensure adequate coordination with other clusters, (ii) referral systems to in-kind sectoral assistance, in case of extreme or chronic vulnerabilities identified among MPC beneficiaries, and (iii) regular market monitoring by MPC partners in conflict-affected area over the past two years.³⁴

Cost of Operations

Since 2015, MPC transfers have had specific budget lines in the Humanitarian Response Plans in order to quantify the requirement accurately. The MPC activities in the 2020 HRP totals US\$5.2 million to assist some 22,800 people and will be implemented by eight partners.³⁵ As in the previous year, MPC will strictly target the most vulnerable people living within 20 KM of the ‘contact line’ in GCA, with around 65 per cent of the total requirement focusing on the 0-5 KM zone.

25. The Cash Learning Partnership (CaLP), <http://www.cashlearning.org/thematic-area/multipurpose-cash-assistance>

26. 2019 Humanitarian Trend Analysis conducted by REACH

27. ACCESS Consortium, PDM of MPC beneficiaries

28. For more information on the services provided by CWG in Ukraine, please visit <https://www.humanitarianresponse.info/en/operations/ukraine/cash-working-group>

29. MEB is needed to determine the MPC transfer value as it relates to its programmatic objective and reflects the vulnerability of the target group and gap analysis. The aim of MPC is to cover parts of the basic needs not met by the population and the amount has been calculated to cover the gap between income and the minimum expenditure basket. CaLP's Operational Guidance and Toolkit for Multipurpose Cash Grants, December 2015.

30. This is to ensure complementarities and minimize any disruption in the long run as the Government is the primary duty bearer for its citizens, including IDPs. On the other side of the equation, data on average income of the conflict-affected people from various primary sources is juxtaposed against the Government-approved minimum expenditure in order to identify the gaps and subsequently the MPC recommended transfer value, which aims at closing the gap between minimum expenditures and income.

31. Considering that the gaps between minimum expenditures and income in 2019 remain within the negligible margins compared to that of 2018 [Ukraine CWG's MEB calculation methodology (October 2018) is available online at https://www.humanitarianresponse.info/sites/www.humanitarianresponse.info/files/documents/files/cash_working_group_mpc_guidance_on_transfer_value_october_2018.pdf

32. There are various reasons for such one-off multipurpose cash transfers, for example, logistical challenges, beneficiaries' preference, e.g. those who has debts or whose multiple immediate needs exceed monthly MPC amount.

33. Pensionable age in Ukraine is currently 55 for females and 60 for males. However, the new legal framework stipulates the increase of pensionable age to 60 for females and 62 for males by 2021.

34. The methodology was developed in 2017 in close consultation with relevant clusters and currently cover five sectors (food, hygiene, winterisation, including personal insulation and heating material, basic construction material and basic agricultural inputs). The ICCG and CWG have identified the review and harmonization of market monitoring mechanisms in the ICCG annual workplan. For more information on market monitoring, please visit <https://www.humanitarianresponse.info/en/operations/ukraine/cash-working-group>

35. ACTED, ADRA, Caritas Ukraine, Dorcas, IOM, PiN, Polish Humanitarian Action and Save the Children.

1.5

Operational Capacity and Access

OPERATIONAL PARTNERS

131

TREND OF OPERATIONAL PARTNERS (2015 - 2020)



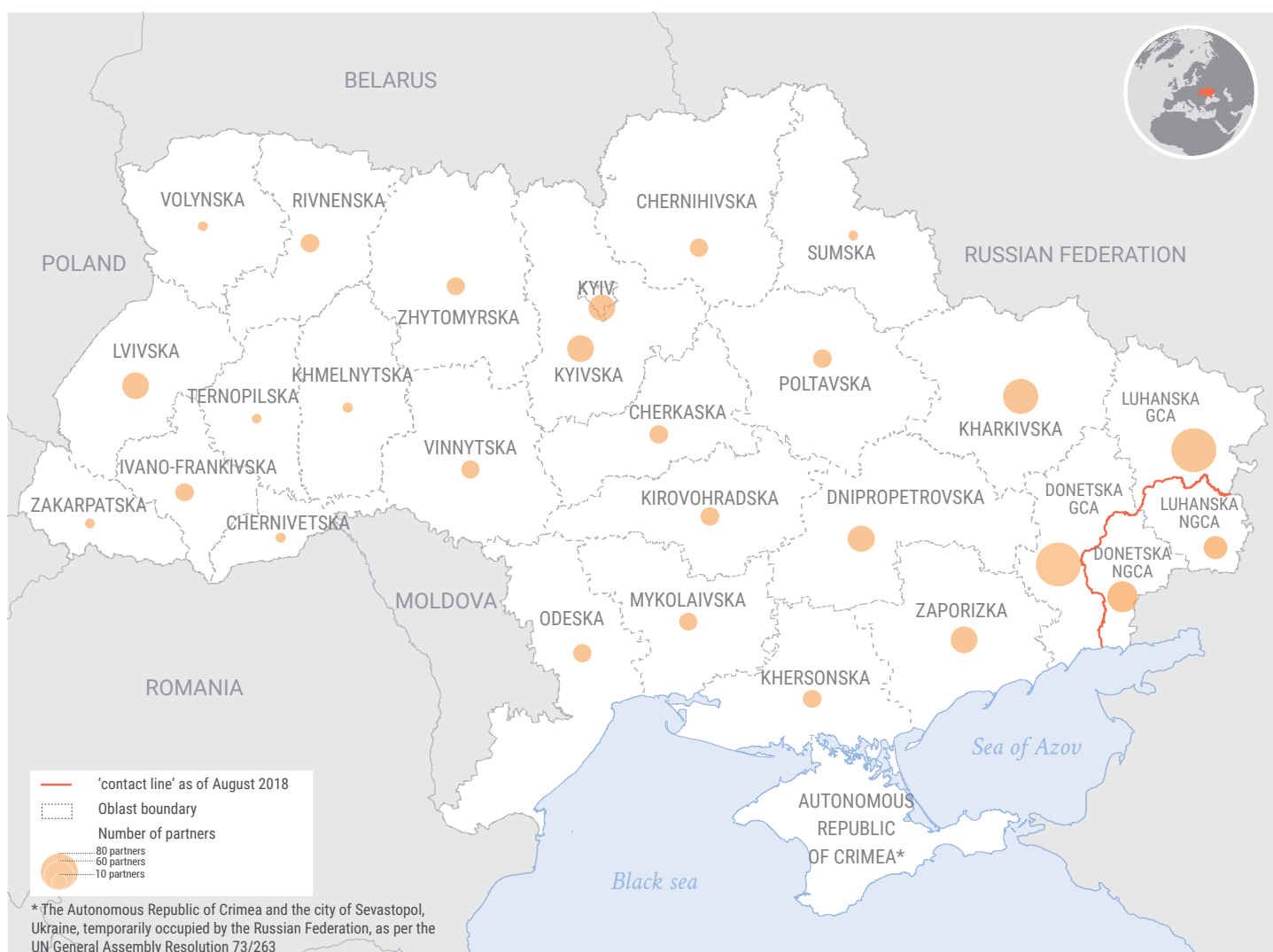
% OF PEOPLE TARGETED IN HARD-TO-REACH AREAS

46%

SECURITY INCIDENTS (JAN - NOV)

8,347

TREND OF SECURITY INCIDENTS (2017 - NOV 2020)



The designations employed and the presentation of material in the report do not imply the expression of any opinion whatsoever on the part of the Secretariat of the United Nations concerning the legal status of any country, territory, city or area or of its authorities, or concerning the delimitation of its frontiers or boundaries.

Humanitarian partners have a well-established operational presence across conflict-affected areas. In 2019, 131 organisations provided humanitarian assistance and protection to conflict-affected people³⁶.

More organisations are operational in the GCA than in NGCA, which is mainly due to access and bureaucratic impediments. Only 12 organisations (UN, NGOs and the International Committee of the Red Cross), are operational in NGCA, which creates an imbalance of operational capacity across sectors and is relative to GCA.

Operational capacity varies depending on the sectoral area whereby the Protection Cluster has the highest number of partners and the Shelter/NFI Cluster the lowest (all the while, the number of partners should not be taken as a single indicator that accurately reflect overall operational capacity).

NGOs, especially national ones, continue to play an important role as front-line actors in providing humanitarian assistance and protection to the most vulnerable. The 2020 HRP has recognised the effectiveness of NGOs, which are now more represented in the HRP than in previous years³⁷. The number of national NGOs participating in the HRP has almost doubled – from 12 in the 2019 HRP to 23 in 2020. Similarly, the number of projects submitted by national NGOs has also doubled – from 19 in the 2019 HRP to 41 in 2020³⁸ - resulting in an increase of financial requirements for national NGO projects of \$7 million.

The work of organisations participating in the HRP is supplemented by several key partners, including prominent ones such as the International Committee of the Red Cross (ICRC), the International Federation of the Red Cross and Red Crescent Societies (IFRC), and Médecins Sans Frontières (MSF). The response of these organizations follow similar objectives to those in the Humanitarian Response Plan

and complement the activities described therein. The unique mandate of ICRC allows it to complement the work of other humanitarian partners in country to reach the most vulnerable such as people in detention.

Partners by Sector

SECTOR	NO. PARTNERS
Protection	75
Food Security & Livelihoods	18
WASH	15
Health	12
Education	10
Shelter / NFI	10

Partners by Type

TYPE	NO. PARTNERS
National NGO	85
International NGO	31
UN Agency	10
International Organization	3
Other	2

People reached under 2019 HRP

SECTOR	REQUIREMENTS (US\$)	PEOPLE IN NEED	PEOPLE TARGETED	PEOPLE REACHED, as of September 2019
Protection	\$48M	3.1M	1.3M	894k
WASH	\$33M	3.2M	2.0M	265k
Shelter / NFI	\$27M	264k	131k	56k
Food Security & Livelihoods	\$19M	1.1M	78k	29k
Health	\$18M	1.3M	1.3M	60k
Education	\$6M	737k	170k	18k
Multipurpose Cash Assistance	\$7M	—	31k	7k
Common Services & Support	\$6M	—	—	—

36. The figure is consolidated based on the 2019 3W (Who, What, Where) database covering January to September 2019. The 131 organisations include 85 national NGOs, 32 international NGOs, 9 UN agencies, 3 international organizations and two others. Compared with the 2019 HRP, this is a drop by seven organisations. However, as the figure is based on the 3W database to which reporting is voluntary, this does not necessarily mean that these seven organisations are inactive or no longer operational in Ukraine.

37. The number of participating national NGOs (NNGOs) has nearly doubled from 12 in 2019 to 23 in 2020. Likewise, the number of projects submitted by NNGOs has more than doubled from 19 in 2019 to 41 in 2020. Almost one third of all projects are to be implemented directly by NNGOs accounting for 14 per cent of the total financial requirement.

38. This represents almost one third of all 122 projects in the 2020 HRP, accounting for 14 per cent of the total financial requirement.

1.6

Government of Ukraine's Contribution to Humanitarian Action

In line with the commitment of the Government of Ukraine to assist Ukrainians wherever they may reside; national, regional and local institutions also taking greater responsibility for the humanitarian response in areas under Government control. The Ministry for Veterans Affairs Temporarily Occupied Territories and IDPs (MVTOT) recently drafted a five-year-plan, which aims to address the priority needs for social protection of residents in the areas near the 'contact line' and in NGCA.

Housing, Land and Property

The political change in 2019 has opened opportunities for a different approach to address the needs of the people in the conflict-affected regions of Ukraine. With the Ukrainian President voicing a new commitment to resolving the conflict, the Government has in a short time taken a number of significant steps to improve the lives of conflict-affected people. In July 2019, the Government has addressed the needs in the areas of **housing, land and property** which have been frequently cited as one of the most acute problems for people living in areas under government control. The Government has introduced an 'affordable housing' programme for IDPs and increased the budget allocation for this programme by UAH 485 million in addition to the initial amount of UAH 100 million. These allocations have been given to the local governments as subsidies to support IDP housing. In addition, the Cabinet of Ministers of Ukraine introduced an administrative procedure for compensation for damaged and destroyed housing and approved the allocation of UAH 40 million (equivalent to around \$1.6 million) for the the compensation of damaged/destroyed housing for conflict-affected families. While the established mechanism still requires some adjustments, including in widening its limited scope and in increasing compensation rates, its implementation will yield significant dividends once implemented.

Crossing Procedures

In late 2019, the Government of Ukraine also adopted a resolution aimed at simplifying the crossing procedures for people and goods. The Resolution has indeed simplified the rules for transporting goods across the 'contact line', focusing on prohibited and limited goods (e.g. mainly hazardous and unsafe items, as well as items of a military nature), rather than permitted goods. Notwithstanding these positive developments, the resolution includes some problematic provisions,³⁹ which the Government of Ukraine has acknowledged and committed

to address in order to facilitate civilian crossings⁴⁰.

Pensions

There has also been some positive progress related to the payment of pensions to conflict-affected population, including IDPs.

On 26 November 2019, MPs registered in the Ukrainian parliament draft law (№ 2083-d), suggesting a mechanism on paying pensions to conflict-affected population. This draft delinks access to pensions from IDP registration. It has received an endorsement from the relevant parliamentary committees and is ready for a first reading in the parliament. If adopted, it would allow residents of NGCA to apply for pension in any pension department in GCA.

Mine Action

On 18 December, members of Parliament registered in the Ukrainian Parliament a draft law (#2618) suggesting a set of amendments to the Law on Mine Action. The amendments are partially in line with the suggestions of mine action partners, while some of the suggestions and comments have been considered by the Ukrainian parliament's working group on mine action. The creation of national mine action institutions is critical and, once established, will have a positive impact on the implementation of mine action in Ukraine and protection of civilians, etc.

IDP Voting Rights

The Government has also taken a step forward on voting rights for IDPs. On 19 December, the Ukrainian parliament adopted the Electoral Code of Ukraine ensuring that the IDPs can vote in local elections⁴¹. The next round of local elections in Ukraine will take place in 2020, therefore IDPs in different regions of Ukraine will be included into local electoral registries for voting, thereby reinstating their participation in local elections. This reflects a strong commitment from the Government of Ukraine to improve living conditions for IDPs and to foster their integration into the host communities.

Economic Development

Recognizing that the economic welfare of people in the region have severely been affected by unemployment and financial losses, the Government of Ukraine is taking multiple steps to invest in the region's future economic outlook. At the end of October 2019,

39. For example, children between 14 and 16 years of age are required to produce additional documentation for crossing from GCA to NGCA and the restrictions on the amount of cash people are allowed to carry across the 'contact line' As of early December, around 11 families with minors have reportedly faced difficulties in crossing the 'contact line' due to this regulation.

40. The Ukrainian Minister of MVTOT reflected on this commitment during the 'High Level Briefing to the UN Member States on Humanitarian Situation in Ukraine' on 12 December 2019 that took place in New York.

41. In the past, IDPs who had the permanent place of residence in the non-Government controlled areas (NGCA) or people without any permanent place of residence were not eligible to vote in local elections, or for majoritarian seats in the Parliament.

the Government hosted an international investment forum where representatives from over 45 countries were able to discuss the economic future of this region, thereby strengthening investor confidence. While reaping its gains will take time, there is reason to believe that the positive momentum created by this important conference will contribute to economic revitalization.

The Government of Ukraine remains fully committed to addressing protracted internal displacement, building upon the National Strategy on Internal Displacement, and its related Action Plan. The Strategy promotes a whole-of-government approach to achieve durable solutions for IDPs and host communities, bringing in aspects related to livelihoods, housing, property compensation and restitution, education, health, social cohesion and voting rights. Despite limited progress on the implementation of the Action Plan over the past year as a result of multiple challenges, including inadequate resources and a lack of political will in some parts of the Government, the Ministry for the Veterans Affairs, Temporarily Occupied Territories and IDPs (MVTOT) has expressed strong commitment to build programmes that meet the needs of IDPs, with a recognition that IDPs are

important human resources. The MVTOT is also reportedly developing a programme of EUR 44 million, together with international partners to provide temporary housing for IDPs. Support from both humanitarian and development communities remains crucial to translate this goodwill into reality for 1.4 million IDPs living across Ukraine.

Humanitarian Development Nexus

In 2020, the Government of Ukraine prioritizes working with both humanitarian and development partners to build the humanitarian development nexus – in the areas under its control. This is not only about increasing longer-term development assistance in areas where violence has subsided, but it is also about enhancing the Government of Ukraine's role in responding to humanitarian needs through strengthening the delivery of basic social services, with support of the humanitarian community. This needs to be accompanied by efforts of the development community – bilateral and multilateral – to make this a reality.

Part 2

Monitoring

A child is hugged by grandmother and mother.
Photo: OCHA/Y.Maloletka



2.1

Monitoring Framework

The humanitarian community in Ukraine will continue to strengthen accountability for aid delivered by monitoring and reporting on the impact and reach of the response. The various sectors will continue to finetune their monitoring and information management activities to make sure assistance goes to those who most urgently need it in a timely manner and critical gaps are identified.

