

# UKRAINE COLLECTIVE SITE MONITORING | ROUND 10

## KEY MESSAGES



**Resolution #930 Compliance:** on average, collective sites (CSs) comply with 67% of the indicators related to minimum standards (see full list in Annex 1). The macro-regional hub with the highest average compliance score are the Western and Central hubs (68% average), the lowest is the Northern hub (62%).<sup>1</sup>



**Space arrangement:** twenty-three per cent (23%) of the CSs reportedly accommodated more than 4 IDPs per sleeping space. Eight per cent (8%) of the CSs located in Donetsk and 5% in Odesa oblasts reportedly accommodated more than 20 people per sleeping space (e.g., open spaces).<sup>2</sup>



**Risk of prolonged stay:** three quarters (76%) of the site managers reported that residents commonly stay in the site for up to a year and a half.



**Winterization:** forty-one per cent (41%) of the CSs reported having no backup heating source, with the lowest coverage found in the Eastern Hub (48%). About half (46%) of the CSs with individual boiler rooms, coal, or wood-fired heating reported needing fuel for the coming winter season.



**Access to water:** the majority (84%) of the CSs stated that site residents had enough water for all needs including drinking, cooking, personal hygiene, laundry, and other domestic purposes. Water quality was reported as very poor by 11% of the CSs in Chernihivska, and 7% in Rivnenska oblasts.



**Vulnerable groups:** sixty per cent (60%) of the CSs reported the presence of persons with registered or unregistered disabilities.<sup>3</sup> One-third (32%) of the CSs reported the presence of people in need of personal care who lack relatives or friends able to provide it, including 4% where care cannot be provided in the CS.



**Disability-friendly infrastructure:** more than half (58%) of the CSs were not equipped with disability-friendly infrastructure - elevators, external ramps, horizontal bars on doors, etc. This was particularly the case in Kharkivska (80%), Donetsk (79%), Zaporizka (76%), and Sumska (71%) oblasts.

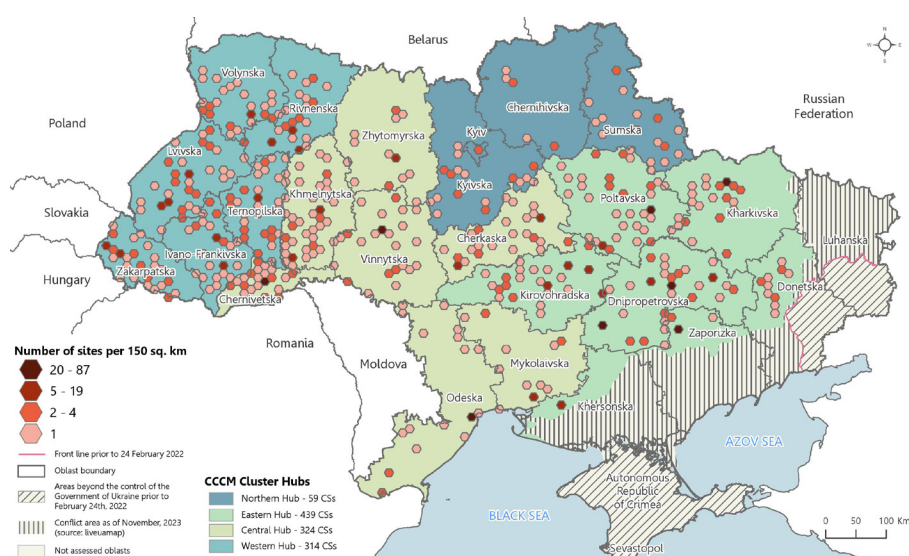


**Protection concerns:** in 40% of the CSs there was no site-level system in place to report cases of gender-based violence, human trafficking incidents, sexual exploitation, and abuse. Areas of particular concern are Dnipropetrovska (85%), Sumska (67%), and Poltavka (63%) oblasts.



**Capacity building:** twenty-eight per cent (28%) of site administrators completed training on CCCM and 22% on protection topics (e.g., protection from sexual exploitation and abuse, prevention of gender-based violence (GBV)); 43% reportedly have not completed any training. Higher percentages without training were reported in Rivnenska (74%) and Zaporizka (69%) oblasts.

## ASSESSMENT COVERAGE



The CSM Round 10 includes Sub-national Hubs according to the designations of the CCCM Cluster Ukraine.

## CONTEXT & RATIONALE

The Collective Site Monitoring (CSM) is an initiative of the Camp Coordination and Camp Management (CCCM) Cluster in Ukraine implemented by REACH and supported by Cluster partner organizations and Ombudsman Office. It aims at providing a wide range of stakeholders, including humanitarian agencies and Ukrainian authorities, with essential information regarding the situation in collective sites (CSs) hosting Internally Displaced Persons (IDPs).

The CSM Round 10 data collection occurred from 9 to 22 October 2023. In total, 1,136 CSs were assessed through key informant interviews, with the sites sampled purposely (see the [Context and Methodology](#) section).

Given the non-representative sampling, findings should be read as indicative.

1. The list of oblasts in each macro-regional hub can be found in the Methodology section, on p. 11.

2. A sleeping space refers to a single hard-walled room or an open space with or without dividers. Multiple space arrangement options can be found in a single CS: some IDPs may be accommodated in single-household rooms while others sleep in multiple-household rooms or open spaces.

3. Persons with registered disabilities have officially documented their disability status by passing a medical and social expert commission (MSEK) which determines the disability group, and receive state assistance. Unregistered persons with disabilities do not have an official disability status and are ineligible to receive specific state assistance.

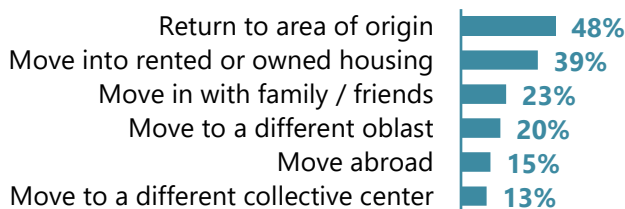
## DEMOGRAPHIC CHARACTERISTICS AND MOVEMENT INTENTIONS

Round 10 covered 1,136 CSs with a total capacity of 98,262 places. IDPs were occupying 55,935 places, for a total average CS occupancy rate of 57%.<sup>4</sup>

The residents' usual duration of stay was, for 86% of the CSs, reported as up to a year and more with 10% of the CSs managers reporting that the residents commonly stayed up to a year, and 76% - up to a year and a half.

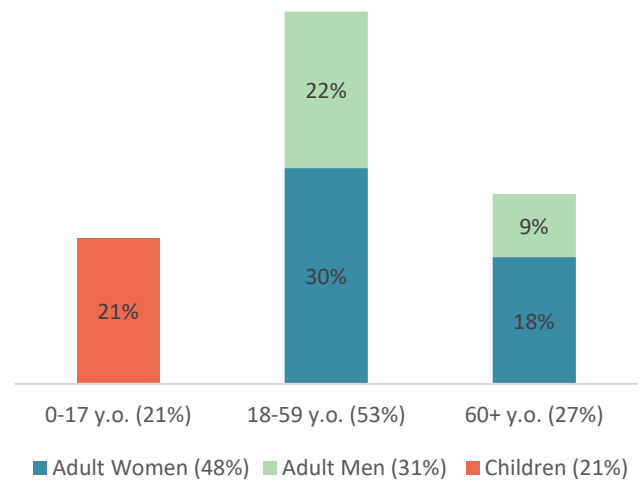
Nearly half of the site managers (46%) reported cases when IDPs voluntarily left the CSs in 60 days prior to data collection (August - mid of October 2023). According to their estimates, the outflow of IDPs was about 14,685 persons (26% of the population of the CSs surveyed), with around four-fifths of them in the Northern Hub (11,622 persons).

