

UKRAINE COLLECTIVE SITE MONITORING | ROUND 11

KEY MESSAGES



Resolution #930 Compliance: on average, collective sites (CSs) complied with 73% of the indicators related to minimum standards (see full list in Annex 1). The highest average compliance scores were found in the Western and Northern Hubs (75%), and the lowest in the Eastern Hub (72%).¹



Space arrangement: eleven per cent (11%) of the CSs managers reported accommodating more than 4 IDPs per sleeping space, a decrease from October Round (23%). Eight per cent (8%) of the CSs in Odeska and 4% in both Dnipropetrovska and Kharkivska oblasts reportedly accommodated up to 20 people per sleeping space (e.g., open spaces).²



Risk of prolonged stay: the majority (79%) of the site managers reported that residents commonly stay in the site for up to a year and a half or longer.



Winterization: thirty-seven per cent (37%) of the CSs managers reported having no backup source of power, with the highest proportion in the Eastern Hub (46%). Almost a third (32%) of the CSs with individual boiler rooms, coal, or wood-fired heating reportedly needed fuel for the current winter season.



Access to water: the majority (89%) of the CSs stated that site residents had enough water for all needs including drinking, cooking, personal hygiene, laundry, and other domestic purposes, an increase from October Round (84%).



Vulnerable groups: sixty-two per cent (62%) of the surveyed CSs reported the presence of people with registered or unregistered disabilities.³ Almost a third (29%) of the CSs reported the presence of people in need of personal care who had no relatives or friends, including 4% of the reported cases where the care needed but could not be provided in the CS.



Disability-friendly infrastructure: more than half (57%) of the CSs were reportedly not equipped with disability-friendly infrastructure - elevators, external ramps, horizontal bars on doors, etc. This was particularly the case in Donetska (91%), Dnipropetrovska (76%), Zaporizka (69%) oblasts.



Protection concerns: in 42% 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 were Chernihivska (100%), Kyivska, Dnipropetrovska (89% in each), and Sumska (61%) oblasts.



Capacity building: twenty-seven per cent (27%) of site administrators completed training on CCCM and 31% on protection topics (e.g., protection from sexual exploitation and abuse, prevention of gender-based violence (GBV)); 35% reportedly have not completed any training. Higher percentages without any training were reported in Rivnenska (84%), Zaporizka (70%), and Chernihivska (60%) oblasts.

ASSESSMENT COVERAGE



The CSM Round 11 includes Sub-national Hubs according to the designations of the CCCM Cluster Ukraine.

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 People (IDPs).

The CSM Round 11 data collection occurred from 03 to 17 December 2023. In total, 1,072 CSs were surveyed through key informant interviews, with the sites sampled purposively (see the [Context and Methodology](#) section).

Given the non-representative nature of the sampling method used, findings should be read as indicative of the data collection time period.

1. A 73% compliance rate means that on average each site meets 73% of the minimum standard indicators. The list of oblasts in each macro-regional hub can be found in the 'Context & 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. People 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 people with disabilities do not have an official disability status and are ineligible to receive specific state assistance.

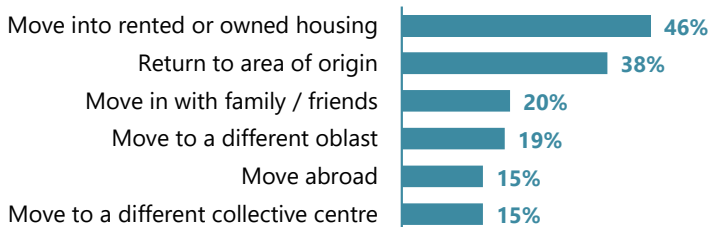
DEMOGRAPHIC CHARACTERISTICS AND MOVEMENT DYNAMICS

Round 11 covered 1,072 CSs with a total capacity of 86,800 places. IDPs were occupying 54,218 places, for a total average CS occupancy rate of 62%.⁴ The residents' usual duration of stay for 88% of the CSs was reported as up to a year and more, with 9% of the CSs managers reporting that the residents generally stayed up to a year, and 79% - up to a year and a half or longer.⁵

The majority (68%) of the CSs reported new arrivals in the last 60 days (October to mid-December 2023), with the most common reasons for settling in the collective centre being damaged housing (59%), inability to afford rent (53%) and moving from other CSs (29%).

The vast majority of the site managers (83%) reported cases when IDPs voluntarily left the CSs in 60 days prior to data collection (October - mid-December 2023).

Most frequently reported reasons to leave CS, % of CSs⁶



A few (4%) of the CSs reported evicting residents in the 60 days prior to data collection, the most frequently in Chernihivska (33%), Odeska (30%), and Kharkivska (12%) oblasts. The most common reasons for eviction were dangerous or belligerent behaviour of IDPs (62%) or not following site's rules and regulations (44% of the CSs).

Presence of vulnerable groups, % of CSs hosting at least one such person or household

91%	Older women (60+)
80%	Older men (60+)
62%	Persons with registered or unregistered disabilities
34%	Female-headed households
15%	People with chronic illnesses, including mental health issues
14%	Households with 3 or more children
7%	Pregnant or lactating mothers
6%	Did not report the presence of any vulnerable group

Age and sex distribution of the collective sites population, % of CS residents



Unaccompanied children and people who require caregiver support

Overall, slightly more than 1% of the site managers reported the presence of unaccompanied children.⁷ The proportion was higher in Kyivska (11%), Volynska (7%), and Ivano-Frankivska (3%) oblasts.

Almost a third (29%) of the CSs claimed the presence of people in need of personal care who did not have relatives or friends as caregivers; in 4% of the reported cases, care could not be provided in the CS. The highest proportions of the latter were found in Cherkaska (11%), Chernivetska, Kharkivska, Lvivska, and Sumska (7% in each) oblasts.