Response monitoring

The 2020 humanitarian operations will be monitored and measured against cluster objectives and activity levels by means of data based on the agreed predefined indicators, targets and timelines. Liaison with operational agencies at the local, regional and global levels will be continued to identify resources and capabilities for monitoring and evaluation. Existing or global tools or platforms designed or rolled out by OCHA and other partners, including the Response Planning Module (RPM), the Financial Tracking Service (FTS), the Digital Situation Report, the UNInfo and the data platform maintained by the MVTOT will be capitalised upon to serve monitoring purposed, where feasible.

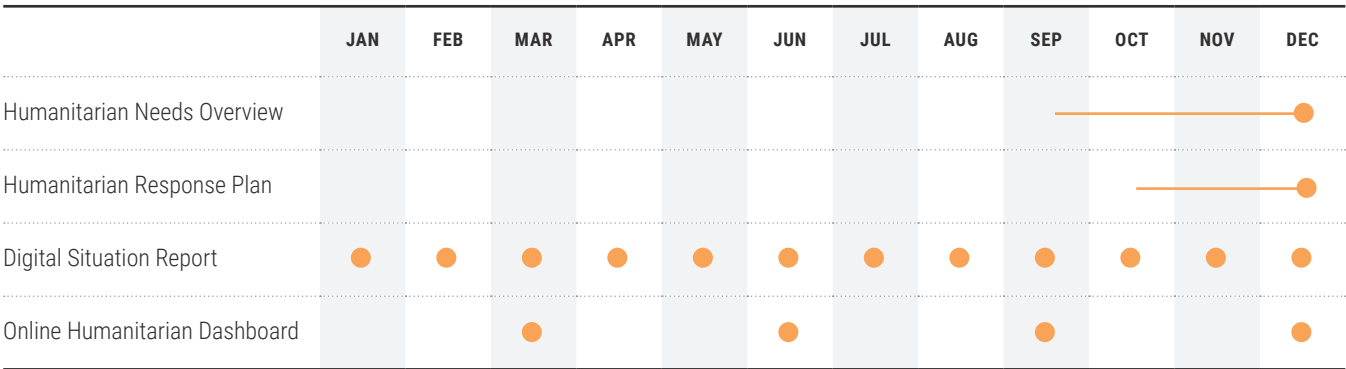
Cluster monitoring

Cluster objectives, outputs, targets and indicators are based on the Humanitarian Response Plan Strategic Objectives and related inter-sector outcomes. The output indicators aggregate the contributions from cluster members' projects to summarise core activities and highlight key achievements of the cluster. This provides an indication of whether the cluster is on track to meet its targets and reach to different geographic areas. Indicators from the cluster plans will be used to monitor reach on a quarterly basis (5Ws).

Reporting

Monitoring data will be made publicly available on the Humanitarian Response website on a quarterly basis and complement cluster-specific products (maps, interactive dashboards, etc.). These monitoring reports will include revised data and analysis to adjust response planning and inform strategic decisions.

Humanitarian Programme Cycle Timeline



2.2

Sector Contributions to Strategic Objectives

Strategic objective 1

Provide emergency and time-critical assistance and ensure access to basic essential services to 2 million conflict-affected people with humanitarian needs

Specific Objectives: Targets and Response

CLUSTER	CLUSTER OBJECTIVES	CLUSTER ACTIVITIES	GROUPS TARGETED
Specific Objective 1.1. Provide life-saving assistance for people living in areas closest to the 'contact line' in GCA and in NGCA (0-5 km GCA and NGCA)			
Education	Ensure access for conflict-affected boys and girls to safe, inclusive, enabling learning environment as a basic essential service	Conflict-related repair and rehabilitation of education facilities; construction of additional learning spaces for vulnerable boys and girls in need	IDPs, residents
		Procurement and distribution of equipment to conflict-affected education facilities	IDPs, residents
	Improve the quality of learning for conflict-affected boys and girls where feasible	Supply of education, ECD, or recreation kits and learning materials or related cash interventions	IDPs, residents
		Provision of life skills education and social and emotional learning (SEL) through after school activities, summer camps and other learning opportunities*	IDPs, residents
FSL	Ensure immediate access to food for the most vulnerable conflict-affected people	Support to distance learning programmes/modalities*	IDPs, residents
		Provision of cash transfers/vouchers - for food	IDPs, residents
Health	Ensure access to quality life-saving and essential health care services, including psychosocial and mental health support at all levels of care	Provision of in-kind food assistance	IDPs, residents
		Procurement, pre-positioning and distribution of medical supplies, essential medications and equipment through established and mobile healthcare services	IDPs, residents
		Provision of direct lifesaving and primary health care services (through fixed and mobile clinics) including emergency medical health care services, integrated Sexual and Reproductive Health services and Mental health and Psychosocial support	IDPs, residents
		Provision of financial support to vulnerable affected population through cash and vouchers for healthcare expenses	IDPs, residents
		Restoration and/or rehabilitation of disrupted health services and infrastructure (conflict-induced)	IDPs, residents
		Promote affected population right to timely emergency medical health care services, starting from community level all the way to hospital based care	IDPs, residents
MPC	Enable conflict-affected people to meet their multiple immediate basic needs	Provision of timely MPC transfers	IDPs, residents

Protection	Ensure conflict-affected people, including IDPs, benefit from full and non-discriminatory access to quality essential services and enjoyment of their rights, with particular attention to people with specific needs	Individual Protection Assistance	IDPs, residents
		Mine Victim Assistance	IDPs, residents
		Provision of Safe space/shelter to GBV survivors	IDPs, residents
		Psychosocial Support	IDPs, residents
		Transportation assistance	IDPs, residents
	Strengthen protection, including prevention and mitigation of rights' violations, for conflict-affected people, including IDPs	Demining	IDPs, residents
		Information Dissemination	IDPs, residents
		Marking of hazardous areas	IDPs, residents
		Provision of Legal Assistance and Protection Information/ Counselling	IDPs, residents
		Acute emergency shelter	IDPs, residents
Shelter	Address gaps in essential shelter and NFI needs of the most vulnerable IDPs and conflict-affected population through monetized/ in-kind assistance and contingency	Bomb shelters	IDPs, residents
		Collective Centre winterization	IDPs
		NFI distribution	IDPs, residents
		Solid fuel & heater distribution	IDPs, residents
		Winterization cash grant transfers	IDPs, residents
	Provide/upgrade permanent shelter solutions for the most vulnerable conflict-affected population	Winterization insulation	IDPs, residents
		Essential utility network repairs and connection	IDPs, residents
		Light and medium repairs	Residents
		Permanent housing (incl. reconstruction)	IDPs, residents
		Structural repairs ("heavy repairs")	Residents
WASH	Ensure immediate and sustainable access to sufficient safe water, and minimal levels of sanitation provision, for conflict-affected people	Distribution of additional private water storage capacity at HH level	IDPs, residents
		Distribution of bottled water	IDPs, residents
		Improvements of sanitary facilities at social institutions	IDPs, residents
		Improvements of sanitation at household level including septic tanks emptying or latrines provision	IDPs, residents
		Improvements to the reliable provision of sufficient water, of an adequate quality, at social institutions	IDPs, residents
		Newly developed water source	IDPs, residents
		Operation and maintenance of handwashing facilities at checkpoints	IDPs, residents
		Operation and maintenance of sanitation facilities at checkpoints	IDPs, residents
		Operation and maintenance of water distribution points at checkpoints	IDPs, residents
		Provision of chemicals at Water Treatment Plants	IDPs, residents

		Provision of household level or small-scale water treatment supplies or equipment	IDPs, residents
		Provision of necessary items to labs (lab supplies, materials & equipment)	IDPs, residents
		Provision of treatment chemicals to sewage plants	IDPs, residents
		Repair/maintenance/replacement of pipes, tanks, pumps etc. of small scale or decentralized piped water supply systems	IDPs, residents
		Repair/maintenance/replacement of pipes, tanks, pumps, etc. of large scale, centralized piped water supply systems	IDPs, residents
		Repairs/improvements in off-site sewage infrastructure such as pumps, treatment equipment or sewer pipes	IDPs, residents
		Repairs of hot water infrastructure (at building or community level)	IDPs, residents
		Solid waste collection or processing	IDPs, residents
		Water quality testing	IDPs, residents
		Water trucking	IDPs, residents
	Provide critical WASH-related supplies and information for the prevention of water- and sanitation-related diseases	Cash or vouchers for hygiene materials	IDPs, residents
		Cash payments or subsidies for other WASH activities (e.g. cash for work, assistance with water tariff payments)	IDPs, residents
		Distribution of hygiene promotion messages	IDPs, residents
		Provision of hygiene items	IDPs, residents
Specific Objective 1.2. Improve living standards for people in areas further away from the 'contact line' in GCA (5-20 km GCA)			
Education	Ensure access for conflict-affected boys and girls to safe, inclusive, enabling learning environment as a basic essential service	Conflict-related repair and rehabilitation of education facilities; construction of additional learning spaces for vulnerable boys and girls in need	IDPs, residents
		Procurement and distribution of equipment to conflict-affected education facilities	IDPs, residents
		Supply of education, ECD, or recreation kits and learning materials or related cash interventions	IDPs, residents
	Improve the quality of learning for conflict-affected boys and girls where feasible	Provision of life skills education and social and emotional learning (SEL) through after school activities, summer camps and other learning opportunities*	IDPs, residents
		Support to distance learning programmes/modalities*	IDPs, residents
FSL	Improve access to employment and income generating opportunities through rehabilitation/building of sustainable livelihood assets	Job creation grants (enterprise level)	IDPs, residents
		Provision of in-kind livelihood assets (household)	IDPs, residents
		Provision of livelihood grants (household level)	IDPs, residents
		Trainings and capacity-building events	IDPs, residents
	Improve food security status through provision of emergency and time-critical agriculture assistance	Agriculture-related trainings as well as larger events (farming schools, conferences, fairs etc)	IDPs, residents
		Distribution of agricultural equipment	IDPs, residents
		Distribution of fodder (animal feed)	IDPs, residents
		Distribution of other livestock (including honeybees)	IDPs, residents
		Distribution of poultry (chicken, duck and turkey, gees, etc)	IDPs, residents
		Distribution of seeds and seedlings	IDPs, residents

		Distribution of voucher or cash for agricultural inputs	IDPs, residents
		Provision of livelihood agricultural grants and assets (self-employment or micro-enterprise)	IDPs, residents
Health	Ensure access to quality life-saving and essential health care services, including psychosocial and mental health support at all levels of care	Procurement, pre-positioning and distribution of medical supplies, essential medications and equipment through established and mobile healthcare services	IDPs, residents
		Provision of direct lifesaving and primary health care services (through fixed and mobile clinics) including emergency medical health care services, integrated Sexual and Reproductive Health services and Mental health and Psychosocial support	IDPs, residents
		Provision of financial support to vulnerable affected population through cash and vouchers for healthcare expenses	IDPs, residents
		Restoration and/or rehabilitation of disrupted health services and infrastructure (conflict-induced)	IDPs, residents
MPC	Enable conflict-affected people to meet their multiple immediate basic needs	Provision of timely MPC transfers	IDPs, residents
Protection	Ensure conflict-affected people, including IDPs, benefit from full and non-discriminatory access to quality essential services and enjoyment of their rights, with particular attention to people with specific needs	Individual Protection Assistance	IDPs, residents
		Mine Victim Assistance	IDPs, residents
		Provision of Community spaces for older people and people with disabilities	IDPs, residents
		Provision of Safe space/shelter to GBV survivors	IDPs, residents
		Psychosocial Support	IDPs, residents
		Transportation assistance	IDPs, residents
	Strengthen protection, including prevention and mitigation of rights' violations, for conflict-affected people, including IDPs	Demining	IDPs, residents
		Information Dissemination	IDPs, residents
		Marking of hazardous areas	IDPs, residents
		Provision of Legal Assistance and Protection Information/Counselling	IDPs, residents
Shelter	Address gaps in essential shelter and NFI needs of the most vulnerable IDPs and conflict-affected population through monetized/in-kind assistance and contingency	Acute emergency shelter	IDPs, residents
		Collective Centre winterization	IDPs
		NFI distribution	IDPs, residents
		Solid fuel & heater distribution	IDPs, residents
		Winterization cash grant transfers	IDPs, residents
	Provide/upgrade permanent shelter solutions for the most vulnerable conflict-affected population	Essential utility network repairs and connection	IDPs, residents
		Light and medium repairs	Residents
		Permanent housing (incl. reconstruction)	IDPs, residents
		Structural repairs ("heavy repairs")	Residents
WASH	Ensure immediate and sustainable access to sufficient safe water, and minimal levels of sanitation provision, for conflict-affected people	Distribution of additional private water storage capacity at HH level	IDPs, residents
		Distribution of bottled water	IDPs, residents
		Improvements of sanitary facilities at social institutions	IDPs, residents

		Improvements of sanitation at household level including septic tanks emptying or latrines provision	IDPs, residents
		Improvements to the reliable provision of sufficient water, of an adequate quality, at social institutions	IDPs, residents
		Newly developed water source	IDPs, residents
		Operation and maintenance of handwashing facilities at checkpoints	IDPs, residents
		Operation and maintenance of sanitation facilities at checkpoints	IDPs, residents
		Operation and maintenance of water distribution points at checkpoints	IDPs, residents
		Provision of chemicals at Water Treatment Plants	IDPs, residents
		Provision of household level or small-scale water treatment supplies or equipment	IDPs, residents
		Provision of necessary items to labs (lab supplies, materials & equipment)	IDPs, residents
		Provision of treatment chemicals to sewage plants	IDPs, residents
		Repair/maintenance/replacement of pipes, tanks, pumps etc. of small scale or decentralized piped water supply systems	IDPs, residents
		Repair/maintenance/replacement of pipes, tanks, pumps, etc. of large scale, centralized piped water supply systems	IDPs, residents
		Repairs/improvements in off-site sewage infrastructure such as pumps, treatment equipment or sewer pipes	IDPs, residents
		Repairs of hot water infrastructure (at building or community level)	IDPs, residents
		Solid waste collection or processing	IDPs, residents
		Water quality testing	IDPs, residents
		Water trucking	IDPs, residents
			IDPs, residents
	Provide critical WASH-related supplies and information for the prevention of water- and sanitation-related diseases	Cash or vouchers for hygiene materials	IDPs, residents
		Cash payments or subsidies for other WASH activities (e.g. cash for work, assistance with water tariff payments)	IDPs, residents
		Distribution of hygiene promotion messages	IDPs, residents
		Provision of hygiene items	IDPs, residents
			IDPs, residents
Specific Objective 1.3. Address pockets of humanitarian needs for people living in areas beyond the 'contact line' in GCA (20+ km GCA), particularly IDPs			
Education	Ensure access for conflict-affected boys and girls to safe, inclusive, enabling learning environment as a basic essential service	Procurement and distribution of equipment to conflict-affected education facilities	IDPs, residents
		Supply of education, ECD, or recreation kits and learning materials or related cash interventions	IDPs, residents
	Improve the quality of learning for conflict-affected boys and girls where feasible	Provision of life skills education and social and emotional learning (SEL) through after school activities, summer camps and other learning opportunities*	IDPs, residents
		Support to distance learning programmes/modalities*	IDPs, residents
			IDPs, residents
FSL	Improve access to employment and income generating opportunities through rehabilitation/building of sustainable livelihood assets	Job creation grants (enterprise level)	IDPs, residents
		Provision of in-kind livelihood assets (household)	IDPs, residents
		Provision of livelihood grants (household level)	IDPs, residents
		Trainings and capacity-building events	IDPs, residents
	Improve food security status through provision of emergency and time-critical agriculture assistance	Agriculture-related trainings as well as larger events (farming schools, conferences, fairs etc)	IDPs, residents