### Most frequently reported reasons to leave CS, % of CSs



A few (6%) of the CSs reported evicting residents in the 60 days prior to data collection, most frequently in Kyivska (67%), Chernihivska (22%), and Kharkivska (20%) oblasts. Amongst the main reported reasons were the dangerous or belligerent behaviour of IDPs (71%) or not following rules and regulations (55% of the CSs).

### Collective site population, % of CS residents



### Unaccompanied children and people who require caregiver support

Overall, 2% of the site managers reported the presence of unaccompanied children.<sup>5</sup> The proportion was higher in Sumska (10%), Volynska (7%), Zakarpatska, and Chernivetska (4% in each) oblasts.

One-third (32%) of the CSs reported the presence of people in need of personal care who lack relatives or friends able to provide it, including 4% where care cannot be provided in the CS. The highest proportions with regards the latter were found in Lvivska (16%), Zhytomyrska (14%), and Ivano-Frankivska (8%) oblasts.

### Presence of vulnerable groups, % of CSs hosting at least one person

89%	Older women (60+)
80%	Older men (60+)
60%	Persons with registered or unregistered disabilities
33%	Female-headed households
17%	Households with 3 or more children
16%	People with chronic illness, including mental health issues
8%	Pregnant or lactating mothers
7%	Did not report the presence of any vulnerable group

## PRESENCE OF ELDERLY PEOPLE AND VULNERABLE PEOPLE IN COLLECTIVE CENTERS



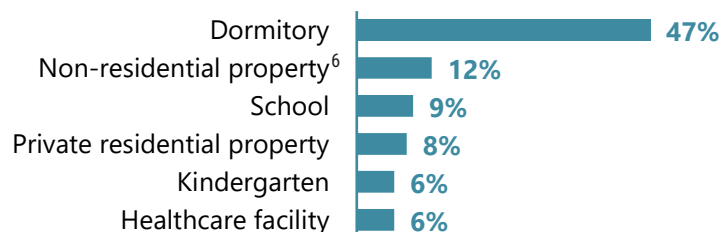
4. The total capacity and occupancy rate was calculated based on 1,072 responses and includes only active CSs.

5. Unaccompanied children are children residing without parents or official caregivers.

## SITE MANAGEMENT & ACCOUNTABILITY

Fourty-four per cent (44%) of the CSs are located in communal property, followed by state (central government) (39%) and private property (17%).

### Building type, % of CSs



### Site management

The vast majority (93%) of the CSs are managed by an identified organization or authority, most frequently by local authorities (41% of the managed CSs), educational institutions (34%), and central government bodies (18%). However, thirty-eight per cent (38%) of the surveyed sites in Kharkivska oblast, and 15% both in Cherkaska and Rivnenska oblasts reportedly did not have an organisation managing the site. Nearly 88% of the managed CSs reported the presence of the site management focal point on site either during the day (45%) or permanently (24/7) (43%).

Most (94%) of the CSs reportedly consult residents for decision-making on-site: 66% through general meetings, 62% through individual consultations, 18% through groups on social media, and 12% through IDPs active groups or focal points.<sup>7</sup> Sixty-seven per cent (67%) of the CS managers stated that site residents contribute to the administration of the collective centre. The most commonly reported forms of participation were site care and maintenance (including cleaning) (96%) followed by support in administrative tasks (24%), and organizing community activities (integration, cultural, livelihoods) (18%).<sup>8</sup>

### Site administration training

Fourty-three per cent (43%) of the CSs administrators reportedly did not complete any training related to site management. Of those who were trained, 35% received the first aid and/or psychological assistance training, 33% were trained on rules for handling explosive objects, 28% underwent CCCM Cluster induction session, 22% received training on protection topics (e.g., PSEA, GBV prevention, etc.), and 16% completed training on Site management (other than CCCM).

### CSs Regulations

The majority (94%) of the CSs have an enrollment system in place to register residents: 85% reportedly record both new arrivals and departures, and 9% only record arrivals. The most cited documents needed for residence in the CSs were a national passport (95%), an IDP certificate (77%), and the taxpayer identification number (45%).

Most of the CSs (84%) have rules of stay established in writing, but only two-thirds (63%) sign contracts with IDPs to define the terms of residency. Three per cent (3%) of the CSs report signing such contracts with new arrivals only.

### Feedback and complaint mechanism

Most (96%) of the CSs reported that feedback and complaint mechanisms were in place. In 88% of these CSs, complaints are reportedly handled directly by site management. In addition, CSs administrators reported that suggestion/feedback boxes (30%) as well as hotlines (16%) were available for communication with internally displaced persons (IDPs).

Sumska oblast had the highest share of CSs without feedback mechanism (46%) followed by Cherkaska (12%) and Chernihivska (11%) oblasts.

### Site closure

Nearly 3% of the CSs managers reported foreseeing site closure in the time before the 1st of March 2024. Of those, resuming their original function (64%), non-compliance with minimum standards (according to the Resolution 930) (25%), and due to an insufficient number of IDPs residing (14%) were the most frequently cited reasons for upcoming closure.

In terms of upcoming closures, the following oblasts should be highlighted: Cherkaska (12% of the CSs), and Kirovohradska (11%) oblasts.

## ACCESS TO INFORMATION

### Availability of information on site, by % of CSs

91%	Information about state-level IDP registration
89%	Information about available health facilities and services
89%	Information about government and local programs providing cash or in-kind support to IDPs
86%	Information regarding pensions and state social protection programs
86%	Information about how to apply to local authorities/state bodies, receive documents confirming war-related damages to house and/or property, and receive compensation
85%	Information about state education services (e.g. enrollment in schools and kindergartens)
85%	Information about legal aid
84%	Information about registration in the State employment service, its career guidance events, and employment opportunities it offers
84%	Information about accommodation options outside of the site (rented apartments, social housing, etc.)
69%	Information about Explosive Ordnance Risk Education
68%	Information about PSEA (protection against sexual exploitation and abuse) and GBV services

6. Non-residential property includes: religious building, library, shop, office building, house of culture, restaurant, etc.

7. Multiple choices were permitted; the sum might exceed 100%.

8. Social activities for collective site residents (13% of the CSs), and initiatives aimed at upgrading site infrastructure (12%) were other forms of participation.



## SPACE ARRANGEMENT

- 48%** of the CSs managers reported that spaces allocated for IDPs are not separated from the spaces used for the site's primary function
- 42%** reportedly allocated only up to 6 square meters of sleeping area per person
- 23%** reportedly accommodated more than 4 IDPs per sleeping space

- 8%** of the CSs managers reported that the collective site is overcrowded
- 7%** reportedly did not have an evacuation plan on site
- 5%** reportedly accommodated IDPs in spaces intended for common use

### Accommodation

Almost half (47%) of the CS managers declared having a complete allocation plan in place for different groups of IDPs, 20% having special accommodation plans for specific people, and 33% were not involved in planning for allocation.

Overall, 8% of the surveyed CSs reported overcrowding conditions. This was more frequently reported in Vinnytska (24%) and Cherkaska (17%) oblasts.