PRESENCE OF OLDER PEOPLE AND OTHER VULNERABLE GROUPS IN COLLECTIVE SITES



4. The total capacity and occupancy rate was calculated based on 1,020 responses and includes only active CSs.

5. Noteworthy, 21% of the monitored CSs in Khersonska, 11% in Sumska, and 10% in Chernihivska oblasts reportedly have not yet hosted IDPs as of data collection.

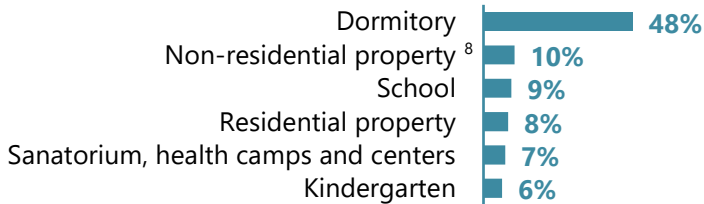
6. Multiple choices were permitted; the sum might exceed 100%.

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

SITE MANAGEMENT & ACCOUNTABILITY

Almost half (48%) of the CSs were located in communal property, followed by state (central government) – 36%, and private property (16%).

Building type, % of CSs



Site management

The vast majority (95%) of the CSs are managed by an identified organization or authority, most frequently by local authorities (43% of the managed CSs), educational institutions (35%), and central government bodies (19%). However, 20% of the CSs surveyed in Kharkivska 15% in Odeska, and 14% in Vinnytska oblasts reported having no organisation that managed 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 (96%) of the CSs reportedly consulted residents for decision-making on-site: 71% through general meetings, 67% via individual consultations, 20% through groups on social media, and 14% via IDPs active groups / focal points.⁹ Nearly three quarters (73%) of the CS managers stated that the site residents contributed to the administration of the collective centre. The most commonly reported forms of participation were site care and maintenance (including cleaning) (97%), followed by support in administrative tasks (28%), and initiatives aimed at upgrading site infrastructure (11%).

Site administration training

A third (35%) of the CSs administrators reportedly did not complete any training (compared to 43% in October round). Of those who were trained, 42% received the first aid and/or psychological assistance training, 38% were trained on rules for handling explosive objects, 31% received training on protection topics (e.g., Prevention of Sexual Exploitation and Abuse (PSEA), GBV prevention, etc.), 27% attended CCCM Cluster induction session, and 23% completed training on Site management (other than CCCM). Higher percentages without any training were reported in Rivnenska (84%), Zaporizka (70%), and Chernihivska (60%) oblasts.

CSs Regulations

The vast majority (95%) of the CSs had an enrollment system in place to register residents: 85% reportedly recorded both new arrivals and departures, and 10% only recorded arrivals. The most cited documents needed for residence in the CSs were a national passport (94%), an IDP certificate (77%), and the taxpayer identification number (46%).¹⁰

Most of the CSs (87%) had written rules of stay, but only about three quarters (73%) of the sites reportedly having signed contracts with IDPs to define the terms of residency. In addition, 3% of the CSs reported signing such contracts with new arrivals only.

Feedback and complaint mechanism

Almost all CSs (97%) reported that feedback and complaint mechanisms were in place. In 88% of these CSs, complaints were reported to be handled directly by the site management. The CSs administrators also reported that suggestion/feedback boxes (36%) as well as hotlines (16%) were available for communication with internally displaced people.

Sumska oblast showed the highest proportion of the CSs without feedback mechanism (22%), followed by Chernihivska (20%) and Khersonska (14%) oblasts.

Site closure

Nearly 3% of the CSs managers nationwide reported foreseeing site closure in the time before the 1st of March 2024. Of these, resumption of original function (89%), an insufficient number of IDPs residing (57%), non-compliance with minimum standards (according to the Resolution 930)¹¹ (14%) nationwide, and lack of funding (6%) were the most frequently cited reasons for upcoming closure.

In terms of upcoming closures, the following oblasts should be highlighted: Kirovohradska (35% of the CSs), Cherkaska (9%), and Poltavaska (8%) oblasts. Interestingly, the data show that 29% of the CSs in Kirovohradska oblast were established in kindergartens, and another 25% in schools.

ACCESS TO INFORMATION

Availability of information on site, % of CSs

94%	Information about state-level IDP registration
91%	Information about government and local programs providing cash or in-kind support to IDPs
90%	Information about available healthcare facilities and services
90%	Information about how to apply to local authorities/state bodies, receive documents confirming war-related damages to house and/or property, and receive compensation
89%	Information about accommodation options outside of the site (rented apartments, social housing, etc.)
86%	Information regarding pensions and state social protection programs
86%	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
71%	Information about PSEA (protection against sexual exploitation and abuse) and GBV services
70%	Information about Explosive Ordnance Risk Education

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

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

10. Other documents reported to be required for accommodation were referral (warrant) for settlement from local or state authorities (23% of the CSs), medical certificate/s or pensioner's ID (10% for each option), and military card (9%).

11. Resolution of the Cabinet of Ministers of Ukraine dated September 01, 2023. No. 930 "Some issues of the operation of collective sites for internally displaced people". Multiple choices were permitted; the sum might exceed 100%.

SPACE ARRANGEMENT

- 33%** of the CSs reported not having an allocation plan for different groups of IDPs (pregnant and breastfeeding women; the elderly, etc.)
- 7%** of the CSs reported a lack of locks/latches on the entrance doors of the sleeping spaces
- 6%** of the CSs managers in Sumska oblast and 5% in Kharkivska claimed a poor overall state of the CS

- 25%** of the CSs reported a lack of lockers for IDPs to safely store their belongings and documents
- 3%** of the CSs reportedly did not have an evacuation plan on site
- 3%** of the CSs reported not having fire extinguishers on site

Accommodation

Overall, 6% of the surveyed CSs reported overcrowding conditions. This was more frequently reported in Odeska (19%), Zhytomyrska (15%), and Vinnytska (12%) oblasts.

Six per cent of the CSs reportedly accommodated IDPs in spaces intended for common use. This issue was specifically observed in 21% of the sites in Khmelnytska, in 20% of the CSs in Chernivetska, and in 12% both in Rivnenska and Odeska oblasts.

