HUMANITARIAN NEEDS OVERVIEW
UKRAINE

2020

Photo: IOM/P.Perfilieva

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
A woman is standing in the yard after receiving a stockpile of coal.
Photo: IOM/Perfilieva

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https://fts.unocha.org/appeals/830/summary
## Table of Contents

04 **Summary of Humanitarian Needs**

10 **Part 1: Impact of the Crisis and Humanitarian Consequences**
   - Context of the Crisis
   - Impact of the Crisis
   - Scope of Analysis
   - Humanitarian Consequences
   - Severity of Needs
   - People in Need

32 **Part 2: Risk Analysis and Monitoring of Situation and Needs**
   - Risk Analysis
   - Monitoring of Situation and Needs

38 **Part 3: Sectoral Analysis**
   - Education
   - Food Security and Livelihoods
   - Health
   - Protection
   - Shelter and Non-Food Items
   - Water, Sanitation & Hygiene (WASH)

63 **Part 4: Annexes**
   - Data Sources
   - Methodology
   - Information Gaps and Limitations
   - Acronyms
Summary of Humanitarian Needs

<table>
<thead>
<tr>
<th>TOTAL POPULATION</th>
<th>PEOPLE IN NEED (PIN)</th>
<th>REGISTERED IDPs (MOSP)</th>
<th>PIN WITHIN 5KM ALONG THE ‘CONTACT LINE’</th>
</tr>
</thead>
<tbody>
<tr>
<td>42.0M</td>
<td>3.4M</td>
<td>1.4M</td>
<td>0.6M</td>
</tr>
</tbody>
</table>

**Summary of Context Scope of Analysis**

In its sixth year, the situation in the conflict-affected Donetsk and Luhanska 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. Over 3,300 civilians have been killed, while more than 7,000 have been injured. The direct impact of violence on ordinary people remains a challenge – as daily shelling and the presence of landmines and unexploded ordnances continue to negatively impact their physical and mental well-being. Community infrastructure and civilian assets are also attacked, putting millions at risk of losing access to water, health, education and heating. The ‘contact line’ which separates areas under and outside Government-control, and the need to register as an IDP to obtain social benefits have also had an indirect impact on the well-being of people, leaving IDPs and communities in non-Government controlled areas (NGCA) facing a variety of challenges in accessing social entitlements (including pensions) and State administrative services.

1. State Statistics Service of Ukraine, January 2019
2. Registered IDPs by the Ministry of Social Policy of Ukraine (MOSP), August 2019
The ‘contact line’ has also severed people from markets and from the health care providers they once relied on. The negative economic impact of the conflict can be felt across the affected communities, not only because of the barriers to access employment, but also because many enterprises or coal mines have been shut down.

Scope of Analysis
This overview focuses on the humanitarian needs in the conflict-affected Donetsk and Luhanska oblasts (hereafter as ‘conflict-affected area’), with particular attention to affected areas on both sides of the ‘contact line’. It also considers people who are internally displaced across Ukraine GCA and who are faced with humanitarian and societal challenges. The analysis is based on an understanding that populations living close to the ‘contact line’ are generally more vulnerable than those farther away, although differences in needs exist between urban and rural populations and between Government controlled area (GCA) and NGCA.

Humanitarian Consequences
The impact of the conflict can be examined along four dimensions. Firstly, people in affected areas face critical problems related to their physical and mental well-being – whether related to shelling and landmine contamination, direct damages to housing and civilian infrastructure. Secondly, people in affected areas face critical problems related to living standards – due to the indirect impact of the conflict on access to basic services, and to the high levels of unemployment and food insecurity. Thirdly, people face critical problems related to their protection – not only related to their physical safety – but also due to their limited freedom of movement, curtailed access to social benefits and civil documentation, and to a series of normative frameworks and laws that combine with the conflict situation to create humanitarian needs. Lastly, people face problems related to their resilience and recovery, whether linked to social cohesion, to the implementation of durable solutions (particularly for IDPs), or to developmental issues, including the ability of the Government to deliver humanitarian assistance through local and national capacity.

Severity of Needs
Humanitarian needs in the affected areas range from water and sanitation, food insecurity and livelihoods to health, shelter, education and protection services. Overall, needs affect different regions differently - depending largely on the specific characteristics of a location (rural vs. urban, proximity to an urban area, etc) and on their pre-conflict state. While there are technically more emergency needs closest to the ‘contact line’, the “urban disconnect” must also be accounted for – with many rural areas further from the ‘contact line’, more affected than urban areas closer to the ‘contact line’, because they have been cut off from urban centres which once provided employment, markets and basic services. While physical and mental well-being needs increase closer to the ‘contact line’ in GCA - where fighting is most intense – they do not follow the same logic in NGCA, where rural communities further away from the ‘contact line’ continue to suffer from pre-conflict poverty, the socio-economic downturn, exposure to heavy fighting in 2014-2015, and to the limited quantity of aid provided in this area over the past five years. The quality of living standards does not vary as significantly as one moves away from the ‘contact line’. Similarly, protection needs 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. Nevertheless, issues around the protection of civilians affects both sides of the ‘contact line’. Resilience and recovery needs tend to be higher in Government-controlled areas, further from the ‘contact line’, where there is more opportunity to work towards the long term. For more analysis on the different type of needs, please refer to the section 1.4 Humanitarian Consequences.

People in Need
Despite a significant drop in the number of civilian casualties in 2019, an estimated 3.4 million people still require humanitarian assistance or protection services, which is similar to last year and constitutes nearly eight per cent of the total population of Ukraine. About 1.9 million of the people in need reside in NGCA, while 1.5 million live in GCA (including 350,000 vulnerable IDPs living permanently in GCA.) The elderly account for almost one third (32 per cent) of people in need – the highest proportion among humanitarian crises worldwide. Women account for over half of people in need (56 per cent) – and many among these women serve as heads of household. A generation of over half a million children (more than 16 percent of people in need) is growing up surrounded by violence and fear, which will have a long-lasting effect on their future, and on the social fabric. Affected regions also have high numbers of people with disabilities, which represent 12 per cent of people in need. This reflects not only the presence of a large elderly population, but also suggests that their disability has kept them from moving away from particularly affected areas closest to the ‘contact line’. Lastly, some 350,000 internally displaced persons (10 per cent of people in need) living in GCA continue to face innumerable challenges in accessing durable solutions.
Overview Map

* The Autonomous Republic of Crimea and the city of Sevastopol, Ukraine, temporarily occupied by the Russian Federation, as per the UN General Assembly Resolution 73/263

** Including IDPs

*** Only IDPs

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Key Findings

### PEOPLE IN NEED

<table>
<thead>
<tr>
<th>Category</th>
<th>People in Need</th>
</tr>
</thead>
<tbody>
<tr>
<td>Women</td>
<td>56%</td>
</tr>
<tr>
<td>Elderly</td>
<td>32%</td>
</tr>
<tr>
<td>Children</td>
<td>16%</td>
</tr>
<tr>
<td>People With Disability</td>
<td>12%</td>
</tr>
</tbody>
</table>

### By Humanitarian Consequence

<table>
<thead>
<tr>
<th>Consequence</th>
<th>People in Need</th>
</tr>
</thead>
<tbody>
<tr>
<td>Critical problems related to physical and mental well-being</td>
<td>2.8M</td>
</tr>
<tr>
<td>Critical problems related to living standards</td>
<td>2.2M</td>
</tr>
<tr>
<td>Critical problems related to protection</td>
<td>2.8M</td>
</tr>
<tr>
<td>Critical problems related to resilience and recovery</td>
<td>1.2M</td>
</tr>
</tbody>
</table>

### By Gender

<table>
<thead>
<tr>
<th>Gender</th>
<th>People in Need</th>
<th>% PIN</th>
</tr>
</thead>
<tbody>
<tr>
<td>Women</td>
<td>1.9M</td>
<td>56%</td>
</tr>
<tr>
<td>Men</td>
<td>1.5M</td>
<td>44%</td>
</tr>
</tbody>
</table>

### By Age

<table>
<thead>
<tr>
<th>Age</th>
<th>People in Need</th>
<th>% PIN</th>
</tr>
</thead>
<tbody>
<tr>
<td>Children (0 - 17)</td>
<td>0.5M</td>
<td>16%</td>
</tr>
<tr>
<td>Adults (18 - 59)</td>
<td>1.8M</td>
<td>52%</td>
</tr>
<tr>
<td>Elderly (60+)</td>
<td>1.1M</td>
<td>32%</td>
</tr>
</tbody>
</table>

### By Location Type in GCA only (residents)

<table>
<thead>
<tr>
<th>Location</th>
<th>People in Need</th>
<th>% PIN</th>
</tr>
</thead>
<tbody>
<tr>
<td>Urban</td>
<td>934k</td>
<td>80%</td>
</tr>
<tr>
<td>Rural</td>
<td>231k</td>
<td>20%</td>
</tr>
</tbody>
</table>

### By Zone in Donetska and Luhanska Oblasts

<table>
<thead>
<tr>
<th>Zone</th>
<th>People in Need</th>
</tr>
</thead>
<tbody>
<tr>
<td>GCA 0-5km area along the 'contact line' urban / rural</td>
<td>199k / 166k / 33k</td>
</tr>
<tr>
<td>GCA 5-20km area along the 'contact line' urban / rural</td>
<td>447k / 386k / 61k</td>
</tr>
<tr>
<td>GCA 20km+ area along the 'contact line' urban / rural</td>
<td>518k / 381k / 137k</td>
</tr>
<tr>
<td>NGCA 0-20km area along the 'contact line' urban / rural</td>
<td>1.5M</td>
</tr>
<tr>
<td>NGCA 20km+ area along the 'contact line' urban / rural</td>
<td>400k</td>
</tr>
</tbody>
</table>

### People With Disability (PwD)

<table>
<thead>
<tr>
<th>Population Group</th>
<th>People in Need</th>
<th>% PIN</th>
</tr>
</thead>
<tbody>
<tr>
<td>IDPs</td>
<td>46k</td>
<td>13%</td>
</tr>
<tr>
<td>Residents, GCA</td>
<td>120k</td>
<td>15% / 12% / 7%</td>
</tr>
<tr>
<td>Residents, NGCA</td>
<td>251k</td>
<td>14%</td>
</tr>
<tr>
<td>Overall, PwD</td>
<td>416k</td>
<td>12%</td>
</tr>
</tbody>
</table>
## Summary of Humanitarian Consequences

### Critical problems related to physical and mental well-being

<table>
<thead>
<tr>
<th>Indicator</th>
<th>People in Need</th>
<th>Most Vulnerable Groups</th>
</tr>
</thead>
<tbody>
<tr>
<td>People exposed to hostilities, mines and explosives</td>
<td>1.9M</td>
<td>Elderly, People with disabilities</td>
</tr>
<tr>
<td>People in need of water supply support</td>
<td>1.8M</td>
<td>Elderly, People with disabilities, Households with children</td>
</tr>
<tr>
<td>People in need of sanitation support</td>
<td>1.4M</td>
<td>Elderly, People with disabilities, Households with children</td>
</tr>
</tbody>
</table>

### Critical problems related to living standards

<table>
<thead>
<tr>
<th>Indicator</th>
<th>People in Need</th>
<th>Most Vulnerable Groups</th>
</tr>
</thead>
<tbody>
<tr>
<td>People who spend saving as a coping strategy to cope with lack of resources to meet basic needs</td>
<td>1.7M</td>
<td>Elderly, People with disabilities, Households with unemployed heads</td>
</tr>
<tr>
<td>People who experienced difficulties in accessing healthcare</td>
<td>1.5M</td>
<td>Elderly, People with disabilities, Households with unemployed heads</td>
</tr>
<tr>
<td>People who reduced healthcare expenses to meet other basic needs</td>
<td>909K</td>
<td>Elderly, People with disabilities, Households with unemployed heads</td>
</tr>
</tbody>
</table>
### Critical problems related to protection

<table>
<thead>
<tr>
<th>PEOPLE IN NEED</th>
<th>WOMEN</th>
<th>CHILDREN</th>
<th>WITH DISABILITY</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>2.8M</strong></td>
<td><strong>1.6M</strong></td>
<td><strong>448K</strong></td>
<td><strong>336K</strong></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>INDICATOR</th>
<th>PEOPLE IN NEED</th>
<th>MOST VULNERABLE GROUPS</th>
</tr>
</thead>
<tbody>
<tr>
<td>Children and caregivers in need of psychosocial support or child protection services</td>
<td>811k</td>
<td>Households with children</td>
</tr>
<tr>
<td>Adults (18-59) who crossed the ‘contact line’ at least once in 2018 to resolve issues with documents, pension or family unity</td>
<td>650k</td>
<td>Elderly, People with disabilities</td>
</tr>
<tr>
<td>Women (18+) for whom GBV-related services are not available</td>
<td>414k</td>
<td>Women</td>
</tr>
</tbody>
</table>

### Critical problems related to resilience and recovery

<table>
<thead>
<tr>
<th>PEOPLE IN NEED</th>
<th>WOMEN</th>
<th>CHILDREN</th>
<th>WITH DISABILITY</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>1.2M</strong></td>
<td><strong>697K</strong></td>
<td><strong>199K</strong></td>
<td><strong>149K</strong></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>INDICATOR</th>
<th>PEOPLE IN NEED</th>
<th>MOST VULNERABLE GROUPS</th>
</tr>
</thead>
<tbody>
<tr>
<td>People who borrowed food or relied on help from family/friends</td>
<td>925k</td>
<td>Elderly, People with disabilities, Households with children</td>
</tr>
<tr>
<td>People who were affected by damaged social facilities as a result of the conflict</td>
<td>488k</td>
<td>Elderly, People with disabilities</td>
</tr>
<tr>
<td>Children who were affected by damaged education facilities as a result of the conflict</td>
<td>404k</td>
<td>Children</td>
</tr>
</tbody>
</table>
Part 1
Impact of the Crisis and Humanitarian Consequences

VODIANE VILLAGE, DONETSKA OBLAST, GCA, UKRAINE
Viktoria, 74 years old, is standing in the yard next to her conflict-damaged home. Photo: People in Need/Alberto Lores
1.1 Context of the Crisis

The crisis in the conflict-affected Donetska and Luhanska oblasts has had an important economic, social and security impact and continues to threaten the environment on a daily basis. The political landscape continues to determine the future of the crisis, while regulatory and legal provisions relating to the conflict continue to influence the lives of millions of conflict-affected people.

Political Context
The prevailing absence of a political solution to the crisis in the conflict-affected Donetska and Luhanska oblasts continues to bring uncertainty to the future of millions of people on both sides of the ‘contact line’. Since Ukraine’s new president took over in a landslide victory, Ukraine has undergone a deep political transformation. The Cabinet of Ministers is largely new, and the President’s newly created party won the first single-party majority in parliament in the history of modern Ukraine. This significantly shifts Ukraine’s political makeup - with 80 per cent of parliamentarians newly elected.

The new Government has instilled a new sense of confidence in people as well as renewed hope for peace. According to the 2019 UN Social Cohesion and Reconciliation (SCORE) Index, while trust in key institutions was relatively low before the presidential elections, people in the conflict-affected regions increasingly trust the new Government. The political change has opened opportunities for a new and more conciliatory approach to people in the conflict-affected regions, with the President voicing a commitment to resolving the conflict. The disconnect between the affected people and the central authorities seems to have narrowed since the new Government was elected, and trust levels are expected to increase in the near future.

While these new opportunities are welcoming, with a vast agenda to address, it remains unclear in numerous areas whether the new Government will ensure continuity or take novel directions with regards to humanitarian action. The merging of a number of Ministries (including the Ministry of Veterans Affairs of Ukraine and the Ministry of Temporarily Occupied Territories and IDPs), for example, may have implications on the resources available to support broader humanitarian action. The continued commitment to the previously endorsed Strategy on Internally Displaced People is also yet to be confirmed.

Economic Context
The Donetska and Luhanska oblasts are at a crossroads economically and are increasingly diverging from the national growth rate. While the nation’s overall economy remains solid (at 3.5 per cent in the first half of 2019), the economies of Donetska and Luhanska oblasts have shrunk at an annual rate of 8.2 and 10.5 per cent respectively.1 The economy was in decline even before the onset of the conflict and relied on significant and unsustainable state subsidies. The conflict has therefore accelerated an economic downturn in the region that had already started decades ago.2 The economy took its biggest nose-dive in 2014, when the output of small and medium-sized companies dropped by 80 to 90 per cent.3

The closure of more than 70 of the 123 operational mines4 since the start of the conflict has hit the Ukrainian economy hard as well. Historically, the economy of Donetska and Luhanska oblasts has centered on mining, metallurgy and chemical processing. Before the start of the conflict, the two affected oblasts made up 15.7 per cent of Ukraine’s GDP, 25 per cent of Ukraine’s export goods and almost 60 per cent of exports of metals.5 With the onset of the conflict, however, GCAs of Donetska and Luhanska oblasts have either seen these industries shrink or have lost access to these key resources and facilities altogether, particularly in the case of coal production, which is now located in the area outside the Government of Ukraine’s control.6 The impact of reduced access to these resources has rippled through the regional economy, causing notable decreases in productivity and increases in unemployment.

3. Raion is an administrative unit equivalent to a district.

4. Hromadas is a new voluntary configuration/amalgamation of administrative units. As part of the ongoing decentralization reforms, the period of amalgamation of hromadas will last approximately until February 2020, according to the Minister of Development of Communities and Territories as of 1 Dec 2019.
5. OECD Multi-level Governance Studies – Maintaining the Momentum of Decentralisation in Ukraine 2018
7. World Bank Ukraine Growth Study 2019
10. World Bank briefing, Kyiv 31 October 2019
Increased unemployment continues to impact the two affected oblasts with a demographic impact on the region. Donetsk and Luhanska oblasts have witnessed consistently high regional unemployment rates since 2015 (between 14 and 15 per cent), compared to the national unemployment rate of 7.8 per cent (June 2019). The limited availability of jobs has aggravated the already unbalanced demographics in the region as people with transferable skills, especially the younger generation, have chosen to relocate to other parts of the country in search of stability and improved livelihoods. Those who are not economically active have instead stayed behind, leading to a remaining population that is older and more vulnerable. This demographic shift also means that it will be more difficult to re-energize the economy of Donetsk and Luhansk regions and to create emerging industries after the conflict.

Despite efforts made by the central Government, the purchasing power for ordinary Ukrainians has not increased significantly. In July 2019, the Government of Ukraine raised the minimum wage and pension levels – tripling the minimum monthly wage compared to three years prior ($172 compared to $57 in 2016), while more than doubling the average monthly salary over the same period ($445 versus $193 in 2016). However, this may not significantly increase purchasing power given that the Ukrainian Hryvnia (UAH) devalued by 300 per cent between 2014 and 2015 and that the ongoing inflation rate has consistently exceeded 10 per cent since 2014. The ‘contact line’ now separating businesses that relied on each other for goods and customers, the financial welfare of people in the region has been affected by financial losses, unemployment, the termination of employment benefits.

The continued economic and trade blockade established in 2017, continues to impact the future outlook of the region. At the end of October 2019, Ukraine hosted an investment forum where strategies and plans of reviving the region were discussed with investors and representatives from over 45 countries. The focus remained on the areas under Government control. While this was an important step in building investor confidence, the conflict is expected to continue to impact the economic future of the region for the foreseeable future.

Social Context

Even before the start of the conflict, social cohesion was weak as Ukraine only ranked 52nd out of 60 countries in the 2013 global ranking list for social cohesion of the International Institute for Management Development (IMD). Media propaganda, biased coverage and political rhetoric have further fuelled misunderstanding and intolerance. According to the 2019 UN SCORE Index the conflict has had a divisive effect on the Ukrainian society, straining relationship and connectivity - between people in different parts of the country. It has not however polarised the population entirely: it is interesting to note that national and regional-level divisions among people are more of a political rather than a geographic nature. Not all people in the NGCAs display this reluctance, only those who support the cause politically. This indicates that people are cautious about interacting with individuals who hold extreme political views, which are directly associated with the political polarization in the conflict.

17. The Ukrainian Hryvnia (UAH) dropped from an exchange rate of eight UAH per one USD in January 2014 to 24 UAH in December 2015 and has more or less remained at this low level ever since. https://bank.gov.ua/markets/exchangerates/
18. A cohesive society is one where citizens feel they can trust their neighbours and state institutions; where they can seize opportunities to improve their well being and feel protected when facing illness, unemployment or old age
19. 2018 UN Social Cohesion and Reconciliation Index for Donbas
21. 2018 UN Social Cohesion and Reconciliation Index for Donbas
According to National Monitoring System (NMS) Report, while there have been some improvements, IDPs still perceived themselves to be discriminated, particularly by policies and regulations applied to them. This has an impact on their access to health care, employment, and housing. While IDPs are generally well perceived by host communities in Donetsk and Luhansk, host communities’ perceptions towards IDPs remains somewhat negative when it comes to access to services or local budgets. Thirty-six per cent of residents in Donetska and Luhanska oblasts think that they have less access to state services because of IDPs, while 29 per cent are of the opinion that IDPs present a significant financial burden on the local budget in their region. IDPs are faced with discriminatory policies and practices, such as restrictions of movement, denial of rights and cumbersome administrative requirements. All this has made it difficult for IDPs to access documentation, employment opportunities as well as social entitlements.

Existing Legal and Policy Frameworks

Over the last few years, significant progress has been made in the existing legal and policy frameworks that govern people’s well-being. While the new Government and Parliament have made strides to pass and implement a number of new laws, many policies and regulations remain under-implemented.

One such example is resolution #815 regarding the crossing conditions at the checkpoints. Adopted by the Ukrainian Parliament in June 2019 and in effect since 28 November 2019, it aims to simplify the transportation of goods across the entry-exit crossing points. Notwithstanding, it includes a provision that could complicate crossing the ‘contact line’ from GCA to NGCA for children between 14 and 16 years of age as under this new law, they are required to have additional documentation. As of early December, around 11 families with minors have reportedly faced difficulties in crossing the ‘contact line’ due to this regulation. The regulation also puts restrictions on the amount of cash people are allowed to carry across the ‘contact line’.

24. The share of IDPs who reported perceived discrimination or the feeling of having been treated unfairly based on their IDP registration has dropped significantly from 18 per cent in March 2017 to six per cent in June 2019 according to IOM National Monitoring System Report, March 2019
25. 2018 UN Social Cohesion and Reconciliation Index for Donbas
26. 2018 UN Social Cohesion and Reconciliation Index for Donbas
27. Briefing on legislative update at the HCT meeting on 5 December 2019
The long-standing problem of affected populations’ access to social entitlements remains unresolved, in particular to pensions. Internally Displaced People regardless of where they are from are required to register themselves every two months as IDPs in GCA to obtain their pensions and other social benefits. This requires them to cross the ‘contact line’, a significant hurdle for the elderly who have limited resources and are too weak to stand the conditions (and costs) of crossing. Such restrictive government rules have led to people’s loss of their entitlements. This is evident in the number of people receiving pensions, which has dropped since the beginning of the conflict. Only 562,000 of the 1,278,200 people who were registered as IDP pensioners in August 2014 received their payments in December 2018.28 There are also recent reports29 that around 100 pensioners in GCA did not receive their pensions due to their inability to confirm their employment history in NGCA. This may be the start of a bigger problem with more people from NGCA reaching retirement age.

Another legal challenge for people living in NGCA is the school certificates issued in NGCA are not recognised by the Ukrainian State. According to Education Cluster estimates30, approximately 120,000 children and youths have received NGCA certificates since the beginning of the conflict. If the current trend continues, 140,000 students will be unable to continue their higher education or enter the job market outside NGCA by 2020. Those children and youth from NGCA who opt to attend school or university in GCA or have to take extra exams to receive secondary graduation certificates are forced to cross the ‘contact line’31, while the procedures to continue higher education in GCA with certificates from NGCA are quite cumbersome. This is a contributing factor why 93 per cent of the school graduates in NGCA do not seek higher education in GCA, which could exclude them from the workforce in the rest of the country in the long term. On a related – but different – note, there has been some recent positive development in regards to Ukraine’s endorsement of the Safe Schools Declaration (SSD) in November 2019. The SSD contains a number of obligations to protect education facilities from attacks during the conflict and their use for military purposes.