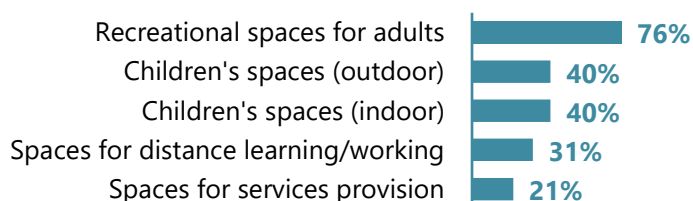
It was found that 23% of the CSs did not on average accommodate IDPs in rooms of 4 people or less. In 17% of the CSs, up to 8 residents shared a sleeping space; in 4% of the CSs the average was up to 12 people per sleeping area. Two per cent (2%) of the CSs reported accommodating up to 20 individuals per single sleeping space.<sup>9</sup> Eight per cent (8%) of the CSs in Donetsk and 5% in Odeska oblasts reportedly accommodated more than 20 people per sleeping space.

### Common spaces

More than half (55%) of the CSs were reportedly used not only for hosting IDPs but also to execute their primary function. Of those, 48% stated that the areas allocated for IDPs are not separate from the spaces used for the site's primary function.

The majority (89%) of the CSs reportedly had kitchen(s), 53% had common eating areas, and 43% had at their disposal food storage. A few (4%) of the sites reportedly lacked these

#### Other types of common spaces used on site, % of CSs<sup>10</sup>

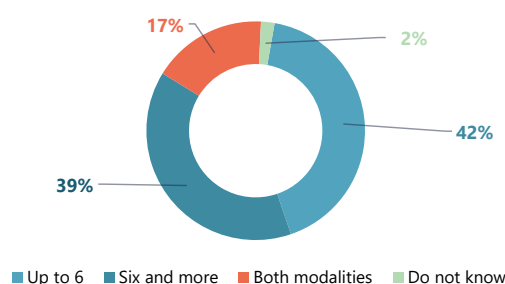


common areas, in particular in Chernihivska (78%), Sumska (21%), Khersonska, and Kyivska (13% each) oblasts. Two-thirds (65%) of the site managers reported that another type of common space was established and used on site.

### Private spaces

The majority (83%) of the CSs reported accommodating IDPs in single-family rooms, while 45% reported that some or all rooms were shared by multiple households.<sup>11</sup> Three per cent (3%) of the CSs reported that residents shared one open space with space dividers. In addition, 2% of the CSs reportedly accommodated IDPs in one open space without dividers. The proportion increases to 15% in Rivnenska, and to 13% in Kyivska oblasts.

#### Square meters available in the sleeping space for each person, % of CSs



Further, 61% of the CSs which reported sleeping areas shared by multiple households indicated a lack of gender separation in such sleeping areas. In Chernihivska, Kyivska, and Volynska oblasts, this issue was reported by all (100%) of the CSs which accommodate IDPs in areas shared by multiple households.

The lack of lockers for IDPs to store their belongings and documents safely still remains an issue, with 35% of the CSs reportedly lacking them, and 16% having them in insufficient quantity.

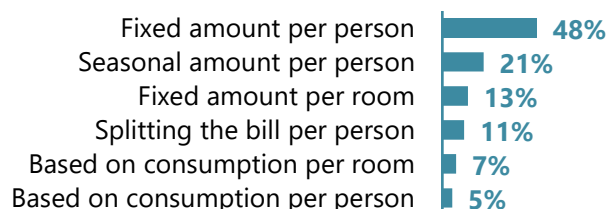
## Fees for staying and utilities

One-fifth (20%) of the CSs reported charging money from IDPs for residence with a higher share found in the Eastern (27%) and the Northern (30%) Hubs. Average monthly fees for staying reportedly amounted to 1,138 UAH per resident.

In terms of compensation for utility bills, 56% of the CS claimed receiving it from the state budget as per Resolution 261,<sup>12</sup> 16% charged site residents, and 4% paid the cost of utilities with the support of the humanitarian actors.

Average monthly fees for utilities consumed reportedly amounted to 790 UAH per resident.

#### Most frequently reported modalities of compensation for utility bills, % of CSs



9, 10, 11. The sum exceed 100% as multiple choices were permitted.

12. Resolution of the Cabinet of Ministers of Ukraine dated March 11, 2022. No. 261 "On the approval of the Procedure and conditions for providing compensation for utility services consumed during the settlement of internally displaced persons in buildings (premises) of state, communal and private property during martial law".



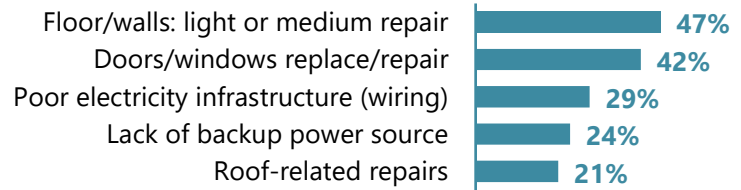
## SHELTER, INFRASTRUCTURE

- 58%** of the CSs reportedly lacked disability-friendly infrastructure (not considering WASH facilities)
- 20%** were not able to maintain the temperature within the range of 18-25 C°
- 15%** did not have a bomb shelter nearby or inside CS building

Nearly three-quarters (78%) of the CSs reportedly were able to maintain the temperature within 18-25 C° in the collective site premises, but 20% were unable to do so: 15% of the CSs reported lower temperatures during winter and 8% higher temperatures in the summer, 2% reported no ability to regulate temperature at all within the acceptable range.

Further, 58% of the site managers stated that the CSs were not equipped with disability-friendly infrastructure - elevators, external ramps, horizontal bars on doors, etc. This was particularly the case in Kharkivska (80%), Donetsk

### Shelter needs most frequently reported as top 3 priorities, % of CSs<sup>13</sup>



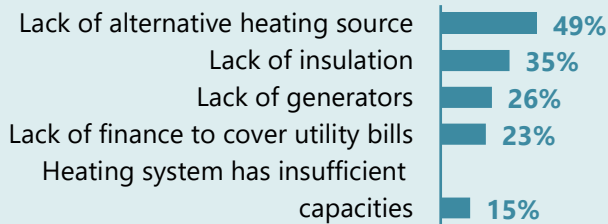
(79%), Zaporizka (76%), and Sumska (71%) oblasts. In 27% of the CSs disability-friendly infrastructure (except WASH) was partially in place.

The majority (84%) of the CSs reportedly had a bomb shelter either in the facility itself (43%) or nearby (less than 10 min by foot) (41%).

According to the data obtained, 52% of the bomb shelters were not accessible for elderly people and people with disabilities, especially in Dnipropetrovska (82% of the CSs), Sumska (79%), and Kharkivska (77%) oblasts.

## WINTERIZATION

### Winterization needs most frequently reported as top 3 priorities, % of CSs



- Central heating was the most common type of heating and was reported by 45% of the sites surveyed, followed by individual boiler rooms (30%) and wood heating (10%). Of the sites that reported using individual boiler rooms, coal, or wood heating, 46% informed about the need for fuel for the upcoming winter season, while 11% reported a partial need.
- Fifty-seven per cent (57%) of the CSs confirmed having a backup power source available. Almost a third (28%) of them stated that the backup source can fully satisfy the demands, 68% that it can partially meet demands, and 3% that it cannot meet demands at all.
- The lowest coverage in terms of backup power source was found in the Eastern Hub (48% of the CSs).

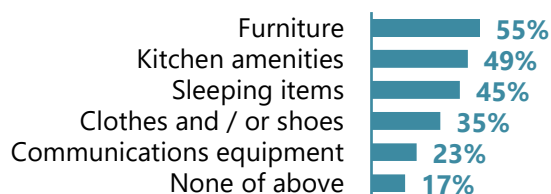
## WINTERIZATION NEEDS IN COLLECTIVE SITES



13. Multiple choices were permitted; the sum might exceed 100%.

## NON-FOOD ITEMS (NFI)

### General needs in NFI, % of CSs



Overall, around 83% of the CSs reported needs in one or several types of NFIs.