In addition, it was found that 89% of the CSs provided accommodation for IDPs in rooms for 4 people or less. Nevertheless, in 16% of the CSs, up to 8 residents were residing in a sleeping space; in 3% of the CSs managers stated accommodating up to 12 people per sleeping area, with 15% reported in Odeska and 11% in Dnipropetrovska oblasts. In some of the surveyed CSs up to 20 individuals reportedly shared a single sleeping area.¹² This was particularly the case in 8% of the CSs in Odeska and 4% in both Dnipropetrovska and Kharkivska oblasts.

Private spaces

The majority (85%) of the CSs reported accommodating IDPs in single-family rooms, while 38% stated that some or all rooms were shared by multiple households, including 15% of those without space dividers (screens, partitions).¹³ The highest proportions in this regard were found in Dnipropetrovska, Cherkaska (31% each), and Zhytomyrska (29%) oblasts.

Overall, 2% of the surveyed CSs reported that residents shared one open space with or without space partitions (1% for each option). The proportion of the former increased to 9% in Donetsk, and 6% in Odeska oblasts, while the share of the latter rose to 3% in Kyivska oblast.

Further, 50% of the CSs which were reported to have sleeping areas shared by multiple households were also reported to have no gender separation in the sleeping areas. In Chernihivska, Donetsk, and Poltavaska oblasts, this issue was reported by all (100%) of the CSs which accommodated multiple households in one sleeping space.

Common spaces

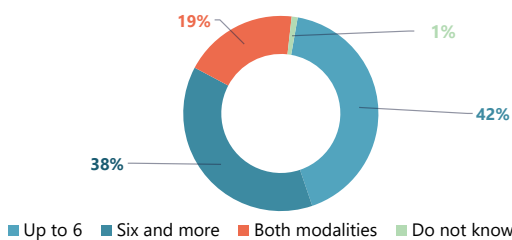
More than half (55%) of CSs were reported to be used not only for hosting IDPs but also to execute their primary function. Of those, 38% stated that the areas allocated for IDPs were not separated from the spaces used for the site's original function, with 49% recorded in the Central Hub.

The majority (89%) of the CSs reportedly had kitchen(s), 55% had common eating areas, and 47% had at their disposal food storage.

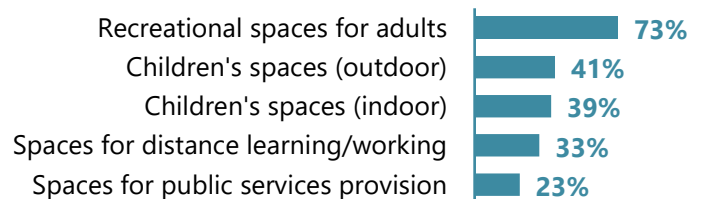
A few sites (4%) were reported not having all the common areas mentioned, particularly in Kyivska (14%), Odeska, Cherkaska (9% each), and in Khersonska (7%) oblasts.

More than two-thirds (68%) of the site managers reported that another type of common space was established and used on site.

Square meters in the sleeping space allocated to each person, % of CSs



Most frequently reported other types of common spaces used on site, % of CSs¹⁴

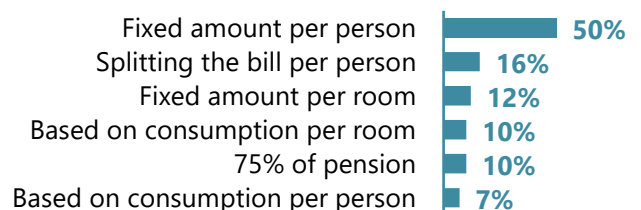


Fees for staying and utilities

Almost a fifth (19%) of the CSs reported charging money from IDPs for residence with a higher share found in the Northern (26%) and the Eastern (24%) Hubs. Average monthly fees for staying reportedly amounted to 1,086 UAH per resident.

In terms of compensation for utility bills, 57% of the CSs claimed to receive it from the state budget as per Resolution 261,¹⁵ 15% charged the site residents, and 5% paid the cost of utilities with the support of the humanitarian actors. Nearly 21% of the CS managers stated not receiving any compensation. Average monthly fees for utilities consumed reportedly amounted to 791 UAH per resident.

Most frequently reported modalities of charging IDPs for the cost of utilities, % of CSs¹⁶



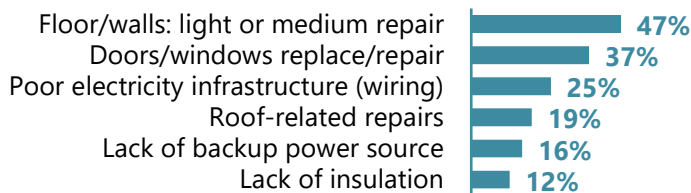
12, 13, 14, 16. The sum exceed 100% as multiple choices were permitted.

15. 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

Shelter needs most frequently reported as top 3 priorities, % of CSs¹⁷

- 57%** of the CSs reportedly lacked disability-friendly infrastructure (not considering WASH facilities)
- 14%** of the CSs were unable to maintain the temperature within the range of 18-25 °C
- 4%** of the CSs reported that the capacity of the bomb shelter was not sufficient for the site residents



The majority (84%) of the CSs reportedly were able to maintain the temperature within 18-25 °C in the collective site premises while 14% stated an inability to do so: 10% of the CSs reported lower temperatures during winter and 6% higher temperatures in summer; 1% reported no ability at all to keep the temperature within the acceptable range (mainly in 61% of the surveyed CSs in Sumska, followed by 9% in Donetsk oblasts).

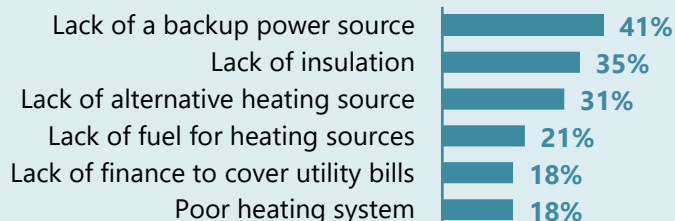
The higher proportion was found in the Eastern Hub, particularly in Donetsk (91%), Dnipropetrovska (76%), and Zaporizka (69%) oblasts. In 28% of the surveyed CSs disability-friendly infrastructure (excluding WASH) was partially in place.