While there is a national law for providing social assistance and protection to people with disabilities32, many people with disabilities struggle to obtain or renew their disability certificate due to lengthy and costly bureaucratic procedures. Furthermore, and according to the law, people with disabilities that are specifically a result of the conflict are entitled to certain social benefits, such as free medication, mental health services and a 100 per cent discount on utility bills.33 However, the lack of a clear procedures as well as the fact that the status of a person with disabilities as a result of the armed conflict is only granted with proof that the incident happened in GCA has meant that not all people are accessing these benefits - since December 2018,34 only 51 out of the 68 people who applied have acquired this status, however, it is thought that many more people are eligible for this, but have not applied. More than 7,000 civilians have been injured since the start of the conflict, according to OHCHR.

Little progress has been made in implementing or amending the Mine Action Law that was adopted by Parliament in December 2018. Almost a year after the adoption, neither a National Mine Action Authority nor a National Mine Action Centre has been created and the National Mine Action Strategy has not been adopted. Other key issues remain in limbo, including the establishment of an institutional system for mine action response; the coordination and control of humanitarian demining; explosive ordnance risk education; mine victim assistance and reduction of mine stockpiles.35 The recent transformation of the previous Ministry of Temporarily Occupied Territories and IDPs, which was responsible for coordinating mine action activities, adds uncertainty to the future management of mine action.

Another legal challenge lies in obtaining compensation for damaged or loss of property. Since the start of the conflict, over 55,000 houses have been damaged or destroyed due to hostilities, and compensation remains one of the most frequently cited problems among the affected populations. In July 2019, the Cabinet of Ministers introduced new compensation procedures with around UAH 42 million allocated.36

In addition, as a result of advocacy by the international community, the Government of Ukraine agreed to allocate additional funds for the affordable housing programme for IDPs. These decisions present a significant step forward by the Government of Ukraine to provide housing for people who lost their homes in the conflict.37 Reportedly the Government has developed criteria for the first phase of this compensation mechanism, which will be implemented in 2020 potentially targeting fully destroyed houses along the ‘contact line’. However, there are concerns regarding the establishment of proof of ownership. Non-compliance with these regulatory requirements could even result in penalties.

Ongoing reforms in the energy market have negatively impacted service delivery in Donetska and Luhanksa oblasts, interrupting power supply to critical water facilities. The energy bill of Voda Donbas, an oblast-owned water company that supplies water to 3.8 million people on both sides of the ‘contact line’ in Donetska oblast, is some UAH 80 million per month ($3.3 million). The continuing inability of Voda Donbas to foot the bill due to various reasons including financial constraints has led to frequent disruptions of water supply to nearly half a million people. Residents of isolated settlements are hardest hit by this as they lack alternative water sources. These negative consequences are likely to be more severe in winter, given that over 80 per cent of households in the two conflict-affected oblasts use water-based heating. Any major disruption of water supply in winter leaves...
millions of people without heating in sub-zero temperatures.

As of early December 2019 a new procedure has been introduced that allows IDPs to change their constituency online, which in turn enables them to vote in local elections scheduled for 2020. Also, social provisions were made to allow IDPs to participate in the Presidential and Parliamentary elections in 2019, however IDPs had to take up temporary registration, which was only valid for one election event. Reportedly, only seven per cent of IDPs temporarily changed their address to vote in the 2019 presidential elections. 23

While there has been a concerted effort to address legal and regulatory issues impacting people in the ‘conflict-affected area’ as well as IDPs, regulations and strict policies continue to curb people’s rights, particularly those from NGCA, thereby reinforcing social division and complicating a peaceful resolution of the conflict.

**Security Environment**

The threat of shelling, mines and ERW as well as sniper attacks and the use of heavy weapons continue to instil fear in ordinary civilians, especially those living closest to the ‘contact line’ where fighting is most intense. However, the number of civilian casualties has recently reached an all-time low since 2014. In 2019, OHCHR recorded 167 conflict-related civilian casualties (27 killed and 140 injured), which is a 40 per cent decrease compared to the same period in 2018 (55 killed and 226 injured).4 While the average number of reported security incidents has dropped, they still happen frequently and also place humanitarian actors at risk.

**Civilian casualties (killed & injured)**

<table>
<thead>
<tr>
<th>YEAR</th>
<th>NO. OF PEOPLE</th>
</tr>
</thead>
<tbody>
<tr>
<td>2016</td>
<td>588</td>
</tr>
<tr>
<td>2017</td>
<td>604</td>
</tr>
<tr>
<td>2018</td>
<td>279</td>
</tr>
<tr>
<td>2019</td>
<td>167</td>
</tr>
</tbody>
</table>

**Landmines and other ERW** continue to affect an estimated two million civilians in GCA.4 In 2019, 59 civilian men, women and children were killed or injured in mine-related incidents and ERW handling. Even though this is a 52 per cent decrease compared to the same period in 201841 (36 killed and 88 injured), the danger is still too high and hinders people from accessing social benefits, basic services, their workplaces or their farmland. Ukraine ranks fifth in the world for overall casualties as a result of landmines and other ERW44; it is even ranked second globally after Mali when it comes to anti-vehicle mine casualties (in the period between 2015 and 201846). Despite the large scale of mine and ERW contamination, Ukraine has received low donor funding support ranking 12th in the world47 in 2018.

Indiscriminate shelling of civilian infrastructure is affecting water, electricity, central heating facilities and schools in violation of International Humanitarian Law (IHL). Attacks on educational facilities have doubled in 2019, compared to 2018. In 2019, conflict-related security concerns were reported by 78 per cent of education facilities closest to the ‘contact line’.44 Water and electricity infrastructure objects are extremely susceptible to hostilities as most of them are located close to or sometimes even on the ‘contact line’. Since 2017, water and sanitation facilities have been affected by hostilities over 300 times.

**Mine and ERW Casualties, May 2014 - January 2019**

The security situation is also marked by high military presence in residential areas and military occupation of civilian property, including land, houses and objects of civilian infrastructure. There are reported cases where military personnel were responsible for property destruction and damage, and for failing to pay utility bills to evicted owners generated while using their properties.55 The military use of civilian property without compensation remains a major concern. Neither national nor local authorities provided adequate housing solutions or compensation for those relocated due to the military use of these areas.

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44. Out of a total of 43 states and three other areas according to Landmine Monitor 2019.
46. Education Cluster.
48. OHCHR.
of their property or in proximity to military positions.\textsuperscript{51} High military presence in residential settlements also increases the risk of gender-based violence.

The \textbf{disengagement process} which was agreed by the Trilateral Contact Group in October 2019 has presented a new set of challenges for affected people. While many people in the disengagement areas have welcomed the possibility to cultivate their lands again, they also express reservation about how the process will pan out in the long run – and whether disengagement will lead to a reduction in ceasefire violations as well as whether or not the rule of law and civilian administration of disengagement areas will be assured.

\textbf{Environmental Profile}

The conflict has increased the \textit{risk of industrial and chemical hazards} that have the potential to create an environmental disaster. Donetska and Luhanska oblasts are Ukraine’s industrial heartland dominated by coal mining, chemical processing, metallurgy and manufacturing. Prior to the conflict, the two oblasts were home to some 4,500 potentially environmentally hazardous sites\textsuperscript{52} mainly located in densely populated cities like Mariupol, Donetsk and Horlivka.

It is estimated, for example that, 208km\textsuperscript{2} of the built-up area in Donetsk, which is almost the size of Mariupol, lies within one kilometre of a dangerous object exposing housing, production and other assets to industrial and chemical disasters.\textsuperscript{53} Flooded mines in Pervomaisk, fires at the Avdiivka Coke and Chemical Plants as well as agro-industrial hazardous waste from the Bakhmut Agrarian Union’s farm and the Donetsk Filter Station are potential sources for an environmental disaster.

Many \textit{industrial plants are located} in conflict ‘hotspots’ which increases their exposure to damage. Combined with restricted movement due to military activities and limited information exchange between the parties to the conflict, the risk of air and water contamination as a result of damaged infrastructure has increased. As of 2019, the OSCE Donbas Environment Information System (DEIS) had mapped more than 200 critical infrastructure facilities in the region along with some 500 conflict-related operational disruptions and fires.\textsuperscript{54} These potential hazards combined with the vulnerability of the affected population, insufficient preparedness and mitigation measures as well as an inadequate legal and policy framework pose a threat to people, assets and the environment.\textsuperscript{55} This must be considered when undertaking humanitarian contingency planning.
1.2
Impact of the Crisis

For nearly six years, the conflict has threatened the lives, physical and psychological well-being of millions of civilians. Collateral damage to critical infrastructure and systems, including hospitals, roads, schools and water infrastructure, has affected services and is now compounded by a socio-economic downturn. The conflict has also had a negative impact on humanitarian access – both the ability of people to access services and the ability of humanitarian actors to access people in need.

Impact on Vulnerable People

The loss of life and physical injury is the highest cost civilians are paying. So far, more than 3,300 civilian men, women and children have lost their lives in the conflict and over 7,000 have been injured. Even though the reported drop in civilian casualties is a welcoming sign in the conduct of hostilities, landmines continue to pose a risk to the people living in contaminated areas. At least half of the households within 20km of the ‘contact line’ (GCA) have perceived the presence of landmines or ERW in their communities, whereby 41 per cent of the people living within 5km of the ‘contact line’ in GCA perceive forests to be the most heavily mined areas. This issue has particular impact on rural households in Luhanska oblast, where 46 per cent report using wood as their primary fuel source for heating which potentially increases exposure to contaminated land.57

The psychological well-being of millions of people in the affected area has also been severely affected by these risks. Almost 40 per cent of the residents of Donetska and Luhanska oblasts have experienced trauma resulting in depression, anxiety and post-traumatic stress disorder (PTSD).58 They are often unable to identify signs of psychological disorders and apply negative coping strategies like alcohol abuse, self-medication, and overloading with work. The majority of people (83 per cent) is unaware of where to seek help.59 Social stereotyping also particularly prevents some men from seeking psychosocial support, which can expose their families to abusive behaviour.60

58. Swiss Cooperation Bureau, Kyiv Institute of Sociology (2018). Mental health in Donetsk and Luhansk oblasts
59. Kyiv Institute of Sociology, Swiss Cooperation Bureau, Mental health in Donetsk and Luhansk oblasts, 2018
60. Mental Health and Psychosocial Conference organized in Kyiv on 21 February 2019
The overwhelming impact of the conflict on the elderly is what makes this crisis different from others. While the younger generation is able to escape the violence and seek employment elsewhere, elderly people are less mobile and have nowhere else to go. Hence, they constitute a significant proportion of the conflict-affected population and make up over 30 per cent of the people in need. In isolated settlements – those closest to the ‘contact line’- in GCA, 41 per cent of the population is elderly, which is notably higher than in the rest of the affected area. This is likely to be due to their limited physical mobility, their poor economic resources, and their emotional attachment to property and assets. Nearly all the elderly have at least one chronic disease and report conflict-related mental health issues due to loneliness, isolation and immobility. Over half of them need assistive devices. Seventy per cent of patients seeking health care in the ‘conflict-affected area’ are elderly, which poses problems as hospitals often lack appropriate medical supplies for their needs. Poverty is also widespread among the elderly, particularly among the displaced. The percentage of elderly people living on less than UAH 3,000 per month stands at 41 per cent among returnees and at 28 per cent among IDPs.

Related to the large proportion of elderly is the fact that conflict-affected areas also present a larger proportion of people with disabilities. While the proportion of people with disabilities lies at 6.2 per cent across the whole of Ukraine, the share of the disabled population among the 200,000 people living within 5km of the ‘contact line’ in GCA is as high 15 per cent. People with disabilities and special needs are less mobile and are often left behind. They face a range of specific barriers, such as difficulties to access health-care services and afford medication, specific treatment or assistive devices. People with disabilities often face poor living conditions, and rely on their caregivers, families and neighbours for support. Some also reported difficulties in obtaining information from officials due to limited facilities for people with disabilities. Obtaining the required documents to prove their disabilities, injury or sickness is also a complicated process and is particular challenging for those living in NGCA as it requires crossing the ‘contact line’, which is both physically arduous and expensive given their limited means.

There is a risk that there will be a ‘lost generation’ of children who have never experienced life outside the conflict and for whom the ongoing hostilities are ‘normal’. Attacks on educational facilities, continued disruption of schooling, growing fragmentation of education systems between GCA and NGCA and the emerging militarisation of education have had a profound impact on the learning and overall development of nearly 670,000 school-aged children and youth. Over 240,000 children living near the ‘contact line’ regularly experience shelling and exposure to landmines and ERW, which has made them more prone to physical injuries and mental health issues. More than one in four children in Donetsk and Luhansks

71. According to UNICEF
72. Humanitarian Trend Analysis in GCA conducted by REACH (August 2019)
73. REACH Humanitarian Trend Analysis 2019
74. REACH Protection Assessment in Isolated Settlements 2019
75. IDN National Monitoring System, June 2019
76. Kuznetsova, I, Mikheieva, O, et. al. (2019). Mental health of IDPs and the general population in Ukraine. (University of Birmingham)
77. REACH Humanitarian Trend Analysis 2019
due to the conflict, but also to neglect and lack of public investment.\textsuperscript{80}

The region’s road infrastructure has been disrupted and public transport has been affected, particularly along the ‘contact line’ and in isolated areas. Poor road conditions to and from isolated settlements make it difficult to travel to urban centres and access basic services. Bad roads also complicate the delivery of humanitarian aid, especially in winter when thick snow and ice add logistical challenges.

The availability and safety of water and electric infrastructure remains a concern. Water, sanitation and electricity infrastructure located on or near the ‘contact line’ experience frequent security incidents, with some facilities being hit multiple times. According to estimates\textsuperscript{81}, 88 security incidents affected civilian water facilities in 2019, which is a slight decrease compared with that in 2018. The First Lift Pumping Station of the South Donbas Water Way was affected 43 times in 2019, with three reported injuries, accounting for around half of all incidents in 2019. Since the start of the conflict, nine water workers have been killed and 26 injured as they were trying to keep the infrastructure functioning in the conflict-affected areas. Attacks against water and sanitation facilities sometimes lead to the suspension of services leaving many people with limited or no access to water, sanitation, electricity and fuel. Some of the infrastructure was already aging and fragile before the start of the conflict and is in critical need of repairs. Due to security reasons, however, repairs are difficult to carry out.\textsuperscript{82} Water is also critical for staying warm in the winters, as 81 per cent of households in the affected areas rely on water-based heating. In the context of health services being limited and difficult to access in the area, such conditions can compound the health risk of the already vulnerable population.

Education infrastructure has also been impacted by hostilities. Some 50 conflict-related incidents were reported in 2019\textsuperscript{83}, 32 of which resulted in physical damage to school infrastructure. This constitutes nearly a 200 per cent increase in the number of incidents, compared to the total number of incidents in 2018.\textsuperscript{84} Since 2017, some 65 per cent of the education facilities within 20km of the ‘contact line’ in GCA reported that the conflict has impacted their students’ ability to learn as well as their well-being.\textsuperscript{85}

In 2019, conflict-related security concerns were reported by 78 per cent of education facilities closest to the ‘contact line’\textsuperscript{86}. Beyond attacks, the affordability of education is also a key issue for people on both sides of the ‘contact line’ as almost 30 per cent of families in GCA report being unable to afford school supplies for their children. The situation is more severe among the rural population, particularly in the areas closest to the ‘contact line’ where nearly half of the households are unable to afford school supplies.\textsuperscript{87}

Health infrastructure\textsuperscript{88} has also been impacted by the conflict. Some 35 per cent of the 600 primary health care facilities in conflict affected Donetsk and Luhans regions in GCA and along the ‘contact line’ in NGCA have been damaged. The ‘contact line’ has also served referral pathways - disconnecting people from the health service providers they previously used. People from rural areas can no longer easily access medical services in urban centres across the ‘contact line’ forcing people to use unsafe or longer routes to reach the nearest hospital or look for new medical facilities.

Every third household in the 20km zone within the ‘contact line’ considers distance a significant problem to reach a medical facility, while every fifth household struggles to pay for public transport to go to a health centre.\textsuperscript{89} Before the conflict, for example, GCA residents who lived near the city of Pervomaisk, which is now in NGCA, used to travel about five kilometres to access medical facilities in Pervomaisk. Now they have to travel 43km to reach the next medical facility in the city of Lysychansk (GCA).\textsuperscript{90} In one case, for example, it took four hours to transfer a man injured by a landmine to a hospital in GCA. It would have taken 20 minutes to get to the nearest hospital in NGCA, however, it was inaccessible due to the ‘contact line’ and mine contamination.

The fact that many health-care workers have left the ‘contact-affected area’ to find employment elsewhere has also compromised the quality of services received by people in the affected area. In NGCA, the lack of qualified health staff and high costs associated with access to health care are the most reported.\textsuperscript{91} In GCA, the high expenses as well as lack of medication were also mentioned as a challenge – with nearly 40 per cent of the population reporting cuts in expenditures on health-care costs to cover other basic needs.\textsuperscript{92} While 80 per cent of urban households reported no problems physically accessing healthcare, some 20 per cent of urban households had difficulties in receiving appropriate health care due to a lack of qualified medical professionals.

Conflict-induced economic issues, insecurity and access limitations have prevented essential maintenance of the systems.\textsuperscript{93} The conflict itself has been a barrier to investment in improving critical facilities. High cost of repairs has also led to people abandoning their damaged properties, particularly in rural areas. One in five displaced households (19 per cent) currently living in GCA report that their shelter in their area of origin has been destroyed or damaged.\textsuperscript{94} Over half of IDPs report that their dwelling remains empty.\textsuperscript{95} This trend is rather concerning, particularly where compensation for damaged or destroyed properties has been inaccessible or too difficult to access.

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80. Ibid
81. WASH Cluster
82. OSCE Thematic Report – SMM facilitation and monitoring of infrastructure repair in Donbas
83. Education Cluster
86. Education Cluster
87. REACH Humanitarian Trends Analysis in GCA, July-August 2019
88. There are about 600 primary health care facilities in the conflict-affected Donetsk and Luhans regions in GCA and along the ‘contact line’ in NGCA
90. There are about 600 primary health care facilities in the conflict-affected Donetsk and Luhans regions in GCA and along the ‘contact line’ in NGCA
93. REACH Humanitarian Trends Analysis 2019
94. WASH Powering Donbas’s recovery through water. WASH cluster October 2019
95. IOM National Monitoring System (Round 14), June 2019
96. Ibid
Impact on humanitarian access
Humanitarian access remains a significant challenge in the ‘conflict-affected area’, although challenges differ on each side of the ‘contact line’. Humanitarian access has evolved over time, both positively and negatively, which is partially due to the dynamics of the conflict, the intensity of confrontations and political and diplomatic achievements.

Access to people in need
In GCA, challenges of access by humanitarian actors to people in need are primarily related to insecurity and regulatory shortcomings in the Ukrainian legislation. In order to deconflict humanitarian delivery with military operations on both sides of the ‘contact line’, a Civilian-Military Coordination mechanism has been established. It aims to provide security guarantees from all sides of the conflict and facilitate humanitarian notifications for safe passage of humanitarian goods and personnel to the areas along the ‘contact line’ in GCA. For safe aid delivery, so-called “Windows of Silence” are arranged (in 2019, 40 “Window of Silences” were organized by the OCHA facilitated Civil-Military Coordination mechanism). With regards to regulatory shortcomings, Ukraine has a national law on humanitarian assistance dated 1999, which would warrant updating in order to further facilitate humanitarian action. There are unresolved taxation issues on humanitarian aid organisations, with the amount of non-reimbursed VAT for UN Agencies between 2015 and 2019 now estimated at US$ 11.5 million.

In NGCA, humanitarian access has been severely restricted since 2015, and despite recent improvements, remains unpredictable. In accordance with the Common Article 3 and the Article 10 of the 4th Geneva Convention, the humanitarian community maintains dialogue with the de-facto entities to facilitate humanitarian access to affected people, establish acceptance for principled humanitarian action, and to ensure the safety and security of humanitarian personnel.

While humanitarian organisations have maintained delivery of humanitarian programmes over the last two years, responding to the critical needs of the population remains far below the required scale. The main challenges hindering humanitarian actors’ delivery of assistance to NGCA are related to insecurity (see previous section on “Windows of Silence”), bureaucratic impediments (procedural requirements to obtain permissions to operate) and legal requirement in GCA (including restrictions on modalities for delivering to NGCA). In an effort to enhance access, the UN has organised humanitarian convoys, which transport relief items from GCA to NGCA. Between January and September 2019, more than 40 humanitarian convoys have been organised. Timely deliveries of much-needed items across the “contact line” remain difficult.

People’s access to assistance and services
The lack of transportation as well as cumbersome bureaucratic regulations still pose a challenge for the affected population wishing to access humanitarian assistance and essential services on both sides of the ‘contact line’. For example, the ‘contact line’ and the limitations on crossing it have required people in the conflict-affected area to look for new referral pathways for their medical needs. This is because it has become difficult or impossible to reach health-care centres that used to be in the vicinity. Although conditions at crossing points have improved (particularly in GCA), crossing the ‘contact line’ still entails long waiting hours in undignified conditions. This situation is exacerbated by the heat in the summer and the freezing cold in the winter. In Luhanska oblast, access is particularly difficult as only one footbridge serves the entire region, although considerable efforts have been made to improve conditions at the Stanytsia Luhansk crossing point. According to reports, the main reason for residents on both sides of the ‘contact line’ not to cross is fear of possible repercussions by border guards at the Entry/Exit Crossing Points (EECPs) or by personnel stationed at the checkpoints. This is particularly the case for people who now live in NGCA and work for public institutions, such as schools, hospitals and administrations. There have also been reports of people being questioned at the checkpoints and sometimes requiring them to undergo additional measures. This requirement appears to impact women in particular as the majority of staff working in education, health and other structures are female.

Incidents against education facilities in 2019

![Incidents against education facilities in 2019](image)

Number of incidents

Incidents against WASH facilities in 2019

![Incidents against WASH facilities in 2019](image)

Number of incidents

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96. Including the ongoing reconstruction of the pedestrian bridge and demining activities as well as the introduction of free public transport for people with limited mobility on the GCA side
97. OSCE Thematic Report “Checkpoint along the Contact Line: Reasons why Civilians cross and the Challenges they face” January 2018 to October 2019
98. Education Cluster
99. WASH Cluster
1.3 Scope of Analysis

At the broadest level, the affected population can be divided into two main groups: those internally displaced throughout the country and those who reside in the two conflict-affected oblasts (Donetska and Luhanska). These two broad groups were further divided into eight sub-groups of vulnerability based on gender, age, physical and socio-economic conditions and displacement status.

A geographic analysis of the affected population indicates that those living near the ‘contact line’ are generally more vulnerable than those farther away. The analysis provided is thereby concentrated on settlements in five geographic areas:

- Settlements between 0 to 5km of the ‘contact line’ (GCA)
- Settlements between 5km to 20km of the ‘contact line’ (GCA)
- Settlements farther than 20km of the ‘contact line’ (GCA)
- Settlements between 0 to 20km of the ‘contact line’ (NGCA)
- Settlements farther than 20km of the ‘contact line’ (NGCA)

These zones are simplistic in nature and should be nuanced appropriately taking into consideration people’s specific needs. As such, this categorisation is not intended to prioritise any area over another. The severity of protection issues, for example, is not confined to geographic zones along the ‘contact line’, and neither is living standards.

Geographical scope and affected population groups

It is also noted that the above categorisation should be further refined by an analysis of access to services and livelihoods. This plays a large part in determining how people are affected by the crisis and indicates that there are significant differences between how urban and rural communities are impacted.

Deep pockets of vulnerability can be found in rural communities that are isolated from urban centres to which they used to be linked to. Evidence shows that urban populations generally face fewer difficulties in accessing essential basic services than their rural peers as they usually live closer to such services. For example, in the area within 20km of the ‘contact line’, 51 per cent of the urban population report the difficulties in accessing health care, while around 62 per cent of rural families report the same problem in the same area. (101)

Notwithstanding, there is evidence that urban populations are under enormous economic pressure in areas beyond 20km of the ‘contact line’ in GCA, which could be due to the higher cost of living than in rural areas (evidence shows that a higher proportion of households have used their savings and reduced their health-care spending to make ends meet). It is impossible to determine, due to a lack of evidence, if urban areas in NGCA also show a similar trend.

100. These 8 groups of vulnerable peoples are: 1) older people with disability and injury; with chronic illness and serious medical conditions (including mental health); with socio-economic hardship; 2) Children with psychosocial needs; deprived of parental care or unaccompanied; with chronic illnesses and serious medical conditions. 3) Women and girls particularly single-headed families; adolescent and unaccompanied girls and GBV survivors; 4) People with disability and injury (including caused by mines and UXOs); without certificate of disability; 5) People with chronic illness and serious medical conditions (including mental health); 6) People with socio-economic hardship; unemployed people; not eligible for social assistance; 7) People of minority groups; 8) IDPs.