The survey indicates that the level of demand for NFIs was evenly distributed across Ukraine. However, the CSs in the Northern Hub had a higher share of the CSs in need of furniture (communal and individual use) - 64%, sleeping items (54%), and communication equipment (51%).

The Northern Hub CSs reported needing various types of furnitures in the highest proportions. In particular, chairs were mentioned in 84% of the Northern CSs, tables in 71% of them, and wardrobes in 63% of them.

Cupboards were most frequently needed in Lvivska (95%), Volynska (93%), Sumska, and Chernivetska (92% each) oblasts.

Meanwhile, 90% of the CSs in both Ivano-Frankivska and Lvivska oblasts required more personal lockers.

Similarly, Northern Hub CSs reported needing kitchen amenities in the highest proportion. In particular, the CSs in the North most frequently reported requiring fridges, utensils (77% each option), and microwaves (74%).

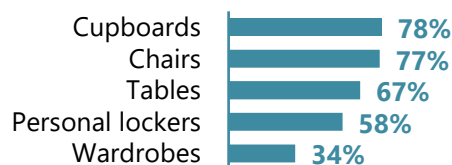
The level of demand for specific types of kitchen amenities varies across Ukraine and within each oblast.

Sleeping items were also needed by higher proportions of the CSs in the Northern Hub. In addition, a need for bed linen was reported by 100% of the CSs in Chernihivska, Donetsk, Khersonska, Kyivska, Sumska, and Zhytomyrska oblasts. All (100%) of the CSs in Khersonska oblasts reported needing blankets.

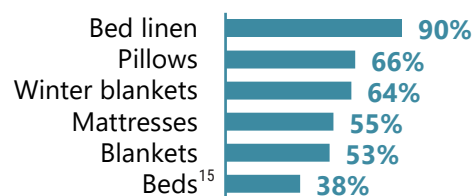
Needs in different types of clothes and shoes varies in each oblast across the country, albeit still with a higher proportion of Northern CSs reporting such needs.

It is interesting to note that none (0%) of the CSs located in Chernihivska and Sumska oblast reported any need for children's clothing or shoes.

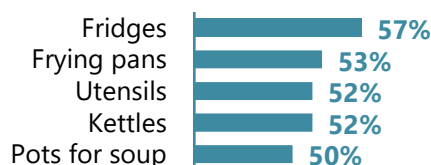
### Reported types of furniture needed, % of CSs<sup>14</sup>



### Top 6 types of sleeping items needed, % of CSs



### Top 5 types of kitchen amenities needed, % of CSs<sup>16</sup>



### Top 6 types of clothes / shoes needed, % of CSs



## HEALTH

According to the CSs managers, almost all interviewed CSs were reachable by ambulance, with the exception of 2% of the collective sites in Ternopilska and Zakarpatska oblasts and 1% of those in Poltavaska oblast.

First aid kits were reportedly absent in 9% of the CSs. The unavailability of first aid kits was reportedly more frequent in CSs established in kindergartens (17%), modular towns (15%), and non-residential property (11%).

### Absence of first-aid kits, % of CSs



14. Several CS managers also reported needs for the partitioning walls.

15. In addition, 13% out of the CSs that reported needs for sleeping items informed need for the functional beds for specific needs.

16. Stoves (48% out of the CSs that voiced the needs in kitchen amenities), microwaves (44%), storage spaces (pantry / cupboards) - 35%, and ovens (32%) also were reported by CS managers.

## FOOD SECURITY

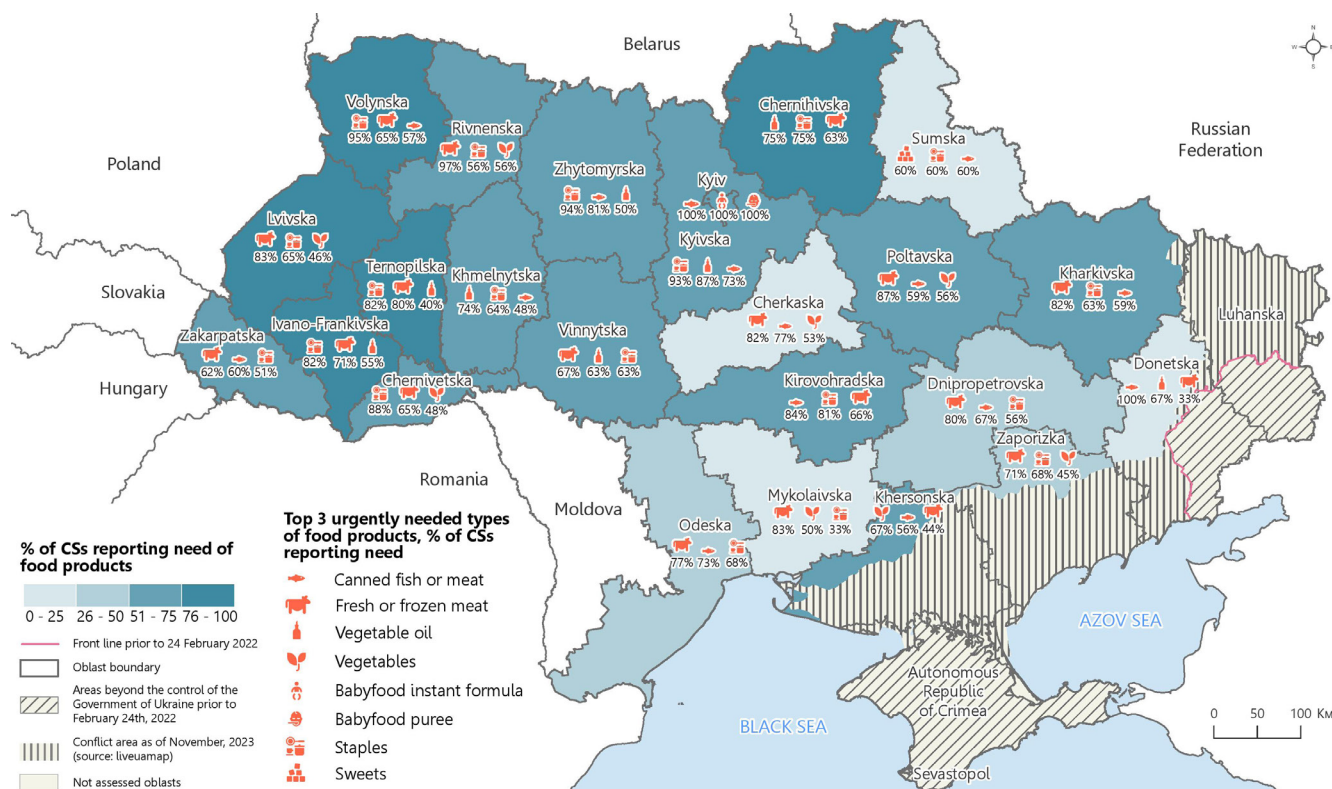
The most frequently reported ways CSs residents accessed food was by purchasing it themselves (84% of the CSs), it being provided by an NGO (27%), or by site management (16%).

It is worth noting that the proportion of the CSs where residents reportedly rely on food provided by NGOs is lower than in the precedent round (40% in round 9), while the proportion of the CSs where residents buy or cook their own food is higher (76% in round 9).

A higher proportion of the CSs reporting that residents rely on NGOs for food access was found in Zaporizka (60%) and Kyivska (57%) oblasts.

Around two-thirds (62%) of the CSs stated needs for food products: either extreme (47%) or partial (15%). Specifically, extreme needs for food products were reported by 89% site managers in Chernihivska, 70% in Lvivska, and 68% in Ternopil'ska oblasts.