Further, 57% of the site managers reported that the CSs were not equipped with disability-friendly infrastructure - elevators, external ramps, horizontal bars on doors, etc.

The majority (85%) of the CSs reportedly had a bomb shelter either in the facility itself (43%) or nearby (less than 500m) (42%). According to the data obtained, 53% of the bomb shelters were not accessible for elderly people and people with disabilities, especially in Dnipropetrovska (82%), Sumska and Ternopil'ska (75% each) oblasts.

WINTERIZATION

Winterization needs most frequently reported as top 3 priorities, % of CSs¹⁷



- Central heating was the most common type of heating and was reported by 45% of the sites surveyed, followed by individual boiler rooms (31%) and wood heating (9%).
- Of the sites that reported using individual boiler rooms, coal, or wood heating, 32% informed about the need for fuel for the current winter season, while 21% reported a partial need.
- Thirty-seven per cent of the CSs reported having no backup source of power. The lowest coverage in terms of backup power source was recorded in the Eastern Hub (53% of the CSs), especially in Dnipropetrovska (33%), Donetsk (36%), and Zaporizka (46%) oblasts.

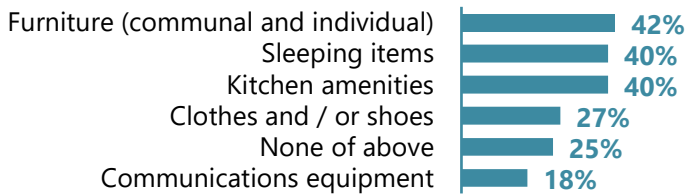
WINTERIZATION NEEDS IN COLLECTIVE SITES



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

NON-FOOD ITEMS (NFI)

General NFI needs, % of CSs

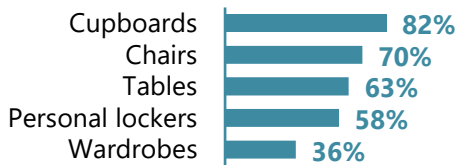


Overall, around 75% of the CSs reported need for one or more types of NFIs. The survey shows that the level of demand for NFIs was evenly distributed across Ukraine, but the share of need for specific types of NFIs varies within each oblast.

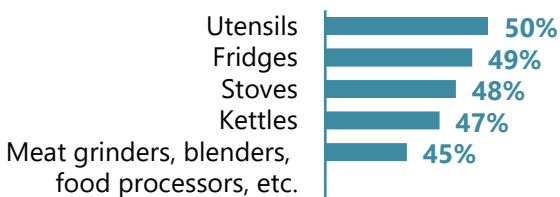
It should be noted, however, that the CSs in the Northern Hub reportedly had a higher level of need for sleeping items (54%), furniture (communal and individual use) (51%), communication equipment (49%), and clothing and/or shoes (37%) compared to the other hubs.

Regarding the requirements for specific types of furniture, all (100%) of the surveyed CSs in Donetsk oblast reportedly needed tables and cupboards, while 100% of the sites located in Chernihivska, Khersonska, Mykolaivska, and Sumska oblasts reported needing chairs.

Top 5 types of furniture needed, % of CSs¹⁸



Top 5 types of kitchen amenities needed, % of CSs²⁰



According to the data obtained, the need for personal lockers was more frequently cited in the CSs organised in kindergartens (82%) and schools (76%).

On the other hand, the need for wardrobes was higher in specialized medical care facilities for people with health issues and disabilities, older people, or children, and in dormitories (43% and 42%, respectively).

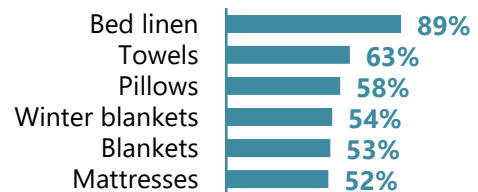
Further, as regards the need for sleeping items, all (100%) CSs in Donetsk oblast reported needing mattresses, bed linen, pillows and blankets. In addition, 100% of the sites in Cherkaska, Vinnytska, Khersonska, Mykolaivska, and Sumska oblasts were reportedly in need of bed linen.

Winter blankets were more commonly requested in CSs set up in modular towns (77%), non-residential buildings (68%), and schools (63%), while beds were reportedly more often needed in dormitories (52%) and kindergartens (43%).

Regarding the need for kitchen amenities, 100% of the sites in Sumska oblast reportedly needed fridges, all (100%) CSs in Chernihivska oblast were in need of utensils, and 100% of the site managers in Khersonska oblast also required pots for soups, frying pans as well as meat grinders, blenders, and food processors.

The need for different types of clothing and footwear varies across the country, although there was still a higher proportion of the CSs in Northern Hub reporting such a need (excluding winter jackets for adults and children).

Top 6 types of sleeping items needed, % of CSs¹⁹



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

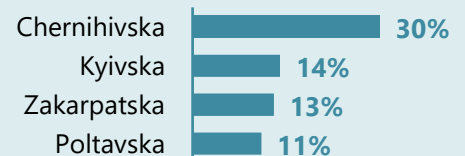


HEALTH

According to the site managers, almost all the CSs surveyed were accessible by ambulance, with the exception of 2% of the collective sites in Khmelnytska, Volynska, and Kharkivska oblasts (in each).

First aid kits were reportedly absent in 5% of the CSs. The highest proportion (12%) was noted in the Northern Hub, followed by 6% in the Western Hub. The non-availability of first aid kits was reported to be more common in the CSs established in modular towns (19%), schools (8%), and non-residential property (8%).