101. REACH Humanitarian Trends Analysis 2019
1.4 Humanitarian Consequences

The humanitarian consequences of the conflict in the conflict-affected Donetsk and Luhanska oblasts are severe and have left an estimated 3.4 million people in need of humanitarian assistance and protection. They are categorised in four areas – problems related to physical and mental well-being, problems related to living standards, problems related to resilience and recovery, and problems related to protection. As the vast majority of people facing poor living standards and resilience-related challenges also suffer from physical and mental problems, most of these needs coexist.
Physical and mental well-being

People living closest to the ‘contact line’ suffer the most from problems with their physical and mental well-being (as a result of direct impact of fighting and heavy landmine and ERW contamination) although there are pockets of vulnerability further away from the ‘contact line’. People living in this area suffer most from problems with their physical and mental well-being and two million people remain in need of assistance. The threat of hostilities and disruption of essential services continues to directly impact those closest to the ‘contact line’. Those living in isolated settlements along the ‘contact line’ are particularly affected as they are often cut off from services and markets. By way of illustration, in 2018, an estimated 66 per cent of armed clashes within GCA occurred in isolated settlements. Some 60 per cent of the people living within 0-5km of the ‘contact line’ in GCA are worried about the risk of shelling directly impact those closest to the ‘contact line’. Those living in isolated settlements along the ‘contact line’ are particularly affected as they are often cut off from services and markets. By way of illustration, in 2018, an estimated 66 per cent of armed clashes within GCA occurred in isolated settlements. Some 60 per cent of the people living within 0-5km of the ‘contact line’ in GCA are worried about the risk of shelling (103), while 80 per cent of households reported feeling a periodic or constant threat to their lives during night-time, and 74 per cent experienced fear during the day (104). These constant fears have serious effects on people’s psychological well-being causing trauma that can last for life, particularly among children.

Problems related to physical and mental well-being can also be found further from the ‘contact line’. The proliferation of ERW is not limited to the area closest to the ‘contact line’ but spreading throughout residential areas farther away. There are also pockets of vulnerability throughout GCA, particularly within the 350,000 vulnerable IDPs, including the 6,800 IDPs living in dire conditions in collective centres across Ukraine.

The conflict has affected population groups differently, some are at greater risk than others. Evidence shows the clear difference in context and needs between the affected populations of urban and rural communities. The intensity of security incidents is concentrated around major urban centres of Mariupol, Horlivka and Popasna (105), which are densely populated (600,000 people living in the immediate geography of ongoing shelling, landmine contamination and ERW). (106) Regarding how people living closest to the ‘contact line’ perceive the risk of landmines and ERW, the perception of risk is higher in rural than in urban areas (68 per cent versus 54 per cent). (107) The majority of landmine and ERW incidents occur in rural areas in NGCA, where access to emergency health care and rehabilitation services is limited. (108) Regarding the difference in needs, urban populations experience more difficulties with access to water than their rural peers (25 per cent vs 18 per cent respectively), while the rural population is twice as vulnerable than people in urban areas when it comes to winter heating arrangements (20 per cent vs 11 per cent respectively). (109)

There are a series of critical problems related to physical and mental well-being, including:

- Death and physical injury from shelling, including widespread landmine contamination and ERW. Ninety-four per cent of security incidents take place within 5km of the ‘contact line’ on both sides. (110) Three in four schools closest to the ‘contact line’ report that they do not have an adequate safe space or bomb shelter. (111) Landmine and ERW contamination, especially in rural areas, encroach on civilian lives as they are concentrated around farmland, riverbanks, cemeteries and critical civilian infrastructure and affect around two million civilians in GCA alone. (112)

- Mental health issues related to violence and stress because of difficult living conditions. The conflict has had a significant impact on the mental health of the affected people. Mental health services are only provided by the State, however, the outreach of services is very limited or unavailable to communities along the ‘contact line’. The majority of the support provided by humanitarian actors only focuses on psychosocial services rather than on mental health.

- Absence of adequate trauma care and other forms of emergency health services due to the insufficient number of health-care workers, long travel distances and travel costs. For example, GCA residents living near Pervomaisk, which is now in NGCA, used to travel about 5km to the nearest medical facilities. As they have been cut off from these facilities, they now have to travel 43km. (113)

- Difficulties to access quality health care, especially considering the heavily skewed demographics of this population, where in rural areas within 5km of the ‘contact line’, 13 per cent have disabilities and 40 per cent are elderly. (114) The conflict has not only cut off access to health facilities, it has also damaged health infrastructure (35 per cent of primary health care facilities have sustained damages) or left it in a state of disrepair due to lack of maintenance, especially in rural areas. (115) Some facilities that sustained damage or fell into disrepair end up shutting down or reducing services. Disruption of the electricity supply also affects the water supply and functionality of health-care facilities.

- Houses damaged or destroyed in the conflict expose people to the elements and harsh weather conditions. Within 5km of the ‘contact line’ in GCA, 43 per cent of the residents report living in partially damaged or destroyed houses. The situation is more severe in rural areas where almost half of the houses are partially damaged or destroyed. (116) Eighty per cent of the people lack financial resources to repair their homes. The average income among people whose houses have been damaged or destroyed is below the minimum

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**HUMANITARIAN CONSEQUENCES**

**PEOPLE IN NEED** | **WOMEN** | **CHILDREN** | **WITH DISABILITY**
---|---|---|---
2.8M | 1.5M | 441K | 331K

102. IASC (2019) Step-by-Step Practical Guide for INGO HRRPs and Updates. Physical and mental welling consequences are those that have a direct effect on peoples’ mental and physical integrity and/or dignity in the short-term, while recognizing they also have longer term effects
103. Humanitarian Trend Analysis in GCA, REACH (August 2019)
104. REACH Protection Assessment of Isolated Settlements, February 2019. Taking a closer look reveals that the situation is worse in isolated urban areas in Donetska oblast, where 82 per cent of households report concerns over shelling (103), while 80 per cent of households reported feeling a periodic or constant threat to their lives during night-time, and 74 per cent experienced fear during the day (104).
105. Protection Cluster
106. According to INSO
107. REACH Analysis of humanitarian Trends – June 2018
108. REACH Analysis of Humanitarian Trends 2019
wage of Ukraine.\textsuperscript{118} The number of affected people with a lower-than-minimum income is higher among urban than rural populations with 82 per cent and 73 per cent respectively.\textsuperscript{119}

- **Disruption of heating and electricity** requires distribution of household items, particularly during winter. With 81 per cent of the affected population relying on water-based heating (38 per cent rely on central heating; 43 per cent rely on personal boilers), any disruption in the water supply deprives people of warmth. Lack of heating in temperatures well below zero increases the risk of contracting flu and suffering from deadly hypothermia.

- **Absence of running water and adequate sanitary conditions.** Sanitation problems include difficulties with pumping out individual sewage and pit latrines; removing or burning garbage by themselves and having no access to improved sanitation. Sanitation needs are higher in rural than in urban areas with 78 per cent and 15 per cent respectively.\textsuperscript{120} These needs are even higher in vulnerable households, e.g. households with elderly (30 per cent), people with disabilities (36 per cent) and children (25 per cent) compared to the average level of needs at 21 per cent across GCA.\textsuperscript{121}

- **Risk of gender-based violence.** According to IOM\textsuperscript{122}, there has been a rise in the prevalence of labour exploitation, gender-based violence, sexual abuse, survival sex and sexual violence in regions close to the ‘contact line’. However, these cases are under-identified and not always referred for assistance, thus widening protection gaps in the overall humanitarian response to the crisis.

### Living standards\textsuperscript{123}

<table>
<thead>
<tr>
<th>PEOPLE IN NEED</th>
<th>WOMEN</th>
<th>CHILDREN</th>
<th>WITH DISABILITY</th>
</tr>
</thead>
<tbody>
<tr>
<td>2.2M</td>
<td>1.2M</td>
<td>354K</td>
<td>266K</td>
</tr>
</tbody>
</table>

An estimated 2.2 million people remain in need of assistance related to living standards. Problems related to living standards directly affect people’s abilities to earn a living to pursue their normal productive and social activities and cover their basic needs without the help and support of others.\textsuperscript{124}

The impact of the conflict on living standards does not vary largely by distance from the ‘contact line’. Even though communities located farther away 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 NSCA are particularly challenged due to the socioeconomic exclusion, lack of aid, pre-conflict poverty and unaddressed impacts of the heavy fighting in the area in 2014 and 2015.\textsuperscript{125}

People living in urban and rural areas face different challenges regarding living conditions. Populations in rural areas, especially in isolated settlements, cite difficulties in getting to and from urban areas and limited access to basic services as the most pressing issues, while urban populations on both sides of the ‘contact line’ cite the plummeting local economy, insufficient income, and lack of job opportunities as the biggest problems.\textsuperscript{126} The severity of these needs depends on the state of the communities people live in. Evidence suggests that the ‘contact line’ has severed the network of basic services, markets and employment opportunities between NSCA and GCA. The most significant reorganisation of networks has been observed in three sectors, namely health care, administrative services (documentation, pensions, social benefits and banking) and employment, which are either unavailable or severely compromised in NSCA. This so-called “urban disconnect” - whereby people are cut off from the major cities they used to depend on – particularly affects the area closest to the ‘contact line’\textsuperscript{127} and forces an increasing number of people to meet their basic needs in other urban or semi-urban centres farther away in GCA.

In urban areas, this phenomenon has caused an additional heavy burden on the people as well as the quality of services and capacities. On one hand, service providers struggle to cope with the increased workload and pressure on existing capacities as they often do not have sufficient qualified staff to respond to these demands. On the other hand, people are faced with more difficulties in accessing basic services, e.g. increased travel costs, longer waiting times, which are often exacerbated by the limited opening hours of the EECPs, and possibly lower quality of services.

### Critical problems related to living standards include:

- **Limited availability and cost of health care.** The majority of the GCA population within 20km of the ‘contact line’, particularly in rural areas, cite financial barriers to access health care in terms of expenses for medication and travel. While most health care services are meant to be free of charge, real out-of-pocket costs borne by the affected population have significantly increased (e.g., transport, diagnostics, and medications), deterring many from seeking medical assistance, and further diminishing their health status and resilience.\textsuperscript{128} Fifty-four per cent of households reported that at least one member has difficulty accessing health care services, with the main problem being cost.\textsuperscript{129}

- **Disruption of water, sanitation and hygiene services, which affects households with vulnerable members (elderly, people with disabilities or special needs) more severely, is particularly prevalent within 20km of the ‘contact line’.** Services are cut off from the major cities they used to depend on – particularly affects the area closest to the ‘contact line’.\textsuperscript{127} and forces an increasing number of people to meet their basic needs in other urban or semi-urban centres farther away in GCA.

118. NRC Humanitarian Shelter Damage Assessment 2019 - Average income of the affected households is UAH 1,943 while the minimum wage in Ukraine is UAH 3,723 (2018) according to Trading Economics, https://tradingeconomics.com/ukraine/minimum-wages. 120. WASH study by WASH Cluster 2019. 121. REACH Humanitarian Trend Analysis 2019. 122. NRC Humanitarian Shelter Damage Assessment 2019 - Average income of the affected households is UAH 1,943 while the minimum wage in Ukraine is UAH 3,723 (2018) according to Trading Economics, https://tradingeconomics.com/ukraine/minimum-wages. 123. Ibid. Living standards consequences are those that have a direct effect on people’s ability to pursue their normal productive and social activities and cover their basic needs without the help and support of others. 124. The majority of the GCA population within 20km of the ‘contact line’, particularly in rural areas, cite financial barriers to access health care in terms of expenses for medication and travel. While most health care services are meant to be free of charge, real out-of-pocket costs borne by the affected population have significantly increased (e.g., transport, diagnostics, and medications), deterring many from seeking medical assistance, and further diminishing their health status and resilience. 125. Fifty-four per cent of households reported that at least one member has difficulty accessing health care services, with the main problem being cost. 126. An estimated 2.2 million people remain in need of assistance related to living standards. Problems related to living standards directly affect people’s abilities to earn a living to pursue their normal productive and social activities and cover their basic needs without the help and support of others. 127. Evidence suggests that the ‘contact line’ has severed the network of basic services, markets and employment opportunities between NSCA and GCA. The most significant reorganisation of networks has been observed in three sectors, namely health care, administrative services (documentation, pensions, social benefits and banking) and employment, which are either unavailable or severely compromised in NSCA. This so-called “urban disconnect” - whereby people are cut off from the major cities they used to depend on – particularly affects the area closest to the ‘contact line’ and forces an increasing number of people to meet their basic needs in other urban or semi-urban centres farther away in GCA. 128. Fifty-four per cent of households reported that at least one member has difficulty accessing health care services, with the main problem being cost. 129. An estimated 2.2 million people remain in need of assistance related to living standards. Problems related to living standards directly affect people’s abilities to earn a living to pursue their normal productive and social activities and cover their basic needs without the help and support of others.
of the ‘contact line’ in GCA. The situation is also serious in the entire NGCA, where 14 per cent of the population report experiencing water cuts of longer than one week in 2018, compared to only three per cent in the area beyond 20km in GCA. Disruption in water supply also affects the level of sanitation and hygiene.

- Access to education is compromised due to damaged education infrastructure and cost for school supplies. In GCA, 84 per cent (771) of the 920 education facilities report that they need rehabilitation for some of the infrastructural components, for example roof and window repair, rehabilitation of WASH facilities or heating systems. Around 10 per cent of education facilities in need of conflict-related repair are located within 20 km of the ‘contact line’ in GCA. In NGCA, the conflict-related damage remains largely unaddressed. The proportion of households with school-aged children not enrolled in school is significantly higher in NGCA than in GCA (30 per cent vs 10 per cent respectively). In GCA, urban households with children within 5km of the ‘contact line’ report that their children missed more than one month of school (19 per cent) because of security, closed schools, and health reasons. In GCA within 20km of the ‘contact line’, nearly 30 per cent of the families say they are unable to afford school supplies, particularly in rural areas.

- High unemployment and resulting poverty remain a major issue for people on both sides of the ‘contact line’, particularly in Luhanska oblast where job opportunities were less diversified before the conflict. People in urban areas have reported the closing down or downsizing of companies as the main issue, while people in rural areas have been less able to engage in agricultural activities due to heavy landmine and ERW contamination. Access restrictions have also prevented urban populations from finding work outside their communities which has increased unemployment and led working-age adults, particularly the younger generation, to move away to search employment. The vulnerable people remaining in the two conflict-affected oblasts mainly rely on pensions and social benefits to get by.

- Food insecurity remains a problem due to economic difficulties and loss of livelihoods. It leads to negative coping strategies such as borrowing food, relying on help from family and friends or adults reducing their food intakes to feed their children. Food insecurity is more severe among households headed by the elderly (12 per cent) – particularly female (14 per cent) - and female-headed households

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**Protection**

<table>
<thead>
<tr>
<th>PEOPLE IN NEED</th>
<th>WOMEN</th>
<th>CHILDREN</th>
<th>WITH DISABILITY</th>
</tr>
</thead>
<tbody>
<tr>
<td>2.8M</td>
<td>1.6M</td>
<td>448K</td>
<td>336K</td>
</tr>
</tbody>
</table>

(10 per cent). Citizens continue to face serious risks to a range of their basic rights due to ongoing hostilities: some 2.8 million people remain in need of protection assistance and services. Problems related to protection affect people on both sides of the ‘contact line’, although those in NGCA to a larger extent due to multiple compounding factors. There is little variation between how people are affected by these in rural relative to urban areas. There is no correlation between the prevalence of these problems and the proximity to the ‘contact line’. Particularly regarding IDPs, protection concerns prevail in different parts of the country where they live. According to the Ministry of Social Policy, 73 per cent of the 1.4 million registered IDPs remain in the five eastern oblasts in GCA, particularly in the two conflict-affected oblasts. The majority of the remaining 27 per cent are in Kyiv City and Kyivska oblast.

Critical problems related to protection include:

- Limited freedom of movement – and poor crossing conditions - has separated millions of people from their networks of basic and essential services, social benefits, markets and employment opportunities. In 2019, an average of 1.2 million individual crossings across the ‘contact line’ was recorded. This figure is similar to 2018. Almost 90 per cent of people crossing are from NGCA seeking to address issues with documentation, withdraw cash and avoid suspension of their social payments in GCA. Crossing the checkpoint requires a permit (obtained electronically) which takes up to 15 working days to process and needs to be renewed annually. While there have been improvements in the crossing conditions, 34 people died due to health complications at the EECPs between January and October 2019. Considering over half of the people crossing the ‘contact line’ are the elderly, the crossing still remains physically challenging due to inadequate basic facilities (medical and ambulance services), toilets, shading and heating points, the long wait (an average of two to three hours) and the distances people have to travel across ‘no-man’s-land’ range from 1.1km to approximately 3km at the five operating EECPs.

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130. WASH study by WASH Cluster in 2019, however, there is a caveat that the NGCA sampling is not statistically relevant but indicative
131. REACH Humanitarian Trend Analysis 2019 and Multisectoral Need Assessment in NGCA, February 2019
133. REACH Humanitarian Trend Analysis 2019
134. In NGCA, 31 per cent of urban households reported having difficulties in finding employment as firms have closed or downsized due to the lack of markets in Ukraine and Russia
135. Furthermore, many farmers are ineligible for social assistance and are required to pay land tax as they are deemed to own land plots which should provide them with the means to feed themselves
136. REACH Economic Security Assessment, July 2019
137. Food security is more prevalent in NGCA where on average 11 per cent of the population report being severely or moderately food insecure, while a quarter of the total population say they miss one meal per day to save money. REACH Analysis of Humanitarian Trends, June 2018
138. 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
139. REACH Humanitarian Trend Analysis, 2019. Food insecurity covers both severely and moderately food insecure people
140. Discussions at the Needs Analysis Finalisation Workshop on 3 Sept. 2019 in Kyiv
141. (as of August 2019)
142. The five eastern oblasts are Donetsk, Luhanska, Dniprop, Kharkiv and Zaporizhia
143. Despite the 2017 legal amendment that allows the indefinite validity of such a permit
144. Recently there have been improvements at some of the EECPs, notably the ongoing reconstruction of the pedestrian bridge and demining activities at Stanitsia Luhanska as well as the introduction of free public transport for people with limited mobility on the GCA side. Due to these upgrades, the share of people complaining about long walking distances at Stanitsia Luhanska has dropped significantly from 73 per cent in June 2019 to 30 per cent in July 2019
145. According to the Protection Cluster. In 2018, approximately 50 people died while crossing the ‘contact line’
146. According to OSCE, the critical concern is the lack of medical services in ‘no-man’s-land’ where there is limited access for ambulances. In the event of physical injuries or medical emergencies in this dangerous area, civilians have to make their own way or be helped by other travellers to the nearest checkpoint for medical assistance
147. PSG and UNHCR ‘Crossing the “contact line” report of October 2019
148. OSCE Thematic Report ‘checkpoints along the ‘contact line’: reasons why civilians cross and the challenges they face’, November 2019
2018, some 44 people, including three children and five persons with disabilities, were stranded at night in ‘no-man’s-land’ at the EECP ‘Maiorske’ (Donetska oblast), exposed to hostilities.

• Obstacles in implementing the Mine Action Law. The adoption of this law in December 2018 was a welcomed development, however, there has been little progress in its implementation to date. The law includes provisions for the establishment of the National Mine Action Authority (NMMA) and the procedure for accreditation of mine action actors in Ukraine. As the law was passed after the decision of the 2019 state budget, no funds were allocated for the establishment of the NMMA, recruitment of personnel and mine victim assistance. Until amendments to the Law on State Budget are passed and sufficient funding is allocated, the implementation of the Mine Action Law will be impossible. The recent merging of the Ministry of Veterans Affairs of Ukraine and the Ministry of Temporarily Occupied Territories and IDPs has created uncertainties whether or not the mine action mandate will remain within this ministry. While the Government of Ukraine has recognised its obligations to mine victims, their assistance has been severely hampered by the lack of a unified database. Insufficient financial, human and technical capacity is currently directed to humanitarian mine action. National actors lack modern technical equipment for mine clearance, which is necessary to conduct quality control before handing land back to the communities. 149

• Limited access to social benefits and pensions, particularly for people in NGCA. Some of the Government of Ukraine’s policies penalise the most vulnerable, particularly those living in NGCA, and create unnecessary barriers to their entitlements. For example, peculiarities in IDP registration and verification means that people have to renew their IDP status every 60 days in order not to lose their social benefits and pensions. For NGCA residents, this means they are forced to cross the ‘contact line’ every other month. In 2019, 46 per cent of households relied on pensions and social benefits, including IDP payments, as the main source of income. 150 Due to the cumbersome procedures of IDP registration and verification, over 700,000 pensioners have lost access to their pensions as of December 2018. 151

• Difficult access to civil documentation. Acquiring civil documentation, particularly birth and death certificates for those living in NGCA remains one of the biggest protection challenges. The procedure for birth registration is complex, time-consuming and costly. It is estimated that only 44 per cent of the children born in NGCA have received Ukrainian birth certificates 152 — meaning that more than half of the children born in NGCA are at the risk of statelessness, denial of their basic rights and exclusion from Ukrainian society. 153 Procedures are equally cumbersome for death registration, which is a precondition to access state burial support and a basis for managing inheritance claims and subsequent property transactions.

• Indiscriminate attacks on civilians and civilian infrastructure. Residents living closest to the ‘contact line’ in both NGCA and GCA are particularly affected by shelling and the threat of landmines. Such indiscriminate shelling against civilian infrastructure is clearly a breach of International Humanitarian Law (IHL), which demands the parties to the conflict to distinguish between civilian objects and military objectives. Attacks must not be directed against civilian objects. In addition, evidence suggests that around 1,500 people have gone missing since the beginning of the conflict and over 700 cases are still unresolved. 154 Settling these cases would enable the affected families to achieve a measure of closure and help remove a source of bitterness among them. 155 This could be achieved through the Law ‘On the Legal Status of Missing Persons’ adopted in July 2018.

• Implementation of the adopted National Strategy and related Action Plan for the integration of IDP needs to be accelerated. The Government of Ukraine has adopted the National Strategy and related Action Plan in 2017 and 2018 respectively. It promotes a whole-of-government approach and covers the relevant elements necessary to achieve durable solutions for livelihood, housing, education, health, social cohesion, property compensation and restitution, voting rights, etc. Unfortunately, the Action Plan has not been sufficiently resourced as it is not included in the present budget and there is a clear lack of political will by several line ministries to support the Plan. Despite a series of relevant action taken in different oblasts and projects implemented by non-governmental organisations and international actors, overall implementation has been very limited. The transition to a new Government provides a window of opportunities to build on what has been achieved and to move towards more effective implementation.

Resilience and recovery

The severity of needs related to resilience and recovery is highest in the area farther away from the ‘contact line’ in GCA, where most of the current basic service providers are located due to the relative safety and security. In NGCA, these needs are believed to also be high, however, international economic sanctions prevent any type of recovery or development projects to take place. Problems related to resilience and recovery – which reflect the inability of people to withstand future

<table>
<thead>
<tr>
<th>PEOPLE IN NEED</th>
<th>WOMEN</th>
<th>CHILDREN</th>
<th>WITH DISABILITY</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.2M</td>
<td>697K</td>
<td>199K</td>
<td>149K</td>
</tr>
</tbody>
</table>

150. REACH Economic Security Assessment in GCA, March 2019
151. UN Briefing Note, Pensions for IDPs and persons living in the areas not controlled by the Government in the east of Ukraine, February 2019
152. As highlighted by a review of the 2016-2018 court records
153. Despite this risk, some parents do not register the birth of their children in GCA for fear of reprisal or prosecution by both sides of the conflict. NRGI briefing note on birth and death registration. https://www.nrgi.org/assets/docs/briefing-notes/ukraine/briefing-notecivil-registration.pdf
156. IASC (2019). Step-by-Step Practical Guide for HRWs, HRPs and Updates. Resilience consequences in the framework of the humanitarian program cycle are those humanitarian consequences that reflect the availability of people to withstand future stresses and shocks on the short and longer term. Resilience capacities and associated causes are analysed notably as part of the humanitarian development-peace nexus and in the form of joined-up planning between humanitarian, development and peace actors as appropriate
stresses and shocks on the short and longer term\textsuperscript{157} - are widespread across the conflict-affected region and coexist alongside humanitarian problems. An estimated 1.2 million people are in need of resilience and recovery assistance, with the severity of needs related to resilience and recovery highest in areas farther away from the ‘contact line’ in GCA.