## FOOD NEEDS IN COLLECTIVE SITES



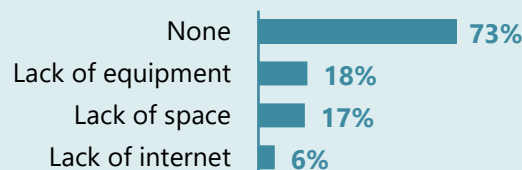
## EDUCATION

Around a third (35%) of the CSs reported that the majority of the school-aged children on the site were accessing education remotely, 41% through a mixed mode,<sup>17</sup> and 23% that they accessed education in-person. The latter mode was more prevalent in the Central (43% of the CSs) and Western (30%) Hubs, with much lower percentages in the Northern (15%) and Eastern (4%) Hubs.

Nearly one-third (27%) of the CSs reported at least one barrier for children in terms of access to education. In particular, a lack of equipment (laptops, in particular) was reported as a barrier to access education in 18% of the CSs. Such an issue was most frequently stated by site managers in Chernihivska (50% of the CSs), Kharkivska (34%), and Kyivska (33%) oblasts. A lack of separate space dedicated to distance learning was reported as a barrier in 17% of the CSs (particularly in Chernihivska (50%), Rivnenska (42%), Kyivska and Mykolaivska (33% each) oblasts), while a lack of internet connection was reported as a barrier in 6% of them.

Twenty-six per cent (26%) of the CSs accommodated in educational facilities (i.e., schools, kindergartens, dormitories, and other educational facilities) reported that education services were partially hindered due to hosting IDPs, and 5% claimed that it had a considerable impact, up to the suspension of their original function. Two-thirds (66%) of the CSs in educational facilities reported it did not negatively impact the provision of education services.

### Barriers to education access, % of the CSs



17. Mixed mode of education combines both in-person and remote learning.



## WASH

### Compliance with WASH-related minimum standards as defined by Resolution 930

- 85%** Insufficient drying machines (1 machine per 20 residents)
- 64%** Insufficient washing machines (1 machine per 10 residents)
- 26%** Insufficient bathing facilities (1 place per 12 residents)
- 20%** Insufficient toilets (1 place per 10 residents)

## Access to water

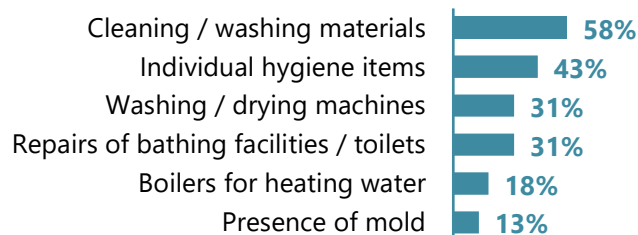
The majority (84%) of the CSs stated that site residents had enough water for all needs including drinking, cooking, personal hygiene, laundry, and other domestic purposes. The proportion was lower in Kharkivska (61%), Sumska (71%), and Lvivska (72%) oblasts. Importantly, 3% of the CSs in the Western Hub reportedly did not have enough water for any of those needs, including drinking. This was particularly the case in Ternopil'ska and Lvivska (6% each) oblasts as well as in Ivano-Frankivska (4%) oblasts.

The vast majority (95%) of the CSs managers informed that site residents have sufficient water to meet all needs on an everyday basis. However, that was not the case for 50% of the CSs in Chernihiv'ska and 40% in Donetsk'ska oblasts.

Eighty-four per cent (84%) of the CSs reported that site residents accessed water through taps available on-site (i.e., a centralised water supply). Bottled water remains another frequently-reported option (25% of the CSs).

Around half (48%) of the site managers indicated that the quality of the available drinking water was good, while 2% reported it as poor, particularly in 10% of the CSs surveyed in Vinnytska oblast. Water quality was reported as very poor by 11% of the CSs in Chernihiv'ska, and 7% in Rivnenska oblasts.

### WASH concerns and needs most frequently reported as top 3 priorities, % of CSs<sup>18</sup>



## Bathing facilities and toilets

Reportedly, 3% of the CSs lack bathing facilities. The proportion is higher in Sumska (29%), Kyiv'ska (22%), Chernihiv'ska (11%), Kharkiv'ska (8%), and Kherson'ska (7%) oblasts. Four per cent (4%) of the CSs in both Ternopil'ska and Vinnytska, 3% of the CSs in Lviv'ska, and 2% of the CSs in both Odeska and Volyn'ska oblasts reportedly lacked functioning toilets.

Approximately one-third of the CSs stated that the site's bathing facilities and toilets were separated by gender (27% and 28% respectively), with a few reporting partial separation (10% and 11%, respectively). Kherson'ska (93% of the CSs), Sumska (88%), Donetsk'ska, and Vinnytska (86% each) oblasts had the highest percentage of CSs reporting non-separated bathing facilities. Meanwhile, toilets non-segregated by gender were most frequently found in CSs in Poltav'ska (82% of the CSs), Kherson'ska (80%), and Sumska (75%).

Overall, only 18% of the CSs reported the availability of disability-friendly bathing facilities, and 17% of the sites reportedly had disability-friendly toilets.<sup>19</sup>

In terms of privacy, completely private bathing facilities and toilets were reportedly available in 76% and 89% of the CSs, respectively, while partially private ones were reported in 22% and 10% of the CSs respectively.<sup>20</sup>

## WASH NEEDS IN COLLECTIVE SITES



18. The sum exceeds 100% as multiple choices were permitted.

19. Disability-friendly bathing facilities and toilets less often were reported in the CSs organised in dormitories (9% and 8% respectively), kindergartens (10% and 6% accordingly), and schools (13% and 10% respectively).

20. Completely private bathing facilities were less frequently reported by managers of CSs located in dormitories (65%) and schools (71%) while CSs in kindergartens and schools reported completely private toilets less often (75% and 79% of the CSs in each, respectively).

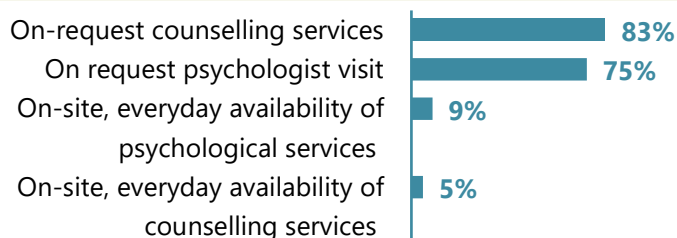
## PROTECTION AND SOCIAL COHESION

- 90%** of the CSs stated an availability of psychosocial support for adults
- 79%** reported an availability of psychological services for children
- 22%** reported that their residents do not participate in any social activity with the host community

### Psychosocial support for adults

Psychosocial support (PSS) for adults was reportedly accessible in 90% of the CSs. Of these CSs, 99% reported that site residents know how to receive such support. Further, the highest percentage of the CSs with PSS services was found in the Eastern Hub (91%) and the lowest in the Northern Hub (86%), particularly in Donetsk (77%), as well as Kyivska, and Sumka (81% each) oblasts.