Absence of first-aid kits, % of CSs reporting by location



18. Several CS managers also reported a need for disabled chairs used in showers and toilets.

19. In addition, 39% out of the CSs that reported a need for sleeping items requested beds, 8% functional beds for special needs, and 7% folding beds.

20. Microwaves (38% out of the CSs that expressed a need for kitchen amenities), storage spaces (pantry / cupboards) - 34%, and ovens (30%) were also reported by CS managers.

FOOD SECURITY

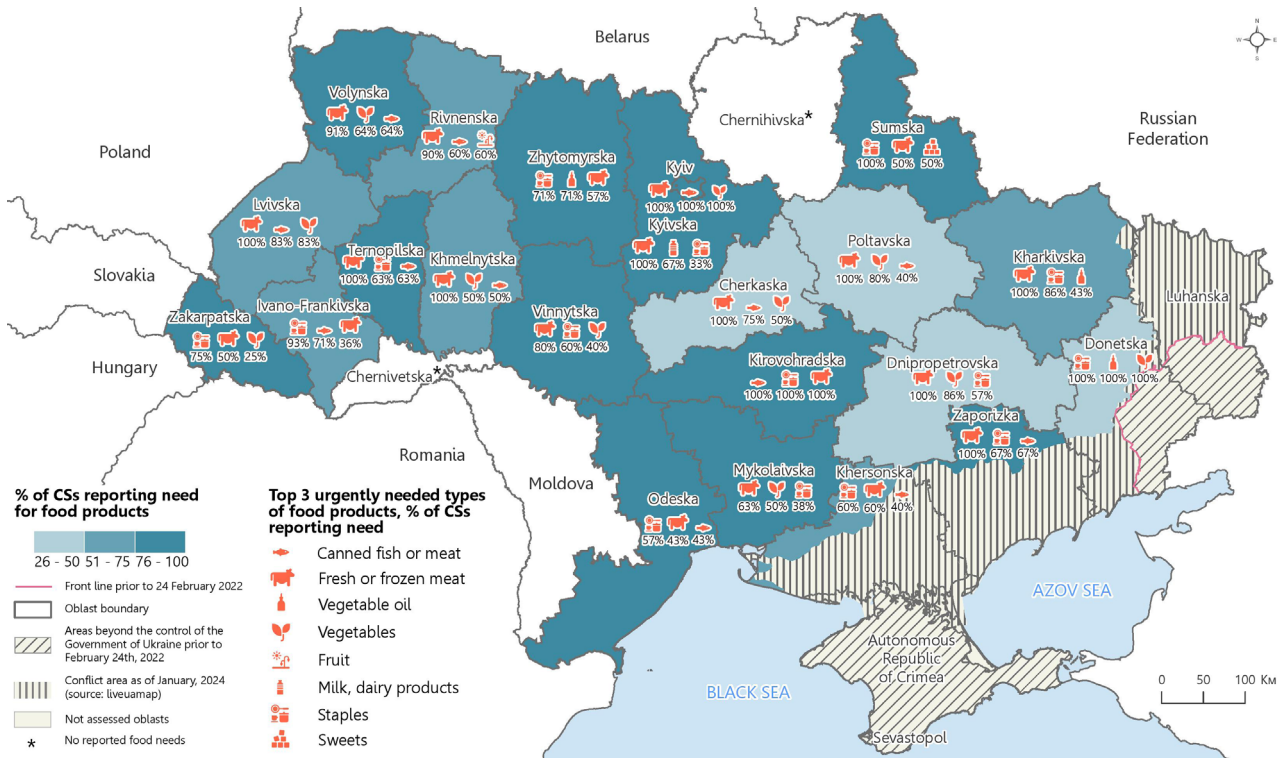
The most commonly reported ways CSs residents accessed food were by purchasing it themselves (84% of the CSs), it being provided by an NGO (24%); another 15% stated that site management provided cooked meals to IDPs.

Other modalities of receiving food were through the provision of food products by the host community (8%) or by the site management - 6% (with a notable 11% found in the Western Hub), and through access to 'social' restaurants (where site residents received free food) - 5%.

Higher shares of the CSs reporting that IDPs rely on NGOs for food access were found in Kyivska (54%), Chernivetska (51%), Khmelnytska and Volynska (42% each) oblasts.

Around three quarters (72%) of the CSs that provided food products or cooked meals to their residents stated a need for food: either extreme (45%) or partial (28%). In particular, extreme food needs were reported by 100% site managers in Zaporizka, 75% in Lvivska, Odeska and Ternopil'ska (in each) oblasts.

FOOD NEEDS IN COLLECTIVE SITES ²¹



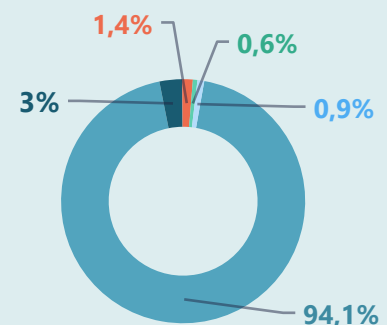
EDUCATION

Almost half (48%) of the CSs reported that the majority of the school-aged children on the site were accessing education through a mixed mode,²² 30% were studying remotely, and 21% reported an in-person access to education, with the lowest proportion found in the Eastern Hub (2%).

Around 21% of the CSs reported at least one barrier for children in terms of access to education. Specifically, a lack of equipment (laptops, in particular) was reported as a barrier in 13% of the CSs, most frequently in Chernihivska (67% of the CSs), Rivnenska (35%), and Zaporizka (34%) oblasts. A lack of separate space dedicated to distance learning was reported as a barrier in 10% of the CSs (mainly in Rivnenska (32%), Kharkivska (24%), Dnipropetrovska (33%), and Zaporizka (22%) oblasts), while a lack of internet connection was reported as a barrier in 4% of them.

One-third (32%) of the CSs set up in educational facilities (i.e., schools, kindergartens, dormitories, and other educational facilities) reported that education services were partially affected by the reception of IDPs, and 4% claimed that it had a considerable impact, to the point of disrupting their original function.