		Distribution of agricultural equipment	IDPs, residents
		Distribution of fodder (animal feed)	IDPs, residents
		Distribution of other livestock (including honeybees)	IDPs, residents
		Distribution of poultry (chicken, duck and turkey, gees, etc)	IDPs, residents
		Distribution of seeds and seedlings	IDPs, residents
		Distribution of voucher or cash for agricultural inputs	IDPs, residents
		Provision of livelihood agricultural grants and assets (self-employment or micro-enterprise)	IDPs, residents
Health	Ensure access to quality life-saving and essential health care services, including psychosocial and mental health support at all levels of care	Procurement, pre-positioning and distribution of medical supplies, essential medications and equipment through established and mobile healthcare services	IDPs, residents
		Provision of direct lifesaving and primary health care services (through fixed and mobile clinics) including emergency medical health care services, integrated Sexual and Reproductive Health services and Mental health and Psychosocial support	IDPs, residents
		Provision of financial support to vulnerable affected population through cash and vouchers for healthcare expenses	IDPs, residents
		Restoration and/or rehabilitation of disrupted health services and infrastructure (conflict-induced)	IDPs, residents
MPC	Enable conflict-affected people to meet their multiple immediate basic needs	Provision of timely MPC transfers	IDPs, residents
Protection	Ensure conflict-affected people, including IDPs, benefit from full and non-discriminatory access to quality essential services and enjoyment of their rights, with particular attention to people with specific needs	Individual Protection Assistance	IDPs, residents
		Mine Victim Assistance	IDPs, residents
		Provision of Community spaces for older people and people with disabilities	IDPs, residents
		Provision of Safe space/shelter to GBV survivors	IDPs, residents
		Psychosocial Support	IDPs, residents
		Transportation assistance	IDPs, residents
	Strengthen protection, including prevention and mitigation of rights violations, for conflict-affected people, including IDPs	Demining	IDPs, residents
		Information Dissemination	IDPs, residents
		Marking of hazardous areas	IDPs, residents
		Provision of Legal Assistance and Protection Information/ Counselling	IDPs, residents
Shelter	Address gaps in essential shelter and NFI needs of the most vulnerable IDPs and conflict-affected population through monetized/ in-kind assistance and contingency	Collective Centre winterization	IDPs
		NFI distribution	IDPs, residents
		Cash for rent or other shelter-linked monetized solutions	IDPs, residents
		Light and medium repairs	Residents
WASH	Ensure immediate and sustainable access to sufficient safe water, and minimal levels of sanitation provision, for conflict-affected people	Distribution of additional private water storage capacity at HH level	IDPs, residents
		Distribution of bottled water	IDPs, residents

	Improvements of sanitary facilities at social institutions	IDPs, residents
	Improvements of sanitation at household level including septic tanks emptying or latrines provision	IDPs, residents
	Improvements to the reliable provision of sufficient water, of an adequate quality, at social institutions	IDPs, residents
	Newly developed water source	IDPs, residents
	Operation and maintenance of handwashing facilities at checkpoints	IDPs, residents
	Operation and maintenance of sanitation facilities at checkpoints	IDPs, residents
	Operation and maintenance of water distribution points at checkpoints	IDPs, residents
	Provision of chemicals at Water Treatment Plants	IDPs, residents
	Provision of household level or small-scale water treatment supplies or equipment	IDPs, residents
	Provision of necessary items to labs (lab supplies, materials & equipment)	IDPs, residents
	Provision of treatment chemicals to sewage plants	IDPs, residents
	Repair/maintenance/replacement of pipes, tanks, pumps etc. of small scale or decentralized piped water supply systems	IDPs, residents
	Repair/maintenance/replacement of pipes, tanks, pumps, etc. of large scale, centralized piped water supply systems	IDPs, residents
	Repairs/improvements in off-site sewage infrastructure such as pumps, treatment equipment or sewer pipes	IDPs, residents
	Repairs of hot water infrastructure (at building or community level)	IDPs, residents
	Solid waste collection or processing	IDPs, residents
	Water quality testing	IDPs, residents
	Water trucking	IDPs, residents
		IDPs, residents
	Provide critical WASH-related supplies and information for the prevention of water- and sanitation-related diseases	Cash or vouchers for hygiene materials
		IDPs, residents
		Cash payments or subsidies for other WASH activities (e.g. cash for work, assistance with water tariff payments)
		IDPs, residents
		Distribution of hygiene promotion messages
		IDPs, residents
		Provision of hygiene items
		IDPs, residents

Strategic objective 2

Respond to the protection needs and strengthen protection of 1.4 million conflict-affected people, including IDPs, with regard to international norms and standards

Specific Objectives: Targets and Response

CLUSTER	CLUSTER OBJECTIVES	CLUSTER ACTIVITIES	GROUPS TARGETED
Specific Objective 2.1. Step up efforts to protect civilians and civilian infrastructure according to IHL and other legal instruments			
Education	Promote equal access to safe education as a protective environment to conflict-affected boys and girls	Advocate for endorsement and implementation of the Safe Schools Declaration	IDPs, residents
Health	Ensure the protection of health facilities and health workers	Advocate for safety and protection of health infrastructure and health workers	IDPs, residents
Protection	Strengthen protection, including prevention and mitigation of rights violations, for conflict-affected people, including IDPs	Carry out advocacy interventions (to protect civilians and civilian infrastructure according to IHL and other legal instruments)	IDPs, residents
WASH	Increase the protection of water infrastructure and ensure the safety of utility workers	WASH advocacy activities	IDPs, residents
Specific Objective 2.2. Improve access to social entitlements and civil documentation for civilians residing in NGCA			
Education	Promote non-discriminatory opportunities for continuation of education for conflict-affected boys and girls	Advocate for non-discriminatory opportunities for continuation of education for conflict-affected boys and girls in eastern Ukraine Provide consultations for boys and girls from NGCA on transition from schools to the job market, vocational or higher education (includes the assistance to be provided in GCA)	IDPs, residents
Protection	Strengthen protection, including prevention and mitigation of rights violations, for conflict-affected people, including IDPs	Carry out advocacy interventions (to improve access to social entitlements and civil documentation for civilians residing in NGCA)	IDPs, residents
Specific Objective 2.3. Improve conditions and ease restrictions on movement for civilians and goods across the 'contact line'			
Protection	Strengthen protection, including prevention and mitigation of rights violations, for conflict-affected people, including IDPs	Carry out advocacy interventions (to improve conditions and ease restrictions on movement for civilians and goods across the 'contact line')	IDPs, residents
Specific Objective 2.4. Prevent and mitigate physical harm and risks of landmines and ERW			
Protection	Strengthen protection, including prevention and mitigation of rights violations, for conflict-affected people, including IDPs	Explosive ordnance risk education (persons reached)	IDPs, residents
Specific Objective 2.5. Promote durable solutions for IDPs living in GCA			
Protection	Improve social cohesion and resilience of conflict-affected people, including IDPs, through community-based protection and identification of durable solutions	Community-based protection, Support to Peaceful Coexistence & Durable Solutions	IDPs, residents

Strategic objective 3

Ensure government ownership of humanitarian response in coordination with development actors and strengthen national/local response capacity in GCA

Specific Objectives: Targets and Response

CLUSTER	CLUSTER OBJECTIVES	CLUSTER ACTIVITIES	GROUPS TARGETED
Specific Objective 3.1. Strengthen capacity of local responders and encourage local authorities to take over the provision of services in the areas, where feasible			
Education	Improve quality of teaching by building the capacity of teachers where feasible	Capacity building of teachers and parents on identified priority topics (i.e. psychological first aid (PFA), stress management/ selfcare, psychosocial issues, inclusive education, conflict-sensitive education and distance learning)	IDPs, residents
Health	Improve capacity and sustainability of healthcare services provided at different levels of care for conflict-affected population	Restoration and/or rehabilitation of disrupted health services and infrastructure (due to lack of maintenance)	IDPs, residents
		Support community based emergency health care services including but not limited to first aid services	IDPs, residents
		Direct support to laboratories (including blood bank services) to improve availability, quality and safety standards.	IDPs, residents
		Health education and promotion to update and improve knowledge and skills of healthcare providers	IDPs, residents
Protection	Raise awareness of health service providers and affected communities on the importance of quality health care through health education and promotion activities	Health education and promotion to raise awareness, social mobilization and advocacy activities for affected population	IDPs, residents
		Capacity building	IDPs, residents
	Improve social cohesion and resilience of conflict-affected people, including IDPs, through community-based protection and identification of durable solutions	Capacity building	IDPs, residents
		Assessments	IDPs, residents
WASH	Strengthen protection, including prevention and mitigation of rights' violations, for conflict-affected people, including IDPs	Conduct protection monitoring missions	IDPs, residents
		Interviewing persons as part of Human Rights Monitoring	IDPs, residents
		Capacity building training activities in the WASH sector (local authorities and water companies)	IDPs, residents
		Development of water safety plans or the equivalent	IDPs, residents

Part 3

Sectoral Objectives and Response

*A woman is sitting in the yard of her house.
Photo: OCHA/V.Ranoev*



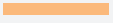
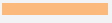



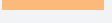









Overview of Sectoral Response

The planned response cuts across six sectoral areas – education, food security and livelihoods, health, protection, shelter and non-food items, water and sanitation.

Multipurpose cash programming is also a key component of the response. In Ukraine, the use of cash has been on the rise over the past few years. In 2020, almost 50 per cent of projects included in the response plan have a cash or voucher component.

There are different asks by sectors, based on needs, the number of partners, the overall capacity, and the costs of operating. Almost one-third (\$51 million) of the total requirement is to support the provision of protection services, followed by shelter, health and WASH programming.

Sectoral Response, Targets and Requirements

SECTOR	REQUIREMENTS (US\$)	HRP PARTNERS	NUMBER PROJECTS	PEOPLE IN NEED	PEOPLE TARGETED
Protection	\$51M 	41	48	2.8M	1.4M 
Shelter / NFI	\$27M 	18	21	384k	119k 
Health	\$22M 	18	21	1.3M	1.3M 
WASH	\$22M 	18	20	2.8M	1.3M 
Food Security & Livelihoods	\$18M 	19	20	1.0M	77k 
Education	\$7M 	10	10	420k	157k 
Common Services & Support	\$6M 	4	4	—	—
Multipurpose Cash Assistance	\$5M 	8	8		23k 

3.1 Education

PEOPLE IN NEED		PEOPLE TARGETED	REQUIREMENTS (US\$)
420k		157k	\$7M
ZONE		PEOPLE TARGETED	
GCA	0-5km area along the 'contact line', residents	16k	
GCA	5-20km area along the 'contact line', residents	56k	
GCA	20km+ area along the 'contact line', residents	5k	
NGCA	0-20km area along the 'contact line', residents	56k	
NGCA	20km+ area along the 'contact line', residents	25k	

3.2 Food Security & Livelihoods

PEOPLE IN NEED		PEOPLE TARGETED	REQUIREMENTS (US\$)
1.0M		77k	\$18M
ZONE		PEOPLE TARGETED	
GCA	0-5km area along the 'contact line', residents	36k	
GCA	5-20km area along the 'contact line', residents	9k	
GCA	20km+ area along the 'contact line', residents	2k	
GCA	0-20km+ area along the 'contact line', IDPs	13k	
NGCA	0-20km area along the 'contact line', residents	9k	
NGCA	20km+ area along the 'contact line', residents	8k	

3.3 Health

PEOPLE IN NEED		PEOPLE TARGETED	REQUIREMENTS (US\$)
1.3M		1.3M	\$22M
ZONE		PEOPLE TARGETED	
GCA	0-5km area along the 'contact line', residents+ IDPs	200k	
GCA	5-20km area along the 'contact line', residents IDPs	300k	
GCA	20km+ area along the 'contact line', residents + IDPs	200k	
NGCA	0-20km area along the 'contact line', residents	400k	
NGCA	20km+ area along the 'contact line', residents	200k	

3.4 Protection

PEOPLE IN NEED		PEOPLE TARGETED	REQUIREMENTS (US\$)
2.8M		1.4M	\$51M
ZONE		PEOPLE TARGETED	
GCA	0-5km area along the 'contact line', residents	199k	
GCA	5-20km area along the 'contact line', residents	377k	
GCA	20km+ area along the 'contact line', residents	251k	
GCA	0-20km+ area along the 'contact line', IDPs	194k	
NGCA	0-20km area along the 'contact line', residents	258k	
NGCA	20km+ area along the 'contact line', residents	74k	

3.5 Shelter / NFIs

PEOPLE IN NEED		PEOPLE TARGETED	REQUIREMENTS (US\$)
384k		119k	\$27M
ZONE		PEOPLE TARGETED	
GCA	0-5km area along the 'contact line', residents+IDPs	32k	
GCA	5-20km area along the 'contact line', residents+IDPs	10k	
GCA	20km+ area along the 'contact line', residents+IDPs	2k	
NGCA	0-20km area along the 'contact line', residents	75k	

3.6 Water, Sanitation and Hygiene

PEOPLE IN NEED		PEOPLE TARGETED	REQUIREMENTS (US\$)
2.8M		1.3M	\$22M
ZONE		PEOPLE TARGETED	
GCA	0-5km area along the 'contact line', residents	118k	
GCA	5-20km area along the 'contact line', residents	232k	
GCA	20km+ area along the 'contact line', residents	63k	
GCA	0-20km+ area along the 'contact line', IDPs	97k	
NGCA	0-20km area along the 'contact line', residents	710k	
NGCA	20km+ area along the 'contact line', residents	114k	

3.1 Education



PEOPLE IN NEED

420K

PEOPLE TARGETED

157K

REQUIREMENTS (US\$)

\$7M

PARTNERS

10

PROJECTS

10

Objectives

Cluster Objective 1: Ensure access for conflict-affected boys and girls to safe, inclusive, enabling learning environment as a basic essential service. The highest priority of the Education Cluster's response is to meet this most critical need of the conflict-affected boys and girls. Priority is given to the most vulnerable children and teachers living within 0-5km of the 'contact line' in GCA and through all NGCA.

Cluster Objective 2: Improve quality of learning for conflict-affected boys and girls where feasible. Cluster partners aim to improve the quality of learning by providing life skills education and social and emotional learning (SEL) through after school activities, summer camps and other learning opportunities and support distance learning programmes.

Cluster Objective 3: Promote equal access to safe education as a protective environment to conflict-affected boys and girls. Through advocacy and support by the endorsed and implementation of Safe Schools Declaration (SSD), the partners aim to ensure that all children and teachers will be able to reach and attend their education facility without fear of shelling and other types of conflict-related insecurities.

Cluster Objective 4: Promote non-discriminatory opportunities for continuation of education for conflict-affected boys and girls. The cluster also aims to promote a non-discriminatory approach and provide equal opportunities to conflict-affected children with or without disabilities, and despite their area of residence, to access education.

Cluster Objective 5: Improve quality of teaching by building the capacity of teachers where feasible. Cluster partners aim to improve the quality of teaching by enhancing teachers' and parents' capacities on identified priority topics (psychological first aid, stress management, psychosocial issues, distance learning, inclusive and conflict-sensitive education).

Response

For the 2020 response planning, cluster partners aim to reach the most vulnerable conflict-affected children and teachers, including children with disabilities, children with a socio-economic challenged background, children from minority groups and teachers working closest to the 'contact line' on both sides. In the two prioritised geographic zones, the entire NGCA and the area 0-5km of the 'contact line' in GCA, activities aim to improve access to safe education

and create safe spaces for the affected children and their parents. Interventions address the rehabilitation and provision of equipment to damaged education facilities and the distribution of individual and institutional learning kits. The cluster will also address the issue of the widely unrecognised education certificates for boys and girls from NGCA.

Within 5-20km of the 'contact line' in GCA, the response has a less life-saving character as this area is not directly affected by hostilities. It focusses on increasing access to life-skills education, enhancing the capacities of teachers who teach pupils from conflict-affected areas, and facilitating distance learning modalities for students from NGCA. The response also addresses pockets of needs in mine-contaminated areas beyond 20km of the 'contact line' in GCA by supporting inclusion of mine victim children injured by ERW and mines. Social and emotional learning and strengthening the capacities of education facilities to adjust teaching modalities and ensure equal access to education for all girls and boys are another essential part of the response.

Due to the fact that education facilities are a natural meeting place in many settlements, education-related response is considered an entry point for all types of humanitarian assistance and protection services. The Education Cluster shares information with the Protection Cluster as well as its Sub-Clusters on identified individual cases in need of humanitarian assistance and protection services. WASH related assistance support critical repairs of damaged education facilities in both NGCA and 0-5km of the 'contact line' in GCA. Education facilities also receive support from cluster partners with additional equipment to improve access to safe education. Explosive ordnance risk education activities are directly supported by the partners in the Mine Action Sub-Cluster. The Education Cluster also maintains close coordination and information-sharing with the respective clusters and sub-clusters to meet critical humanitarian needs of vulnerable individuals and education facilities. As partners are encouraged to use cash-based assistance, the Education Cluster will explore how cash can be used as an alternative modality for future response.

The response aims to be in line with the Education Cluster Strategy⁴², which supports a relevant and holistic response to ensure protective and inclusive interventions. Cluster partners are required to apply a child rights' approach as laid down in the UN Convention of the Rights

42. Ukraine Education Cluster Strategy Feb 2019–Dec 2020



*A boy is looking out of a classroom window protected with sandbags from stray bullets.
Photo: UNICEF/A.Filippov*

of the Child (UNCRC) as well as the INEE Minimum Standards for Education which serves as guiding tool to meet the minimum level of education quality.

Cost of Operations

The overall financial requirement for the 10 projects approved by the Education Cluster is US\$7.1 million, an increase of US\$600,000 compared to last year's requirement. As in previous years, the response modality is mainly in-kind assistance due to difficulties to use cash or vouchers in the most-affected areas. Some 74 per cent of the overall financial requirement aims to reach conflict-affected children and teachers within the critical geographic area of 0-5km within the 'contact line' in GCA and in the entire NGCA.