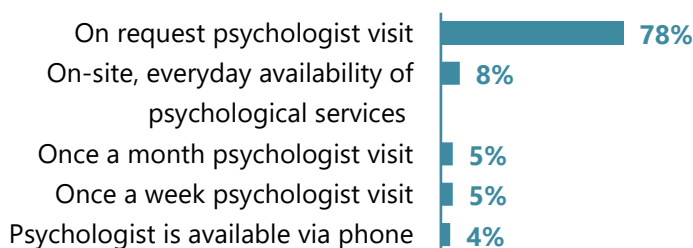
#### PSS services modalities, % of CSs reporting accessible psychosocial support <sup>21</sup>



### Psychological support for children

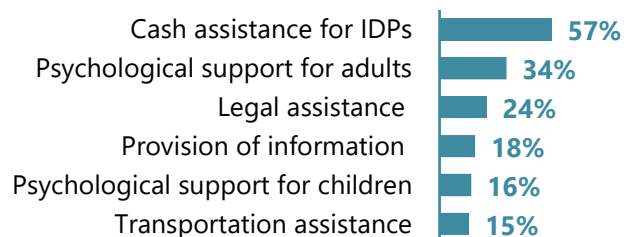
Psychological support services for children were reportedly available in 79% of the monitored CSs. However, this percentage was lower in the Northern Hub (58%), particularly in Kyivska oblast, where the availability of such services was only 50%. Other areas of concern in this regard are Khersonska (30%), Donetsk (31%), and Mykolaivska (50%) oblasts.

#### Modalities of psychological support for children, % of CSs reporting its availability



In terms of building type, the availability of psychological support services for children was higher in CSs organised in modular towns (95%), kindergartens (88%), and dormitories (86%).

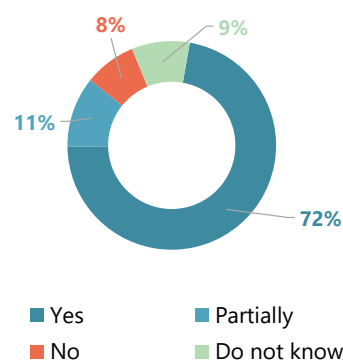
#### Protection concerns and needs most frequently reported as top 3 priorities, % of CSs



### Social workers visits

Social workers were reportedly visiting 75% of the CSs. Of these, 34% were visited upon request, 30% once a month, 22% once a week, and 14% irregularly (less than once a month). The lowest proportion of CSs visited by social workers was found in the Northern Hub (44%), in particular in Sumka (19%), and in Chernihivska (25%) oblasts.

#### Sufficiency of social workers visits, % of CSs



### Gender-Based Violence (GBV) and human trafficking

Reportedly, there was no on-site level mechanism to report gender-based violence, human trafficking cases, and sexual exploitation and abuse in 40% of the CSs, with the highest proportion in the Eastern Hub (56% of the CSs).

Areas of particular concern in this regard are Dnipropetrovska (85%), Sumka (67%), and Poltavka (63%) oblasts.

### Social integration

Around three-quarters (73%) of the CS managers reported that site residents participate in social activities within the host community, with the lowest share found in the Northern Hub (44%). The percentages were several times less than average in Kharkivska (43%), Sumka (31%), and Cherkaska (25%) oblasts.

Interestingly, in the Eastern Hub, only 3% of the CSs monitored reported that more than half of the site residents participated in social activities.

A lack of interest was the most common reason (74%) for social inactivity, followed by constraints related to age, health condition, and disability (33%). A lack of opportunity (no community activities scheduled) was also reported in 14% of the CSs.

21. For the purposes of this study, services such as legal assistance, access to justice, reparation and compensation, restoration of core documentation, etc. are understood as counselling services.

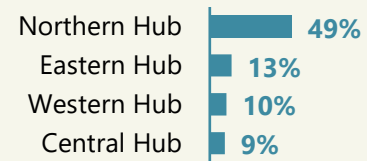
## COMMUNICATION MEANS

Wi-Fi connection is reportedly unavailable to the residents of 13% of the CSs, and only occasionally available in 4% of the CSs. A lack of Wi-Fi connection on site was reported most frequently in Sumka (63%), Chernihivska (56%), and Kyivska (35%) oblasts.

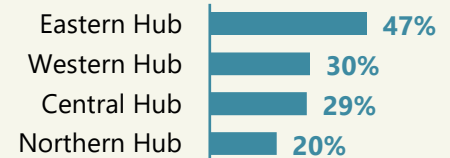
Among those CSs with full Wi-Fi access (81% of the CSs), the connection was reportedly free in 63% of them and metered in 36% of them.

Regarding the mobile network, the vast majority of the CSs reported either normal (47%) or good (46%) signal strength. A further 7% of the sites reported poor mobile network quality, most frequently in CSs in the oblasts of Cherkaska (15%), Sumska (13%), Poltavska and Ternopil'ska (12% each).

### Lack of Wi-Fi connection on site, % of CSs



### Pay-per-use access to Wi-Fi, % of CSs



## MODULAR TOWNS

A total of 20 modular towns were assessed in Round 10 with 3,316 individuals reportedly residing in them (75% adults and 25% children), for an average occupancy rate of 66%.

Data indicates that in terms of site management and humanitarian situation, modular towns remain closer to the established minimum standards. However, some aspects of the operation of modular towns still fall short of the standards.

In particular, 40% of the modular towns did not have common spaces for the purposes of cooking (kitchen), eating, and food storage (against 4% overall). Further, 10% of the modular towns lacked an evacuation plan (7% overall), and 15% did not have first aid kits (9% overall).

More than half (55%) of the modular towns managers did not complete any training (against 43% overall).

Importantly, 5% of the modular towns (compared to 1% of the CSs overall) reported a very poor quality of drinking water. Furthermore, modular towns' managers reported sufficient water for all residents' needs in lower proportions than overall (70% vs. 84% overall), and also confirmed the ability to meet water needs on an everyday basis in lower proportion than overall (86% of the modular towns vs. 95% overall).

Finally, a higher proportion of the modular towns reportedly did not have a bomb shelter either within the building itself or nearby (10 min on foot) (45% against 15% across Ukraine).

## RESOLUTION 930 STANDARDS

In September 2023, the Resolution of the Cabinet of Ministers of Ukraine No. 930 "Some issues of the operation of collective sites for internally displaced persons" presented minimum standards for CSs. It set out a timeline to bring CSs in line with the standards or close them and resettle their residents to CSs that conform to minimum standards.

The Round 10 questionnaire was modified to add or improve indicators to better assess minimum standards compliance. The following paragraphs present a summary of the current state of CSs in this regard, and the table in the Annex 1 provides an overview for each standard. Site-level dataset extracts can be requested by humanitarian partners through the CCCM Cluster.

### Minimum Standards

On average, CSs comply with 67% of the indicators related to minimum standards (see full list in Annex 1). The macro-regional hubs with the highest average compliance score are the Western and Central hubs (68% average

compliance), the lowest is the Northern hub (62%).

CSs are less likely to be in line with the minimum standards related to disability. Only 15% of the CSs reported the presence of disability-friendly infrastructure (elevators, external ramps, horizontal bars on doors). In addition, only 17% and 18% of the CSs respectively conform to the availability of a disability-friendly toilet and disability-friendly bathing facility.

Appliances and arrangements are another areas where minimum standards are commonly not met. The availability of at least 1 drying machine per 20 persons is only reported by 15% of the collective sites. In addition, only 2% of CSs reported the sufficient number of common spaces for the needs of the residents of the collective site (availability of places for general meetings, leisure, rooms for distance education of children, provision of services, etc.).

Finally, 16% of the CSs reported the availability of alternative power sources (generator, etc.) at the collective site, and only 2% of CSs reported the presence of alternative sources of heating in the collective site.



## CONTEXT AND METHODOLOGY

In July 2022, the CCCM Cluster Ukraine, jointly with partners and with technical support from REACH, initiated regular Collective Site Monitoring assessments covering multiple sectors.

Primary data collection conducted by REACH and CCCM Cluster partners enumerators is based on key informant interviews carried out with CSs managers or focal points who are knowledgeable about the situation in the CSs. In-person interviews were prioritized where the security situation allowed, while phone interviews were used otherwise. In the 10th Round, 93% of the interviews were conducted through physical visits and 7% were conducted by phone.