Nearby educational facilities with a possibility to enroll children (less than 30 min drive via public transport), % of the CSs



- both kindergartens and schools
- no kindergartens, nor schools
- only schools
- only kindergartens
- not sure

21. The question about food needs was only asked if the collective centre was a provider of food and/or cooked meals to its residents.

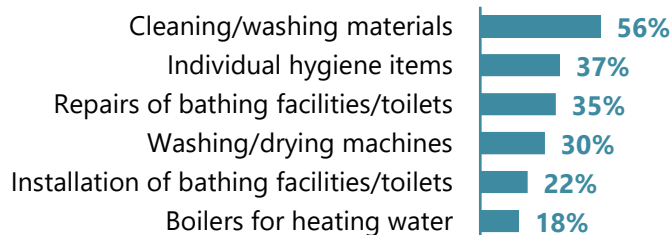
22. Mixed mode of education combines both in-person and remote learning.

WASH

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

- 85%** of the CSs reported insufficient number of drying machines (1 machine per 20 residents)
- 78%** of the CSs reported insufficient number of washing machines (1 machine per 10 residents)
- 43%** Insufficient bathing facilities (1 place per 12 residents)
- 33%** Insufficient toilets (1 place per 10 residents)

WASH concerns and needs most frequently reported as top 3 priorities, % of CSs²³



Access to water

The majority (89%) of the CSs reported that site residents had enough water for all needs including drinking, cooking, personal hygiene, laundry, and other domestic purposes. The proportion fell to 20% in Chernihivska, 58% in Odeska, and 61% in Poltavaska oblasts. It should be noted that 4% of the CSs in Vinnytska and Ivano-Frankivska as well as 3% in Odeska, and 2% in Rivnenska oblasts reportedly did not have enough water for any of these needs, including drinking.

The vast majority (99%) of the CSs managers informed that site residents have sufficient water to meet all needs on an everyday basis. However, this was not the case in Donetsk oblast, where 18% reported that the residents did not have this option.

The data show that in more than half (57%) of the CSs, IDPs used unfiltered tap water for drinking, followed by water purchased by sites' residents (53%). Almost half (48%) of the site managers indicated that the quality of the available drinking water was good, while nearly 2% reported it as poor, specifically in Chernihivska (10% of the CSs), Kyivska (7%), Mykolaivska, and Sumska (6% each) oblasts. In addition, 6% of the CSs surveyed in Rivnenska oblast indicated the drinking water quality as very poor.

Overall, 81% of the CSs reported full availability of hot water, less frequently in Kharkivska (63%), Donetsk, Poltavaska (64% in each), and Zaporizka (65%) oblasts.

Most (77%) of the sites with access to hot water cited boilers as the main source, followed by centralized hot water supply (15%).

Bathing facilities and toilets

Reportedly, 20% of the CSs surveyed in Chernihivska, 11% in Sumska, 6% both in Mykolaivska and Odeska oblasts had no bathing facilities. Further, 4% of the sites in Rivnenska as well as 2% respectively in Khmelnytska, Ternopilska, and Kharkivska 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% both), with a few reporting partial separation (11% and 16%, respectively). Sumska, Khersonska (93% of the CSs in each) as well as Donetsk (91%) oblasts had the highest percentage of the CSs reporting non-separated bathing facilities. Meanwhile, toilets non-segregated by gender were most frequently found in the CSs in Donetsk (82% of the CSs), Khersonska (79%), and Poltavaska (77%) oblasts. Overall, only 22% of the CSs confirmed the availability of disability-friendly bathing facilities, and 20% of the surveyed sites reportedly had disability-friendly toilets.²⁴

In terms of privacy, completely private bathing facilities and toilets were reported to be available in 76% and 90% of the CSs respectively, while partially private ones were reported in 23% and 10% of the CSs respectively.²⁵

WASH NEEDS IN COLLECTIVE SITES



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

24. Disability-friendly bathing facilities and toilets were less commonly reported in the CSs organised in kindergartens (8% and 8% respectively), in dormitories (12% and 9% accordingly), and, interestingly, in private residential property (12% and 9% respectively).

25. Completely private bathing facilities were less frequently reported by the managers of the CSs set up in kindergartens (67%) and, of interest, in specialized medical care facilities (69%), while the CSs in kindergartens and schools were less likely to report completely private toilets (64% and 76% of the CSs, respectively).

PROTECTION AND SOCIAL INTEGRATION

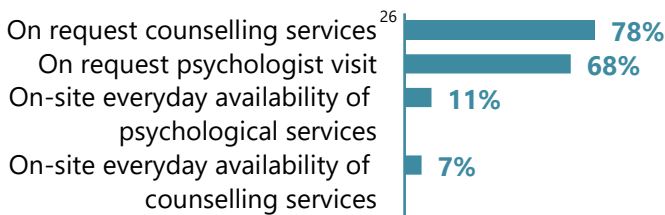
- 91%** of the CSs reported an availability of psychosocial support for adults
- 78%** of the CSs reported an availability of psychosocial services for children
- 21%** reported that the CSs residents do not participate in any social activity within the host community

Psychosocial support for adults

Psychosocial support (PSS) for adults was reported to be available in 91% of the CSs. Of these CSs, 99% reported that site residents knew how to access such support.

Furthermore, the highest percentage of the CSs with PSS services available was found in the Eastern Hub (93%). In contrast, the highest proportions of CSs not equipped with available PSS services were recorded in the Northern Hub (79%), especially in Chernihivska (63%) oblasts.