With the ‘contact line’ cutting through people’s networks of services, cities and towns in GCA have to absorb the additional burden of providing basic services to people outside their catchment areas. Such cities and towns are Stanytsia Luhanska, Novoaidar, Sievierodonetsk and Bilovodsk in Luhanska oblast and Bakhmut, Kramatorsk, Selydove, Kurakhove, Mynohrad, Novotroitske, Mariinka, Volnovakha in Donetsk oblast.\textsuperscript{158} These locations require intensified development programming to strengthen basic service delivery for the conflict-affected people. Thematic technical discussions\textsuperscript{159} around the implementation of the humanitarian development nexus in Ukraine have unanimously focused on building the capacity of national stakeholders to provide essential services to people affected by crisis.

Critical problems related to resilience and recovery include:

- Needs for more public investment in infrastructure. The socio-economic development strategy for Donetsk and Luhanska oblasts\textsuperscript{160} identifies the rehabilitation of infrastructure as one of the key priorities to improve access to social services. Pre-existing systemic weaknesses, such as aging or poorly maintained public infrastructure, has further exacerbated humanitarian needs as the provision of basic services has been limited. Water systems in the area were constructed between 1950 and the 1970s. Age and neglect have taken their toll. This is exacerbated by destructive incidents damaging kilometres of pipeline as well as critical pumps since the start of the conflict.

- Reform of social protection and safety nets may negatively impact conflict-affected communities. In alignment with the ongoing national decentralisation reform, the socio-economic development strategy for Donetsk and Luhanska oblasts\textsuperscript{161} identifies the deinstitutionalisation of social services and moves them to the communities. While the Government of Ukraine has an obligation to secure at least a minimum level of social guarantees for the socially vulnerable, the coverage of safety nets is complicated and has been unsystematic throughout the history of the social protection system development in Ukraine.\textsuperscript{162}

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\textsuperscript{157} Step-by-Step Practical Guide for HNOs, HRPs and Updates

\textsuperscript{158} REACH Capacity and Vulnerability assessments 2018 and 2019

\textsuperscript{159} Thematic discussions focus on five sectors, namely mine action, legal assistance, education, health/WASH. These five sectors were identified in February 2019 jointly by HCT and UNCT as potential entry points for HDN programming. In late 2019, it was suggested to include GBV as another potential sector for HDN programming.

\textsuperscript{160} The Luhansk Region Development Strategy for the Period until 2020, published in 2016

\textsuperscript{161} Ibid

• Social impact of the conflict, to be addressed over the long term. The UN SCORE reveals that nearly one in four people in Ukraine have a direct relationship to the conflict, such as being a combatant or having a close family member or a friend who was or is a combatant. This group experiences deeper economic and political insecurities and suffer from marginalisation, poverty and loss of self-identity. They also suffer from depression, suicidal tendencies and self-harm twice as much as people with no relationship to the conflict. Women are more likely to suffer from poverty and express stronger levels of personal insecurity while men are more likely to use drugs and express aggression in daily life.163

• State authorities face challenges in responding to humanitarian needs. The Government of Ukraine has faced difficulties in responding to the needs of the affected populations, which is partially due to the fluidity of the context. With state mechanisms now being in place in Ukraine, there is a window of opportunity for the Government to take full ownership of the response. There is an opportunity to use basic services as an entry point to deliver assistance to conflict-affected people building upon the existing capacity. In terms of coordination, the overlapping mandate of various civilian agencies is another stumbling block for state assistance. A lack of clarity in terms of which agency is designated as a conflict relief agency hinders efforts to provide assistance.164 The newly elected Government has expressed a re-commitment to address these systemic bottlenecks to better align with the international standards and norms.

Access to social services in Mariinka raion in 2013 and 2018167

163. SCORE 2018
164. ‘Falling through the Cracks’, Centre for Civilian in Conflict, May 2019
166. Hromada is a new voluntary configuration/amalgamation of administrative units
1.5 Severity of Needs

Intersectoral severity of needs

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.
Overall, the highest severity of intersectoral needs is concentrated closest to the ‘contact line’ (on both sides) where fighting has been most intense. However, one has to bear in mind that different types of needs coexist in various geographic areas. For example, physical and mental well-being needs directly correlate with the distance to the ‘contact line’, while the needs on living standard do not strictly follow this logic. Similarly, protection, resilience and recovery needs permeate throughout the affected region. For more analysis on the different type of needs please refer too the section 1.4 Humanitarian Consequences.

- In GCA, multi-sectorial needs get less severe farther away from the ‘contact line’ in the two most affected oblasts due to the absence of shelling, the availability of state services and connectivity to the rest of Ukraine. Notwithstanding, there are pockets of critical needs spreading throughout the country, particularly among the internally displaced, including the 6,800 IDPs living in collective centres.

- In NGCA, expert judgement indicates that the humanitarian situation is considered to be severe in communities close and farther away from the ‘contact line’, which are mainly rural. This is due to the limited or no aid provided in this area over the past five years; the high level of pre-conflict poverty; and the fact that this area was exposed to heavy fighting in 2014 and 2015.

The severity of needs depends on the different humanitarian consequences. For further analysis, please refer to section 1.4 Humanitarian Consequences.

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**AVDIIVKA SETTLEMENT, DONETSKA OBLAST, GCA, UKRAINE**

An older woman is holding a snowdrop in her hands standing next to her conflict-damaged house.

Photo: OCHA/A.Dragaj
1.6 People in Need

An estimated 3.4 million people require some form of humanitarian assistance or protection services in Ukraine. This is nearly eight per cent of the total population of Ukraine. About 1.9 million of these reside in NGCA (down from 2.2 million in 2019) while 1.5 million (up from 1.3 million in 2019) live in GCA. The variations in the number of people in need relative to 2018 can be explained for the most part due to the application of a new methodology for the 2020 HNO (see annex 4.2). In GCA, the small variation in the estimated number of people in need is also due to the focus the humanitarian community has put on the 350,000 IDPs residing there, as well as to the fact that more technical assessments on landmine and ERW threats have been conducted in GCA since last year, bringing to the fore that more people are exposed to landmines and ERW than previously known.

Breaking down the total number of people in need reveals that more than half (56 per cent) of the people in need are women while over one third (32 per cent) are elderly. The proportion of children in need stands at 16 per cent whereas 12 per cent are people with disabilities and 10 per cent are internally displaced persons (IDPs).

### People in need by geographical zone

_Millions/thousands of people_

<table>
<thead>
<tr>
<th>CASELOAD</th>
<th>ZONE</th>
<th>TOTAL POPULATION</th>
<th>PEOPLE IN NEED</th>
<th>BY GENDER</th>
<th>BY AGE</th>
<th>WITH DISABILITY</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td>WOMEN / MEN (%)</td>
<td>CHILDREN / ADULTS / ELDERLY (%)</td>
<td>(%)</td>
</tr>
<tr>
<td>RESIDENTS</td>
<td>0-5km area along the 'contact line' GCA</td>
<td>201k</td>
<td>199k</td>
<td>59 / 41</td>
<td>14 / 42 / 44</td>
<td>15%</td>
</tr>
<tr>
<td></td>
<td>5-20km area along the 'contact line' GCA</td>
<td>947k</td>
<td>448k</td>
<td>59 / 41</td>
<td>16 / 46 / 38</td>
<td>12%</td>
</tr>
<tr>
<td></td>
<td>20km+ area along the 'contact line' GCA</td>
<td>1.1M</td>
<td>518k</td>
<td>57 / 46</td>
<td>18 / 48 / 34</td>
<td>7%</td>
</tr>
<tr>
<td></td>
<td>0-20km area along the 'contact line' NGCA</td>
<td>2.2M</td>
<td>548k</td>
<td>54 / 46</td>
<td>14 / 59 / 27</td>
<td>14%</td>
</tr>
<tr>
<td></td>
<td>20km+ area along the 'contact line' NGCA</td>
<td>969k</td>
<td>400k</td>
<td>54 / 46</td>
<td>14 / 59 / 27</td>
<td>14%</td>
</tr>
<tr>
<td>TOTAL RESIDENTS</td>
<td></td>
<td>5.4M</td>
<td>3.0M</td>
<td>57 / 43</td>
<td>15 / 54 / 31</td>
<td>12%</td>
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<thead>
<tr>
<th>IDPs PERMANENTLY LIVING IN GCA</th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td>WOMEN / MEN (%)</td>
<td>CHILDREN / ADULTS / ELDERLY (%)</td>
<td>(%)</td>
</tr>
<tr>
<td>Donetska oblast</td>
<td></td>
<td>107k</td>
<td>57 / 43</td>
<td>18 / 44 / 38</td>
<td>13%</td>
<td></td>
</tr>
<tr>
<td>Luhanska oblast</td>
<td></td>
<td>88k</td>
<td>57 / 43</td>
<td>18 / 44 / 38</td>
<td>13%</td>
<td></td>
</tr>
<tr>
<td>Other Oblasts</td>
<td></td>
<td>158k</td>
<td>57 / 43</td>
<td>18 / 44 / 38</td>
<td>13%</td>
<td></td>
</tr>
<tr>
<td>TOTAL ESTIMATED IDPs in GCA</td>
<td></td>
<td>734k</td>
<td>353k</td>
<td>57 / 43</td>
<td>18 / 44 / 38</td>
<td>13%</td>
</tr>
</tbody>
</table>
Part 2

Risk Analysis and Monitoring of Situation and Needs

ENTRY/EXIT CROSSING POINT ‘STANYTSIA LUHANSKA’, LUHANSKA OBLAST, GCA, UKRAINE
An elderly couple is walking by the mine-contaminated field on their way to cross the ‘contact line’. Photo: OCHA/Yevhen Maloletka
2.1 Risk Analysis

According to the 2019 Index for Risk Management (INFORM), Ukraine currently ranks 59th globally among the countries at risk of humanitarian crises and/or disasters that could overwhelm national response capacity. While the overall ranking has improved (compared to a ranking of 29th in 2018), Ukraine remains the “riskiest” country in Europe due to the possibility of worsening conflict risk.

Conflict Risk

According to the analysis, Ukraine has a moderate exposure to hazard risks (score of 5.4 out of 10), with conflict risk being the highest (score of 10 out of 10). Ukraine has seen a number of successful transitions in 2019 – arguably most notable in its political realm. Two national elections took place and resulted in new administrations – both at central and regional levels – followed by the introduction of several different policy approaches, including towards the armed conflict in the east. Several welcoming developments have been observed in 2019, such as the decrease in conflict-related civilian casualties and the less frequent ceasefire violations, compared with previous years.

Particularly significant is the re-commitment by the parties to the conflict in early October 2019 on the disengagement of manpower and material that was originally agreed in September 2016, and the holding of the first Normandy 4 Format meeting at the highest level in three years. The agreement calls for the withdrawal of forces and hardware in three sections of the ‘contact line’, namely Stanytsia Luhans, Zolote and Petrivske. This re-commitment has allowed for the reconstruction of the damaged pedestrian bridge at the Stanytsia Luhans as well as the withdrawal of forces and hardware in Zolote and Petrivske. While this move is welcomed, caution still prevails about the implications of disengagement on the safety and quality of life of people who live in disengagement areas, and whether these three disengagement areas will be a precedent for disengagement throughout the full stretch of the ‘contact line’. As of early December, the disengagement in the three areas had been completed. Discussions on the further disengagement commitment are ongoing at the highest level.

The humanitarian community’s current analysis suggests two possible scenarios going forward – although the situation remains difficult to predict and planning assumptions difficult to define. On one hand, the situation could remain stable, as a low-intensity conflict with wide ranging impact on the population. This scenario would require increased humanitarian response, as coping mechanisms continue to erode and as systems continue to deteriorate, particularly there where investments in more durable solutions to humanitarian delivery are lacking. The ability to deliver will still largely depend on access to people in need. The need to deliver in GCA in particular will depend on whether or not recovery and development actors engage in areas close to the ‘contact line’ to support the Government of Ukraine’s delivery of humanitarian assistance. Another scenario could foresee the situation improving dramatically, with a reduction/end to fighting, and an easing of relations. This scenario would require a short term scale up in the humanitarian response, to support efforts that were not possible to date. The HCT remains committed to ensure the utmost preparedness to respond to any changes in the humanitarian situation and will continue to build on existing coping capacities to respond.

Coping Capacity

According to INFORM, Ukraine is given a score of 4.7 (out of 10) in terms of coping capacities. Although there has recently been a moderate increase in the Government of Ukraine’s engagement in the humanitarian response, particularly in areas under Government control, national emergency response and preparedness capacities still require strengthening. A recent analysis reveals that there is a lack of effective and systematic coordination and leadership in providing civilian assistance at the local and national levels. This has led to sporadic aid and a patchwork of regulations as well as differences in data collection by state ministries, agencies and local administration. Without a strong lead agency, Ukraine lacks a coherent whole-of-government approach to providing assistance to the conflict-affected people.

In areas beyond the Government’s control, where 1.9 million people are in need of humanitarian assistance and protection, the capacities for emergency response and preparedness are unclear. These factors are likely to complicate the already fragile situation and cause further complications and delays in response, should the humanitarian situation rapidly deteriorate.

169. INFORM risk index are made up of three dimensions – hazards and exposure, vulnerability and lack of coping capacity, bringing together around 50 indicators that measure these three dimensions of risk. For more information on INFORM, please visit https://drmkc.jrc.ec.europa.eu/inform/index.

170. The INFORM Global Risk Index measures conflict in two different ways. Firstly, through the Current Conflict intensity component and, secondly, through the Projected Conflict Risk component. These are combined to give the Human Risk category in INFORM. For users specifically interested in conflict prevention and response, these components can provide useful information that can be used in addition to the overall risk index. These charts show trends in Projected Conflict Risk over the last five years for countries with the highest increases in risk that also have a current (2018) Projected Conflict Risk higher than 5.0

171. Index for Risk Management (INFORM) Global Risk Index 2020

172. OSCE

173. Falling Through the Cracks: Improving Ukraine’s Assistance to Conflict-Affected Civilians, Centre for Civilians in Conflict, May 2019
**Ecological and Industrial Risks**

The decaying industry in the conflict-affected Donetska and Luhanska oblasts creates the ground for ecological and human disaster, which could be triggered by the ongoing conflict at any time. Daily shelling along the ‘contact line’ occurs in the proximity of chemical enterprises, critical water, utility and other hazardous infrastructure. If damaged, industrial waste facilities can pollute critical water sources on a regional scale. Abandoned and slowly flooding coal mines are contaminating underground water sources and create risk of subsidence of populated areas. While the risk of ecological and human disaster is just ‘one shot’ away, steps taken by national and international actors to prevent, prepare and protect communities and infrastructure have been limited, notably due to insufficient definition of priorities, understanding of risks, local technical expertise, mitigation planning and funding.

Over 140 critical infrastructure facilities have been mapped in the Donbas Environment Information System (DEIS) and 39 chemical, mines and biological hazardous objects mapped by IMPACT close to the ‘contact line’. In 2019, while there are nearly 14,000 conflict-related incidents in Donetska and Luhanska oblasts, six facilities were located within one km of a geo-coded conflict-related incident – all of them being chemical hazard objects related to water infrastructure.

While dangerous objects tend to be in densely built urban areas which increases asset exposure to disasters, more than 210,000 people live within one km of a dangerous object. Over 200 square kilometres – equivalent to 85 per cent of the size of Mariupol – of built area in Donetsk is within one km of a dangerous object exposing housing, production and other assets to industrial and chemical disasters. In February 2017, shelling hit a building of the Donetsk Filter Station (DFS), which stored over 7,000 kg of chlorine gas. While no storage of container was damaged in this particular incident, the rapture of just one 900 kg container could kill anyone within 200-meters and result in severe health consequences for those within 2.4 km. In case of extensive damage, people living within 7.4 km downwind of the facility would need to be moved within 24 hours.

Efforts are currently underway to support local authorities to effectively prepare for and respond to conflict-related risks as well as to put in place mitigation measures against industrial and ecological risks. Further support is urgently needed to strengthen the capacity of state authorities, particularly at the local level, to strengthen disaster risk reduction and management, which has been the goal of the Government of Ukraine since 2014.

174. The report of the “Mind the Gap: Conflict and Industrial Risks in Donbas” conference held on 23 October 2019 in Kyiv by ACTED, IMPACT, Right to Protection, Danish Red Cross, Austrian Red Cross and Ukrainian Red Cross Society.
175. Ibid.
176. GISCE
177. ACLED covering January to November 2019 – accessed on 3 December 2019
178. Ibid
179. Ministry of Health Decree.
180. Press statement “Chemical disaster in Donbas prompts UN expert to raise alarm” released on 10 November 2017
181. IMPACT, Area Based Risk Assessments (2019)
2.2 Monitoring of Situation and Needs

Humanitarian organizations operating in the ‘conflict-affected area’ are committed to monitor the humanitarian situation and the change of needs in a coordinated manner. Their activities build upon the joint intersectoral analysis methodology that was used to inform this HNO (for more information on the Joint Intersectoral Analysis Framework (JIAF), please refer to Annex I). The monitoring is guided by the list of agreed JIAF indicators and optimises the various existing assessment mechanisms. These include the documentation of civilian casualties by OHCHR, the monitoring of security incidents by INSO and ACLED, the National Monitoring System by IOM (with the focus on the situation of IDPs), and other multi-sectoral assessments by REACH. The table below illustrates the full list of agreed JIAF indicators and the frequency of their monitoring.
## Indicators

<table>
<thead>
<tr>
<th>#</th>
<th>USE INDICATORS FOR PIN CALCULATIONS</th>
<th>FREQUENCY</th>
<th>DATA SOURCE</th>
</tr>
</thead>
<tbody>
<tr>
<td>x01</td>
<td>% of households that live in damaged accommodations</td>
<td>Annually</td>
<td>Inter-sectoral assessments (REACH)</td>
</tr>
<tr>
<td>x02</td>
<td>% of households that cannot afford all school supplies</td>
<td>Annually</td>
<td>Inter-sectoral assessments (REACH)</td>
</tr>
<tr>
<td>x03</td>
<td>% of households with school-aged children (6-17) reported having no access to any education facility</td>
<td>Annually</td>
<td>Inter-sectoral assessments (REACH)</td>
</tr>
<tr>
<td>x04</td>
<td>% of IDPs who have to limit expenses even for food or have enough funds only for food</td>
<td>Quarterly</td>
<td>National Monitoring System Report (IOM)</td>
</tr>
<tr>
<td>x05</td>
<td>% of moderately food insecure</td>
<td>Annually</td>
<td>Food security assessment (FSLC &amp; REACH)</td>
</tr>
<tr>
<td>x06</td>
<td>% of households that reduce the number of meals eaten per day</td>
<td>Annually</td>
<td>Inter-sectoral assessments (REACH)</td>
</tr>
<tr>
<td>x07</td>
<td>% of severely food insecure population</td>
<td>Annually</td>
<td>Food security assessment (FSLC &amp; REACH)</td>
</tr>
<tr>
<td>x08</td>
<td>Average distance to nearest market (more than 6km)</td>
<td>Annually</td>
<td>Inter-sectoral assessments (REACH)</td>
</tr>
<tr>
<td>x09</td>
<td>% of households that experienced difficulties in accessing healthcare in this year</td>
<td>Annually</td>
<td>Inter-sectoral assessments (REACH)</td>
</tr>
<tr>
<td>x10</td>
<td>% of households that reduced healthcare expenses due to lack of resources to meet basic needs</td>
<td>Annually</td>
<td>Inter-sectoral assessments (REACH)</td>
</tr>
<tr>
<td>x11</td>
<td>% of households that spent savings as a coping strategy to cope with lack of resources to meet basic needs</td>
<td>Annually</td>
<td>Inter-sectoral assessments (REACH)</td>
</tr>
<tr>
<td>x12</td>
<td>% of “not displaced” and “displaced and returned” households living in partially damaged or destroyed shelter by distance to 'contact line'</td>
<td>Monthly</td>
<td>Protection Cluster</td>
</tr>
<tr>
<td>x13</td>
<td>Main safety and security concerns on children’s commute to education facility</td>
<td>Annually</td>
<td>Inter-sectoral assessments (REACH)</td>
</tr>
<tr>
<td>x14</td>
<td>Coping strategies used to deal with water shortages or lack of water</td>
<td>Annually</td>
<td>Inter-sectoral assessments (REACH)</td>
</tr>
<tr>
<td>x15</td>
<td>% of households that need help with hygiene</td>
<td>Annually</td>
<td>WASH study</td>
</tr>
<tr>
<td>x16</td>
<td>% of households that need help with water supply</td>
<td>Annually</td>
<td>WASH study</td>
</tr>
<tr>
<td>x17</td>
<td>% of households that have insufficient access to water (for domestic purposes)</td>
<td>Annually</td>
<td>Inter-sectoral assessments (REACH)</td>
</tr>
<tr>
<td>x18</td>
<td>% of household members who doesn’t have a social worker</td>
<td>Annually</td>
<td>Inter-sectoral assessments (REACH)</td>
</tr>
<tr>
<td>x19</td>
<td>% of households that reported insufficient heating arrangement in winter</td>
<td>Annually</td>
<td>REACH</td>
</tr>
<tr>
<td>x20</td>
<td>% of individuals with chronic illnesses</td>
<td>Annually</td>
<td>Inter-sectoral assessments (REACH)</td>
</tr>
<tr>
<td>x21</td>
<td># of conflict-related incidents in the last 12 months</td>
<td>Monthly</td>
<td>INSO reports</td>
</tr>
<tr>
<td>-----</td>
<td>----------------------------------------------------</td>
<td>---------</td>
<td>--------------</td>
</tr>
<tr>
<td>x22</td>
<td>% of individuals with disabilities</td>
<td>Annually</td>
<td>Inter-sectoral assessments (REACH)</td>
</tr>
<tr>
<td>x23</td>
<td>% of people who mentioned shelling as a main security concern</td>
<td>Annually</td>
<td>Inter-sectoral assessments (REACH)</td>
</tr>
<tr>
<td>x24</td>
<td>% of households that need help with sanitation</td>
<td>Annually</td>
<td>WASH study</td>
</tr>
<tr>
<td>x25</td>
<td># of incidents related to Mine/ERWs in settlements in the past year</td>
<td>Annually</td>
<td>Inter-sectoral assessments (REACH)</td>
</tr>
<tr>
<td>x26</td>
<td># of civilian casualties in the last 12 months</td>
<td>Quarterly</td>
<td>OHCHR reports</td>
</tr>
<tr>
<td>x27</td>
<td>% of adults (18-59) who crossed the 'contact line' at least once in 2018 to resolve issues with documents, pension or family unity</td>
<td>Annually</td>
<td>Protection Cluster</td>
</tr>
<tr>
<td>x28</td>
<td>% of women (18+) for whom GBV-related services are not available</td>
<td>Annually</td>
<td>Protection Cluster</td>
</tr>
<tr>
<td>x29</td>
<td># of children born in NGCA between 2015 and 2018 who have not received a birth certificate from the Ukrainian authorities</td>
<td>Annually</td>
<td>Protection Cluster</td>
</tr>
<tr>
<td>x30</td>
<td>% of children and caregivers in need of psychosocial support and protection services</td>
<td>Annually</td>
<td>Protection Cluster</td>
</tr>
<tr>
<td>x31</td>
<td>% of households that reported that at least one member required legal assistance</td>
<td>Annually</td>
<td>Inter-sectoral assessments (REACH)</td>
</tr>
<tr>
<td>x32</td>
<td>% of older people who crossed the 'contact line' at least once in 2018 to recover a pension or resolve key issues (withdraw cash or buy basic goods)</td>
<td>Annually</td>
<td>Protection Cluster</td>
</tr>
<tr>
<td>x33</td>
<td>% of persons at risk of exposure to areas contaminated by mines and UXO</td>
<td>Annually</td>
<td>Protection Cluster</td>
</tr>
<tr>
<td>x34</td>
<td>% of individuals who miss documentation in their household</td>
<td>Annually</td>
<td>Inter-sectoral assessments (REACH)</td>
</tr>
<tr>
<td>x35</td>
<td>% of IDPs who have not been integrated into local communities</td>
<td>Annually</td>
<td>Protection Cluster</td>
</tr>
<tr>
<td>x36</td>
<td>% of households that borrowed food or relied on help from family/friends</td>
<td>Annually</td>
<td>Inter-sectoral assessments (REACH)</td>
</tr>
<tr>
<td>x37</td>
<td>% of facilities that have been damaged as a result of the conflict (any time starting from the beginning of the conflict)</td>
<td>Annually</td>
<td>Inter-sectoral assessments (REACH)</td>
</tr>
<tr>
<td>x38</td>
<td>% of displaced households that reported that their shelter in their AoO has been repaired</td>
<td>Annually</td>
<td>Inter-sectoral assessments (REACH)</td>
</tr>
</tbody>
</table>
Part 3