The Education Cluster Strategy sets contextualised standards and estimated costs for the most common types of activities implemented by cluster partners. These standards should guide all cluster partners in their response planning to ensure that all people in need are reached with an appropriate and accountable response. The minimum standards and estimated costs of each activity will be regularly reviewed and revised as deemed necessary by cluster partners.

Predominant cost drivers are equipment and material for the rehabilitation of damaged education facilities. While there are functional markets in NGCA for partners to purchase equipment, some partners prefer to buy their goods in GCA and transfer them to NGCA. This is mainly a cost-saving measure as market prices tend to be higher in NGCA, while there is less diversity of goods.

Contribution to support Humanitarian Development Nexus

Courses and training sessions developed by humanitarian partners (conflict mitigation, life-skills education, etc.) have been included in the regular training curriculum for teachers in schools across the country. Furthermore, humanitarian actors and development partners have jointly supported schools along the 'contact line' providing them with equipment (e.g. microscopes) and activities to strengthen capacities.

Programmes bringing together humanitarian and development partners such as the global fund 'Education Cannot Wait' have proven to be effective tools for partnerships that enhance the nexus. In order to improve coordination and sustain effective education sector work, the Ministry of Education and Science in Ukraine leads the sector coordination forum that bridges humanitarian, development and recovery actors. In an effort to further strengthen the nexus, the Education Cluster will continue to work with the Ministry of Education to maintain greater partnerships between the central and regional governments as well as between oblast and ministerial levels to ensure appropriate coordination of services at all levels.

Monitoring

As part of the inter-cluster response monitoring framework, the Education Cluster will conduct regular 5W monitoring on a school level using education-specific tools such as the Education Cluster Monitoring Tool (ECMT) and feed into the inter-cluster analysis of quarterly achievements.

In January 2017, the cluster launched a database on individual cases of attacks on education. The database includes education facilities that were physically damaged in the conflict; education facilities that are temporarily closed due to the conflict; the military's use of schools and schools that are located close to military zones; and other incidents resulting in deaths, injuries or threat to children or education personnel. A school survey for each education facility is annually conducted in GCA. The findings from this survey help partners adjust

their planned response as required following reported changes in the operational context. The collected information feeds into the process to develop appropriate strategies for partners based on needs and gaps assessments, analysis, monitoring and response.

Objectives, Indicators and Targets

CLUSTER OBJECTIVE	ACTIVITY	INDICATOR	IN NEED	TARGETED
Strategic Objective 1. Provide emergency and time-critical assistance and ensure access to basic essential services to 2 million conflict-affected people with humanitarian needs				
Specific Objective 1.1. Provide life-saving assistance for people living in areas closest to the 'contact line' in GCA and in NGCA (0-5 km GCA and NGCA)				
Specific Objective 1.2. Improve living standards for people in areas further away from the 'contact line' in GCA (5-20 km GCA)				
Specific Objective 1.3. Address pockets of humanitarian needs for people living in areas beyond the 'contact line' in GCA (20+ km GCA), particularly IDPs				
Ensure access for conflict-affected boys and girls to safe, inclusive, enabling learning environment as a basic essential service	Supply of education, ECD, or recreation kits and learning materials or related cash interventions	# of girls and boys benefiting from supplied education, ECD and recreation kits or learning materials or related cash interventions	104,000	68,600
	Procurement and distribution of equipment to conflict-affected education facilities	# of girls and boys benefiting from provision of equipment to education facilities	336,000	28,400
Improve the quality of learning for conflict-affected boys and girls where feasible	Provision of life skills education and social and emotional learning (SEL) through after school activities, summer camps and other learning opportunities	# of girls and boys benefiting from provision of life skills and SEL	381,000	38,800
	Support to distance learning programmes/modalities	# of girls and boys benefiting from distance learning programmes/modalities supported by Education Cluster partners	19,000	5,800
Specific Objective 1.1. Provide life-saving assistance for people living in areas closest to the 'contact line' in GCA and in NGCA (0-5 km GCA and NGCA)				
Specific Objective 1.2. Improve living standards for people in areas further away from the 'contact line' in GCA (5-20 km GCA)				
Ensure access for conflict-affected boys and girls to safe, inclusive, enabling learning environment as a basic essential service	Conflict-related repair and rehabilitation of education facilities; construction of additional learning spaces for vulnerable boys and girls in need	# of education facilities repaired and rehabilitated	226	115
		# of girls and boys benefiting from repaired education facilities or additional learning spaces	56,400	24,800

Strategic Objective 2. Respond to the protection needs and strengthen protection of 1.4 million conflict-affected people, including IDPs, with regard to international norms and standards

Specific Objective 2.1. Step up efforts to protect civilians and civilian infrastructure according to IHL and other legal instruments

Promote equal access to safe education as a protective environment to conflict-affected boys and girls	Advocate for endorsement and implementation of the Safe Schools Declaration	# of public statements/ commitments of the key government officials (MoES, MoD, Verkhovna Rada and Presidential Ombudsman, relevant Parliamentary Committees) in support of the SSD	12	
		# of events organized jointly with key government officials on necessity of endorsing the SSD and protecting education from attacks	12	

Specific Objective 2.2. Improve access to social entitlements and civil documentation for civilians residing in NGCA

Promote non-discriminatory opportunities for continuation of education for conflict-affected boys and girls	Provide consultations for boys and girls from NGCA on transition from schools to the job market, vocational or higher education (includes the assistance to be provided in GCA)	# of male and female children and youth provided with consultations	64,500	5,050
	Advocate for non-discriminatory opportunities for continuation of education for conflict-affected boys and girls in eastern Ukraine	# of public statements of the key government officials (MoES, Verkhovna Rada and Presidential Ombudsman, relevant Parliamentary Committees) publicly supporting equal opportunities for conflict-affected boys and girls	12	
		# of events with agenda containing equal opportunities for education of conflict-affected boys and girls	12	

Strategic Objective 3. Ensure government ownership of humanitarian response in coordination with development actors and strengthen national/local response capacity in GCA

Specific Objective 3.1. Strengthen capacity of local responders and encourage local authorities to take over the provision of services in the areas, where feasible

Improve quality of teaching by building the capacity of teachers where feasible	Capacity building of teachers and parents on identified priority topics (i.e. psychological first aid (PFA), stress management/selfcare, psychosocial issues, inclusive education, conflict-sensitive education and distance learning)	# of male and female teachers and parents trained	38,000	24,600
		# of girls and boys benefiting from trained teachers	381,000	44,350

3.2

Food Security & Livelihoods



PEOPLE IN NEED	PEOPLE TARGETED	REQUIREMENTS (US\$)	PARTNERS	PROJECTS
1.0M	77K	\$18M	19	20

Objectives

Cluster Objective 1: Ensure immediate access to food for the most vulnerable conflict-affected people. The FSL Cluster aims to address the immediate food needs of people living closest to the 'contact line' and in NGCA with a mix of in-kind as well as cash and voucher assistance modalities, where appropriate. Cluster partners will align the selection of beneficiaries with the commonly agreed vulnerability criteria⁴³ as per the needs analysis in the 2020 HNO.

Cluster Objective 2: Improve food security status through provision of emergency and time-critical agriculture assistance. Key activities under this objective are the provision of emergency agricultural inputs and grants, the rehabilitation of agricultural assets and basic technical training. The overarching aim of these activities is to improve self-sustenance of rural families living farther away from the 'contact line', whose food security and livelihoods depend on agricultural production.

Cluster Objective 3: Improve access to employment and income generating opportunities through rehabilitation/building of sustainable livelihood assets. Activities under this objective specifically target non-agricultural families living farther away from the 'contact line', including IDPs. Key activities include income-generating interventions such as livelihood or job-creation grants, provision of in-kind non-agricultural livelihood assets as well as training and other capacity strengthening sessions.

Response

Informed by the common needs analysis, the response prioritises families with elderly members - including elderly-headed families - members with special needs (e.g. family members with disabilities, chronic illnesses or pregnant and lactating women); families with multiple children; and single-headed households. The response will be customised to the specific needs of the different groups of vulnerable people living in different areas. Top priority will be given to address food insecurity, which is found to be the highest among urban populations closest to the 'contact line'.⁴⁴ Food insecurity tends to be worse in winter⁴⁵ with some 26 per cent of rural and 14

per cent urban households experiencing problems accessing food markets.⁴⁶ High food insecurity is also found among the elderly and people with specific needs. In order to address severe and moderate food insecurity, in-kind food parcels and cash assistance (subject to availability of functioning markets) will be provided to 60,000 people in this area. The elderly and people with disabilities constitute 60 to 65 per cent of people who receive in-kind food assistance as cash or livelihoods assistance is considered inappropriate to meet their immediate food needs.

In the areas farther away from the 'contact line', the response will take a two-pronged approach, considering the differences in the characteristics of vulnerable families in the area, including displacement status. For farming families, interventions include the provision of emergency agricultural inputs (e.g. seeds, seedlings, poultry and fodder) as well as agricultural grants and in-kind support (such as agricultural equipment) aimed at rehabilitating agricultural assets. Where appropriate, complementary basic training on agricultural techniques will be provided to enhance knowledge and skills. The overarching aim of these activities is to improve self-sustenance of the families whose food security relies on their own agricultural production. For non-farming families, including vulnerable IDPs who do not have access to their land, assistance will focus on addressing economic barriers that limit their immediate access to food and generate incomes to reverse or avoid the adoption of negative coping mechanisms. These include activities such as the provision of livelihood grants and in-kind non-agricultural livelihood assets (e.g. sewing machine, cooking utensils, etc.). Beneficiaries will be consulted to find out their preference of assistance and appropriate response modality. Provision of basic training specific to the types of assistance, such as basic marketing strategy, will also be provided to complement in-kind and cash assistance, where appropriate.

FSL Cluster partners will continue to work closely with different sectors to ensure complementarities and a well-sequenced response. The cluster promotes the centrality of protection and encourages its partners to consider protection issues. Cognizant of the widespread risks of landmine and ERW in the region, the identification of response locations will be done in consultation with the Mine Action sub-Cluster partners - particularly those responsible for conducting technical assessment and landmine and ERW - to ensure a 'do no harm' approach. Reports of presence of landmines

43. In 2016, in line with the Global FSL Cluster recommendations, the FSL Cluster in Ukraine developed context-specific targeting criteria, which are being revised annually on the basis of partners' feedback and assessment/monitoring reports. <https://fslcluster.org/ukraine/document/updated-sep-2018fsc-targeting-criteria>

44. According to REACH's Humanitarian Trend Analysis 2019 in GCA, 9 per cent of urban population living in 0-5 KM from the contact line GCA face severe and moderate food insecurity, with 11 per cent having a poor or borderline food consumption score, compared with 8 and 9 per cent, respectively among rural population in the same area.

45. Food security needs intensify as temperature drops, with an increase of energy requirements of 100 kcal by per person per day with every drop of 5°C below 20°C.

46. REACH Economic Security Study, June 2019.



Mariana is standing in one of the greenhouses of the agricultural cooperative she is running.
Photo: NRC/D.Tielushkin

and ERW on agricultural land will also be referred to the Mine Action sub-Cluster for possible technical assessments and appropriate marking. FSL Cluster partners are also encouraged to collaborate with the WASH Cluster to ensure an integrated delivery of assistance, where possible. In addition, the cluster encourages its partners to engage with relevant government actors, particularly at the local level, to avoid duplications of response, for example, by cross-checking the lists of beneficiaries without compromising the confidentiality of personal data.

The FSL Cluster remains concerned about limited humanitarian access for cluster partners to respond to the food and livelihoods needs of the conflict-affected people, especially in NGCA. The cluster response monitoring has revealed that fewer than 800 vulnerable people in NGCA had received food or livelihood assistance by the end of October 2019. This is a very significant decrease compared with the same period last year, mainly due to the absence of food security partners in the area⁴⁷ and humanitarian access constraints. This trend is highly alarming, as 11 per cent of the population face severe and moderate food insecurity and over 60 per cent are marginally food secure.⁴⁸

Cost of Operations

The 2020 response requires USD\$18 million to assist 80,000 people who are food insecure or have livelihood needs. The target and requirement remain at par with that of 2019. Some 80 per cent of the

financial requirement is intended for the response in GCA. However, this is by no means a reflection of the level of needs, but rather of limited response capacity and access challenges enduring in NGCA.

Nearly 35 per cent of the assistance will be delivered in cash or voucher, which is subject to the evidence of functioning markets in the vicinity and consultations with beneficiaries about their preferred modality, particularly in isolated settlements where some people expressed preference for in-kind assistance.⁴⁹ The major part of assistance planned for delivering to NGCA will be provided in-kind due to very limited opportunities for cash interventions.

It has been observed that the cost of interventions is slightly higher in NGCA than in GCA. This is due to the extra cost for transporting goods from GCA to NGCA. Although evidence suggests higher prices of basic food items in NGCA, some partners report procuring food supplies locally, but not on a big scale. Transporting livestock is also time-sensitive as there are associated risks that may result in unexpected operational losses, if transport is delayed.

Cluster's contribution to support humanitarian development nexus

Recognising the nature of the conflict and the inherent limitations of the humanitarian mandate, the FSL Cluster acts as a catalyst and, where feasible, creates shared platforms to bring different stakeholders together to seek collaboration to address food security and livelihood needs of the conflict-affected population in a holistic

47. WFP was one of the key food security actors providing food assistance to people in NGCA. The agency terminated its operation in Ukraine in mid-2018.

48. REACH, Multi-Sectoral Need Assessment in NGCA, February 2019.

49. As per the consultation with people in some isolated settlements during the regular ICCG visits in 2019.

manner.

A number of activities implemented by the FSL Cluster partners have a direct impact on development. In the field of agricultural assistance such activities include establishing or enhancing agricultural cooperatives, restoring market linkages and rehabilitating community assets (greenhouses, fruit orchards or fish ponds). Under the livelihood component, FSL Cluster partners regularly engage with special employment centres (SEC) and local learning centres (universities, vocational schools etc.) to provide vocational training and employment opportunities to the conflict-affected population. They also facilitate access to income-generating opportunities such as the provision of small business grants and legal advice to entrepreneurs.

In December 2018, the FSL Cluster developed a strategy for

coordinated response in the case of a sudden escalation of needs in Donetsk and Luhanska oblasts on both sides of the 'contact line'. As part of this strategy, the FSL Cluster team together with ACTED identified and trained district focal points to help coordinate humanitarian response on the ground in case of a sudden escalation of needs.

Monitoring

The FSL Cluster follows the inter-cluster monitoring framework and provides response monitoring on a quarterly basis. Response monitoring is conducted against a set of established indicators defined during the planning process, including the mandatory sex and age disaggregation. Such regular monitoring allows the cluster to regularly monitor implementation of activities against the set targets and make necessary and timely corrections to the response.

Objectives, Indicators and Targets

CLUSTER OBJECTIVE	ACTIVITY	INDICATOR	TARGETED
Strategic Objective 1. Provide emergency and time-critical assistance and ensure access to basic essential services to 2 million conflict-affected people with humanitarian needs			
Specific Objective 1.1. Provide life-saving assistance for people living in areas closest to the 'contact line' in GCA and in NGCA (0-5 km GCA and NGCA)			
Ensure immediate access to food for the most vulnerable conflict-affected people	Provision of cash transfers/vouchers - for food	# of individuals receiving cash transfers/ vouchers to improve their immediate access to food	45,291
	Provision of in-kind food assistance	# of individuals receiving food assistance to ensure their immediate access to food	10,858
Specific Objective 1.2. Improve living standards for people in areas further away from the 'contact line' in GCA (5-20 km GCA)			
Specific Objective 1.3. Address pockets of humanitarian needs for people living in areas beyond the 'contact line' in GCA (20+ km GCA), particularly IDPs			
Improve access to employment and income generating opportunities through rehabilitation/building of sustainable livelihood assets	Provision of livelihood grants (household level)	# of individuals receiving livelihood and/or income generation support	4,923
	Distribution of voucher or cash for agricultural inputs	# of households receiving emergency agriculture assistance	2,100
	Provision of livelihood agricultural grants and assets (self-employment or micro-enterprise)	# of households receiving emergency agriculture assistance	1,935
	Provision of in-kind livelihood assets (household)	# of individuals receiving livelihood and/or income generation support	1,740
	Trainings and capacity-building events	# of individuals receiving livelihood and/or income generation support	1,400
	Agriculture-related trainings as well as larger events (farming schools, conferences, fairs etc)	# of households receiving emergency agriculture assistance	2,150
	Distribution of agricultural equipment	# of households receiving emergency agriculture assistance	809
	Distribution of fodder (animal feed)	# of households receiving emergency agriculture assistance	—
	Distribution of other livestock (including honeybees)	# of households receiving emergency agriculture assistance	—
	Distribution of poultry (chicken, duck and turkey, gees, etc)	# of households receiving emergency agriculture assistance	—
	Distribution of seeds and seedlings	# of households receiving emergency agriculture assistance	—
	Job creation grants (enterprise level)	# of individuals receiving livelihood and/or income generation support	—

3.3 Health



PEOPLE IN NEED	PEOPLE TARGETED	REQUIREMENTS (US\$)	PARTNERS	PROJECTS
1.3M	1.3M	\$22M	18	21

Objectives

With the 'contact line' cutting through people's networks, access to quality life-saving and essential health care services has long been one of the major challenges in this protracted crisis.