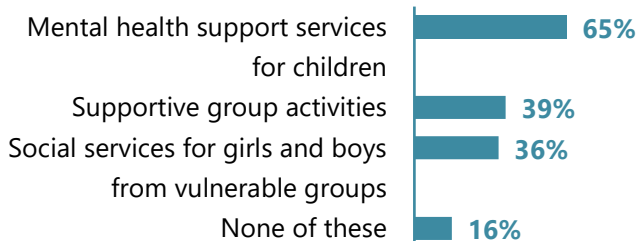
PSS services modalities, % of CSs reporting accessible psychosocial support



Psychosocial support for children

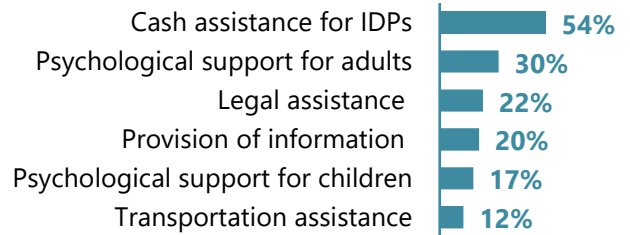
Overall, 16% of the surveyed CSs had no psychosocial services for children, with the higher proportions recorded in the Northern (29%) and the Central (22%) Hubs. The most problematic areas in this respect were Khersonska (67%), Sumska (40%), Cherkaska (34%), Donetsk and Zhytomyrska (30% in each) oblasts.

Modalities of psychosocial support for children, % of CSs reporting its availability²⁷



In terms of building type, the provision of psychosocial services for children was found to be less available in the CSs organised in specialized medical care facilities for people with health issues and disabilities, older people, or children (48%), healthcare facilities (28%), residential property and sanatorium, health camps, health centers (24% each option).

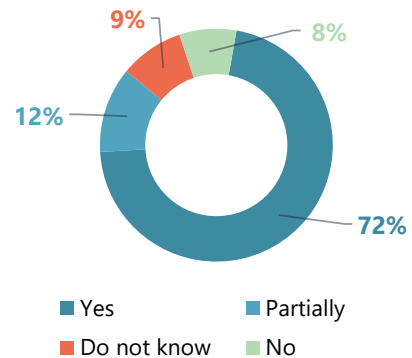
Protection concerns and needs most frequently reported as top 3 priorities, % of CSs²⁷



Social workers visits

Social workers were reportedly visiting 76% of the CSs. Of these, 35% were visited upon request, 31% once a month, 18% once a week, and 17% irregularly (less than once a month). The lowest proportion of the CSs visited by social workers showed the Northern Hub (30%), particularly Sumska (20%) and Chernihivska (25%) oblasts.

Reported 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 42% of the CSs, with the highest percentage noted in the Northern Hub (83% of the CSs).

This was particularly the case in Chernihivska (100%), Kyivska, Dnipropetrovska (89% in each), and Sumska (61%) oblasts.

The lack of such a mechanism was more frequently reported by the managers of the modular towns (81%), and in the CSs set up in residential property (49%), and dormitories (46%).

Social integration

Almost three quarters (74%) of the CS managers reported that site residents participated in social activities within the host community, with the lowest share found in the Northern Hub (51%) and the highest proportion recorded in the Western Hub (81%). Notably, the percentages were several times less than average in Sumska (13%) and Cherkaska (30%) oblasts.

A lack of interest was the most common reason (61%) for social inactivity, followed by constraints related to age, health condition, and disability (45%). A lack of time to participate in joint activities with the host community population was also reported in 28% of the surveyed CSs.

26. 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.
27. Multiple choices were permitted; the sum might exceed 100%.

MODULAR TOWNS

A total of 27 modular towns (MTs) were assessed in the 11th Round with 5,007 individuals reportedly residing in them (78% adults and 22% children), for an average occupancy rate of 61%. Most of the modular towns surveyed were located in Kyivska (11 MTs), Chernihivska (5 MTs), and Dnipropetrovska (4 MTs) oblasts.

The 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 MTs still fall short of the standards.

In particular, 19% of the MTs reported having no common spaces for cooking (kitchen), eating, and food storage (against 4% overall), specifically, in Rivnenska and Zakarpatska oblasts. Further, 7% of the MTs lacked fire extinguishers (compared to 2% across Ukraine), and 19% did not have first aid kits (vs. 4% overall), especially in Rivnenska, Chernihivska and Dnipropetrovska oblasts.

A mechanism for reporting gender-based violence, trafficking and sexual exploitation and abuse at site level was reported to be in place in only 19% of the MTs surveyed (against 52% across Ukraine).

Importantly, 7% of the modular towns (compared to 2% of the CSs overall) reported a poor quality of drinking water, particularly in Chernihivska and Kyivska oblasts. Furthermore, modular towns' managers reported sufficient water for all residents' needs in lower proportions than overall (81% vs. 89% overall).

The data also show that MTs were less frequently than average visited by social workers (67% of modular towns compared with 76% overall). This was the case in Chernihivska, Dnipropetrovska and Kyivska oblasts.

Finally, a higher proportion of the MTs reportedly did not have a bomb shelter within the building itself or nearby (within 500m distance): 26% against 14% 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 people" presented minimum standards for collective centres. It set out a timeline to bring CSs in line with the standards or close them and resettle their residents to CSs that meet minimum standards.

The following paragraphs present a summary of the current state of the surveyed CSs in this regard, and the table in the Annex 1 provides an overview of each minimum standard. Site-level dataset extracts can be requested by humanitarian partners through the CCCM Cluster.

Minimum Standards

On average, CSs complied with 73% of the indicators related to minimum standards. The highest average compliance scores were found in the Western and Northern (75%), and the lowest in the Eastern (72%) Hubs.

Organisational and legal principles of the functioning of the collective sites

In this respect, the surveyed CSs showed relatively high levels of compliance. Particularly, 97% of CSs reported establishing feedback mechanism in the collective sites and 86% reported availability of registration system of residents of collective sites.

However, it is worth noting the lower compliance score in terms of the availability of information on access to public services, protection issues, authorities contacts, etc. - 58% overall, with 23% in the Northern Hub.

Engineering systems

Considering that the heating season is underway, only 17% of the CSs reported the availability of alternative power sources (generator, etc.) at the collective site, with the lowest compliance rate is the Northern hub (43%).