Sectoral Analysis

DONETSK, DONETSKA OBLAST, NGCA, UKRAINE
Anatoly, 55 years old, is leaning on the fence next to his shelled house. Photo: OCHA/Yevhen Maloletka
### Education

<table>
<thead>
<tr>
<th>PEOPLE IN NEED</th>
<th>PEOPLE IN NEED BY ZONE</th>
<th>TREND (2015-2020)</th>
</tr>
</thead>
<tbody>
<tr>
<td>0.4M</td>
<td>GCA: 117k, NGCA: 303k</td>
<td></td>
</tr>
</tbody>
</table>

#### ZONE

<table>
<thead>
<tr>
<th>PEOPLE IN NEED</th>
<th>GCA</th>
<th>NGCA</th>
</tr>
</thead>
<tbody>
<tr>
<td>GCA 0-5km area along the ‘contact line’, residents</td>
<td>18k</td>
<td></td>
</tr>
<tr>
<td>GCA 5-20km area along the ‘contact line’, residents</td>
<td>69k</td>
<td></td>
</tr>
<tr>
<td>GCA 20km+ area along the ‘contact line’, residents</td>
<td>30k</td>
<td></td>
</tr>
<tr>
<td>NGCA 0-20km area along the ‘contact line’, residents</td>
<td>212k</td>
<td></td>
</tr>
<tr>
<td>NGCA 20km+ area along the ‘contact line’, residents</td>
<td>91k</td>
<td></td>
</tr>
</tbody>
</table>

### People in Need by Zone

<table>
<thead>
<tr>
<th>PEOPLE IN NEED</th>
<th>GCA</th>
<th>NGCA</th>
</tr>
</thead>
<tbody>
<tr>
<td>0.4M</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

### Food Security & Livelihoods

<table>
<thead>
<tr>
<th>PEOPLE IN NEED</th>
<th>PEOPLE IN NEED BY ZONE</th>
<th>TREND (2015-2020)</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.0M</td>
<td>GCA: 353k, NGCA: 657k</td>
<td></td>
</tr>
</tbody>
</table>

#### ZONE

<table>
<thead>
<tr>
<th>PEOPLE IN NEED</th>
<th>GCA</th>
<th>NGCA</th>
</tr>
</thead>
<tbody>
<tr>
<td>GCA 0-5km area along the ‘contact line’, residents</td>
<td>31k</td>
<td></td>
</tr>
<tr>
<td>GCA 5-20km area along the ‘contact line’, residents</td>
<td>114k</td>
<td></td>
</tr>
<tr>
<td>GCA 20km+ area along the ‘contact line’, residents</td>
<td>132k</td>
<td></td>
</tr>
<tr>
<td>GCA 0-20km+ area along the ‘contact line’, IDPs</td>
<td>77k</td>
<td></td>
</tr>
<tr>
<td>NGCA 0-20km area along the ‘contact line’, residents</td>
<td>456k</td>
<td></td>
</tr>
<tr>
<td>NGCA 20km+ area along the ‘contact line’, residents</td>
<td>201k</td>
<td></td>
</tr>
</tbody>
</table>

### Shelter / NFI

<table>
<thead>
<tr>
<th>PEOPLE IN NEED</th>
<th>PEOPLE IN NEED BY ZONE</th>
<th>TREND (2015-2020)</th>
</tr>
</thead>
<tbody>
<tr>
<td>0.4M</td>
<td>GCA: 128k, NGCA: 256k</td>
<td></td>
</tr>
</tbody>
</table>

#### ZONE

<table>
<thead>
<tr>
<th>PEOPLE IN NEED</th>
<th>GCA</th>
<th>NGCA</th>
</tr>
</thead>
<tbody>
<tr>
<td>GCA 0-5km area along the ‘contact line’, residents</td>
<td>31k</td>
<td></td>
</tr>
<tr>
<td>GCA 5-20km area along the ‘contact line’, residents</td>
<td>90k</td>
<td></td>
</tr>
<tr>
<td>GCA 20km+ area along the ‘contact line’, residents</td>
<td>8k</td>
<td></td>
</tr>
<tr>
<td>NGCA 0-20km area along the ‘contact line’, residents</td>
<td>256k</td>
<td></td>
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</tbody>
</table>

### Health

<table>
<thead>
<tr>
<th>PEOPLE IN NEED</th>
<th>PEOPLE IN NEED BY ZONE</th>
<th>TREND (2015-2020)</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.3M</td>
<td>GCA: 657k, NGCA: 643k</td>
<td></td>
</tr>
</tbody>
</table>

#### ZONE

<table>
<thead>
<tr>
<th>PEOPLE IN NEED</th>
<th>GCA</th>
<th>NGCA</th>
</tr>
</thead>
<tbody>
<tr>
<td>GCA 0-20km area along the ‘contact line’, residents</td>
<td>434k</td>
<td></td>
</tr>
<tr>
<td>GCA 20km+ area along the ‘contact line’, residents + IDPs</td>
<td>223k</td>
<td></td>
</tr>
<tr>
<td>NGCA 0-20km area along the ‘contact line’, residents</td>
<td>643k</td>
<td></td>
</tr>
</tbody>
</table>

### Protection

<table>
<thead>
<tr>
<th>PEOPLE IN NEED</th>
<th>PEOPLE IN NEED BY ZONE</th>
<th>TREND (2015-2020)</th>
</tr>
</thead>
<tbody>
<tr>
<td>2.8M</td>
<td>GCA: 1.5M, NGCA: 1.3M</td>
<td></td>
</tr>
</tbody>
</table>

#### ZONE

<table>
<thead>
<tr>
<th>PEOPLE IN NEED</th>
<th>GCA</th>
<th>NGCA</th>
</tr>
</thead>
<tbody>
<tr>
<td>GCA 0-5km area along the ‘contact line’, residents</td>
<td>200k</td>
<td></td>
</tr>
<tr>
<td>GCA 5-20km area along the ‘contact line’, residents</td>
<td>380k</td>
<td></td>
</tr>
<tr>
<td>GCA 20km+ area along the ‘contact line’, residents</td>
<td>520k</td>
<td></td>
</tr>
<tr>
<td>GCA 0-20km+ area along the ‘contact line’, IDPs</td>
<td>350k</td>
<td></td>
</tr>
<tr>
<td>NGCA 0-20km area along the ‘contact line’, residents</td>
<td>950k</td>
<td></td>
</tr>
<tr>
<td>NGCA 20km+ area along the ‘contact line’, residents</td>
<td>400k</td>
<td></td>
</tr>
</tbody>
</table>

### WASH

<table>
<thead>
<tr>
<th>PEOPLE IN NEED</th>
<th>PEOPLE IN NEED BY ZONE</th>
<th>TREND (2015-2020)</th>
</tr>
</thead>
<tbody>
<tr>
<td>2.8M</td>
<td>GCA: 1.5M, NGCA: 1.3M</td>
<td></td>
</tr>
</tbody>
</table>

#### ZONE

<table>
<thead>
<tr>
<th>PEOPLE IN NEED</th>
<th>GCA</th>
<th>NGCA</th>
</tr>
</thead>
<tbody>
<tr>
<td>GCA 0-5km area along the ‘contact line’, residents</td>
<td>118k</td>
<td></td>
</tr>
<tr>
<td>GCA 5-20km area along the ‘contact line’, residents</td>
<td>559k</td>
<td></td>
</tr>
<tr>
<td>GCA 20km+ area along the ‘contact line’, residents</td>
<td>449k</td>
<td></td>
</tr>
<tr>
<td>GCA 0-20km+ area along the ‘contact line’, IDPs</td>
<td>168k</td>
<td></td>
</tr>
<tr>
<td>NGCA 0-20km area along the ‘contact line’, residents</td>
<td>1.0M</td>
<td></td>
</tr>
<tr>
<td>NGCA 20km+ area along the ‘contact line’, residents</td>
<td>455k</td>
<td></td>
</tr>
</tbody>
</table>
Overview
Children and adolescents affected by the armed conflict in the Donetska and Luhrska oblasts are not only faced with persistent threats to their physical and mental well-being, they also run the risk of losing their futures. Increasing attacks on education, continued disruption of schooling, growing fragmentation of education systems between GCA and NGCA and the emerging militarisation of education have had a profound impact on the learning and overall development of nearly 670,000 school-aged boys and girls. The generation of children under six, who will soon start school, perceive the conflict as a normal environment. Besides, the conflict impacts the well-being of teachers and school staff and the ability to work effectively, which is increasingly recognised by school administrations (48 per cent compared to 41 in 2017). In this protracted humanitarian crisis, quality education - given it is appropriately designed, planned and delivered - plays a lifesaving role in the protection of boys and girls, has positive effect on the conflict and contributes to post-conflict societies building a pathway towards peace.

Affected Population
Pre-school and school-aged children and youth (3-18 years old) and their families - more than five years of active fighting has taken a toll on children and youth and impacted their physical and psychosocial
well-being. According to the Cluster’s estimate, 60 per cent of the 737,000 school-aged boys and girls and education personnel are concentrated within 20km on both sides of the ‘contact line’. Two thirds live in NGCA which has a higher population density in the 0-20 km area. According to the Ministry of Education and Science, 12,500 IDP children in Donetsk GCA and 4,200 in Luhanska GCA were enrolled in school and pre-school education in the 2018-2019 school year. Since 2017, some 65 per cent of the education facilities within 20km of the ‘contact line’ in GCA have reported that the conflict has impacted their students’ abilities to learn as well as their well-being. Moreover, a minimum of 40 per cent of all education facilities have children in need of some element of inclusive education, and a majority of these schools have up to five children in need of such adapted support.

The conflict influences boys and girls differently. The ratio of girls to boys is 51 to 49 per cent. Girls reported higher levels of internalised problems (anxiety, depression and post-traumatic stress), while boys reported a greater likelihood to engage in externalised behaviours, such as aggression, delinquency, unsafe sexual practices and substance abuse. Boys also reported higher levels of callous emotional traits and authoritarian tendencies, a greater readiness to engage in political violence and a tendency to drop out. These gender-disaggregated findings indicate the need for more focused gender-sensitive programming.

Teachers and other education personnel - There is a shortage of qualified teaching staff and education personnel due to internal displacement and the inability to retain and recruit staff in an unpredictable conflict environment on both sides of the ‘contact line’. In GCA, some 18 per cent or a total of 168 education facilities reported that they do not have enough teachers, while 29 per cent reported that some teachers had to teach subjects they are not specialised in due to understaffing. This is supposedly more of a problem in NCGA. The conflict continues to impact the well-being or ability to work effectively of those who stayed. Safety and security concerns remain high for both education personnel and students who struggle with accumulated fear and stress from the years of ongoing hostilities. In 49 per cent of the education facilities, teachers need additional capacity building or pedagogical support to address the impact the conflict has had on education. According to Education Cluster estimates, around 90 per cent of teachers and school administration staff are women.

Analysis of Humanitarian Needs

Conflict-related barriers in access to education - For boys and girls living close to the ‘contact line’ access to education remains difficult due to security risks, including shelling, landmine and ERW contamination near commuter routes, and the conflict-related damage of education facilities. For isolated settlements and hard-to-reach communities, particularly in rural areas, lack of transport is one of the main reasons for difficult access to education. Temporary school closures due to attacks and security concerns are widespread. So far in 2019 (as of 1 October), education facilities have come under fire 32 times, which is twice as often as in the whole of 2018. Many families worry about sending their children to school or children are afraid to go to school due to existing security risks. In the 0-5km area of GCA, half of the households report some safety or security concerns for children in educational facilities. Some children experience the need to cross checkpoints to go to school despite the security risks, such as harassment experienced by girls. There are communities in GCA and NCWA that do not have sufficient capacities of Early Childhood Development (ECD) facilities depriving some children of their right to pre-school education, socialisation and skills development.

Damaged education infrastructure and unsafe learning environment - Concerns over children’s safety and security are greater in the area close to the ‘contact line’, where three in four schools located within 5km of the ‘contact line’ (GCA) reported that they did not have a proper safe space or bomb shelter, or only one that is not adequately equipped. The presence of military personnel, including near schools, is also a serious safety concern for children. During 2018-2019, at least 19 incidents of militaries being near schools were reported. Between 2017 and 2019, continuous hostilities directly affected education facilities at least 95 times, which resulted in infrastructure repair needs. In 2018, some 84 per cent, or a total of 71 education facilities in GCA of Donetsk and Luhansk oblasts required some form of repair, including run-down infrastructure, primarily to the roof (46 per cent), windows (45 per cent), WASH facilities (45 per cent) and heating systems (40 per cent). International and national organisations are actively engaged in renovation and repair work in GCA, while similar needs in NCWA are still pressing.

At the same time, the need for advocacy on the implementation of the Safe Schools Declaration (SSD) is coming up strongly following the latest developments of the Ukraine’s endorsement of the SSD in November 2019. Many schools on both sides of the ‘contact line’ struggle to cope with winter conditions. Antiquated heating systems and a lack of fuel do not provide sufficient warmth during winter when temperatures drop as low as -20 degrees Celsius resulting in the temporary closures of schools and extensions of winter breaks. Some 21 per cent of households in

186. Ibid
187. UNICEF (2019). An evidence-based analysis of the psychosocial adaptability of conflict-exposed adolescents and the role of the education system as a protective environment
188. Education Cluster (2018). Needs Survey in Government Controlled Areas of Donetsk and Luhanska Oblasts
189. De-facto authorities and field consultations (2019). Education Cluster partner’s monitoring visits
191. [https://socialdata.org.ua/idps/gender](https://socialdata.org.ua/idps/gender)
areas within 20km of the ‘contact line’ in GCA report that their children missed more than one month of school due to security concerns, closed schools, unavailable transport, expensive associated costs and health-related reasons.\(^{201}\)

Schools in the conflict affected areas are exposed to hazards, major environmental (ecological) and industrial risks that could be triggered by the conflict. An estimated 170,000 children live and learn within 1km of critical infrastructure facilities that are potential hazards.\(^{202}\) Capacity building on child-centred Disaster Risk Reduction (DRR) education is needed to minimise vulnerabilities and disaster risks while avoiding or limiting the adverse impacts of hazards.

**Life skills and resilience building education in peril** - It is estimated that at least 94,000 children could benefit from a range of resilience strengthening life skills programmes that include conflict-sensitive education, peace-promoting, social emotional learning and coping skills content. Specifically, adolescents living near the ‘contact line’ reported greater tendencies to drop out of school and resort to political violence, higher normalisation of bullying, lower teacher support and a reduced quality of life.\(^{203}\) Moreover, only 50 per cent of households in 0-5 km rural areas reported an availability of psychological support in schools.\(^{204}\)

Several developmental outcomes were found to be associated with the experience of school connectedness. These include greater life satisfaction, enhanced academic performance, better sense of school safety, reduced drop-out tendency, reduced internalised problems, reduced behaviour problems, reduced likelihood to engage in bullying and an increased readiness for non-violent civic engagement. At the individual level, pro-social orientation, interpersonal skills and executive functioning all predict enhanced levels of school connectedness. This suggests that adolescents with these specific life skills are in a better position to engage with teachers and peers, build positive social networks and experience connectedness.\(^{205}\)

To avoid negative long-term consequences in the socio-emotional development of conflict-affected boys and girls, emphasis must be placed on nurturing their resilience through positive peer relations, interdependent values, healthy self-esteem and emotional connection to their school while working to restore normality to their communities.\(^{206}\)

**Capacity building and well-being of education personnel** – In almost half of all schools in GCA, teachers are in need of psychosocial support (PSS) to cope with stress and the constantly increasing responsibility for their own and their pupils’ safety.\(^{207}\) In NGCA, despite issues regarding the physical infrastructure, one of the most pressing issues education facilities are faced with is the quantity and quality of teachers.\(^{208}\) On top of the already existing problem of availability of qualified teaching staff, most teachers and counsellors are not properly trained on psychosocial support, conflict sensitivity inclusion and risk prevention, which are essential skills to address the needs of conflict-affected boys and girls. Considering that education can have a negative as well as a positive effect on conflict, a conflict-sensitive approach to the delivering of education\(^{209}\) is essential in the context of a protracted crisis. Hence, there is an increased need to build teachers’ skills in conflict-sensitive education. In GCA, 49 per cent of teachers needed additional capacity building or pedagogical support to address the impact of conflict on education\(^{210}\), and 40 per cent point to the need for capacity building in psychosocial support.\(^{211}\)

**Learning Materials** - The conflict has significantly impacted the economic situation of families in the affected areas, which is due to economic decline and limited unemployment opportunities. Some 48 per cent of schools report that at least one in four children requires support with education materials.\(^{212}\) Based on the 2019 REACH trend analysis, 27 per cent of households in GCA are unable to afford all school materials for their children. In the 0-5km area, this indicator is even higher, 44 per cent in rural and 36 per cent in urban areas.\(^{213}\) Besides individual learning materials, the need for teaching supplies and school equipment remains high in conflict-affected areas.

**Non-recognition of NGCA education certificates** - Across NGCA, young men and women reported challenges in validating educational credentials for use outside NGCA.\(^{214}\) Certificates issued in NGCA are not widely recognised and reduce opportunities for recent graduates to seek higher education or enter the labour market outside NGCA. Since the beginning of the conflict, 120,000 children have received NGCA education certificates, including both middle and high school certificates (9-11 grades). If the current trend continues, this number will reach 140,000\(^{215}\) in 2020.

Recent graduates face numerous barriers to continue their education outside NGCA. These include additional pressure on children to study extra subjects, expenses associated with education in GCA, parents’ inability to cross the ‘contact line’, absence of a valid Ukrainian passport, etc. These obstacles prevent young people from NGCA from enjoying the same rights as the citizens of Ukraine, not only in accessing education but also in obtaining birth certificates, IDs and other documentation. Although programmes have been initiated in GCA to facilitate the process of distance learning and simplify procedures for entering higher education for NGCA graduates, it is likely that only a limited number of learners from NGCA are able to use these opportunities. As of the 2018-2019 school year, 890 children from NGCA were enrolled in distance/external learning in Luhanska and 3,400 in Donetsk in GCA. These account for approximately two per cent of the 230,000 school-aged children in NGCA, and only five per cent of all graduates have benefited from the simplified procedure since 2015.

\(^{201}\) REACH (2019). Multi Sectoral Needs Assessment within 20km of Contact Line (Trend Analysis 2019)

\(^{202}\) The Ukraine Education Cluster estimates based on ACTED data presented on the DRR conference in Kyiv, 2019

\(^{203}\) UNICEF (2019). An evidence-based analysis of the psychosocial adaptability of conflict-exposed adolescents and the role of the education system as a protective environment

\(^{204}\) REACH (2019). Multi Sectoral Needs Assessment within 20km of Contact Line (Trend Analysis 2019)

\(^{205}\) UNICEF (2018). An evidence-based analysis of the psychosocial adaptability of conflict-exposed adolescents and the role of the education system as a protective environment

\(^{206}\) Education Cluster (2019). Education Cluster strategy document

\(^{207}\) Partner assessment (REACH). February 2019

\(^{208}\) REACH (2019), Multi Sectoral Needs Assessment within 20km of Contact Line (Trend Analysis 2019)


\(^{210}\) Education Cluster (2018). Needs Survey in Government Controlled Areas of Donetska and Luhanska Oblasts

\(^{211}\) Ibid

\(^{212}\) Ibid

\(^{213}\) REACH (2019), Multi Sectoral Needs Assessment within 20km of Contact Line (Trend Analysis 2019)

\(^{214}\) Partner assessment, 2019 (REACH). February 2019

\(^{215}\) Education Cluster (2019). Education Cluster strategy document
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<thead>
<tr>
<th>#</th>
<th>INDICATORS</th>
<th>SOURCE</th>
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<td>Main safety and security concerns on children’s commute to education facility</td>
<td>Inter-sectoral assessments (REACH)</td>
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<td>% of households with school-aged children (6-17) reported having no access to any education facility</td>
<td>Inter-sectoral assessments (REACH)</td>
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<td>4</td>
<td>% of households that cannot afford all school supplies</td>
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</tr>
<tr>
<td>5</td>
<td>% of facilities that have been damaged as a result of the conflict (any time starting from the beginning of the conflict)</td>
<td>Inter-sectoral assessments (REACH)</td>
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3.2

**Food Security and Livelihoods**

### Overview

Rising prices, disrupted access to markets, reduction in industrial production and economic capacity coupled with high unemployment and limited livelihood opportunities have had an impact on people’s abilities to provide for themselves and their families. The agricultural sector, previously the predominant sector for food and livelihoods for the rural communities of Luhanska and Donetska oblasts, has been significantly affected.

Despite certain improvements in the food security situation, humanitarian needs remain significant, especially in the areas close to the ‘contact line’ in NGCA. More than 530,000 people, including IDPs outside Donetska and Luhanska oblasts, are food insecure and about 480,000 require livelihood support.

### Affected Population

People residing within the 0-5km area of the ‘contact line’ are mostly affected by food insecurity. Within 0-20km from the ‘contact line’ (GCA) people living in small urban areas have the highest food insecurity compared to those in rural and large urban areas. The groups most at risk and in need of humanitarian assistance include the elderly; individuals and households with disabled members, unemployed members, especially those headed by people aged 40-60; single-headed households with children; female-headed households and people with chronic illnesses, such as HIV/AIDS, TB, diabetes; IDPs in host communities.

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**VERKHNIA VILKHOVA VILLAGE, LUHANSKA OBLAST, GCA, UKRAINE**

Iryna and her mother Liliia are storing hay for the winter. Photo: NRC/Ingebjørg Kårstad

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216. REACH Humanitarian Trend Analysis 2018
Analysis of Humanitarian Needs

There is a correlation between the level of food insecurity and the prevalence of additional vulnerabilities in conflict-affected households. Some 14 per cent of households with disabled member are food insecure. Female-headed households also tend to be more food insecure than those headed by men.217

Although there is evidence of some stabilisation, the need for livelihood and economic security interventions remains high, particularly in rural communities and in the areas close to the ‘contact line’. The economic situation in Donetsk and Luhanska oblasts remains poor due to a decrease in industrial production, high inflation rates, disrupted access to markets and a low supply of seasonal commodities.

Economic. The industrial production in Donetsk oblast saw minor improvements in 2018, but is still only at 44 per cent of the pre-conflict output. In Luhanska oblast, output continues to decline and is now at around 14 per cent of its 2013 levels.218 This situation also impacts unemployment in the conflict-affected area and the unemployment rate remains between 14 and 15 per cent in the two affected oblasts. Households in areas close to the ‘contact line’ as well as rural households in areas farther away are more likely to have unemployed members.219

On average, food accounts for 42 per cent of household expenditure among urban populations and 39 per cent among rural populations. Food prices in GCA increased by 13 per cent in the period from February 2018 to March 2019, while this increase stood at 32 per cent in NGCA.220

Significant differences in the income levels are observed among IDPs and returnees, especially the elderly. The percentage of pensioners living on less than UAH 3,000 per month stands at 41 per cent among returnees and at 28 per cent among IDPs, according to IOM’s National Monitoring System. There is little difference in the proportion of pensioners within the medium income bracket (UAH 3,000 to UAH 7,000 between GCA and NGCA. However, while one fifth of IDP pensioners in GCA are in the higher income bracket (over UAH 7,000), only five per cent of NGCA pensioners are in the same bracket.221

Food Security. Although food security levels have somewhat improved over the past few years, a significant number of people particularly in the areas close to the ‘contact line’ continue to experience major difficulties in accessing quality and nutritious food, especially in winter. A five per cent decrease in the number of food insecure people was recorded in the area within 5km of the ‘contact line’, compared to the same period in 2018, while a three per cent decrease was recorded within 5 to 20km from the ‘contact line’. More than 180,000 people in the GCA areas of Donetsk and Luhanska oblasts remain food insecure. Due to insufficient data and access difficulties in NGCA, the exact number of food insecure people is unknown, but is estimated at some 285,000 people. Cluster partners estimate some 40 per cent of beneficiaries in NGCA experience financial difficulties when it comes to buying food. Food insecurity tends to be more pronounced in winter. According to REACH Economic Security Assessment (2019), some 26 per cent of rural and 14 per cent of urban households indicated experiencing problems in accessing food markets in winter. Problems reported include higher prices and harsh weather conditions that affect their travel to the markets. The difficulties with access and affordability of food are further aggravated by the poor nutritious value and quality of available food as reported by over 65 per cent of the respondents.