Cluster Objective 1: Ensure access to quality life-saving and essential health-care services, including psychosocial and mental health support at all levels of care. Despite the fact that health-care services are reportedly available, especially in NGCA where a big part of the affected area is urban, the problem lies with the quality of the provided services. For this reason, the Health Cluster will continue to contribute to improve access to quality health care, including psychosocial and mental health support.

Cluster Objective 2: Ensure the conflict-affected population has access to community-based and prehospital emergency medical health service. This need is especially prevalent at the five crossing points, where 34 persons died due to health complications in 2019 only.⁵⁰ With this objective, the cluster aims at improving ordinary people's skills to quickly react and possibly save lives in case of an emergency.

Cluster Objective 3: Ensure the protection of health facilities and health workers. In order to combat the dwindling numbers of health-care professionals in the two affected oblasts on both sides of the 'contact line', the cluster strives to support advocacy activities for improved protection for health-care facilities and health workers. Many health-care workers have moved away from the affected areas due to insecure and difficult working conditions, a trend which needs to be addressed as it leaves many health facilities short of trained personnel. Another important objective is to fill the gaps in the lack of medical equipment which has hampered access to modern diagnostic tools and other medical technologies. The cluster also aims to raise the local communities' awareness of the importance to get regular medical check-ups, including for chronic illnesses such as TB and HIV.

Cluster Objective 4: Improve capacity and sustainability of health-care services provided at different levels of care for the conflict-affected population. Activities under this objective include the restoration and rehabilitation of disrupted health services and infrastructure, which are in need due to lack of maintenance; provide direct support to laboratories, including blood bank services, to improve availability, quality and safety standards; and support

community based emergency health care services, which includes but is not limited to first aid services.

Cluster Objective 5: Raise awareness of health service providers and affected communities on the importance of quality health care through health education and promotion activities. Key activities under this objective are health education and promotion to update and improve knowledge and skills of health-care providers as well as raise awareness, social mobilisation and advocacy activities for the affected population.

Response

Overall, access to quality health care is by far less than optimal on both sides of the 'contact line', however, the challenges are greater in isolated rural areas and settlements within 0-5km of the 'contact line'. The fact that trained health specialists are no longer attracted to work in the area exacerbates the situation. Evidence shows that the turnover of health-care workers is significantly higher in conflict-affected areas than in the rest of the country. Primary health care is generally free of charge in Ukraine, however, receiving quality health care can be costly for the affected population, which drives up their out-of-pocket expenses. Due to the lack of health-care professionals and necessary medical equipment in the area, patients get sometimes referred to specialised clinics where they are often faced with high charges which they have to cover themselves. In order to help these patients receive the health care they need, several cluster partners provide direct support through vouchers. These can either be used for consultations through the cluster's mobile health unit or for public transport costs to reach medical facilities that may be far away. The response prioritises vulnerable groups such as the elderly, people with disabilities, pregnant and lactating women, orphans and female-headed households with young children.

The response includes in-kind donations for medical equipment and training sessions for service providers. It considers the different needs of the hospitals depending on whether they are in primary, secondary or tertiary health care or whether they are located in urban or rural areas. While a tertiary hospital in an urban centre may require an expensive piece of medical equipment or a specialist doctor, a primary hospital may simply need training for its medical staff. However, unless referral pathways are strengthened and secondary and tertiary care facilities supported, access to quality health care cannot be guaranteed. As Ukraine's ongoing health care reform mainly focuses on revamping the secondary and tertiary health sectors,

50. As of October 2019, Protection Cluster.



*A man is visiting a mobile health brigade.
Photo: CBN "Emanuel"/K.Petryna*

there is an increasing scope for the humanitarian community to channel its activities and focus on primary health. In an effort to retain capacities, the 2020 HRP aims to provide better protection to health professionals and facilities by creating a more secure working environment to prevent them from leaving and finding employment elsewhere.

While activities in the sector are limited due to a lack of funding, the response in NGCA is additionally hampered by political obstacles. For example, it is difficult for humanitarian organisations to register in the area which has resulted in only a small number of partner organisations working in NGCA, especially in Luhanska oblast. Even though organisations are faced with fewer barriers in GCA, the Government's current reform of decentralising services could potentially curb access to the population in need. While the cluster's response mainly targets the most basic and immediate health needs, it complements activities by the Protection, WASH as well as Food Security cluster. Cross sectoral activities with the Protection Cluster mainly focus on raising key concerns for all people affected by the conflict and on advocating for improved access to health care services in the 'conflict-affected areas'. There is also ongoing collaboration with the WASH Cluster as many projects include a health and WASH component to address the needs holistically and sustainably on the ground.

Cost of Operations

The estimated cost of the response in the 2020 HRP totals US\$22 million which aim to reach 1.3 million people in need through 18

partners implementing 21 projects.

An estimated 96 per cent of the response will be allocated to in-kind assistance such as providing medical equipment and training medical staff, while four per cent of the funds will be provided in form of vouchers. The vouchers are mainly for assistance provided by the cluster's mobile health units as well as for using public transport. The main cost driver of the response is the provision of medical equipment such as wheelchairs, ambulances or other equipment that has been identified as urgently needed. As this tends to drive up the cost for the response, the cluster aims at optimising existing resources rather than installing something new that might be impossible to maintain. The cluster will also look into allocating parts of the budget for monitoring and evaluation assessments, however, nothing in particular has been planned so far.

Contribution to support Humanitarian-Development Nexus

Addressing health care needs in a sustainable way in the 'conflict-affected areas' requires a well thought-through approach to bridge the humanitarian and development responses efficiently and effectively. As humanitarian funds continue to decrease, coordination between humanitarian and development actors remains limited. However, it is paramount for the transition to be smooth provided the political context improves. Despite a few positive political signs, the conflict is still ongoing which means that Health Cluster partners must remain vigilant and ready to respond should the humanitarian situation deteriorate.

Monitoring

The Health Cluster will conduct regular 5W monitoring of the response as part of the inter-cluster response monitoring framework and feed into the inter-cluster analysis of quarterly achievements. The cluster aims to issue bulletins on a monthly or less regular basis, depending on the frequency of activities and plans to organise

working groups to strengthen its monitoring activities. The Health Resources and Services Availability Monitoring System (HERAM) which maps the resources in the two conflict-affected oblasts will be used as the basis for strategic identification of needs in combination with additional information from the Ministry of Health.

Objectives, Indicators and Targets

CLUSTER OBJECTIVE	ACTIVITY	INDICATOR	IN NEED	TARGETED
Strategic Objective 1. Provide emergency and time-critical assistance and ensure access to basic essential services to 2 million conflict-affected people with humanitarian needs				
Specific Objective 1.1. Provide life-saving assistance for people living in areas closest to the 'contact line' in GCA and in NGCA (0-5 km GCA and NGCA)				
Ensure access to quality life-saving and essential health care services, including psychosocial and mental health support at all levels of care	Provision of direct lifesaving and primary health care services (through fixed and mobile clinics) including emergency medical health care services, integrated Sexual and Reproductive Health services and Mental health and Psychosocial support	# of people benefiting from direct health services provision	195,797	195,797
	Provision of financial support to vulnerable affected population through cash and vouchers for healthcare expenses	# of people benefiting from cash/ voucher assistance (for health including transportation)	195,797	195,797
	Restoration and/or rehabilitation of disrupted health services and infrastructure (conflict-induced)	# of health facilities supported	64	64
	Procurement, pre-positioning and distribution of medical supplies, essential medications and equipment through established and mobile healthcare services	# of health facilities supported	64	64
Ensure conflict-affected population has access to community-based and prehospital emergency medical health services	Promote affected population right to timely emergency medical health care services, starting from community level all the way to hospital based care	# of Advocacy activities focused on citizens right to timely emergency medical services at all levels of care	10	10
Specific Objective 1.2. Improve living standards for people in areas further away from the 'contact line' in GCA (5-20 km GCA)				
Ensure access to quality life-saving and essential health care services, including psychosocial and mental health support at all levels of care	Provision of direct lifesaving and primary health care services (through fixed and mobile clinics) including emergency medical health care services, integrated Sexual and Reproductive Health services and Mental health and Psychosocial support	# of people benefiting from direct health services provision	474,534	474,534
	Provision of financial support to vulnerable affected population through cash and vouchers for healthcare expenses	# of people benefiting from cash/ voucher assistance (for health including transportation)	474,534	474,534
	Restoration and/or rehabilitation of disrupted health services and infrastructure (conflict-induced)	# of health facilities supported	197	197
	Procurement, pre-positioning and distribution of medical supplies, essential medications and equipment through established and mobile healthcare services	# of health facilities supported	197	197
Specific Objective 1.3. Address pockets of humanitarian needs for people living in areas beyond the 'contact line' in GCA (20+ km GCA), particularly IDPs				
Ensure access to quality life-saving and essential health care services, including psychosocial and mental health support at all levels of care	Provision of direct lifesaving and primary health care services (through fixed and mobile clinics) including emergency medical health care services, integrated Sexual and Reproductive Health services and Mental health and Psychosocial support	# of people benefiting from direct health services provision	384,717	192,358
	Provision of financial support to vulnerable affected population through cash and vouchers for healthcare expenses	# of people benefiting from cash/ voucher assistance (for health including transportation)	384,717	192,358
	Restoration and/or rehabilitation of disrupted health services and infrastructure (conflict-induced)	# of health facilities supported	601	100
	Procurement, pre-positioning and distribution of medical supplies, essential medications and equipment through established and mobile healthcare services	# of health facilities supported	601	100

Strategic Objective 2. Respond to the protection needs and strengthen protection of 1.4 million conflict-affected people, including IDPs, with regard to international norms and standards

Specific Objective 2.1. Step up efforts to protect civilians and civilian infrastructure according to IHL and other legal instruments

Ensure the protection of health facilities and health workers	Advocate for safety and protection of health infrastructure and health workers	# of advocacy activities focused on safety and protection of health facilities and health workers	10	10
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Strategic Objective 3. Ensure government ownership of humanitarian response in coordination with development actors and strengthen national/local response capacity in GCA

Specific Objective 3.1. Strengthen capacity of local responders and encourage local authorities to take over the provision of services in the areas, where feasible

Raise awareness of health service providers and affected communities on the importance of quality health care through health education and promotion activities	Health education and promotion to raise awareness, social mobilization and advocacy activities for affected population	# of people reached and sensitized	198,746	100,000
	Health education and promotion to update and improve knowledge and skills of healthcare providers	# of healthcare providers trained and sensitized	862	360
Improve capacity and sustainability of healthcare services provided at different levels of care for conflict-affected population	Support community based emergency health care services including but not limited to first aid services	# of people benefiting from emergency medical services	198,746	198,746
	Restoration and/or rehabilitation of disrupted health services and infrastructure (due to lack of maintenance)	# of health facilities supported	198	100
	Direct support to laboratories (including blood bank services) to improve availability, quality and safety standards.	# of laboratories supported	6	6

3.4 Protection



PEOPLE IN NEED	PEOPLE TARGETED	REQUIREMENTS (US\$)	PARTNERS	PROJECTS
2.8M	1.4M	\$51M	41	48

Objectives

The Protection Cluster objectives specifically target conflict-affected people, including IDPs, and prioritise those with specific needs, such as people with disabilities or injury, persons with chronic illnesses and serious medical conditions, including mental health issues, older persons, single-headed female households, survivors of gender-based violence (GBV), children, people with socio-economic hardship and members of minority groups. Due to the nature of protection activities and the need to pay particular attention to the residents in NGCA and IDPs across the country, these objectives are geographically crosscutting.

Cluster Objective 1: Strengthen protection, including prevention and mitigation of rights' violations for conflict-affected people, including IDPs. Protection Cluster partners aim to provide legal and individual protection assistance (in cash and in-kind), psycho-social support and transportation services, outreach support, shelter, safe spaces and day care centres for survivors of GBV as well as community spaces for older persons and persons with disabilities, mine victim assistance and demining.

Cluster Objective 2: Ensure conflict-affected people, including IDPs, benefit from full and non-discriminatory access to quality essential services and enjoyment of their rights, with particular attention to people with specific needs. Protection Cluster partners aim to achieve this objective through advocacy activities on freedom of movement and humanitarian access, assessments, protection monitoring missions, information dissemination, legal assistance as required, explosive ordnance risk education (EORE) and marking hazards.

Cluster Objective 3: Improve social cohesion and resilience of conflict-affected people, including IDPs, through community-based protection and identification of durable solutions. Protection Cluster partners are committed to achieve this objective by identifying durable solutions. In 2019, 15 partners reached 61,000 beneficiaries, 42 per cent of whom were children, through projects supporting peaceful coexistence and durable solutions. In 2020, the trend remains positive with 15 partners committed to support peaceful coexistence and durable solutions. These projects focus on community-based protection, peaceful coexistence, community support initiatives, building and strengthening and resilience and empowerment of conflict-affected communities. .

Response

The Protection Cluster supports the coordination of protection advocacy, operational provision of protection services, protection monitoring, and documenting human rights violations. In the 0-5 km area of the 'contact line', where establishing safe and sustainable provision of services can be challenging, partners will focus on life-saving activities. These include mobile teams with a focus on assistance to GBV survivors and those at risk of GBV, psychosocial support to children, families and older persons, individual protection assistance, marking areas contaminated with mines and ERW and explosive ordnance risk education activities. Protection partners will prioritise assistance in isolated settlements located along the 'contact line' such as social accompaniment, individual protection assistance, support to the older persons and families with children and legal assistance to ensure access to civil documentation and Housing, Land and Property (HLP) rights through the work of mobile teams. Conducting a proper HLP needs thematic assessment in GCA is a priority task for 2020. In the 0-20km area of the 'contact line', cluster partners will provide protection assistance such as facilitating child-friendly spaces, supporting service delivery and safe accommodation solutions for GBV survivors and undertaking mine clearance operations.

The protection response in NGCA includes counselling, individual protection activities and community-support initiatives. Partners who are unable to operate in NGCA will continue to strengthen their outreach to NGCA residents via hotlines providing legal counselling, psychosocial support and referral for specific types of protection assistance. Information on available services and assistance programmes, including explosive ordnance risk education information, will also be provided at the checkpoints. There are limitations on providing psycho-social support, assistance to GBV survivors and implementation of mine action activities. The partners will be able to expand these activities into NGCA if humanitarian access improves.

A strong emphasis is also put on ensuring access to sustainable and specialised services to survivors of GBV and on enhancing their resilience. This includes activities such as advocacy, capacity building, technical assistance and support to local actors, including local authorities, which aim to enhance accountability for preventing and addressing cases of violence. Fostering greater coordination is therefore key and also contributes to increased referrals in particular to access legal and health support as well as to ensure mechanisms



Anastasiia, a humanitarian deminer, is clearing the mine-contaminated field.

Photo: OCHA/Y.Maloletka

are put in place by law enforcement for the protection of GBV survivors.

In the areas beyond 20km of the ‘contact line’ in GCA, protection and human rights monitoring, referral to GBV and child protection services and legal assistance will be provided to ensure equal and non-discriminatory access to services mainly for IDPs with specific needs, the older people, people with disabilities, children and their families, and GBV survivors. Community-support initiatives and peaceful coexistence projects will be implemented to support IDPs and conflict-affected communities in achieving durable solutions and strengthening resilience, participation, and social cohesion.

The response is closely linked to the work of other sectors, as implementation of protection monitoring, community-based assistance and psychosocial support allows to identify humanitarian needs that can be covered by actors of other sectors. In addition, out of 48 projects submitted under the Protection Cluster, there are nine multi-sectoral projects which include food, health, shelter and WASH assistance. There are strong synergies with the WASH and Health Clusters regarding older people as the impact of individual protection assistance and the provision of home-based care is maximised with the delivery of hygiene items and adult diapers and the provision of assistive devices and support. The Protection Cluster will continue working with the Health Cluster on identifying and addressing barriers with access to health care and coordination of psychosocial support under the MHPSS Technical Working Group. Integrating sexual and reproductive health and rights issues as part of the GBV response also gives space for synergies with the Health Cluster. Advocacy on

durable solutions for IDPs supports the work of Shelter actors on sustainable housing solutions for 6,800 IDPs residing in collective centres.