The objective was to obtain at least 50 interviews per oblast. Chernihivska, Donetsk, Khersonska, Kyivska, Mykolaivska, and Sumska oblasts have less than 50 CSs; when possible, all were contacted.

## Limitations

The distribution of the assessed sites does not reflect CSs distribution across Ukraine, and the actual coverage relies on partners' contributions and assistance. Results must be read as indicative only. Out of 1,136 assessed CSs, 1,072 reported actively hosting IDPs at the time of data collection, and 64 indicated that they were not hosting but ready to do so. The latter were not asked the respective demography-related questions.

## Related materials and products

Questionnaire for [Round 10](#).

Updated interactive [CSM dashboard](#) with the results of all CSM Rounds.

The [MSNA 2023 dashboard](#), with household-level results for the population residing in collective sites.

[CSM Round 9 Brief](#), with July results from key informants survey.

## ASSESSMENT COVERAGE

Hubs, oblasts	Nº of CSs	Hubs, oblasts	Nº of CSs
<b>Central Hub</b>	<b>324</b>	Poltavska	73
Cherkaska	59	Zaporizka	55
Chernivetska	61	<b>Northern Hub</b>	<b>59</b>
Khmelnitska	60	Chernihivska	9
Mykolaivska	22	Kyivska	26
Odeska	51	Sumska	24
Vinnitska	50	<b>Western Hub</b>	<b>314</b>
Zhytomyrska	21	Ivano-Frankivska	48
<b>Eastern Hub</b>	<b>439</b>	Lvivska	71
Dnipropetrovska	162	Rivnenska	46
Donetska	14	Ternopil'ska	50
Kharkivska	66	Volyn'ska	49
Khersonska	15	Zakarpatska	50
Kirovohradska	54	<b>Total</b>	<b>1,136</b>

## ABOUT REACH

REACH Initiative facilitates the development of information tools and products that enhance the capacity of aid actors to make evidence-based decisions in emergency, recovery and development contexts. The methodologies used by REACH include primary data collection and in-depth analysis, and all activities are conducted through inter-agency aid coordination mechanisms. REACH is a joint initiative of IMPACT Initiatives, ACTED and the United Nations Institute for Training and Research - Operational Satellite Applications Programme (UNITAR-UNOSAT).

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Ombudsman of Ukraine



NORWEGIAN  
REFUGEE COUNCIL



acted



## Annex 1

# MINIMUM STANDARDS COMPLIANCE

The information presented below indicates compliance with State Resolution 930 standards on the basis of current indicators in the CSM Round 10 survey. Note that not all standards are fully covered in terms of indicators and that the CSM survey obtains data from CSs managers and focal points themselves.

Resolution 930 minimum standard and CSM Indicators				Full compliance with minimum standard, % of CSs				
Indicator group	Indicator	Indicator calculation	Indicator number	Overall, % of CSs	Western Hub	Central Hub	Northern Hub	Eastern Hub
<b>1. Organizational and legal principles of the functioning of the collective site</b>	Agreement and Rules of residence of internally displaced persons in the collective site	Presence of contracts, including the Rules for the residence of internally displaced persons in collective sites, between the manager and residents of the collective site	RES930_111	63%	51%	61%	78%	70%
	Registration of residents of the collective site	Records of persons living in the collective site are kept in accordance with Appendix 4 to the Procedure for the Operation of Collective sites for Internally Displaced Persons	RES930_121	85%	86%	87%	80%	84%
	Feedback mechanism - system	1) Establishment by the head of the collective site of a feedback mechanism with residents of the collective site (placing boxes for submission of appeals, determination of reception hours by the head of the collective site, creation of chat groups in mobile applications, etc.)	RES930_131	96%	98%	96%	76%	96%
	Feedback mechanism - procedure	2) Establishment by the head of the collective site of a procedure for residents of the collective site to apply with statements, complaints and proposals and for their consideration by the head of the collective site	RES930_132	No data	No data	No data	No data	No data
	Access to information	Availability in the premises of the collective site of an information stand indicating the address, contact phone numbers, official websites of emergency services, social services, health care institutions, executive power bodies, local self-government bodies, educational, social, psychological, and legal assistance institutions, and as well as information about the presence of civil defense protective structures in real estate in the immediate vicinity of the collective site, etc.	RES930_141	53%	52%	70%	24%	46%
<b>2. Engineering systems</b>	Electricity supply	1) The premises of the collective site are equipped with a continuously functioning power supply system (not including cases of emergency or planned shutdown of electrical energy supply)	RES930_211	73%	77%	71%	81%	71%
	Electricity supply (backup power)	2) Alternative power sources (generator, etc.) are available at the collective site	RES930_212	16%	15%	19%	19%	14%
	Heating (primary heating, insulation, etc)	1) Premises of the collective site are equipped with a continuously functioning heating system (not including cases of emergency or planned shutdown)	RES930_221	64%	69%	66%	42%	61%
	Heating (availability of alternative source of heating)	2) Alternative sources of heating in the collective site	RES930_222	2%	1%	3%	0%	3%
	Water supply	Premises of the collective site are equipped with a continuously functioning water supply system (not including cases of emergency or planned shutdown)	RES930_231	84%	80%	81%	75%	91%
	Drainage	The collective site is equipped with a smoothly functioning drainage system	RES930_241	88%	90%	87%	71%	90%
	Ventilation	The collective site is equipped with a smoothly functioning ventilation system	RES930_251	86%	88%	86%	93%	85%

## Annex 1

## MINIMUM STANDARDS COMPLIANCE

Resolution 930 minimum standard and CSM Indicators				Full compliance with minimum standard, % of CSs				
Indicator group	Indicator	Indicator calculation	Indicator number	Overall, % of CSs	Western Hub	Central Hub	Northern Hub	Eastern Hub
<b>3. Arrangement and infrastructure of the collective site</b>	Separation of the living quarters of internally displaced people from the space used for the site's original function	Separation between the space allocated for internally displaced persons (except for common spaces) from other premises of the building if the building simultaneously accommodates internally displaced persons and is used for its functional purpose (educational institution, sanatorium-resort facility, dormitory)	RES930_311	29%	33%	27%	24%	27%
	Separation of rooms for beds and common areas of the collective site	Premises of collective sites are divided into common areas for internally displaced persons and premises for beds	RES930_321	53%	59%	43%	53%	55%
	Sufficient number of shared spaces	Sufficient number of common spaces for the needs of the residents of the collective site (availability of places for general meetings, leisure, rooms for distance education of children, provision of services, etc.)	RES930_331	2%	1%	4%	2%	2%
	Sufficient space for beds	Allocation of at least 6 square meters per one bed (person) in living spaces	RES930_341	40%	29%	52%	17%	42%
	Room occupancy	Four or fewer beds per room	RES930_351	75%	86%	71%	66%	71%
	Locks/latches	Entrances to rooms where beds are located are equipped with locks or latches	RES930_361	6%	2%	11%	3%	5%
	Barrier-free access	Premises of the collective site are equipped with infrastructure (ramps, handrails, etc.) that provides barrier-free access to public premises for people with limited mobility	RES930_371	15%	19%	20%	20%	8%
	Temperature range	Temperature in the premises of the collective site is maintained within the range of 18-25°C	RES930_381	78%	81%	80%	53%	78%
<b>4. Sanitation and hygiene</b>	Mold and/or fungus	Absence of mold and/or fungus in the premises of a collective site	RES930_411	82%	80%	81%	68%	87%
	Insects and/or rodents	Absence in the premises of a collective site of insects and/or rodents	RES930_421	91%	97%	90%	70%	92%
	Shower/bathtub (at least 1 per 12 people)	1) Sufficient number of showers/bathtubs (one shower/bathtub per 12 people)	RES930_431	49%	57%	50%	46%	42%
	Shower/bathtub (locks/latches)	2) Showers/bathrooms are equipped with individual locks or latches	RES930_432	73%	82%	82%	58%	63%
	Shower/bathtub (disability-friendly)	3) Availability of at least one shower/bathroom equipped for people with limited mobility in the collective site	RES930_433	18%	21%	22%	29%	11%
	Shower/bathtub (nearby alternative within 50 meters)	4) Availability of a shower/bathtub within a radius of 50 meters from residential premises in the event that a shower/bathtub is not located in the premises of the collective site	RES930_434	No data	No data	No data	No data	No data
	Toilets (at least 1 per 10 people)	1) Availability of a sufficient number of toilets in the collective site (one toilet per 10 people)	RES930_441	57%	55%	61%	56%	56%
	Toilets (locks/latches)	2) Toilets are equipped with individual locks or latches	RES930_442	88%	89%	94%	85%	84%
	Toilets (disability-friendly)	3) Availability of at least one toilet equipped for persons with limited mobility in the collective site	RES930_443	17%	17%	22%	27%	11%
	Toilets (nearby alternative within 50 meters)	4) Availability of toilets within a radius of 50 meters from residential premises in the event that they are not located in the premises of the collective site	RES930_444	No data	No data	No data	No data	No data
	Waste management (Functioning system)	1) Functioning waste management system at the collective site	RES930_451	99%	99%	98%	100%	100%
	Waste management	2) Availability of garbage bins within a radius of 50 meters from the residential area	RES930_452	No data	No data	No data	No data	No data