In general, almost 50 per cent of people residing within 5km of the ‘contact line’ reported receiving humanitarian aid, as opposed to 16 per cent in the 5-20km area.222 Assets depletion and economic stress require 43 per cent of people to use negative coping strategies, whereby rural households and households within 0-5km of the ‘contact line’ are the most vulnerable. On average, 38 per cent of households reported cutting essential health expenditures followed by spending savings (15 per cent) and borrowing food (eight per cent).223

Agricultural needs. Agricultural opportunities have been significantly reduced in Luhanska and Donetsk oblasts, which particularly affects people in rural areas where employment opportunities are low. With unemployment, reduced incomes and increased vulnerability, households continue to rely on backyard farming for food security. They have difficulties in accessing food markets due to financial and logistical reasons and good quality agricultural products such as animal feed, seeds, fertilizers, etc. remain unavailable to a majority of households due to low income and high prices.

The land along the ‘contact line’ which used to be cultivated is now contaminated with mines and ERW. This coupled with water shortages, unstable irrigation and contamination is likely to result in reduced harvest and food production, which further exacerbates food and nutrition insecurity. Therefore, the need for agricultural assistance remains particularly high along the ‘contact line’.

217. REACH Humanitarian Trend Analysis 2018
218. Ukraine market review, January-June 2018
219. REACH Humanitarian Trend Analysis 2018
221. IOM National Monitoring System – Returnees data obtained via telephone survey
222. REACH Economic Security Assessment (2019)
223. REACH Economic Security Assessment (2019)
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<th>#</th>
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<td>% of severely food insecure population</td>
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<td>% of moderately food insecure</td>
<td>Food security assessment (FSLC &amp; REACH)</td>
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<tr>
<td>3</td>
<td>% of households that reduce the number of meals eaten per day</td>
<td>Inter-sectoral assessments (REACH)</td>
</tr>
<tr>
<td>4</td>
<td>% of IDPs who have to limit expenses even for food or have enough funds</td>
<td>National Monitoring System Report (IOM)</td>
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<td></td>
<td>only for food</td>
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<tr>
<td>5</td>
<td>% of households that spent savings as a coping strategy to cope with lack</td>
<td>Inter-sectoral assessments (REACH)</td>
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<td></td>
<td>of resources to meet basic needs</td>
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<tr>
<td>6</td>
<td>% of households that borrowed food or relied on help from family/friends</td>
<td>Inter-sectoral assessments (REACH)</td>
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Overview
The protracted conflict in the Donetska and Luhanska oblasts of eastern Ukraine has had a devastating impact on the health and well-being of all affected communities, and the signs of long-term repercussions are slowly manifesting themselves. It has isolated rural health facilities in GCA from major health centres in urban areas in NGCA. The insecurity, lack of maintenance of aging health facilities and medical equipment, shortages of medicines and medical supplies, understaffing and curtailed access to referral hospitals and pharmacies have seriously undermined the health-care system’s ability to cope with both new and pre-existing health-care needs. Thirty-eight per cent of the households within 20km of the ‘contact line’ and 57 per cent within 5km of the ‘contact line’ (GCA) reported problems with accessing health care and require life-saving and essential health services.224

The ongoing process of health care reform in Ukraine, including the decentralisation of the health-care system in GCA and the centralisation of primary health care in NGCA, may have had a negative impact on access to services. Whereas such approaches aim to optimize the scarce resources of the public health system, further appraisal of the ongoing transformation is required to understand the impact of the changes on the delivery of medical care to affected communities.

Affected Population
Elderly people face displacement, family separation, isolation as well as limited access to essential services, goods and markets. They represent over 30 per cent of those affected by the ongoing armed conflict. Of these, 97 per cent have at least one chronic disease225.


and 53 per cent require assistive devices. Some 96 per cent of the elderly also reported experiencing conflict-related mental health issues due to loneliness compounded by isolation and immobility. Due to mobility limitations, disabilities or chronic illnesses, many of the most vulnerable elderly are at risk of being excluded from conventional forms of aid distributions in towns and villages. Older people are also in need of personalized assistance and require a different approach, such as home-based care or community-based events that help reduce isolation and loneliness.

People with disabilities face a range of barriers, such as limited mobility, the inability to pay for access to health-care services, medications and specific treatment or assistive devices. Their living conditions are generally poor, and they rely on their caregivers, families and neighbours for support.

Women and children constitute 60 per cent of all people affected. More than 240,000 children living near the ‘contact line’ regularly experience shelling and exposure to landmines and ERW. Women in remote and isolated areas face serious challenges when trying to access parental care and safe deliveries. The ongoing conflict has also made children and women more prone to developing health problems ranging from traumatic injuries to mental health issues, which often result from stress and chronic conditions and are exacerbated by the limited access to health-care services.

People living in isolated settlements are primarily older people, people with chronic illnesses and people with disabilities. These populations struggle more to reach essential health-care services and there is a limited presence of humanitarian actors due to restricted access and insecurity. Because of isolation and limited humanitarian access, there is a lack of representative data on the health situation of people living in isolated settlements, especially in NGCA.

Health-care workers in conflict-affected areas often witness traumatic events and are overworked. Those in Donetska and Luhanska oblasts are at risk of burnout and contracting infectious diseases due to inadequate medical supplies and old-fashioned substandard medical equipment. Hence, many health-care workers have left the ‘conflict-affected area’ which has led to shortages in this profession. Those who are still there face tremendous pressure to maintain service provision despite limited resources, lack of essential equipment, deteriorating health-care infrastructure and a lack of professional training opportunities.

Analysis of Humanitarian Needs

Health-care infrastructure is affected by the armed conflict through damage or disable due to lack of maintenance. The facilities that fall into disrepair eventually close or reduce services due to insufficient funding. The impairment of the health-care infrastructure in the ‘conflict-affected area’ is significant, especially in rural areas. There are some 600 primary health-care facilities in the conflict-affected Donetska and Luhanska oblasts in GCA and along the ‘contact line’ in NGCA.

Access to health-care services and provision of emergency medical care along the ‘contact line’ remains challenging due to the limited availability of public transport, damage to road infrastructure and restricted movement through military checkpoints. Almost every third household in the 20km zone along the ‘contact line’ finds the distance and transport to a medical facility a significant barrier to accessing health-care services. People with disabilities, the elderly, women and families with young children are among the most affected.

While most health-care services are meant to be free of charge, real out-of-pocket costs have significantly increased. The higher expenses for services such as transport, diagnostics and medication deter many from seeking medical assistance which further damages their health and resilience. Some 46 per cent of households reported that at least one household member has difficulties in accessing health-care services due to cost, especially secondary and tertiary care. While approximately 80 per cent of households within 20km of the ‘contact line’ consider the cost of medicines to be the main barrier to access health-care services, 20 per cent say it is the transport cost to a medical facility. When in 2019 WHO assessed the emergency medical services in the ‘conflict-affected area’, 85 per cent of the patients noted that although the ambulance service was free, they had to pay up to the equivalent of one-month salary (UAH 3,600) for hospital care.

Over 30 per cent of the population residing in the conflict-affected area of GCA are elderly, who often suffer from multiple chronic diseases including hypertension, diabetes, respiratory and other related diseases. Pension is the single source of income for the majority of this population group which is not enough to cover their monthly expenses, let alone afford out-of-pocket payments for medical services. Due to limited income generating opportunities in the area, the younger family members have often left in search of employment leaving the elderly behind. This situation is even worse for those with disabilities as they struggle to move around and get the needed medical treatment.

Access to reproductive health services is limited for the majority of the affected population in the areas close to the ‘contact line’ due to security reasons, unavailability of public transport and very often unaffordability. The breakdown of referral systems ultimately adds to the decreasing quality of care and patient’s safety. Women and children are disproportionately affected by the lack of quality reproductive health-care services at different levels of care. Pregnant and breastfeeding women continue to face compromised access to reproductive health and referral services, to antenatal and postnatal care and safe birthing practices. Maternal health care is largely not available due to the lack of trained care providers and non-functioning referral systems. Those facilities providing the services reportedly lack basic diagnostic equipment and treatment supplies and family planning commodities, to ensure quality services to those in need. Around 12 per cent of all pregnant women with high risk of complication were referred to specialised peri-natal centres in Kharkiv, Dnipro and Zaporizhzhya cities. This exposes pregnant women to a high risk of pregnancy-related morbidity and mortality. This has reportedly led to an increasing trend...
in pregnant women delivering outside health facilities. There is strong evidence of a marked uptick in sex work, including among adolescent girls, and an increase in the number of unwanted pregnancies as well as abortions among underage girls in Luhanska oblast GCA. The high risk of increased sexual transmission of HIV and sexually transmitted infections (STIs) in the affected regions adds to the needs of quality and accessible reproductive health services.

Retaining health-care workers is critical to a functioning health-care system. Many health-care workers left the ‘conflict-affected area’ after the start of the conflict which has led to a shortage in the health-care workforce. In NGCA, low wages also impact such shortages, but the extent of this shortage is unknown. The shortage of specialized health-care staff is a concern as many remaining health-care workers lack training, experience and the skills to treat patients. Lack of coordination between the primary, secondary and tertiary care levels also affect referral pathways and access for patients to appropriate information regarding services.

Access to health care at the five EECPs is of significant concern as the majority of the people who cross the ‘contact line’ are elderly. Queuing up outside for long periods in extreme weather conditions increases the risk of sudden health deterioration. Medical assistance at the crossing points is provided by humanitarian actors and is only available during limited hours. In case of necessary hospitalisation, the nearest medical facilities are 20 to 40km away from the checkpoints. It can take up to 30 minutes for a public ambulance to arrive, while the ambulance waiting points are unable to provide proper medical care in case of a sudden deterioration of health. By October 2019, 34 persons had died at the EECPs due to health complications in 2019 only.

The Order of the Cabinet of Ministers of Ukraine #1119 states that the required emergency medical services (EMS) response time to urgent calls is 10 minutes in urban areas and 20 minutes in rural, and up to two hours for non-urgent calls. However, the proportion of non-urgent calls responded to by dispatchers is one per cent in Luhanska and 20 per cent in Donetsk oblasts. The situation is much worse in settlements that are close to ‘contact line’ where ambulance service is nonexistent and patients must arrange private transportation at their own expense. Different visits to isolated settlements have shown that patients with acute illnesses are unable to reach health-care units due to the lack of ambulance services. The EMS survey further indicates that there is a need in the two oblasts for continuum emergency medical services starting from community-based immediate support to pre-hospital and hospital level of care, especially in areas close to the ‘contact line’.

Limited medical supplies and equipment are a direct consequence of armed conflict. Medical supply chains often break down and create shortages of medicines, medical supplies and medical equipment. In NGCA, restricted movement of goods, including medical supplies and equipment compels many to travel across the ‘contact line’ to purchase needed medications in GCA. Humanitarian agencies operating in NGCA report a shortage of medication for diabetes, cardiovascular conditions, cancer, renal condition, and other non-communicable diseases. Currently, many health-care facilities in both GCA and NGCA experience limited access to surgical supplies, anaesthetics, safe blood products, dialysis units and life-saving medicines.

**Mental health and psychosocial support needs** are intensifying as a result of the conflict, while public medical infrastructure is becoming more limited. There is an increase in psychological distress. Resilience and coping mechanisms are diminishing among all age groups due to a sense of isolation, a pessimistic outlook, family conflicts and an increase in domestic violence, acute stress, depression and anxiety. Children are particularly vulnerable with self-reported increases in anxiety and fear. Exposure to chronic/toxic stress can have long term consequences on children’s mental well-being and development. Physiological signs of distress (70 per cent) and emotional difficulties (58 per cent) are most prevalent within 0-20 km of the ‘contact line’.

Humanitarian actors are currently providing most of the available psychosocial services. Mental health services are almost solely provided by state service providers while outreach assistance is very limited or not available to communities along the ‘contact line’. Almost 40 per cent of the residents of Donetsk and Luhanska oblasts have experienced traumatic events resulting in stress, depression, anxiety and post-traumatic stress disorder (PTSD). Negative coping mechanisms, such as drinking alcohol, self-isolation, smoking and aggression continue to be reported by communities. This is compounded by a lack of awareness and people are unable to engage in positive coping strategies and self-help approaches. Some 83 per cent of the people in GCA do not know about psychosocial help centres in their area. Quality, evidence-based mental health psychosocial support (MHPSS) at the community level is largely unavailable. This is partly due to the low level of integration of mental health in community-based support programmes (i.e. primary health care) where health-care providers are trained in early identification and the prevention of MHPSS conditions, and a low-functioning referral system. People with moderate to severe MHPSS conditions face difficulties in accessing focused-psychosocial support, specialized mental health services and medications.

**Non-communicable diseases** affect over 1.6 million elderly people in the conflict-affected area. Lack of medicines and medical supplies endangers life-saving care and health maintenance for non-communicable diseases (cardiovascular, diabetes, acute respiratory and chronic diseases, and cancer).

**Immunisation rates** remain low in the conflict-affected areas. There is an uncertain vaccine supply in NGCA and an improved and optimal vaccine supply in GCA. Over the last five years, interruptions of vaccine supplies have negatively impacted childhood vaccination coverage which has led to an increased number of non-immunized children under the age of five. Low vaccination coverage increases the risk of communicable diseases. In GCA, supply improved, however, service delivery remains affected. The lack of timely detection, reporting and response to outbreaks continues to be a risk for the health system. 

234. up to 10 cases monthly compared to 1-2 cases before the crisis for the entire oblast
235. UNHCR (2019). Assessment of the Conditions of Crossing Line of Contact through EECPs
236. Cabinet of Ministers of Ukraine, 2012
237. According to a recent EMS survey conducted in GCA by WHO in 2019
238. PEACH (2019). Protection Assessment of isolated settlements in GCA along the ‘contact line’
239. Swiss Cooperation Bureau, Kyiv Institute of Sociology (2018). Mental health in Donetsk and Luhanska oblasts
in eastern Ukraine. Of particular concern is the management and distribution coordination of the Inactivated Polio Vaccine (IPV) for routine vaccinations. To reduce the risks concerning management and distribution coordination of the Inactivated Polio Vaccine (IPV) for routine vaccinations, UNICEF supplied over 110,000 doses of IPV vaccine in autumn 2019. The ongoing measles outbreak has affected 115,000 people in Ukraine while 41 have died from it since 2017.\footnote{PHC of MOH of Ukraine (2019). Information on measles outbreak as of 12 September 2019. Available at: \url{https://phc.org.ua/news/kir-ne-vidstupae-ediniy-nadiyniy-zakhist-vakcinaciya}} Vaccination against diphtheria remains suboptimal in Ukraine. Only 67.5 per cent of eligible children under one year old received all three diphtheria, tetanus, and pertussis (DTP) doses as per the national routine immunisation schedule in 2018\footnote{PHC of MOH of Ukraine (2019). Administrative data presented on the Task Force meeting on immunisation, 18 September 2019}. An estimated 35,000 people with HIV live in NGCA, but only 16,000 know their status and follow it up in health settings. Each year, more than 1,500 new TB cases are registered in Donetsk oblast (NGCA), of which more than 30 per cent are multidrug-resistant TB cases. There is also limited access to HIV-prevention services and a downscaling of harm-reduction services in Luhansk (NGCA). The challenge of identifying new cases through testing is exacerbated by restricted mobility and limited resources for testing services. While treatment for HIV is free, testing often incurs user fees. However, the lack of freedom of movement is a barrier to confirmatory testing in laboratories. Testing and treatment of HIV/AIDS-associated infections on the other hand incur user fees. Specialists and health-care workers from NGCA have limited opportunities for training and mentoring as their travel is restricted which makes it hard for them to provide training and mentoring in situ in NGCA.\footnote{PHC of MOH of Ukraine (2019). Information on measles outbreak as of 12 September 2019. Available at: \url{https://phc.org.ua/news/kir-ne-vidstupae-ediniy-nadiyniy-zakhist-vakcinaciya}} This has implications for the treatment of ‘problematic’ patients. The lack of access to accurate data and treatments regarding HIV and TB has become increasingly difficult because of the breakdown in lines of reporting.

**TB and HIV/AIDS** were an issue in Donetsk and Luhanska oblasts even before the conflict. These two oblasts were among the most affected in Ukraine by HIV and TB, especially multidrug-resistant TB. There is a high dependence on international aid for HIV and TB treatment in GCA. An estimated 35,000 people with HIV live in NGCA, but only 16,000 know their status and follow it up in health settings. Each year, more than 1,500 new TB cases are registered in Donetsk oblast (NGCA), of which more than 30 per cent are multidrug-resistant TB cases. There is also limited access to HIV-prevention services and a downscaling of harm-reduction services in Luhansk (NGCA). The challenge of identifying new cases through testing is exacerbated by restricted mobility and limited resources for testing services. While treatment for HIV is free, testing often incurs user fees. However, the lack of freedom of movement is a barrier to confirmatory testing in laboratories. Testing and treatment of HIV/AIDS-associated infections on the other hand incur user fees. Specialists and health-care workers from NGCA have limited opportunities for training and mentoring as their travel is restricted which makes it hard for them to provide training and mentoring in situ in NGCA. This has implications for the treatment of ‘problematic’ patients. The lack of access to accurate data and treatments regarding HIV and TB has become increasingly difficult because of the breakdown in lines of reporting.

**Gaps in health-care and medical data.** Donetsk and Luhanska oblasts already had a weak system for medical data collection and evidence generation before the conflict. Yet, it has led to a further decline in comprehensive data collection and information. Without the necessary evidence and data, it is difficult to make decisions about where to target medical resources and which interventions to prioritise. These gaps also undermine the ability to monitor the quality and effectiveness of the services provided to ensure health-care actors are accountable to the people they assist.

<table>
<thead>
<tr>
<th>#</th>
<th>INDICATORS</th>
<th>SOURCE</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>% of individuals with chronic Illnesses</td>
<td>Inter-sectoral assessments (REACH)</td>
</tr>
<tr>
<td>2</td>
<td>% of households that reduced healthcare expenses due to lack of resources to meet basic needs</td>
<td>Inter-sectoral assessments (REACH)</td>
</tr>
<tr>
<td>3</td>
<td>% of households that experienced difficulties in accessing healthcare in this year</td>
<td>Inter-sectoral assessments (REACH)</td>
</tr>
<tr>
<td>4</td>
<td>% of facilities that have been damaged as a result of the conflict (any time starting from the beginning of the conflict)</td>
<td>Inter-sectoral assessments (REACH)</td>
</tr>
</tbody>
</table>
3.4 Protection

**Overview**

Humanitarian needs within the protection sector remain acute and encompass freedom of movement, mine and ERW contamination, issues of official documentation (including birth and death certificates), payment of social benefits and pensions, provision of psychosocial support services and application of durable solutions for IDPs. Violations of international humanitarian law and human rights law are widespread and affect mostly civilians living close to the ‘contact line’. Even though there has been a 40 per cent drop in civilian casualties since 2018\(^{243}\), the share of mine/ERW-related casualties has been growing since 2016 and remains high in 2019.

243. OHCHR. Report on human rights situation in Ukraine 16 May to 15 August 2019. According to OHCHR, over 80 per cent of the total civilian death toll occurred before mid-February 2015 and the adoption of the Minsk agreements

**Affected Population**

IDPs in GCA - Although only 350,000 of the 1.4 million registered IDPs represent the population in need, the displacement put many in a situation of increased vulnerability with lack of affordable accommodation, employment opportunities, hurdles to access payments and compensations, etc.

People living within 20km on both sides of the ‘contact line’ are under frequent threat of shelling and other life-threatening devices, such as ERW. They face trouble in accessing humanitarian assistance and services that can help restore and ensure their human rights, which are intermittently violated. They are also most likely to have less access to employment and livelihood opportunities due to profound disruption of the economic environment.

<table>
<thead>
<tr>
<th>PEOPLE IN NEED</th>
<th>WOMAN</th>
<th>CHILDREN</th>
<th>ELDERLY</th>
<th>WITH DISABILITY</th>
</tr>
</thead>
<tbody>
<tr>
<td>2.8M</td>
<td>55%</td>
<td>20%</td>
<td>37%</td>
<td>13%</td>
</tr>
</tbody>
</table>

**NOVOLUHANSKE VILLAGE, DONETSKA OBLAST, GCA, UKRAINE**

Andrii, a nine years old boy, is standing in front of his house gate dotted with shrapnels. Photo: OCHA/Agron Dragaj
People in NGCA along with the people residing close to the ‘contact line’ are among the most vulnerable as their enjoyment of fundamental economic and social rights, including those related to adequate standards of living and of physical and mental health, remains curtailed. They face major human rights violations and protection concerns, including the right to life because of shelling and mine/ERW contamination. Additionally, people in NGCA are most likely to end up in economic isolation with their pension and social benefits payments suspended and their freedom of movement curtailed. People living in isolated settlements in GCA - Isolated settlements have a high concentration of people with specific needs. It is estimated that nearly 40 per cent of household members are elderly, and 13 per cent have a disability. The provision of services in isolated settlements is restricted as a result of insecurity and inaccessibility, disproportionately harming those who would need them most. Negative coping strategies are common, in particular avoiding basic health-care services and cutting food expenditure. It is also particularly difficult for children to attend school and for adults to access employment.

People with disabilities, injury, chronic illness and serious medical conditions have specific needs in regard to shelter assistance, access to life-saving services, support with NFIs and WASH facilities. In addition, many are unable to obtain the required documents to prove their disability, injury or sickness, further complicating their access to basic services. People with chronic illnesses and severe medical conditions should be under continuous care or treatment of a medical doctor. They require regular medical attention as well as available and affordable medicines. Their life is put at risk once this access is disrupted. Economic vulnerability forces them to buy food and pay for utilities instead of prioritising their health.

Older people, especially those separated from their usual caregivers, suffer from health problems and often have difficulties in adjusting to the new environment as they generally do not know where to seek assistance.

Women and girls face protection risks related to their gender, including trafficking and harmful coping mechanisms such as survival sex. Increased domestic violence in conflict-affected areas is reported.

Children, youth and families on both sides of the ‘contact line’ as well as internally displaced children and their families are particularly affected. Children are at risk of abuse, neglect, exploitation and violence. Continuous exposure to hostilities, mine contamination and fear of military presence have a significant impact on the mental health of children. Affected children show signs of anxiety, lack of concentration, speech disorders and bedwetting.

Analysis of Humanitarian Needs

Restrictions on freedom of movement - Due to the protracted nature of the conflict, the humanitarian situation for people in the ‘contact-affected area’, especially for those living along the ‘contact line’ as well as in NGCA, is deteriorating. Access to essential services and livelihoods opportunities is scarce or absent, and humanitarian actors have difficulties to access these areas. People affected and residing both in GCA and NGCA need increased freedom of movement and safer conditions for crossing the ‘contact line’. The lack of available transportation and restrictions on trade and transfer of personal goods continue to add to the suffering of civilians, further isolating people in already difficult situations and preventing them from reuniting with their families. The opening of additional EECPs would lessen the burden on existing crossing points and cut waiting times.

The health, sanitation and shelter facilities at the EECPs remain inadequate. In addition, long queues and extreme weather conditions continue to affect particularly the elderly and people with disabilities. Proper maintenance of the crossing points is crucial to guarantee safe and dignified crossing.

The crossing of the ‘contact line’ requires a special pass that must be obtained and renewed on a regular basis. The pass application system is not easily accessible, especially for older people, and regular breakdowns result in loss of information preventing people from crossing. A possibility for individuals to obtain a pass for an indefinite period via an accessible application procedure would be necessary to ease the conditions for millions of civilians crossing the ‘contact line’ regularly.

Access to social benefits and pensions - The crossings from NGCA mostly occur to access pensions and social benefits in GCA. Latest figures indicate that the number of in NGCA registered pensioners who receive their pensions has dropped by 60 per cent since the start of the conflict, which represents a significant protection concern. From the start of the conflict, pensioners from NGCA have only received their payments if they travel to GCA to register as an IDP every 60 days. Since 2016, additional restrictive measures have been introduced to verify if pensioners with IDP registration have indeed moved to GCA. These policies played a major role in reducing access to pensions for the people residing in NGCA. Several court decisions issued in 2018 condemned and rendered these measures null and void. Pension arrears owed to persons from NGCA currently amount to UAH 53 billion (US$ 1.89 billion), which would require payment from the state budget. In June 2019, the Government of Ukraine adopted amendments to double the initial amount allocated to cover pension-related payments under the relevant judicial decisions. However, the introduction of a dedicated procedure to pay these arrears as well as a payment mechanism for those who cannot travel is still pending.