Protection assistance will be provided via a range of modalities, including mobile teams, individual and group counselling, face-to-face and telephone counselling, and work through community centres. Protection assistance for people with specific needs will be provided in NGCA and 0-20 km of the ‘contact line’ in GCA. Modalities will be determined through individual protection assessments considering the availability of markets. Protection partners will provide in-kind assistance where assistive devices and diapers for the older people and people with disabilities are required due to the unavailability of these items in the areas along the ‘contact line’. In NGCA, individual protection assistance will be provided in-kind due to limitations on operating with cash. Measures will be taken to provide a tailored approach to individual needs, to ensure effective response.

Cost of Operations

The protection response to the needs of 1.35 million people requires US\$51 million. This includes US\$13.6 million for mine action activities. The response by child protection partners requires US\$3.8 million for psycho-social support to children and caregivers, individual case management and protection assistance, as well as capacity building activities for service providers and caregivers. US\$3 million is required for GBV prevention and response activities, such as information dissemination about life-saving assistance, provision of psycho-social support through mobile teams, shelters for GBV

	Individual Protection Assistance	# of persons receiving targeting services (in-kind)		
	Transportation assistance	# of persons provided with transportation services		
	Psychosocial Support	# of persons reached by individual psychosocial support		
	Psychosocial Support	# of persons reached by psychosocial support activities through Child Friendly Spaces (CFS), Group Sessions, day care centres or outreach		
	Provision of Community spaces for older people and people with disabilities	# of older people and people with disability accessing community spaces		
	Provision of Safe space/shelter to GBV survivors	# of GBV survivors/those at risk of violence, accessing safe space/shelter or day care centres		
	Mine Victim Assistance	# of mine victims receiving assistance		
Strengthen protection, including prevention and mitigation of rights' violations, for conflict-affected people, including IDPs	Provision of Legal Assistance and Protection Information/Counselling	# of persons receiving primary legal aid		
	Provision of Legal Assistance and Protection Information/Counselling	# of persons receiving protection information/counselling		
	Provision of Legal Assistance and Protection Information/Counselling	# of persons receiving secondary legal aid		
	Information Dissemination	# of persons receiving information on trafficking, violence against children (VAC) risks and GBV, prevention, referrals, and availability of life-saving services, EORE Information, Mine Victim Assistance (MVA), HLP, documentation (including birth and death registration), IDP residence registration, social benefits, legal assistance or entitlements	2,800,000	1,318,000
	Information Dissemination	# of information awareness raising campaigns conducted	—	—
	Marking of hazardous areas	Suspected and confirmed hazardous area in m2 surface marked	—	—
	Demining	Area in m2 cleared	—	—

Strategic Objective 2. Respond to the protection needs and strengthen protection of 1.4 million conflict-affected people, including IDPs, with regard to international norms and standards

Specific Objective 2.1. Step up efforts to protect civilians and civilian infrastructure according to IHL and other legal instruments

Strengthen protection, including prevention and mitigation of rights' violations, for conflict-affected people, including IDPs	Carry out advocacy interventions (to protect civilians and civilian infrastructure according to IHL and other legal instruments)	# of interventions carried out at the local level	—	—
		# of interventions carried out at the national level	—	—

Specific Objective 2.2. Improve access to social entitlements and civil documentation for civilians residing in NGCA				
Strengthen protection, including prevention and mitigation of rights' violations, for conflict-affected people, including IDPs	Carry out advocacy interventions (to improve access to social entitlements and civil documentation for civilians residing in NGCA)	# of interventions carried out at the local level	—	—
		# of interventions carried out at the national level	—	—
Specific Objective 2.3. Improve conditions and ease restrictions on movement for civilians and goods across the 'contact line'				
Strengthen protection, including prevention and mitigation of rights' violations, for conflict-affected people, including IDPs	Carry out advocacy interventions (to improve conditions and ease restrictions on movement for civilians and goods across the 'contact line')	# of interventions carried out at the local level	—	—
		# of interventions carried out at the national level	—	—
Specific Objective 2.4. Prevent and mitigate physical harm and risks of landmines and ERW				
Strengthen protection, including prevention and mitigation of rights' violations, for conflict-affected people, including IDPs	Explosive ordnance risk education (persons reached)	# of EORE awareness sessions conducted	—	—
		# of persons receiving Explosive ordnance risk education through EORE awareness sessions	884,000	265,000
Specific Objective 2.5. Promote durable solutions for IDPs living in GCA				
Improve social cohesion and resilience of conflict-affected people, including IDPs, through community-based protection and identification of durable solutions	Community-based protection, Support to Peaceful Coexistence & Durable Solutions	# of local and displaced women, men, girls and boys supported through peaceful coexistence/peace-building/social cohesion projects, community-based protection or community support initiatives	940,000	70,000
		# of peaceful coexistence, peace-building or social cohesion projects or community-based protection or community support initiatives or implemented	—	—
Strategic Objective 3. Ensure government ownership of humanitarian response in coordination with development actors and strengthen national/local response capacity in GCA				
Specific Objective 3.1. Strengthen capacity of local responders and encourage local authorities to take over the provision of services in the areas, where feasible				
Strengthen protection, including prevention and mitigation of rights' violations, for conflict-affected people, including IDPs	Conduct protection monitoring missions	# of protection monitoring missions conducted and recorded	n/a	6,400
	Assessments	# of assessments conducted	—	—
	Interviewing persons as part of Human Rights Monitoring	# of persons interviewed	—	—
Improve social cohesion and resilience of conflict-affected people, including IDPs, through community-based protection and identification of durable solutions	Capacity building	# of persons trained	—	—
		# of trainings conducted	—	—

3.5

Shelter / Non-Food Items



PEOPLE IN NEED

384K

PEOPLE TARGETED

119K

REQUIREMENTS (US\$)

\$27M

PARTNERS

18

PROJECTS

21

Objectives

The following interventions, especially those of a permanent type, also target geographical locations farther away from the 'contact line' in GCA, including collective centres where vulnerable IDPs reside.

Cluster Objective 1: Address gaps in essential shelter and NFI needs of the most vulnerable IDPs and conflict-affected populations through monetised/in-kind assistance and contingency. Shelter and NFI assistance aims to provide the conflict-affected population with timely and adequate essential shelter and basic non-food items. The planned interventions will address essential shelter needs for an estimated 120,000 most vulnerable IDPs and conflict-affected people, mainly living within 0-5 kilometres from the 'contact line' in GCA and NGCA.

Cluster Objective 2: Provide/upgrade permanent shelter solutions for the most vulnerable conflict-affected population. Lifesaving support such as emergency repairs and winterisation assistance will continue in areas that experience regular shelling with a focus on NGCA, where needs are greater and major gaps in response persist. People living in these areas who have their houses damaged or destroyed by shelling are often persons with disabilities, elderly, single-headed households and people with serious medical conditions. The Shelter/NFI Cluster will coordinate with key partners to ensure the maintenance of contingency stocks and fast responses in case of a sudden deterioration of the situation, such as flare-ups in small and medium-sized settlements near the 'contact line'.

Cluster Objective 3: Contribute to adequate transitional solutions [monetised or in-kind] related to shelter and NFI needs meeting minimal international and national shelter standards. Shelter/NFI Cluster partners will also continue to provide transitional and permanent solutions in line with minimum national and international shelter standards to give vulnerable conflict-affected people access to improved living conditions. Transitional and permanent approaches which partially or fully address shelter needs will be implemented in both GCA and NGCA with a focus on residual needs on GCA, where partners' activities respond to meet pockets of humanitarian needs that are not covered by government programmes.

Response

The priority of Shelter/NFI Cluster partners in 2020 is to reach the most vulnerable such as single-headed households, the elderly and people with disabilities and serious medical conditions in need of

shelter and winterisation assistance. Partners aim to reach people living in areas which state agencies cannot access (i.e. areas with constrained or limited access to basic services, insecure settlements along the 'contact line' and NGCA). Shelter interventions aim to make necessary repairs of newly damaged or destroyed houses in both GCA and NGCA to prevent displacement in cases where the needs are not covered by government programmes or other shelter actors. Cluster partners will deliver emergency shelter kits, conduct light, medium, and heavy repairs on damaged or destroyed houses as well as adopt innovative approaches such as the 'renting of the tools' project, taking into consideration feedback from targeted people on their preferred response modality. Winterisation assistance includes the provision of fuel and stoves, warm clothing and shelter insulation (both private house insulation and insulation of social institutions) mainly in 'isolated areas' where gas supply or central heating stopped and access to functional markets is limited.

Most of the shelter and winterisation needs are in NGCA. When it comes to winterisation planning, there are 50,000 households in need in GCA, and 100,000 households in NGCA. The response planned by partners in the sector corresponds with identified needs, with some 60 per cent of the planned activities targeting vulnerable conflict-affected people in NGCA. All implementation modalities can be used except cash assistance, which is not feasible in NGCA. Within 0-5 kilometres from the 'contact line' in GCA, life-saving shelter assistance will be delivered, including shelter kits, emergency repairs and solid fuel or heaters, which amounts to some 34 per cent of the overall response. Within 5-20km of the 'contact line', cluster partners will provide cash for utilities in buildings connected to central heating systems, repairs and solid fuel distribution. Beyond 20km of the 'contact line', cluster partners will target vulnerable displaced people in collective centres and address other pockets of needs with shelter and winterisation assistance as well as provide longer-term shelter assistance for vulnerable displaced people who seeks to return or integrate into host communities.

Shelter repairs can lead to permanent solutions by facilitating interventions from other sectors such as WASH and Livelihoods and laying the foundations for recovery and resilience processes. Likewise, winterisation assistance is a life-saving response that directly influences health and protection concerns. Similar to the 2019 HRP, shelter repairs will be implemented in three different modalities: (1) in-kind provision of shelter material and recruitment



*Nikolai and his wife are standing next to a stockpile of fuel briquettes delivered by a humanitarian organization to help them keep their house warm in winter.
Photo: CBN "Emanuel"/K.Petryna*

of construction teams that can be local brigades or contractors. This is likely to remain the only modality applicable to NGCA in 2020; (2) a mixed modality in which part of the material is provided in-kind and the rest of the material and recruitment of construction teams are procured by the beneficiary through cash grants; (3) a full conditional cash-based modality, in which the beneficiary receives a cash grant to procure all the material (with roofing restricted to asbestos-free sheets) and necessary labour to complete the repair, while the shelter agency retains the role of providing technical support and monitoring. The winterisation response will use the same three modalities as the shelter interventions. In GCA, the cash modality will be largely used except for areas where there is no functioning market, or (in the case of solid fuel) where access to the delivery area is problematic for suppliers.

Cost of Operations

The cost of the Shelter/NFI response in the 2020 HRP totals US\$26 million, which aims to reach 120,000 people through 18 partners. An estimated 59 per cent of the response will be allocated to shelter assistance while 41 per cent will go to winterisation assistance. It is important to note that the shelter interventions are of a permanent nature. While winterisation assistance tends to be cheaper than shelter assistance, it is also recurrent as the same vulnerable people are reached multiple times over the years. Partners mainly plan to use in-kind assistance and a mixed approach of both in-kind and cash/voucher assistance. Out of this, some 49 per cent will be used for light/medium/heavy shelter repairs; some 29 per cent for solid fuel and heaters distribution; and seven per cent for NFI distribution. Of

the 21 projects, two projects will fully use a cash-based modality to meet winterisation needs, which totals around 3.6 per cent of the total budget estimated for Shelter/NFI activities.

Since 2016, the cluster has maintained a matrix with estimated cost per activity and provides partners with cost efficiency recommendations. For example, it is recommended to support the transportation of solid fuel to the beneficiaries, while the beneficiary can arrange procurement and select a preferred supplier. Shelter interventions in NGCA are in general some 20 to 30 per cent more costly than those in GCA due to higher market prices and particularities related to partnership agreements. For activities in hard-to-reach areas along the 'contact line', Shelter/NFI cluster partners need to take into consideration additional transportation costs, for example for delivery of fuel during the winter.

Contribution to support Humanitarian Development Nexus

The Shelter/NFI Cluster works closely with relevant stakeholders including government bodies, development and recovery actors to ensure synergies between the shelter and winterisation response. From January 2019 onwards, the Shelter/NFI Cluster gradually handed over its coordination responsibilities to the Government of Ukraine. Throughout 2019, the cluster has enhanced the capacity of the Government to manage coordination tools such as the 5W, referrals, damaged houses database and monitoring of collective centres, for the response in GCA. The cluster also supports the Government in other shelter-related areas, such as the

implementation of a compensation mechanism for damaged houses and simplified procedures and documentation for repairs.

In 2019, the cluster started to facilitate sub-national cluster meetings in conflict-affected raions near the 'contact line' in GCA, which brought together shelter actors at the local level. In 2019, government entities such as the oblast civil-military administration, State Emergency Service of Ukraine (SESU), city- and rayon- level administrations actively participated in the meetings. These meetings facilitate information exchange and increase local actors' awareness on humanitarian needs and response in their respective locations. This arrangement will be reinforced in 2020 as the cluster will be co-facilitated by national staff and the Government of Ukraine.

Monitoring

The main monitoring tools used by partners in the cluster are 5W and post-distribution monitoring (PDM). In 2020, the Shelter/ NFI Cluster will continue to conduct regular 5W monitoring of the response as part of the inter-cluster response monitoring framework and feed into the inter-cluster analysis of quarterly achievements. In order to ensure accountability to affected populations and achieve quality results of the strategy in the sector, the cluster advocates for common and transparent processes of production of PDMs. Since 2015, the five largest cluster partners in Ukraine have collectively worked to mainstream post-distribution monitoring into their programmes and findings have been fed into the planning of future interventions. Based on the PDMs' findings, the cluster has set out best practices and prepared guidance for partners to use in the planning and implementation, e.g. 10 per cent of acceptable failure in terms of shelter interventions.

Objectives, Indicators and Targets

CLUSTER OBJECTIVE	ACTIVITY	INDICATOR	TARGETED
Strategic Objective 1. Provide emergency and time-critical assistance and ensure access to basic essential services to 2 million conflict-affected people with humanitarian needs			
Specific Objective 1.1. Provide life-saving assistance for people living in areas closest to the 'contact line' in GCA and in NGCA (0-5 km GCA and NGCA)			
Address gaps in essential shelter and NFI needs of the most vulnerable IDPs and conflict-affected population through monetized/in-kind assistance and contingency	Acute emergency shelter	# HHs receiving acute emergency shelter support	2,200
	Bomb shelters	# buildings (bomb shelters) repaired	15
	Collective Centre winterization	# individuals living in non-specialized Collective Centres receiving winterization support	5,400
	NFI distribution	# individuals receiving clothing sets	4,108
		# HHs receiving general NFIs	9838
	Solid fuel & heater distribution	# HHs receiving solid fuel and heater support for winter	22,720
	Winterization cash grant transfers	# HHs receiving winterization cash grants	2,000
	Winterization insulation	# HHs supported with shelter insulation solutions	265
Provide/upgrade permanent shelter solutions for the most vulnerable conflict-affected population	Essential utility network repairs and connection	# individuals within communities benefiting from utility network repairs and connection	16,140
	Light and medium repairs	# HHs supported with light and medium repairs	5,604
	Permanent housing (incl. reconstruction)	# HHs supported with reconstruction / permanent housing	10
	Structural repairs ("heavy repairs")	# HHs supported with structural repairs	857

Specific Objective 1.2. Improve living standards for people in areas further away from the 'contact line' in GCA (5-20 km GCA)

Address gaps in essential shelter and NFI needs of the most vulnerable IDPs and conflict-affected population through monetized/in-kind assistance and contingency	Acute emergency shelter	# HHs receiving acute emergency shelter support	—
	Collective Centre winterization	# individuals living in non-specialized Collective Centres receiving winterization support	4,500
	NFI distribution	# individuals receiving clothing sets	—
		# HHs receiving general NFIs	—
	Solid fuel & heater distribution	# HHs receiving solid fuel and heater support for winter	1,440
Provide/upgrade permanent shelter solutions for the most vulnerable conflict-affected population	Winterization cash grant transfers	# HHs receiving winterization cash grants	—
	Essential utility network repairs and connection	# individuals within communities benefiting from utility network repairs and connection	500
	Light and medium repairs	# HHs supported with light and medium repairs	800
	Permanent housing (incl. reconstruction)	# HHs supported with reconstruction / permanent housing	20
Specific Objective 1.3. Address pockets of humanitarian needs for people living in areas beyond the 'contact line' in GCA (20+ km GCA), particularly IDPs			
Address gaps in essential shelter and NFI needs of the most vulnerable IDPs and conflict-affected population through monetized/in-kind assistance and contingency	Collective Centre winterization	# individuals living in non-specialized Collective Centres receiving winterization support	1,000
	NFI distribution	# individuals receiving clothing sets	—
		# HHs receiving general NFIs	—
Contribute to adequate transitional solutions [monetized or in-kind] related to shelter and NFI needs meeting minimal international and national shelter standards	Cash for rent or other shelter-linked monetized solutions	# HHs receiving cash grants for rental accommodation or other monetized shelter solutions	—
	Light and medium repairs	# HHs supported with light and medium repairs	—

3.6

Water, Sanitation & Hygiene



PEOPLE IN NEED	PEOPLE TARGETED	REQUIREMENTS (US\$)	PARTNERS	PROJECTS
2.8M	1.3M	\$22M	18	20

Objectives

Cluster Objective 1: Ensure immediate and sustainable access to sufficient safe water, and minimal levels of sanitation provision, for conflict-affected people. The year 2020 marks the tenth anniversary of the UN General Assembly recognising the human right to water and sanitation and acknowledging that clean drinking water and sanitation are essential to the realisation of all human rights. Under this premise, the WASH Cluster continues to firstly focus on improving the affected populations' access to water and minimal levels of sanitation. As the lack of access to safe water and sanitation facilities is particularly severe within 20km of the 'contact line' in GCA and in the entire NGCA, the WASH Cluster focuses on these areas. Interventions also consider the frequency of interruptions of water supply due to damage caused by hostilities or by a lack of maintenance over the years in the same areas.