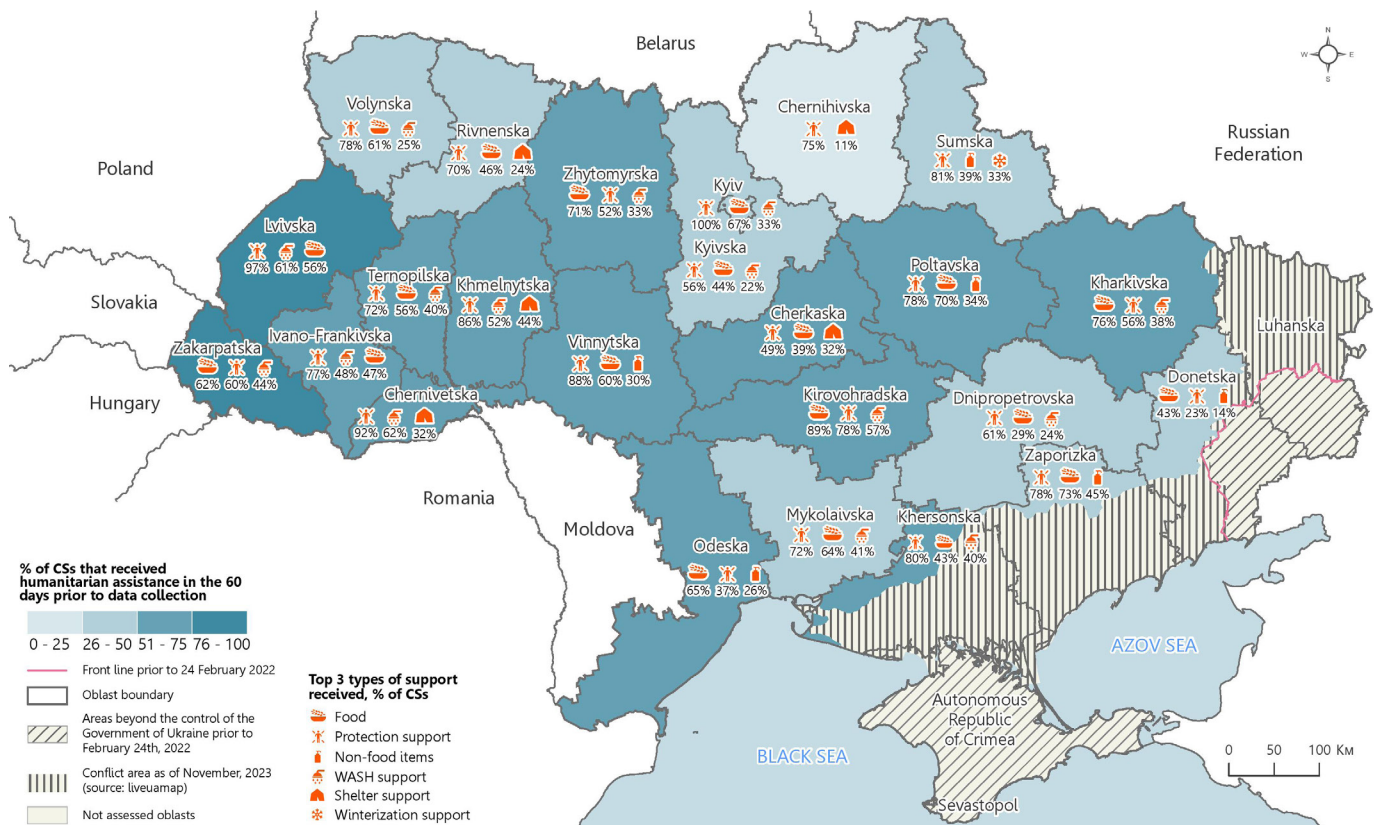
## Annex 1

## MINIMUM STANDARDS COMPLIANCE

Resolution 930 minimum standard and CSM Indicators				Full compliance with minimum standard, % of CSs				
Indicator group	Indicator	Indicator calculation	Indicator number	Overall, % of CSs	Western Hub	Central Hub	Northern Hub	Eastern Hub
5. Equipment of the premises of the collective site	Furniture (for communal use)	1) Common-use premises are equipped with furniture in accordance with the number and needs of residents of the collective site	RES930_511	46%	53%	40%	36%	46%
	Furniture (sleeping items)	2) Residents are provided with furniture for individual use for furnishing beds (bed, wardrobe, etc.) and sleeping items (mattress, pillow, blanket, bed linen)	RES930_512	56%	67%	49%	46%	55%
	Household appliances (kitchen equipment)	1) Kitchens and places where food is consumed are equipped with the necessary household appliances and accessories	RES930_521	52%	56%	48%	48%	52%
	Household appliances (washing machines)	2) Sanitary premises are equipped with washing machines in the recommended amount (one washing machine per 10 people)	RES930_522	15%	19%	19%	22%	8%
	Household appliances (drying machines or drying room)	3) Sanitary premises are equipped with dryers in the recommended amount (one dryer per 20 people) or (4) rooms are allocated for drying laundry	RES930_523	48%	48%	53%	63%	43%
	Household appliances (boiler)	5) Showers/bathrooms are equipped with boilers in the absence of hot water supply	RES930_524	83%	87%	82%	75%	81%
	Safety (evacuation plan)	1) Presence of evacuation plans	RES930_531	93%	86%	98%	85%	95%
	Safety (extinguisher)	2) Availability of fire extinguishers in the premises of the collective site	RES930_532	No data	No data	No data	No data	No data
	Safety (first aid kit)	3) Availability of a first aid kit in the premises of the collective site	RES930_533	89%	88%	92%	61%	93%

## Annex 2

## HUMANITARIAN ASSISTANCE RECEIVED IN COLLECTIVE SITES



## Annex 3

## REPORTED SHELTER NEEDS IN COLLECTIVE SITES