Access to benefits, such as monthly IDP support allowances, also remains a challenge. Twelve per cent of IDPs have had social payments suspended since their IDP registration, half of these are suspension of IDP support.

IDPs registration and civil documentation - For over five years, IDPs and conflict-affected people in NGCA and Crimea have faced challenges

245. Ibid
246. Ibid
249. R2P (2019). Humanitarian access in Donbas – Overview
250. UN Briefing Note: Pensions for IDPs and persons living in the areas not controlled by the Government in the east of Ukraine
when accessing identity, civil status and property documentation. This
has a pervasive impact on every aspect of their lives, limiting access to
services and entitlements and freedom of movement, particularly in the
areas along the ‘contact line’. A review of court records issued between
2016 and 2018 suggests that only 44 per cent of children born in
Donetska and Luhanska oblasts (NGCA) and 11 per cent in Crimea have
obtained a birth certificate issued by the Government of Ukraine. The
situation could be improved with full implementation of Law No. 2268
adopted in January 2018, which reaffirms the invalidity of all documents
issued in NGCA introduces an exception for ‘documents certifying facts
of birth or death of a person.’ It does not apply to Crimea. Official
confirmation of deaths in NGCA is also difficult to obtain in GCA, which
may lead to challenges concerning inheritance and property rights. In
the absence of administrative procedures, people residing in NGCA and
Crimea must go to a court to establish the fact of birth/death before
relevant certificates can be issued, thus putting additional burden on families.Overall, procedures for obtaining IDP registration and civil
documentation are complex and people express needs for continuous
legal assistance from humanitarian actors. In the meantime, residents
in isolated settlements and rural areas along the ‘contact line’ require
on-spot legal assistance due to increased restrictions of movements.

Mental health and psychosocial support - Civilians living on both sides
of the ‘contact line’ face constant threat of death or injury from shelling,
shooting, military presence, mines and ERW. Households express high
security concerns over shelling, in particular in Luhanska and Donetsk
oblasts (GCA), despite the decrease of the number of households
within 5km of the ‘contact line’ reporting concerns over shelling from
86 per cent in summer 2018 to 60 per cent in summer 2019. They also report a feeling of insecurity and psychological distress, such as
sleeping disorders and anxiety. Among IDPs, the overall prevalence of
depression was 25 per cent, compared to 14 per cent among the general
population. Women are usually more affected than men. However,
some 20 per cent of IDPs who suffer significant anxiety and depression have tried to obtain mental health support. Lack of mental health and psychosocial support is a key gap in
protection and health in conflict-affected areas, particularly near the
‘contact line’. Improved access to information and outreach activities
about mental health and psychosocial services as well as information
on the stress-related symptoms and positive coping mechanisms has
to be increased for all conflict-affected people, in particular for the
most in need, such as women, children, the elderly and people with
disabilities.

Protection of IDPs - Currently, many IDPs lack conditions allowing them
to begin rebuilding their lives before the conflict is solved. Some 34 per
cent of IDPs report not intending to return, while 23 per cent indicate
their willingness to return after the end of the conflict, and 41 per cent
responded with either “maybe in the future” or “difficult to answer”. Therefore, access to livelihoods and employment opportunities,
adequate housing and equal access to health care and services should
be increasingly provided to IDPs in the location they are currently
residing. Although in late 2018, the Government of Ukraine developed
an action plan to implement the national IDP strategy, many IDPs face
continuous challenges in their search for durable solutions. They are
particularly affected by the lack of their own accommodation, decent
livelihoods and employment opportunities with appropriate wages.

Sub-sectors
Housing, Land and Property (HLP)
Compensation for damaged or destroyed property as a result of
hostilities is often inaccessible and frequently mentioned as one of
the most acute problems by people living in the conflict-affected areas. In July 2019, the Cabinet of Ministers of Ukraine introduced an
administrative procedure for compensation for damaged and destroyed
housing. After a slow start, the Cabinet of Ministers agreed to allocate
additional funds for the construction of affordable housing for 700
IDPs in November 2019. The established mechanism still suffers from
weaknesses, including its limited scope, low compensation rates, lack of
available budget resources and the limited capacity of state institutions
to implement the mechanism in practice.

Lack of access to specific HLP-related services prevents many
conflict-affected people from claiming their rights, namely residents of
NGCA, people living in isolated settlements, the elderly and people with
disabilities and severe health conditions. In the meantime, the response
from Ukrainian authorities is often lengthy and costly, deterring those
who are most vulnerable from seeking judicial or administrative
restoration of their property rights. Due to a lack of comprehensive
data, particularly in NGCA and urban centres of GCA, the total number
of people with HLP needs in Ukraine may be significantly larger
than estimated. A comprehensive HLP needs assessment should be
considered as a priority for 2020.

The lack of legal property documentation and formal rental agreements
to guarantee the security of tenure has an effect on the provision of
shelter assistance and may limit people’s abilities to apply for state
compensation. Ensuring HLP rights of IDPs, including residents in
collective centres, is central for them to follow any durable solution
to their displacement situation. Under Ukrainian legislation, most
construction or reconstruction works performed on real estate objects
require proof of ownership to acquire a building permit and other
formalities. Non-compliance with these regulatory requirements
may result in administrative penalties including fines, eviction and
the possibility of demolition. Currently, a precondition for a potential
beneficiary to receive heavy repair or core house assistance is the
submission of a documentation package demonstrating the ownership/
property links between the person and the damaged house.

251 OSCE Thematic report “Checkpoints along the ‘contact line’. Reasons why civilians cross the lines and the challenges they face available at: https://www.osce.org/special-monitoring-mission-to-ukraine/446565/download-lg

252 Ibid


254 REACH Humanitarian Trend Analysis GCA 2019

255 Ibid

256 Ibid


258. Ibid

259. Ibid
Heavy state bureaucracy as well as legal complexities or gaps make obtaining ownership documentation a time-consuming and costly process. Depending on the factual background, this process may cost the owner from a few hundred up to more than UAH 10,000. In many cases, individuals pursuing their HLP rights must first pay for technical services, which they cannot afford while adequate ways for waiving such fees and expediting the delivery of services do not exist. Furthermore, in the most difficult cases, court proceedings may last more than a year. This can prevent shelter actors from carrying out necessary reconstruction or repair works for the most vulnerable who would otherwise be eligible for shelter support, as they are unable to fulfil the necessary legal and related requirements for work to be carried out on their housing or land.

**Child Protection**

A generation of children is growing up in a mostly conflict-affected environment, which negatively impacts their well-being and could have long-term consequences.

Conflicts-related trauma and a lack of livelihoods have led to the use of negative coping mechanisms, such as alcohol and drug abuse, which have increased the risk of domestic violence and child neglect. One of the most vulnerable groups are boys living within 5km of the ‘contact line’. Boys in these areas show a low level of resilience and life skills, which is partially due to their parents, mainly fathers, not attending positive parenting sessions as well as gender stereotypes that prevent boys and men from seeking support. There are also increased risks among adolescent girls from families who have difficult life circumstances to engage in transactional sex, including with soldiers.

Mines and ERW are reported to be some of the most concerning threats to children’s safety. The protracted nature of the conflict has resulted in the normalisation of violence and increased lack of vigilance, for example, when children are playing in unsafe areas, including mine-contaminated areas, which leads to injuries and fatalities. Boys constitute over 80 per cent of mine/ERW-related casualties among children. However, victims of landmines and ERW have limited access to specialized services, such as rehabilitation, psychosocial support (PSS) and legal aid, as well as to inclusive education measures. Militarisation of children on both sides of the ‘contact line’ is reportedly becoming prevalent through school curricula as well as afterschool activities, such as military and patriotic clubs, patriotic summer camps and visits of militaries to educational facilities. During these activities, boys and girls are taught how to use guns and access military training. In general, the military presence in communities, especially close to schools, creates multiple security risks for children. Children report being afraid of crossing the checkpoints and military presence.

**Support for children affected by conflict.** As of August 2019, 12,090 and 11,496 children in Donetsk and Luhanska oblasts (GCA) respectively had received an official status of child victims of military conflict that allows them to receive dedicated support. Due to a lack of proper documentation and unclear criteria, some children injured in the first years of the conflict as well as child victims of landmines are not able to receive this status nor confirm their disabilities.

Risk of statelessness for children in NGCA. Only 44 per cent of children born in NGCA between 2016 and 2018 received birth certificates issued by Ukrainian authorities. There is an increased risk of statelessness for these children as certificates provided in NGCA are not recognized by the Government of Ukraine. Children and adolescents whose parents are working in NGCA institutions are not able to receive Ukrainian documentation.

**Mine Action**

Mine contamination remains one of the key concerns in Ukraine with an estimated two million men, women and children affected in GCA. Ukraine ranks fifth worldwide for casualties as a result of landmines and other ERW. Some 325 casualties were recorded in Ukraine in 2018, and over 1,000 have been recorded since 2014. Mine contamination also hinders access to food and livelihoods as people cannot engage in agricultural activities, fishing, or animal husbandry. It also puts people in danger when collecting wood for heating, which is common in the ‘conflict-affected area’. The presence of mines and ERW also impedes the maintenance and repair of damaged infrastructure.

Ukraine does not have a national centralized landmine/ERW casualty database which could support a clear and transparent process for civilians to receive official status due to their injury and get assistance or compensation. Currently, only children under 18 are entitled to financial support in cases they are injured by mines or ERW. Psychological support for survivors, their families and communities remains largely unavailable. Explosive ordnance risk education (EORE) remains insufficient to the scale of needs, particularly in NGCA.

According to national authorities’ preliminary estimates, 15,000 km² of Donetsk and Luhanska oblasts on both sides are contaminated by landmines and ERW. However, vast areas of land have not yet been surveyed, so it is difficult to know the full extent of mine contamination. 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. The adoption of the Law on Mine Action in December 2018 provides the institutional structure for the mine action sector. However, the challenges with implementation remain significant, including the lack of financial resources. The amendment to the law in April 2019 allows direct donor funding of mine action activities. This step may facilitate donor support for humanitarian demining activities and the training of specialized professionals to conduct precise detection of mine and ERW.

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257. UN Briefing Note (2019). Birth registration, February 2019
258. Mine action sub-cluster (2019). Estimates considering mapping of incidents, areas affected by hostilities and number of population residing in these settlements. The exact number of people exposed to landmines and ERW in GCA remains unknown
261. UNICEF. SCORE results
262. Child protection partners monitoring as well as UNICEF SCORE results
263. Child protection Sub-cluster monitoring
264. Office of the High Commissioner for Human Rights (OHCHR) statistics
266. REACH, bidem
267. UN Briefing Note (2019). Birth registration, February 2019
268. Mine action sub-cluster (2019). Estimates considering mapping of incidents, areas affected by hostilities and number of population residing in these settlements. The exact number of people exposed to landmines and ERW in GCA remains unknown
270. Mineactionmonitoringreport
271. Ibid
ERW contamination, which has been difficult mainly due to funding constraints.

**Gender-Based Violence (GBV)**

The high concentration of military coupled with a proliferation of weapons, weak law enforcement and impunity for perpetrators has increased the risk of GBV for people living along the “contact line,” particularly women, adolescent boys and girls. Economic difficulties due to the loss of livelihood opportunities have also increased the vulnerability to various forms of violence. The checkpoints were regarded among the most dangerous locations in terms of vulnerability to all forms of violence.273

Among conflict-affected women, the prevalence of physical and sexual violence by current partners who fought in the armed conflict in Ukraine is 31 per cent compared to 15 per cent for partners who were not combatants.274 In GCA, 20 per cent of the conflict-affected older people, 75 per cent of those are women, reported experiencing at least one type of violence and abuse.275

Lack of reliable and comprehensive data on conflict-related GBV in Donetska and Luhanska oblasts remains a challenge. GBV cases are usually underreported due to fear of stigma as well as the lack of support services and referral pathways.

Local institutional partners, however, report that the need for support has increased compared to previous years. Lack of access to life-saving information and services. The Ukrainian legislative and institutional framework has improved over the past few years, paving the way for further steps regarding GBV prevention and mitigation. One such an example is the Law on Prevention and Response to Domestic Violence which was adopted in January 2019 and criminalizes a wider range of gender-based violence. Another positive development is the scale-up to 37 teams of the mobile anti-violence group “Polina” across Ukraine, including six teams in the two affected oblasts.

There is still a lack of access to life-saving services, including psychosocial support, health and legal assistance as well as safe spaces and shelter. GBV survivors have limited options and are often forced to remain in the unsafe environments as there is no shelter at all in Luhanska oblast (GCA) and only an insufficient number in Donetska oblast (GCA/NGCA). Provision of support to GBV survivors and those at risk in NGCA and isolated settlements is challenging due to the lack of humanitarian access and the scarce presence of health-care/psychosocial services and law enforcement authorities.

<table>
<thead>
<tr>
<th>#</th>
<th>INDICATORS</th>
<th>SOURCE</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>% of people who mentioned shelling as a main security concern</td>
<td>Inter-sectoral assessments (REACH)</td>
</tr>
<tr>
<td>2</td>
<td>% of household members who doesn’t have a social worker</td>
<td>Inter-sectoral assessments (REACH)</td>
</tr>
<tr>
<td>3</td>
<td>% of “not displaced” and “displaced and returned” households living in partially damaged or destroyed shelter by distance to ‘contact line’</td>
<td>Protection Cluster</td>
</tr>
<tr>
<td>4</td>
<td>% of IDPs who have to limit expenses even for food or have enough funds only for food</td>
<td>National Monitoring System Report (IOM)</td>
</tr>
<tr>
<td>5</td>
<td>% of IDPs who have to limit expenses even for food or have enough funds only for food</td>
<td>National Monitoring System Report (IOM)</td>
</tr>
<tr>
<td>6</td>
<td>% of IDPs who have not been integrated into local communities</td>
<td>Protection Cluster</td>
</tr>
<tr>
<td>7</td>
<td>% of adults (18-59) who crossed the ‘contact line’ at least once in 2018 to resolve issues with documents, pension or family unity</td>
<td>Protection Cluster</td>
</tr>
<tr>
<td>8</td>
<td>% of older people who crossed the ‘contact line’ at least once in 2018 to recover a pension or resolve key issues (withdraw cash or buy basic goods)</td>
<td>Protection Cluster</td>
</tr>
</tbody>
</table>

274. OSCE (2018). Well-being and Safety of Women survey
275. HelpAge (2018). Humanitarian needs of older women and men in government-controlled areas of Donetsk and Luhansk oblasts, Ukraine; Baseline report
<table>
<thead>
<tr>
<th></th>
<th>Description</th>
<th>Source</th>
</tr>
</thead>
<tbody>
<tr>
<td>9</td>
<td>% of individuals who miss documentation in their household</td>
<td>Inter-sectoral assessments (REACH)</td>
</tr>
<tr>
<td>10</td>
<td># of children born in NGCA between 2015 and 2018 who have not received a birth certificate from the Ukrainian authorities</td>
<td>Protection Cluster</td>
</tr>
<tr>
<td>11</td>
<td>% of households that reported that at least one member required legal assistance</td>
<td>Inter-sectoral assessments (REACH)</td>
</tr>
<tr>
<td>12</td>
<td>% of women (18+) for whom GBV-related services are not available</td>
<td>Protection Cluster</td>
</tr>
<tr>
<td>13</td>
<td>% of children and caregivers in need of psychosocial support and protection services</td>
<td>Protection Cluster</td>
</tr>
<tr>
<td>14</td>
<td>% of persons at risk of exposure to areas contaminated by mines and UXO</td>
<td>Protection Cluster</td>
</tr>
</tbody>
</table>
Shelter/Non-Food Items

Overview

More than 55,000 residential buildings have been damaged in the conflict on both sides of the 'contact line'. While 67 per cent of this damage has been repaired by humanitarian partners, significant gaps remain, especially in 'hard to reach' areas with high insecurity and limited physical access. The lack of relevant and verifiable data on damage to residential properties remains a challenge for humanitarian partners, especially in NGCA. Due to the lack of sustained humanitarian access, Shelter/NFI Cluster partners have been unable to conduct a systematic verification of damage in NGCA, where only 12,453 buildings (for 22,968 households) have been repaired since the beginning of the conflict. This has left thousands of households in an extremely vulnerable situation.

Harsh Ukrainian winters continue to pose a threat to the lives and well-being of people on both sides of the 'contact line'. Such extreme conditions exacerbate the humanitarian needs of conflict-affected people due to the increased difficulties in accessing services, frequent damage to critical infrastructure affecting water and heating systems and significantly declining household economic capacities to afford utilities and essential winter items. The ongoing conflict has exhausted people’s financial savings and prevented many from recovering their livelihoods. As a result, almost 30,000 vulnerable households in both GCA and NGCA are struggling to adequately prepare for the winter. They have been identified as a priority for receiving winterisation assistance by Shelter/NFI Cluster partners.

3.5

Shelter/Non-Food Items

<table>
<thead>
<tr>
<th>PEOPLE IN NEED</th>
<th>WOMAN</th>
<th>CHILDREN</th>
<th>ELDERLY</th>
<th>WITH DISABILITY</th>
</tr>
</thead>
<tbody>
<tr>
<td>384K</td>
<td>54%</td>
<td>27%</td>
<td>28%</td>
<td>10%</td>
</tr>
</tbody>
</table>

OPYTNE VILLAGE, DONETSKA OBLAST, GCA, UKRAINE

An elderly woman is standing close to her house, which was caught in crossfire during fighting. Photo: OCHA/Valijson Ranoev
Affordable housing, social housing and compensation mechanisms for damaged properties, particularly for IDPs, remain a critical need towards sustainable and important durable solutions. Over 400,000 IDPs across Ukraine live in rented accommodation - 7,600 of whom live in dire conditions in collective centres. They face increased vulnerability of financial debts and forced eviction.

**Affected Population**

*People with damaged property* - The number of people in need of house repairs on both sides of the ‘contact line’ has gradually reduced due to the response efforts by various stakeholders, including local authorities, State Emergency Service of Ukraine (SESU), brigades, communities and humanitarian agencies. The decrease of house repair needs is observed particularly in GCA where an estimated 2,000 households of non-displaced, returnees and IDPs reported still living in partially damaged or destroyed houses. A majority of them live within 10km of the ‘contact line’, and half are the elderly and 65 per cent are female-headed, according to a Humanitarian Shelter Damage Assessment.276 Unemployed working-aged people are among the most vulnerable. Due to limited access, no shelter needs assessment has been conducted in NGCA which makes it almost impossible to estimate the humanitarian caseload there.

*People in need of winterisation* - The overall number of people in need for winterisation assistance is almost 400,000277 on both sides of the ‘contact line’. It is important to acknowledge that a number of winterisation subsidies are available for the population in both GCA and NGCA. However, this assistance is not sufficient to cover the needs of all people. According to estimates provided by the Shelter/NFI Cluster (based on information gathered from the raiion administrations), some 30 per cent of all the populations in need of winterisation assistance are covered by state subsidies. As winterisation support aims to be complementary to the assistance provided by state agencies, a gap278 of nearly 70,000279 people in need of winterisation support has been identified. These are often unavailable or costly, especially in isolated settlements which lack functioning and quality markets like they exist in administrative centres. Winterisation needs vary depending on the location, the distance from the “contact-line” as well as the distance to the closest market/administrative centre. People residing in urban settlements in the 5-20km zone usually have better access to markets and a centralized energy grid, while in the 0-5km zone, particularly in rural areas, people depend on solid fuel for individual heaters. In some cases, people may be able to afford fuel, but need support with the delivery.

**IDPs in collective centres** - Collective centres were meant to serve only as a temporary solution for the most vulnerable IDPs who had no other choice of accommodation. As of 2019, there are about 7,600 IDPs still residing in around 160 collective centres all over Ukraine (compared to some 6,000 IDPs registered by the Shelter/NFI Cluster in 2017). Residents include some 2,000 elderly and 1,700 children under 18. Most collective centres are located in Donetska, Luhanska and Dnipropetrovska oblasts, and most IDPs reside in buildings or facilities that were not designed for long-term stays. While a more accurate reading of the IDPs’ needs for durable solutions may require a complex profiling exercise in line with the recommendations of the Joint IDP Profiling Service (JIPS) Mission to Ukraine in 2016, many collective centres communicated needs to Cluster partners, such as winterisation support, individual legal support and durable housing solutions.

**Analysis of Humanitarian Needs**

*Repair of damaged houses* – The fact that 570 houses were damaged in 2019 shows a stabilising trend in the number of newly damaged houses (last year, 630 houses were damaged over the same period).

In GCA, the Shelter/NFI Cluster found a gap of 2,000 households that require humanitarian repairs with approximately 1,260 houses and 740 houses in Donetska and Luhanska oblasts respectively. The extent of damage in NGCA remains unknown as partners are unable to conduct a detailed damage assessment due to insecurity and access constraints. Experts estimate the damage to be in tens of thousands of damaged or destroyed buildings with the caveat that there are no estimates on the number of people living in those buildings. Most of the identified damage occurs in ‘hot spot’ areas close to the ‘contact line’.

Maintenance of property in conflict-affected areas is also increasingly becoming a problem. Residential premises and objects of social infrastructure that have been poorly maintained over the last five years may soon face critical conditions. This could leave thousands of people in rural and urban areas facing a new crisis as these buildings will no longer be fit for human living. The inaccessibility and inability to maintain these properties is complicated due to security and financial issues, but also because the houses have never been hit and therefore have never been addressed by humanitarian agencies. According to estimates of local authorities, there are some 4,000-4,500 properties in GCA which require support with maintenance.

*Winterisation support* - Winterisation remains a life-saving need for vulnerable residents on both sides of the ‘contact line’, especially in settlements with limited security and difficult physical access. During the cold winter months, many such households depend on coal, wood or other fuels for heating, which are often unavailable or costly. According to a recent study on isolated settlements conducted by REACH and the Protection Cluster, the average price of one metric tonne of coal is some UAH 7,000. Considering the average monthly pension in Ukraine of approximately UAH 3,000, this constitutes a large portion of a pensioner’s income.

With harsh winter temperatures, heating shortages have a significant impact on the health and well-being of the people. Available evidence suggests that 11 per cent of the households reported heating shortages. This rate was particularly high in rural areas at 37 per cent - 23 per cent of this had experienced heating shortages of more than a day. Fuel shortages contribute to nearly a third of households (29 per cent) reporting insufficient indoor warmth, even higher in rural households (36 per cent) than in urban households (27 per cent).

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277. In GCA 92,200 HHs (or 127,485 people); in NGCA 105,903 HHs (or 256,285 people).
278. The gap was identified in line with preparation of Shelter/NFI Cluster’s Winterization Guidelines. For the time of drafting the HNO, 12 partners committed to cover the needs of the beneficiaries in winter period in GCA, and three more in NGCA.
279. In GCA 4,631 HHs (or 13,385 people); in NGCA 23,182 HHs (or 56,100 people).
Permanent housing solutions for IDPs: Over 1.4 million people are registered as IDPs by the Government of Ukraine. While some of them have been able to sustain their livelihoods and rebuild their lives, many IDPs remain vulnerable and live in a situation of protracted displacement. More than 62 per cent of all IDPs in Ukraine continue to live in rented apartments and pay excessive rents and utilities that consume a significant portion of their income. In the past few years, some programmes have started to help IDPs find durable housing solutions, including support through subsidies from the state budget to local budgets to support acquisition of housing by municipal authorities. At the same time, such programmes cover only a small portion of the affected population. There is a need to better understand how shelter actors can better complement or support state initiatives.

An estimated 6,800 IDPs live in collective centres across Ukraine, many of them in dire conditions. Due to accumulated debts for rent and utilities, many of them are at risk of eviction.

Since last year, reports on cases of IDP evictions have increased dramatically and continue to grow. The Shelter/NFI Cluster is aware of at least four collective centres facing the risk of imminent eviction, while seven modular settlements will have their right of use expire soon. This will leave over 2,000 IDPs at risk of homelessness. Many IDPs who reside in collective centres are elderly, people with disabilities and children whose lives are at risk, especially considering the approaching winter coupled with the lack of winterisation assistance. While the focal points of collective centres in Donetska and Luhanska oblasts (where approximately 1,000 of IDPs reside) reported coal as a priority winter survival need, the remaining 6,600 people living in other oblasts reported the urgent need to find durable housing solutions. Around 50,000 vulnerable IDPs, returnees and non-displaced persons living in social institutions and non-specialized collective centres in NGCA are in need of critical winterisation assistance to survive the upcoming winter.