Cluster Objective 2: Provision of critical WASH-related supplies and information for the prevention of water- and sanitation-related diseases. With this objective, WASH Cluster partners will aim at reducing the risk of disease outbreaks. As conflict-affected families live in a disrupted environment and are exposed to many levels of stress, their children, many of whom have grown up entirely in a conflict zone, may not have received proper hygiene education from their parents or schools. For this reason, the WASH Cluster will also aim at raising awareness and filling conflict-related hygiene gaps.

Cluster Objective 3: Increase the protection of water infrastructure and ensure the safety of utility workers. Due to the continuing high number of security incidents in the WASH sector, the WASH Cluster will continue to help protect water infrastructure and ensure the safety of water workers. Since the start of the conflict, nine water workers have been killed and 26 injured, in Donetsk oblast, while 88 security incidents affected civilian water facilities in 2019. This response focuses on the 0-5km geographic zone as most of the critical water infrastructure is located near, or in some cases even on top of the 'contact line'.

Cluster Objective 4: Promote resilient, recovery and sustainable access to sufficient safe water, minimal levels of sanitation provision, and minimum hygiene standards. In view of long-term support, this objective aims to conduct capacity building training activities and support the authorities to develop water safety plans, or the equivalent.

Response

In 2020, the WASH Cluster will continue its evidence-based approach to provide support where it is most needed. In GCA, the response will mainly focus on the area within 20 km of the 'contact line'. The entire NGCA will be included in the response area, even though the number of people targeted farther away from the 'contact line' will be lower due to access constraints. The cluster will strive to meet the needs of the most vulnerable, such as the elderly, people with disabilities and women. Priorities for 2020 include supplying clean drinking water by delivering water chemicals, testing water quality, distributing bottled water, operating and maintaining water distribution at the five crossing points and water trucking. However, there is an increasing need to move away from the short-term, technical water-focused approaches to include more sustainable solutions, such as the maintenance and replacement of pipes, tanks, or pumps for centralised piped water supply systems, repairing off-site sewage infrastructure or improving sanitary facilities at social institutions. The WASH Cluster hopes to reduce the probability of a repeat of the outbreak of water-related gastroenteritis experienced in 2019 by implementing emergency WASH actions in schools and health facilities; supporting community sanitation such as emptying septic tanks and addressing garbage problems; and by distributing essential hygiene items to households.

The significant underfunding of WASH in 2019 made the response difficult, even though clean drinking water is one of the most pressing needs. According to the 2019 REACH Humanitarian Trends Analysis, 34 per cent of the residents within 20 km of the 'contact line' rely on tap water for drinking⁵⁵. According to WASH Cluster partners, the majority (55 per cent) treat drinking water at home (mostly by boiling or filtering) while 10 per cent would like to treat water but cannot afford to, and nine per cent store water unhygienically. There is an urgent need for wider water quality testing and for making people understand and tackle water quality issues at the household level. Eighteen per cent of the people living in the same area were faced with water shortage issues in 2019⁵⁶. Access to fixed water and sanitation networks near the 'contact line' is difficult. WASH Cluster partners' modalities include direct interventions, service provision and sustainable rapid repairs together with water companies and the authorities, as well as cash and vouchers to deliver hygiene items. Humanitarian advocacy calling for improved access for repairs;

55. 2019 REACH Trends Analysis

56. 2019 WASH Cluster Humanitarian Needs Assessment Study



The residents are receiving drinking water from a humanitarian organization.

Photo: ADRA/R. Pleshkun

protection of civilian infrastructure; and guaranteed safety for water workers as well as advocacy on recovery-related issues is also part of the response.

Eight of the 20 approved WASH projects are multisectoral and complement response efforts by the Health, Food-Security and Livelihood, Protection as well as Shelter Clusters. For WASH activities in schools, kindergartens or hospitals, where water storage facilities, handwashing, toilets and heating are in urgent need to be addressed, the WASH Cluster will coordinate with Education as well as Health & Nutrition Clusters.

Overall, the WASH Cluster will target 1.35 million people for direct assistance in 2020, which stipulates 40 per cent of the 2.8 million people in need. The cluster will target 824,000 of nearly 1.5 million people who need WASH assistance in NGCA and 510,000 of the 1.3 million people in need of similar support in GCA. If required, the cluster will also provide support to the 7,600 IDPs who currently live in collective centres across the country, and will also focus on assisting 100,000 of the IDPs still living in the two conflict-affected oblasts of Donetsk and Luhansk oblasts.

Cost of Operations

The estimated cost for the implementation of 20 HRP WASH projects for 2020 is USD\$21.7 million. Of the total, USD\$2.5 million (12 per cent) will be implemented through cash or vouchers, and USD\$2.7 million (13 per cent) will constitute resilience-building of early recovery programming.

The predominant factors affecting the cost of water and sanitation emergency work remain the cost of construction materials and mechanical components as well as chlorine. High prices result from the reality that some providers have a monopoly on their products, bypassing price competition. Logistical implications of moving heavy materials into hard-to-reach areas also affect overall costs. Water trucking, especially to hard-to-reach areas or isolated settlements, is expensive, but sometimes unavoidable. There is a need for an exit strategy for water trucking, one of which could be to find community-level solutions. Further assessments to identify needs are planned for 2020, the cost of which is estimated at around USD\$30,000.

Contribution to support the Humanitarian Development Nexus

The 2017 UNICEF Water Risk Assessment produced an extensive list of priority short- medium- and long-term water and sanitation projects in Donetsk oblast which was presented to the Ukrainian inter-ministerial working group on water. More recently, needs identified by this assessment were combined with the strategic needs from the Water Programmes of Donetsk and Luhansk oblasts to create "joint nexus lists" of assessed needs, prioritised in partnership with each oblast. This is effectively a joint humanitarian and development needs analysis. In 2019, oblast authorities and international actors held a discussion on how to better understand "humanitarian" programming relative to "development" programming and funding. Further discussions with International Financial Institutions (IFIs) have led to a draft Pitch Document for investment in the water sector.

Liaison with the European Investment Bank and USAID on the implementation of an HDN concept has led to the development of terms of references for a feasibility and cost-benefit analysis study on the Sieverskyi Donets - Donbas channel (SDD). 2019 also saw the creation of linkages in the collection of assessment data on humanitarian and development perspectives as well as the establishment of a Disaster Risk Reduction (DRR) working group hosted by the WASH Cluster.

Regarding water-related economic issues that span the humanitarian and development spectrum, the cluster has given advice to and participated in the Minsk negotiations. The WASH Cluster would like to find out if it is possible for the two conflict-affected oblasts to be allowed to receive funds from IFIs: due to their status as civil military authorities such funds are currently not available to them. The cluster also supports any reform to make utility companies financially viable to be able to continue providing services across the 'contact line'. The WASH Cluster Lead Agency, UNICEF, implements pilot projects to strengthen the capacities of local authorities and supports a risk analysis study on water canals to formulate management support options.

Monitoring

The WASH Cluster collects monitoring data on a monthly basis to determine who is doing what and where, when and for whom, releasing this as a 5W database. In addition, data is forwarded to OCHA for the Ukraine Humanitarian Dashboard. Progress on implementation is also monitored during field visits that occur roughly every three weeks, with coordination meetings held at one of the five locations in Kyiv, Mariupol, Kramatorsk, Sievierodonetsk and Donetsk city in parallel to field visits. In 2020, the WASH Cluster will implement field visits to projects funded specifically under the Ukraine Humanitarian Fund (UHF) for the purposes of monitoring implementation and outcomes of the Country Based Pooled Fund.

The WASH Cluster produces briefing notes on specific issues, summary analyses of water-related incidents on a monthly basis and ad-hoc WASH Cluster Bulletins, when needed.

Objectives, Indicators and Targets

CLUSTER OBJECTIVE	ACTIVITY	INDICATOR	TARGETED
Strategic Objective 1. Provide emergency and time-critical assistance and ensure access to basic essential services to 2 million conflict-affected people with humanitarian needs			
Specific Objective 1.1. Provide life-saving assistance for people living in areas closest to the 'contact line' in GCA and in NGCA (0-5 km GCA and NGCA)			
Specific Objective 1.2. Improve living standards for people in areas further away from the 'contact line' in GCA (5-20 km GCA)			
Specific Objective 1.3. Address pockets of humanitarian needs for people living in areas beyond the 'contact line' in GCA (20+ km GCA), particularly IDPs			
Ensure immediate and sustainable access to sufficient safe water, and minimal levels of sanitation provision, for conflict-affected people	Distribution of additional private water storage capacity at HH level	# of people benefiting from additional private water storage capacity at hh level	1,500
	Distribution of bottled water	# of people benefiting from distribution of bottled water	6,000
	Improvements of sanitary facilities at social institutions	# of people in social institutions benefiting from direct improvements to sanitary facilities	102,000
	Improvements of sanitation at household level including septic tanks emptying or latrines provision	# of people benefiting from improvements to household level sanitation	6,000
	Improvements to the reliable provision of sufficient water, of an adequate quality, at social institutions	# of people in social institutions benefiting from direct improvements to the reliable provision of sufficient water, of an adequate quality	49,000
	Newly developed water source	# of people benefiting from a newly developed water source	19,000

Provide critical WASH-related supplies and information for the prevention of water- and sanitation-related diseases	Operation and maintenance of handwashing facilities at checkpoints	# of operated and maintained handwashing facilities at checkpoints	8
	Operation and maintenance of sanitation facilities at checkpoints	# of operated and maintained sanitation facilities at checkpoints	270,000
	Operation and maintenance of water distribution points at checkpoints	# of water points installed and/or maintained at checkpoints	270,000
	Provision of chemicals at Water Treatment Plants	# of people benefiting from provision of chemicals at WTP	1,180,000
	Provision of household level or small-scale water treatment supplies or equipment	# of people benefiting from provision of water treatment supplies or equipment at household level	3,500
	Provision of necessary items to labs (lab supplies, materials & equipment)	# of labs benefiting from provision of necessary items (lab supplies, materials & equipment)	5
	Provision of treatment chemicals to sewage plants	# of sewage plants supported through provision of treatment chemicals	6
	Repair/maintenance/replacement of pipes, tanks, pumps etc. of small scale or decentralized piped water supply systems	# of people benefiting from repair/maintenance/replacement of pipes, tanks, pumps etc. of small-scale or decentralized piped water supply systems	99,000
	Repair/maintenance/replacement of pipes, tanks, pumps, etc. of large scale, centralized piped water supply systems	# of people benefiting from repair/maintenance/replacement of pipes, tanks, pumps, etc. of large scale, centralized piped water supply systems	904,000
	Repairs/improvements in off-site sewage infrastructure such as pumps, treatment equipment or sewer pipes	# of people benefiting from repairs/improvements in off-site sewage infrastructure	68,000
	Solid waste collection or processing	# of locations supported in solid waste collection	30,000
	Water quality testing	# of water quality test samples analysed	1,030
	Water trucking	# of people benefiting from support to temporary emergency water supply (trucked water, fuel, distribution points, mobile treatment units)	40,000
	Repairs of hot water infrastructure (at building or community level)	# of people benefiting from improved hot water infrastructure	17,000
	Cash or vouchers for hygiene materials	# of people benefiting from cash or vouchers for hygiene supplies	31,000
	Cash payments or subsidies for other WASH activities (e.g. cash for work, assistance with water tariff payments)	# of people benefiting from cash payments or subsidies for other WASH activities (e.g. cash for work, assistance with water tariff payments)	—
	Distribution of hygiene promotion messages	# of people reached with hygiene promotion messages	100,000
	Provision of hygiene items	# of people (m,w,b,g) benefiting from the provision of hygiene items	63,000

Strategic Objective 2. Respond to the protection needs and strengthen protection of 1.4 million conflict-affected people, including IDPs, with regard to international norms and standards

Specific Objective 2.1. Step up efforts to protect civilians and civilian infrastructure according to IHL and other legal instruments

Increase the protection of water infrastructure and ensure the safety of utility workers	WASH advocacy activities	# of advocacy activities focused on making water utility workers and infrastructure safer.	—
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Strategic Objective 3. Ensure government ownership of humanitarian response in coordination with development actors and strengthen national/local response capacity in GCA

Specific Objective 3.1. Strengthen capacity of local responders and encourage local authorities to take over the provision of services in the areas, where feasible

Promote resilient, recovery and sustainable access to sufficient safe water, minimal levels of sanitation provision, and minimum hygiene standards	Capacity building training activities in the WASH sector (local authorities and water companies)	# of workers benefiting from capacity-building trainings in the WASH sector	3,000
	Development of water safety plans or the equivalent	# of people covered by water safety plans or the equivalent	11,000

Part 4

Annexes

An older woman has just arrived at the crossing point to collect her pension.

Photo: OCHA/Y.Maloletka



4.1

Response Analysis

This response analysis is informed by the results of the joint intersectoral needs analysis elaborated in the HNO, which derive from an extensive consultation process that began July 2019⁵⁷. The joint intersectoral needs analysis has allowed for a granular examination of how the conflict affects the different areas and different groups of people. The response analysis also takes into consideration the coverage and volume of assistance delivered by humanitarian actors from January to September 2019 – tracked as part of the ongoing response monitoring⁵⁸. This has enabled the humanitarian community to identify shortcomings and trends in aid delivery and factored them in the 2020 response planning.

The HNO identifies conflict as the key driver of humanitarian consequences in Ukraine, which are compounded by developmental deficits and economic slowdown in the conflict-affected region. The humanitarian community in Ukraine has decided to equally prioritise all four humanitarian consequences, whereby the humanitarian consequence related to physical and mental well-being is the most urgent and time-critical. The needs for physical and mental well-being are most acute in the areas closest to the 'contact line' in GCA and in the entire NGCA due to active hostilities and heavy contamination of landmines and ERW. The majority of people in this area are the elderly and people with disabilities living in rural communities.

Farther away from the 'contact line' in GCA, the severity of the humanitarian consequences related to physical and mental well-being decrease, while the humanitarian consequences related to living standards are more pronounced and prevalent. The humanitarian consequences related to protection are widespread across the conflict-affected region, and are slightly more elevated in NGCA, because of the large number of people who depend on

social entitlements – and the difficulty they face in accessing them. Resilience and recovery needs tend to be higher in GCA, further from the 'contact line', where there is more opportunity to work towards the long term.

Although the HNO reveals the higher magnitude of needs in NGCA, the response planning factors in the limited operational capacity and access reality there. This has led to the smaller number of people targeted in NGCA, compared with that in GCA. However, should the humanitarian access improve, the humanitarian community maintains the capacity to upscale the response.

Finally, the response analysis takes into account people's preference of response modality. The needs analysis reveals that 67 per cent of the conflict-affected people in GCA prefer to receive assistance in cash rather than in-kind, as markets remain open and postal or bank services offer a safe and efficient delivery mechanism. The use of cash in the Ukraine response has progressively been on the rise over the past few years. Almost 50 per cent of projects included in the 2020 response plan have a cash or voucher component⁵⁹. However, discussions with communities have revealed that cash or voucher modality is not always preferred, particularly among the people living in isolated settlements along the 'contact line' or people with disabilities, due to logistical and physical constraints to access markets or during certain periods of the year. For example, harsh weather conditions could temporarily restrict the movement of vehicles, limiting people's ability to access markets, postal and bank services. Under these conditions, people tend to prefer in-kind assistance to be delivered to their houses.

57. For more information, please refer to the 'Methodology' section of the HNO.

58. For more information, please refer to the Humanitarian Dashboard available online at <https://huminsight.info/plan/662>

59. Compared with 45 per cent in the 2019 HRP; 40 per cent in the 2018 HRP; and even less in the HRPs in 2017 and 2016.

4.2

Costing Methodology

The humanitarian response planning in Ukraine has applied a **project-based costing methodology** since the first HRP was developed in 2015. It relies primarily on summing up the funding requirements for projects of different agencies to identify the financial resources needed to provide an appropriate humanitarian response.

Over the past five years, the Inter-Cluster Coordination Group (ICCG) and OCHA have heavily invested in familiarising in-country operational partners with the utilisation of the project-based response planning and costing applications – namely the former Online Project System (OPS) and the current project module. For the 2020 HRP, it was decided to keep the planning and costing methodology unchanged, capitalizing on the past investment to customize the Project Module system and partners' familiarity with it. The decision also took into consideration the global roll-out in mid-2019 of the enhanced approach to the 2020 HPC and the possible implications it might have had on the existing capacity if a new and unfamiliar costing methodology had been introduced.

The project-based costing methodology has a number of pros and cons. On one hand, it is recognized as a useful and familiar channel to convene humanitarian actors together to discuss needs. It also fits well with existing tracking systems. On the other hand, it may be seen as an aggregate of projects rather than a coherent picture of needs of the affected populations, with its sum perceived as a fundraising figure rather than a credible reference⁶⁰. Cognizant of the limitations of this methodology, the HCT took extra efforts to address its shortcoming. The HCT tasked the ICCG and OCHA to strengthen the outreach efforts to the organisations that had never participated in the HRPs in order to make the 2020 HRP as inclusive as possible and to ensure a solid picture of response ambition and financial need. Clusters also ensured the project costs were fully aligned with pre-identified activities as well as sectoral and multi-sectoral outcomes agreed by the Strategic and Specific Objectives.

In terms of partner outreach efforts, OCHA organised in September/October a number of dedicated training on Project Module for partners – both in field locations (GCA and NGCA) and in Kyiv – to explain how to submit project proposals to the HRP. Clear focal points on Project Module were identified and communicated to all partners. During the two-week period of the project registration process, OCHA also provided 24/7 technical support services (e.g. face-to-face discussion, phone calls or Skype) to trouble-shoot any technical

difficulties any organisation faced. In addition, the interface of Project Module was made available in three languages – Ukrainian, Russian and English – in order to make it more easily accessible for local partners.

In terms of quality control, the clusters established criteria for the selection of projects to set the direction of the process. Clusters then conducted peer-reviews of the projects using the established selection criteria as a basis for vetting. Projects were endorsed only if they meet the following conditions:

- They address the needs identified in the HNO.
- They are aligned with agreed activities contributing to sectoral and multi-sectoral outcomes
- They are realistically costed.
- They are to be implemented within the set timeframe.

The 2020 HRP seeks US\$ 158 million for a total of 122 projects. This represents a US\$5 million decrease compared with the 2019 HRP funding requirement. Since 2018, the funding requirement for NGOs – both national and international combined - has been greater than that for the UN – at US\$89 million and US\$69 million, respectively. The Ukraine Humanitarian Fund (UHF), which was officially established in May 2019, has proved an effective tool to incentivize participation in the HRP. As a result, the number of national NGOs in the 2020 HRP has doubled compared to 2019. Almost one third of all the projects are to be implemented directly by national NGOs, accounting for 14 per cent of the total financial requirement. This means that funding could go directly to national NGOs as per the Grand Bargain commitment. As national NGOs have lower operational costs, this will reduce transactional costs and make the response cost-effective.⁶¹

Another reason for the lower 2020 financial requirement is the over 30 per cent reduction of the WASH cluster's 2020 financial requirement, which is due to the fact that two key UN agencies (UNICEF and IOM) have significantly reduced their response aspiration in light of the persistent underfunding over the past few years, with WASH consistently being most underfunded. Other clusters have largely maintained similar targets and requirements.

60. HRP costing methodology options, July 2017.

61. A desk review of all 122 projects included in the 2020 HRP shows that support cost for national NGOs is roughly around 20 per cent of the overall requirement.

4.3

Participating Organizations

#	ORGANIZATION	PROJECTS	REQUIREMENTS (US\$)
1	International Organization for Migration	10	\$22.5M
2	United Nations High Commissioner for Refugees	2	\$19.1M
3	United Nations Children's Fund	4	\$12.5M
4	People in Need	6	\$10.1M
5	HALO Trust	1	\$8.9M
6	Adventist Development and Relief Agency	4	\$7.5M
7	World Health Organization	1	\$6.7M
8	Norwegian Refugee Council	4	\$5.4M
9	Save the Children	6	\$4.6M
10	Arche Nova E.V. - Initiative for People in Need	4	\$4.4M
11	Medicos del Mundo Spain	2	\$3.9M
12	Office for the Coordination of Humanitarian Affairs	1	\$3.7M
13	Caritas Ukraine	4	\$3.6M
14	Agency for Technical Cooperation and Development	5	\$3.4M
15	All-Ukrainian Network of People Living with HIV/AIDS	1	\$2.9M
16	Charitable Organization Charitable Foundation "Donbass Development Center"	8	\$2.9M
17	Arbeiter-Samariter-Bund Deutschland e.V	4	\$2.9M
18	Polish Humanitarian Action	1	\$2.4M
19	International charitable organization "International Medical Care"	1	\$2.1M
20	Charitable Foundation "Humanitarian Aid and Development Center"	5	\$2.0M
21	Première Urgence Internationale	2	\$1.9M
22	All-Ukrainian Charitable Foundation "Right to Protection"	1	\$1.9M
23	NGO Proliska	1	\$1.7M
24	Emmanuel Charity Association, International Public Organization	2	\$1.6M
25	United Nations Population Fund	2	\$1.5M
26	Office of the High Commissioner for Human Rights	1	\$1.4M
27	Danish De-mining Group, Danish Refugee Council	1	\$1.3M
28	United Nations Development Programme	1	\$1.2M
29	Triangle Génération Humanitaire	2	\$1.2M

30	Danish Refugee Council	3	\$1.1M
31	Volunteer Association "Believe in Ukraine"	1	\$980k
32	Fondation Humanitaire Internationale AICM Ukraine	3	\$941k
33	Charitable organization Charity Foundation East-SOS	2	\$899k
34	Charitable Organization Movement for the spiritual revival of Donbass "Plich-o-Plich"	2	\$711k
35	Fondation Suisse pour le Déminage	1	\$670k
36	Charitable Foundation "Slavic Heart"	1	\$659k
37	Ukrainian Foundation for Public Health	2	\$587k
38	Caritas Ukraine - Donetsk	2	\$539k
39	HelpAge International	1	\$501k
40	SOS Children's Villages - Ukraine	1	\$500k
41	Charitable Foundation "The Centre of Social Development "Bridge"	1	\$420k
42	Caritas Austria	1	\$398k
43	Dorcas Aid International	1	\$390k
44	International NGO Safety Organisation	1	\$355k
45	Intelligent Future of the Nation	1	\$350k
46	Zaporizhzhia Region Charity Fund "Child Smile"	1	\$350k
47	Charitable Organization "ICF "MIRA" (International Children's Fund "Mira")	1	\$350k
48	Terre des Hommes - Lausanne	1	\$324k
49	Ukrainian Deminers Association	1	\$311k
50	Donbas SOS	1	\$297k
51	International Human Rights Community	1	\$230k
52	International Charitable Fund "Water Research Fund"	1	\$220k
53	NGO Open Policy Foundation	1	\$218k
54	Non-Governmental Organization "AirLight"	1	\$210k
55	Caritas Ukraine - Mariupol	1	\$62k
56	United Nations Office on Drugs and Crime	1	\$53k
Total		122	\$158M

4.4 Planning Figures by Sector

SECTOR	PEOPLE IN NEED	PEOPLE TARGETED	REQUIREMENTS (US\$)	HRP PARTNERS	NUMBER PROJECTS	BY GENDER WOMEN / MEN (%)	BY AGE CHILDREN / ADULTS / ELDERLY (%)	WITH DISABILITY (%)	IDPs
Education	420k	157k	\$7m	10	10	52 / 48	89 / 10 / 1	—	—
Food Security & Livelihoods	1.0m	77k	\$18m	19	20	61 / 39	17 / 41 / 42	25	13k
Health	1.3m	1.3m	\$22m	18	21	55 / 45	14 / 58 / 28	—	—
Protection	2.8m	1.4m	\$51m	41	48	58 / 42	25 / 54 / 21	4	194k
Shelter/NFI	384k	119k	\$27m	18	21	58 / 42	14 / 42 / 44	9	—
WASH	2.8m	1.3m	\$22m	18	20	54 / 46	14 / 50 / 36	12	97k
Multipurpose Cash Assistance	—	23k	\$5.0m	8	8	64 / 36	19 / 33 / 48	27	7k
Common Services & Support	—	—	\$6m	4	4	—	—	—	—
Total	3.4m	2.0m	\$158m	56	122	57 / 43	19 / 54 / 27	9	219k

4.5 Planning Figures by Geographical Zones

ZONE	PEOPLE IN NEED	PEOPLE TARGETED	REQUIREMENTS (US\$)	HRP PARTNERS	NUMBER PROJECTS	BY GENDER WOMEN / MEN (%)	BY AGE CHILDREN/ADULTS/ELDERLY (%)	WITH DISABILITY (%)
0-5km residents	200k	200k	\$57M	46	94	57 / 43	19 / 54 / 27	9
5-20km residents	400k	377k	\$28M	44	74	57 / 43	19 / 54 / 27	9
20km+ residents	500k	251k	\$15M	32	43	57 / 43	19 / 54 / 27	9
0-20km IDPs	400k	219k	—	—	—	—	—	—
0-20km residents	1.4M	710k	\$49M	26	58	57 / 43	19 / 54 / 27	9
20km+ residents	500k	200k	\$9M	18	33	57 / 43	19 / 54 / 27	9
Total	3.4M	2.0M	\$158M	56	122	57 / 43	19 / 54 / 27	9

4.6

What if We Fail to Respond?

Education

- Thousands of conflict-affected children and teachers on both sides of the 'contact line' will be deprived of access to a safe and inclusive learning environment. This could increase the risk of drop-outs.
- Increased risk of a 'lost generation' as children's rights continue to be violated by the conflict.
- Children will be denied the opportunity to develop the skills essential for their future.
- The generation born during the conflict will perceive the conflict as normal.
- Additional tens of thousands of NGCA graduates could face difficulties in pursuing their education or careers outside NGCA due to obstacles in attending university or vocational schools in GCA.

Food Security and Livelihoods

- More than 50,000 elderly and people with disabilities are at risk of more severe food insecurity, which could have major implications on their well-being.
- Without immediate scale-up of the response in NGCA, there is a high risk of food insecurity and livelihood needs escalating in the coming months.
- Thousands of agricultural families could be left without an important source of livelihoods.
- Without employment and income generating support, the affected population will continue to depend on humanitarian and state assistance which could further undermine their abilities to recover.

Health

- Vulnerable populations, especially elderly with chronic diseases, people with disabilities and TB/HIV patients, will go without life-saving medication.
- More than 1.3 million people will be denied quality and life-saving health care services, including psychosocial and mental health support.
- As the situation protracts, conflict-induced stress and emotional distress will inevitably become long-term mental health issues.
- Tens of thousands of children will be deprived of life-saving immunisations, exposing them to vaccine-preventable illnesses.

Protection

- Increase in civilian casualties due to absence of humanitarian mine action, including surveying, marking, explosive ordnance risk education and demining.
- Children living along the 'contact line' will be at higher risk of psychological distress, risky behaviour, family separation and institutionalisation due to lack of appropriate protection assistance.
- People at risk of GBV and GBV survivors will not have access to appropriate assistance.
- Increase in IDPs and conflict-affected populations resorting to negative coping mechanisms due to inability to meet basic needs.
- Increase in involuntary return to NGCA and areas near the 'contact line' in GCA due to lack of humanitarian assistance in areas of displacement.

Shelter/NFI

- In the worst-case scenario, some 120,000 people will struggle to survive the winter and be exposed to illness and possibly death. Basic needs could be left uncovered due to the expense of housing and winterization goods.
- At least 50,000 vulnerable conflict-affected people, including 6,800 IDPs, living in collective centres and social institutions in GCA will face health issues and have difficulties to survive the winter as this is a last resort of assistance for them.
- In GCA, repairs of some 2,000 houses will not be completed, which could lead to further displacement.

WASH

- In the event of failure of the WASH response in Ukraine, older people will be disproportionately affected.
- Millions of people could spend the winter in freezing apartments as four-fifths of the population rely on water-based centralized or household-level heating.
- There is a risk of a repeat of the 2019 outbreak of water-related disease, or a worse outbreak.
- Critical water infrastructure serving more than four million people could break down completely, which would lead to mass migration.

4.7

How to Contribute

Contributing to the Humanitarian Response Plan

For more information on the 2020 Ukraine Humanitarian Needs Overview, other monitoring reports or on how to donate directly to organizations participating in the plan, please visit:

www.humanitarianresponse.info/operations/ukraine

Donating through the Ukraine Humanitarian Fund (UHF)

Donors can contribute through the Ukraine Humanitarian Fund (UHF) which was launched in February 2019. This Country-Based Pooled Fund (CBPF) aims to support coordinated humanitarian action, in line with this Humanitarian Response Plan and address some of the most critical needs, which are of strategic priority and would otherwise go unfunded. The UHF will allow donors to pool their contributions into single, unearmarked funds to support local humanitarian efforts which will, in turn, not only enable a coordinated, flexible and inclusive humanitarian response, but also strategically maximise available resources. For more information, visit the OCHA Ukraine web page:

www.unocha.org/ukraine

Donating through the Central Emergency Response Fund (CERF)

CERF provides rapid initial funding for life-saving actions at the onset of emergencies and for poorly funded, essential humanitarian operations in protracted crises. The OCHA-managed CERF receives contributions from various donors – mainly governments, but also private companies, foundations, charities and individuals – which are combined into a single fund. This is used for crises anywhere in the world. Find out more about the CERF and how to donate by visiting the CERF website at

www.unocha.org/cerf/ourdonors/how-donate

In-kind Relief Aid

The United Nations urges donors to make cash rather than in-kind donations, for maximum speed and flexibility, and to ensure the aid materials that are most needed are the ones delivered. If you can make only in-kind contributions in response to disasters and emergencies, please contact: logik@un.org

A boy is standing next to the "Stop! Mines!" sign next to the field, littered with mines and explosives.

Photo: OCHA/Y.Maloletka



Acronyms

AFU	Armed Forces of Ukraine	JIAF	Joint Inter-Sectoral Analysis Framework
AAP	Accountability to affected population	JIPS	Joint IDP Profiling Service
ATO	Anti-Terrorist Operation	MH	Mental Health
CIMIC	Civil-Military Cooperation Directorate of the Armed Forces of Ukraine	MHPSS	Mental Health and Psychosocial Support
CMCoord	Civil-Military Coordination	MoSP	Ministry of Social Policy
DDG	Danish Demining Group	MSNA	Multi-Sectoral Needs Assessment
DPA	United Nations Department of Political Affairs	MTOT	Ministry of the Temporarily Occupied Territories and Internally Displaced Persons
DRC	Danish Refugee Council	NFI	Non-food item
DTP	Diphtheria, Tetanus, and Pertussis	NGCA	Non-Government Controlled Area
ECD	Early Childhood Development	NGO	Non-Governmental Organization
EECP	Entry-Exit Checkpoint	NMAA	National Mine Action Authority
EORE	Explosive Ordnance Risk Education	NMS	National Monitoring System
ERW	Explosive Remnants of War	NRC	Norwegian Refugee Council
GBV	Gender-Based Violence	OCHA	United Nations Office for the Coordination of Humanitarian Affairs
GCA	Government Controlled Area	OECD	Organization for Economic Development and Cooperation
GDP	Gross Domestic Product	OHCHR	United Nations Office of the High Commissioner for Human Rights
HC	Humanitarian Coordinator	OSCE	Organization for Security and Co-operation in Europe
HH	Household	PIN	People in need
HLP	Housing, land and property	PoC	Protection of civilians
HNO	Humanitarian Needs Overview	PSEA	Protection against sexual exploitation and abuse
HPC	Humanitarian Programme Cycle	PSS	Psychosocial support
HRMMU	United Nations Human Rights Monitoring Mission in Ukraine	PTSD	Post-traumatic stress disorder
HRP	Humanitarian Response Plan	SCORE	Social Cohesion and Reconciliation
ICCG	Inter-Cluster Coordination Group	SESU	State Emergency Service of Ukraine
ICRC	International Committee of the Red Cross	TB	Tuberculosis
IDP	Internally Displaced Persons	UAH	Ukrainian Hryvnia (national currency of Ukraine)
IED	Improvised Explosive Device	UHF	Ukraine Humanitarian Fund
IHL	International Humanitarian Law	UNFPA	United Nations Population Fund
IHRL	International Human Rights Law	UNHCR	United Nations High Commissioner for Refugees
IMD	Institute for Management Development	UNICEF	United Nations Children's Fund
INFORM	Index for Risk Management	WASH	Water, sanitation and hygiene
INGO	International Non-Governmental Organisation	WHO	World Health Organization
INSO	International Safety Organisation	WoS	Windows of Silence
IOM	International Organization for Migration		
JFO	Joint Forces Operation		