<table>
<thead>
<tr>
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<th>INDICATORS</th>
<th>SOURCE</th>
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<tbody>
<tr>
<td>1</td>
<td>% of households that reported insufficient heating arrangement in winter</td>
<td>REACH</td>
</tr>
<tr>
<td>2</td>
<td>% of households living in damaged accommodations</td>
<td>Inter-sectoral assessments (REACH)</td>
</tr>
<tr>
<td>3</td>
<td>% of displaced households that reported that their shelter in their AoO has been repaired</td>
<td>Inter-sectoral assessments (REACH)</td>
</tr>
<tr>
<td>4</td>
<td>% of facilities been damaged as a result of the conflict (any time starting from the beginning of the conflict)</td>
<td>Inter-sectoral assessments (REACH)</td>
</tr>
</tbody>
</table>


281. Modular towns in Ukraine were built to provide housing for a short-term stay of around 6 months. After 5 years of conflict, they are facing critical issues with the roof, wiring, and utilities.
Overview
In 2019, continued deliberate and indiscriminate attacks cause damage to civilian infrastructure, injure personnel and interrupt power that keeps complex and interconnected WASH systems running in a region where water is inherently scarce. In 2019, 88 violent incidents affected civilian water facilities, which is an average of every four days and an increase of nine per cent compared to 2018. Of alarming concern is the First Lift Pumping station of the South Donbas Water Way. Located on the ‘contact line’, it supplies water to 1.1 million people on both sides and has been affected more than 40 times in 2019. Frequent disruptions of water supply caused by these incidents coupled with a lack of access due to political issues or heavily mined areas prevent communities from having access to safe water. The same dynamics also affect schools and hospitals where a lack of water and sanitation hampers treatment of injuries or disease.

While water and sanitation are globally recognized as a right and acknowledged as life-saving, access to these services has been routinely denied or compromised for millions of people living on both sides of the ‘contact line’ due to the hostilities and an increasingly protracted crisis. The need for WASH assistance is greater for rural households living within 20km of the “contact-line”, particularly among certain vulnerable groups like the poor, the elderly and persons with disabilities. A recent assessment[^282] found that more than one in four families on both sides

of the ‘contact line’ reported that the water situation has deteriorated over the past five years. Water stoppages, unavailability, inability to treat water and a lack of money to pay for water, sanitation and hygiene products are among the commonly identified critical problems. The impact of water shortages is most severe in winter when the ambient temperature could drop below -20 degrees Celsius. Eighty-one per cent of heating in the two conflict-affected oblasts depend on water either through central heating systems or by using household level boilers.

**Affected Population**

**Households with children** are sensitive to the quality of drinking water and cuts in supply. Some parents also emphasised that children need to carry bottled water to school because the tap water is of poor quality and harms their health. Any deterioration of access to water and of the quality of water in conflict-affected areas could have an immediate impact on public health. When the water quality near Kostiantynivka was compromised in April 2019, many cases of gastroenteritis were reported within days (of 99 cases 73 were children or adolescents).

In addition, a WASH cluster assessment found that six per cent of households with children reported one case of sickness because of the water quality in the past 12 months, while 28 per cent of households with children noted that the water situation has deteriorated since the beginning of the conflict. Children make up 24 per cent of the population of Luhanska and Donetska oblasts (1.3 million of 5.42 million residents).

**Elderly households** (elderly-headed households, elderly living alone or households with elderly members): In the 20km area of the ‘contact line’, 67 per cent of households have an elderly member, while in the two conflict-affected oblasts elderly people make up 17 per cent of the population. However, this number increases to 42 per cent within 20km of the ‘contact line’. Thirty-three per cent of households with elderly people reported needing help with water supply in GCA. Households with elderly members also experience more frequent problems with maintaining their hygiene and sanitation and are found to spend less on hygiene items than the average population in the same areas. According to WASH assessment findings, only seven per cent of households with elderly spend over UAH 300 per person per month on basic hygiene items (the value of a basic hygiene basket), compared to 17 per cent of households without elderly members. In addition, elderly people reported facing difficulties transporting water due to their physical limitation, especially in winter when the roads are slippery.

**Households with people with disabilities**: It is estimated that 42 per cent of households with people with disabilities need help with their water supply. They either no longer have access to improved water sources; have problems with the availability of piped drinking water; cannot afford the necessary materials for drinking water purification; wait excessively for delivered or trucked water (over 30 minutes); or they don’t have a hygienic place to store the water. Collecting trucked water is also more difficult for disabled people and the elderly.

In GCA, hygiene and sanitation needs are greater for households with disabled members: Some 36 per cent need help with sanitation, compared to only 26 per cent of the total population. That means people struggle to pump out individual septic tanks or cesspits, they remove or burn garbage by themselves without outside assistance, or they no longer have access to so-called “improved sanitation”. People with disabilities are also disproportionately vulnerable when it comes to sanitation and hygiene. Some 22 per cent need assistance with hygiene, compared to the average of 14 per cent. Many people with disabilities need help to afford adult nappies or urological pads.

Initial results of the WASH Cluster (multi-agency) Needs Assessment show that households with below average income are more likely to need help. Meanwhile households whose heating depends on water (up to 81 per cent) include households with central heating (38 per cent) and those reliant on private boilers (43 per cent). An interruption of the water supply also compromises heating, and people may not be able to afford alternative fuels, such as coal.

**Analysis of Humanitarian Needs**

**Access to water and heating** - Access to water remains a key concern in both GCA and NGCA. The active conflict in communities close to the ‘contact line’ creates risks for populations relying on centralized utility systems which often become the subject of shelling. Some pipelines have been damaged repeatedly, which increases the cost and complexity of such repairs, for example near Toretsk city. This affects the resilience of water systems and the ability of water utilities to repair damages. Furthermore, it impacts services in locations between opposing forces.

Within 20km of the ‘contact line’, access to water is considered more difficult than in the rest of GCA: fewer households have access to the centralised water supply (59 per cent compared to 72 per cent in the rest of GCA), and less access to bottled water (15 per cent compared to 29 per cent) and trucked drinking water (5 per cent compared to 12 per cent). Over a quarter of the respondents of the WASH Cluster Assessment Study reported a deterioration of the water situation since the beginning of the conflict.

In addition, access to water has been identified as a primary concern for households in isolated settlements. According to the recent study on isolated settlements conducted by REACH and the Protection Cluster, 35 per cent of households have experienced water shortages occasionally, while 11 per cent of households experience such shortages on a weekly basis. This not only creates additional costs for purchasing and transporting water, but also affects people’s ability to maintain hygiene and livelihoods. Among the surveyed residents of the 20km area along the ‘contact line’, 30 per cent noted that their situation with hygiene has become worse and about the same number reported that frequent stoppages of water have affected their gardening practices.

As a result, 31 per cent of households on both sides of the “contact line” require help with water supply. This need is even more acute for people living within 20km of the “contact line”, people living in rural areas and

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283. Ibid
284. WASH Cluster Study, 2019
287. REACH Humanitarian Trends Analysis 2019
288. Ibid
households with disabled members\(^{289}\).

**Quality of water** - The quality of water in the conflict-affected areas is yet another concern. According to the recent WASH assessment, almost two thirds (63 per cent) of households in GCA perceive the drinking water quality as unsuitable. Ten per cent of households have purification needs but cannot afford the costs of purification. Local wells are often poorly maintained (no lid or the rope to collect water is unhygienic) and water storing practices are not hygienic. Seven per cent of households store water in open containers, such as a bathtub or a bucket without a lid. The level of confidence in the quality of tap water is very low as no household level water testing has been conducted by the utility services.

According to the WASH assessment\(^{280}\) findings, four per cent of households in GCA have experienced cases of sickness due to the water quality in the past 12 months, including indigestion or stomach complaints, such as diarrhoea. This situation poses serious concerns with regards to the quality of water and requires humanitarian actors to undertake localized water tests to either reassure people about the quality of their water or provide means to improve its quality.

**Sanitation and hygiene** - Some 14 per cent of households in GCA and 13 per cent in NGCA have unsatisfactory hygiene practices, including the use of unhygienic menstrual hygiene materials, poor water handling or a lack of access to basic hygiene products, such as soap, laundry detergent, toilet paper and shampoo. This problem is more severe for households in rural areas, poor households and households with disabled and elderly people.\(^{290}\)

Overall, about 26 per cent of all households in GCA and 20 per cent in NGCA need help with sanitation, including assistance with septic tank disposal, garbage removal and access to improved sanitation. The 2012 MICS study\(^{292}\) showed that 99 per cent of people had access to either a flushing toilet (69.5 per cent) or other hygienic pit latrine options. In 2019 in Donetska and Luhanska oblasts, only 97 per cent of households have access to improved sanitation. Overall, three per cent of households use an unhygienic pit latrine (without a cleanable slab) or other options, and as many as nine per cent of households in rural areas fall short of the minimum expected standard.

<table>
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<th>INDICATORS</th>
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<td>1</td>
<td>% of households that need help with sanitation</td>
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<td>2</td>
<td>% of households that need help with water supply</td>
<td>WASH study</td>
</tr>
<tr>
<td>3</td>
<td>% of households that have insufficient access to water (for domestic purposes)</td>
<td>Inter-sectoral assessments (REACH)</td>
</tr>
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<td>4</td>
<td>% of households that need help with hygiene</td>
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<td>5</td>
<td>Coping strategies used to deal with water shortages or lack of water</td>
<td>Inter-sectoral assessments (REACH)</td>
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\(^{289}\) WASH Cluster (2019) Humanitarian Needs Assessment  
\(^{290}\) Ibid  
\(^{291}\) Ibid  
\(^{292}\) UNICEF/WHO (2012). Multi Indicator Cluster Study
Part 4

Annexes

ENTRY/EXIT CROSSING POINT 'STANYTSIA LUHANSKA', LUHANSKA OBLAST, GCA, UKRAINE
A queue to cross the 'contact line'. Photo: OCHA/Yevhen Maloletka
The analysis of humanitarian needs was informed by 45 assessments conducted by 20 humanitarian partners between August 2018 and August 2019. All this contributed to a comprehensive understanding of humanitarian needs in Ukraine, particularly in GCA, where humanitarian access is less constrained than in NGCA.

### Data Sources

The analysis of humanitarian needs was informed by 45 assessments conducted by 20 humanitarian partners between August 2018 and August 2019. All this contributed to a comprehensive understanding of humanitarian needs in Ukraine, particularly in GCA, where humanitarian access is less constrained than in NGCA.

### Number of assessments

<table>
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<tr>
<th>Oblasts</th>
<th>GCA / NGCA</th>
<th>Inter-cluster</th>
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<th>Food Security and Livelihoods</th>
<th>WASH</th>
<th>Shelter</th>
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Methodology

Intersectoral Analysis
The analysis of the situation and needs began in July 2019 with a Humanitarian Needs Analysis Workshop. During the workshop, around 25 technical experts from the clusters and operational agencies took stock of available data and defined the analysis scope and framework for the 2020 HNO. The participants endorsed the Joint InterSectoral Analysis Framework (JIAF) as the main methodology of the Humanitarian Needs Overview (HNO) and identified a total of 37 indicators - both sectoral and cross-cutting – that would be used to conduct the joint intersectoral analysis. The JIAF consists of four framework pillars - namely context, events/shocks, impact of the crisis, and humanitarian consequences.

In August, the Inter-Cluster Coordination Group (ICCG) conducted a series of needs analysis field consultations in Sievierodonetsk, Kramatorsk and Donetsk to seek views and expert judgement of field-based partners to strengthen the preliminary intersectoral analysis. Using the JIAF as the methodology, the field consultations allowed the review and context-driven analysis of existing and/or preliminary data. Expert judgement was sought to fill data gaps. It is worth mentioning that the ICCG mission to conduct the needs analysis field consultation in Donetsk was the first of its kind that was allowed into the area where access was often constrained. During the week of field consultations, over 80 participants discussed and validated the scope of the needs analysis, agreed on population groups and sub-groups, geographic areas (unit) and corresponding indicators, and provided insightful area-based inputs to strengthen the analysis as per the four JIAF pillars.

Following the field consultations, a Needs Analysis Finalization Workshop was organized in Kyiv in early September. The workshop brought together a wide range of humanitarian and development partners to review qualitative analytical inputs from the field.

293. Please note that the figures on mine action indicator should be considered as an estimate rather than the final number of ‘people in need’ or ‘people affected’, as mine action partners can only provide accurate figures once all minefields in Donetsk and Luhansk regions are fully surveyed.
consultations. After triangulating the inputs with quantitative data analysis and expert judgment, a shared analysis of the humanitarian situation and needs was established. The workshop participants agreed on the final categories of the most vulnerable population groups and sub-groups that would be considered in the needs analysis as well as the geographic focus for the analysis. The workshop also generated a broad consensus on the main issues reflected under each humanitarian consequence, including the preliminary analysis of ‘Severity of Needs’ and ‘People in Need’ figures in each of the identified geographic zones.

It is also worth mentioning that the 2020 needs analysis was complemented by the ICCG regular community visits that have been organised every six to seven weeks since April 2019 to garner first-hand understanding of the humanitarian needs, including in some of the hardest-to-reach areas along the ‘contact line’. Such visits allow the ICCG to engage in an open and honest dialogue with community members and seek their views and feedback on humanitarian needs and assistance received. The field-focused needs analysis processes and the regular ICCG field visit help substantiate the HNO analysis that takes into account the views and priorities of the people they seek to serve.

People in Need (PiN) Calculation

The total PiN reflects the sum of two main humanitarian caseloads – the residents of the two conflict-affected oblasts and the IDPs who live permanently in GCA.

Resident PiN

Based on the JIAF, the total PiN figure was calculated using the highest percentage against one of the 38 JIAF indicators for each of the five priority geographic areas – with rural and urban disaggregation, where feasible. The selected percentage was used as the coefficient against the population baseline in each of the five geographic areas. This methodology was conditional on a confirmation that the data from the relevant assessments was statistically representative for the geographic units of analysis of the HNO. When there was no information available, which was particularly the case for the area outside the Government’s control, identified information gaps were filled in by expert judgement. Both data analysis and expert knowledge were used to support each other in generating the key figures in the HNO, at each stage.

IDP PiN

For the IDP caseload, the calculation was based on the 1.4 million IDPs who were registered by the MoSP as of August 2019. However, there was a general understanding that not all of these 1.4 million registered IDPs were in living in GCA. Many of them lived in NGCA but had to register as IDPs with the MoSP to maintain their access to pension and social payments provided by the Government of Ukraine. This is due to the Government’s policy that explicitly links pension payments with IDP registration. They regularly have to cross the ‘contact line’ to GCA to access pensions and social payments.

For planning purposes and to avoid potential double counting of caseload, a distinction within these 1.4 million registered IDPs was made as to whether they lived in GCA or in NGCA. The methodology that was originally developed in 2016 was further refined to facilitate the calculation of IDP caseload. Applying the endorsed calculation methodology for the 2020 HPC, the IMWG and ICGG have agreed to endorse a baseline figure of 730,000 IDPs – out of the 1.4 million ‘registered’ IDPs – as those who permanently lived in GCA. The rest of the registered IDPs (around 670,000) were considered as living permanently in NGCA and as such, included in the ‘NGCA resident’ caseload.

For the 2020 HPC, two IDP-related indicators were identified by Protection Cluster and included in the JIAF. They were:

- Percentage of IDPs having to cut expenses even for food or having only enough funds for food (source: IOM’s National Monitoring System)
- Percentage of IDPs who continue to live in collective centres and/or living in rented accommodation.

It was agreed that the first indicator should be used to calculate IDP PiN, with a rationale that renting accommodation was not a form of vulnerability, however, not having enough food was. As such, the IDP PiN was estimated to be around 350,000, in addition to the resident caseload.

Determining Severity of Needs

The 2020 severity ranking methodology was a hybrid between what was used in the previous years and the JIAF indicators. A five-scale methodology was used for severity ranking, strictly in line with the global guidance.

Severity ranking was done through a two-tiered approach.

First, the clusters defined the threshold values against the identified indicators. Where data was available, the defined thresholds were applied systematically.

Where data was not available, expert judgement was called upon to determine the severity scale.

All the determined severity values were consolidated at the inter-cluster level to produce a composite severity map at raion level (admin 2). The clusters unanimously agreed not to have sectoral severity map.
# Final Joint Intersectoral Analysis Framework (JIAF) for the 2020 Ukraine HNO

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<th>INDICATORS</th>
<th>DATA SOURCE</th>
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<td>Physical &amp; mental wellbeing</td>
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<td>% of households that have insufficient access to water (for domestic purposes)</td>
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<td>Physical &amp; mental wellbeing</td>
<td>% of IDPs who have to limit expenses even for food or have enough funds only for food[^4]</td>
<td>National Monitoring System Report (IOM)</td>
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<td>% of individuals with chronic illnesses</td>
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<td>Living standards</td>
<td>% of households living in damaged accommodations</td>
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[^4]: Also used for Living standards consequence
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<th>% of households that cannot afford all school supplies</th>
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<tr>
<td>Living standards</td>
<td>% of households with school-aged children (6-17) reported having no access to any education facility</td>
<td>Inter-sectoral assessments (REACH)</td>
</tr>
<tr>
<td>Living standards</td>
<td>% of IDPs who have to limit expenses even for food or have enough funds only for food</td>
<td>National Monitoring System Report(IOM)</td>
</tr>
<tr>
<td>Living standards</td>
<td>% of moderately food insecure</td>
<td>Food security assessment (FSLC &amp; REACH)</td>
</tr>
<tr>
<td>Living standards</td>
<td>% of households that reduce the number of meals eaten per day</td>
<td>Inter-sectoral assessments (REACH)</td>
</tr>
<tr>
<td>Living standards</td>
<td>% of severely food insecure population</td>
<td>Food security assessment (FSLC &amp; REACH)</td>
</tr>
<tr>
<td>Living standards</td>
<td>Average distance to nearest market (more than 6km)</td>
<td>Inter-sectoral assessments (REACH)</td>
</tr>
<tr>
<td>Living standards</td>
<td>% of households that experienced difficulties in accessing healthcare in this year</td>
<td>Inter-sectoral assessments (REACH)</td>
</tr>
<tr>
<td>Living standards</td>
<td>% of households that reduced healthcare expenses due to lack of resources to meet basic needs</td>
<td>Inter-sectoral assessments (REACH)</td>
</tr>
<tr>
<td>Living standards</td>
<td>% of households that spent savings as a coping strategy to cope with lack of resources to meet basic needs</td>
<td>Inter-sectoral assessments (REACH)</td>
</tr>
<tr>
<td>Living standards</td>
<td>% of &quot;not displaced&quot; and &quot;displaced and returned&quot; households living in partially damaged or destroyed shelter by distance to 'contact line'</td>
<td>Protection Cluster</td>
</tr>
<tr>
<td>Living standards</td>
<td>Main safety and security concerns on children’s commute to education facility</td>
<td>Inter-sectoral assessments (REACH)</td>
</tr>
<tr>
<td>Living standards</td>
<td>Coping strategies used to deal with water shortages or lack of water</td>
<td>Inter-sectoral assessments (REACH)</td>
</tr>
<tr>
<td>Protection</td>
<td>% of adults (18-59) who crossed the 'contact line' at least once in 2018 to resolve issues with documents, pension or family unity</td>
<td>Protection Cluster</td>
</tr>
<tr>
<td>Protection</td>
<td>% of women (18+) for whom GBV-related services are not available</td>
<td>Protection Cluster</td>
</tr>
<tr>
<td>Protection</td>
<td># of children born in NGCA between 2015 and 2018 who have not received a birth certificate from the Ukrainian authorities</td>
<td>Protection Cluster</td>
</tr>
<tr>
<td>Protection</td>
<td>% of children and caregivers in need of psychosocial support and protection services</td>
<td>Protection Cluster</td>
</tr>
<tr>
<td>Protection</td>
<td>% of households that reported that at least one member required legal assistance</td>
<td>Inter-sectoral assessments (REACH)</td>
</tr>
</tbody>
</table>

295 Please note that the figures on mine action indicator should be considered as an estimate rather than the final number of 'people in need' or 'people affected', as mine action partners can only provide accurate figures once all minefields in Donetsk and Luhansk regions are fully surveyed.
<table>
<thead>
<tr>
<th>Protection</th>
<th>% of older people who crossed the ‘contact line’ at least once in 2018 to recover a pension or resolve key issues (withdraw cash or buy basic goods)</th>
<th>Protection Cluster</th>
</tr>
</thead>
<tbody>
<tr>
<td>Protection</td>
<td>% of persons at risk of exposure to areas contaminated by mines and UXO&lt;sup&gt;26&lt;/sup&gt;</td>
<td>Protection Cluster</td>
</tr>
<tr>
<td>Protection</td>
<td>% of individuals who miss documentation in their household</td>
<td>Inter-sectoral assessments (REACH)</td>
</tr>
<tr>
<td>Protection</td>
<td>% of IDPs who have not been integrated into local communities</td>
<td>Protection Cluster</td>
</tr>
<tr>
<td>Resilience and recovery</td>
<td>% of households that borrowed food or relied on help from family/friends</td>
<td>Inter-sectoral assessments (REACH)</td>
</tr>
<tr>
<td>Resilience and recovery</td>
<td>% of facilities that have been damaged as a result of the conflict (any time starting from the beginning of the conflict)</td>
<td>Inter-sectoral assessments (REACH)</td>
</tr>
<tr>
<td>Resilience and recovery</td>
<td>% of displaced households that reported that their shelter in their AoO has been repaired</td>
<td>Inter-sectoral assessments (REACH)</td>
</tr>
</tbody>
</table>
Information Gaps and Limitations

According to the Assessment Registry, some 45 assessments have been conducted between August 2018 and August 2019, including those with multi-sectoral, sector-specific, project-specific or thematic focus. The majority of the assessments have covered GCA, while only a handful have focussed on NGCA due to access constraints.

The major assessment that examines the situation and needs in NGCA is the Multi-Sectoral Needs Assessment released by REACH in February 2019. While the analysis provides a good overview of humanitarian needs in the region, the problem of limited access poses restrictions on data collection and subsequently the ‘granular’ depth and breadth of analysis that are required by the enhanced approach to the 2020 Humanitarian Program Cycle. Other studies that extend a limited coverage to NGCA include the quarterly report on the Human Rights Situation in Ukraine by OHCHR, the quarterly review of “Crossing the Contact Line” by the NGO Right to Protection (conducted in GCA) and the WASH Cluster’s study which expresses limitations in interpreting NGCA findings as they are not statically relevant.

In order to respond to the growing thirst for credible data of NGCA, a creative collaboration has been put in place this year: the place-of-origin assessment which REACH and the NGO Right to Protection conducted at the EECPs in GCA. Taking into consideration that nearly 90 per cent of the EECP crossings were from NGCA to GCA, the findings of such an assessment are useful for establishing an overview of the situation and needs based on the testimonies of people from NGCA who cross the ‘contact line’ to GCA. However, its findings are neither detailed nor spatially and statistically representative, compared to household assessments with an appropriate sampling size and structure. Such data may not be appropriate for programmatic response where information about specific vulnerabilities groups or issues may be required.

While the volume of information regarding the conditions and needs of the affected populations in GCA is relatively high thanks to easier access, the findings of the various assessments are not always compatible due to two reasons – one is the different sampling methodologies and the other is limited funding. In NGCA, field-based partners strongly call for extending the coverage of the needs assessment to the areas beyond 20km of the ‘contact line’, provided access is possible. The area has reportedly been neglected for the past five years and there are concerns that the humanitarian situation and needs there are equally serious to those closer to the ‘contact line’.

As the enhanced approach to the 2020 HPC requires a greater depth and breadth of analysis of the situation and associated needs, it calls for more investment in building up analytical and information management capacity of all concerned, including the clusters. The need for missing data, particularly related to people with disabilities, as well as the granularity and representativeness of data at the lowest possible level will also persist, given such an ambitious shift of the new HPC approach. There is a need for a stronger collaboration for coordinated or joint assessments in 2020 and beyond to optimise not only the limited resources available, but also the opening of access where/if possible, for the benefit of humanitarian programming and monitoring.
Acronyms

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