Arrangement and infrastructure of the collective sites

CSs were less likely to be in line with the minimum standards related to the availability of the common spaces to meet the needs of the CSs residents such as places for meetings, rooms for distance education, provision of services, etc. Only 3% of the CSs reported the sufficient availability of the common spaces.

In addition, only 15% of the CSs reported to be equipped with the infrastructure (ramps, handrails, etc.) to provide barrier-free access for people with reduced mobility, with the lowest proportion in the Eastern Hub (9%).

Finally, 38% of the surveyed CSs reported to be able to provide allocation of at least 6 square metres of living space per person.

Sanitation and hygiene

Availability of shower/bathroom and toilets equipped for people with reduced mobility is another area where minimum standards were commonly not met.

Only 22% of CSs reported the presence of at least one shower/bathroom equipped for people with reduced mobility in the collective site (with the lowest rate of 13% in the Eastern Hub).

Similarly, only 20% of CSs reported the presence of at least one toilet equipped for people with reduced mobility in the collective site, reaching the minimum rate of 13% within the Eastern Hub.

Equipment of the CSs premises

The data shows that the lack of a sufficient number of washing machines (one per 10 site residents) in the CSs remained a problem.

Overall, only 19% of the surveyed sites reportedly met the minimum standard. The Eastern Hub exhibited the lowest percentage in this context, standing at 13%.

CONTEXT AND METHODOLOGY

In July 2022, the CCCM Cluster in 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 11th Round, 89% of the interviews were conducted through face-to-face visits and 11% were conducted by phone.

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

ASSESSMENT COVERAGE

Hubs, oblasts	Nº of CSs	Hubs, oblasts	Nº of CSs
Eastern Hub	399	Central Hub	288
Dnipropetrovska	147	Cherkaska	64
Donetska	11	Chernivetska	55
Kharkivska	60	Khmelnyska	46
Khersonska	14	Mykolaivska	18
Kirovohradska	49	Odeska	33
Poltavska	64	Vinnyska	51
Zaporizka	54	Zhytomyrska	21
Western Hub	325	Northern Hub	60
Ivano-Frankivska	57	Chernihivska	10
Lvivska	60	Kyivska	32
Rivnenska	49	Sumska	18
Ternopilska	49	Total	1,072
Volynska	50		
Zakarpatska	60		

Limitations

The distribution of the surveyed sites does not reflect CSs location across Ukraine, and the actual coverage relies on partners' contributions and assistance. Results must be read as indicative only. Out of 1,072 assessed CSs, 1,020 reported actively hosting IDPs at the time of data collection, and 52 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 11](#)

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 10 Brief](#), with October results from key informants survey.

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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допомагаючи іншим зростати



NORWEGIAN
REFUGEE COUNCIL



Informing
more effective
humanitarian action

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 11 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 standards and CSM Indicators				Compliance with minimum standard, % of CSs				
Minimum standard group	Minimum standard	Minimum standard calculation	Standard number	Overall, % of CSs	Western Hub	Central Hub	Northern Hub	Eastern Hub
1. Organizational and legal principles of the collective site functioning	Agreement and Rules of residence of internally displaced people in the collective site	Presence of contracts, including the Rules for the residence of internally displaced people in collective sites, between the manager and residents of the collective site	RES930_111	73%	64%	70%	75%	83%
	Registration of residents of the collective site	Records of people living in the collective site are kept in accordance with Appendix 4 to the Procedure for the Operation of Collective sites for Internally Displaced People	RES930_121	86%	85%	91%	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	97%	99%	97%	88%	98%
	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(s) 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 as well as information about the presence of the bomb shelters in the immediate vicinity of the collective site, etc.	RES930_141	58%	60%	67%	23%	54%
2. Engineering systems	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	72%	79%	70%	80%	66%
	Electricity supply (backup power)	2) Alternative power sources (generator, etc.) are available at the collective site	RES930_212	17%	14%	21%	43%	15%
	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	67%	76%	72%	57%	58%
	Heating (availability of alternative source of heating)	2) Alternative sources of heating are available at the collective site	RES930_222	No data	No data	No data	No data	No data
	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	86%	78%	83%	85%	95%
	Drainage	The collective site is equipped with a smoothly functioning drainage system	RES930_241	89%	92%	89%	90%	88%
	Ventilation	The collective site is equipped with a smoothly functioning ventilation system	RES930_251	87%	87%	85%	85%	90%

Annex 1

MINIMUM STANDARDS COMPLIANCE

Resolution #930 minimum standards and CSM Indicators				Compliance with minimum standard, % of CSs				
Minimum standard group	Minimum standard	Minimum standard calculation	Standard number	Overall, % of CSs	Western Hub	Central Hub	Northern Hub	Eastern Hub
3. Arrangement and infrastructure of the collective site	Separation of the living areas allocated to internally displaced people from the space used for the site's original function	Separation between the space allocated for internally displaced people (except for common spaces) from other premises of the building if the building simultaneously is used for its original functional purpose (educational institution, sanatorium-resort facility, dormitory)	RES930_311	34%	38%	30%	33%	35%
	Separation of the living spaces and common areas of the collective site	Premises of collective sites are divided into common areas for internally displaced people and living spaces	RES930_321	83%	72%	87%	95%	87%
	Sufficiency of common spaces	Presence 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	3%	3%	3%	5%	4%
	Sufficient space in living areas	Allocation of at least 6 square meters per one bed (person) in living spaces	RES930_341	38%	30%	39%	52%	41%
	Room occupancy	Four or fewer beds per room	RES930_351	77%	82%	79%	80%	72%
	Locks/latches	Entrances to rooms where beds are located are equipped with locks or latches	RES930_361	84%	87%	82%	77%	85%
	Barrier-free access	Premises of the collective site are equipped with infrastructure (ramps, handrails, etc.) that provides barrier-free access for people with reduced mobility	RES930_371	15%	15%	21%	33%	9%
	Temperature range	Temperature in the premises of the collective site is maintained within the range of 18-25 °C	RES930_381	84%	88%	87%	62%	82%
4. Sanitation and hygiene	Mold and/or fungus	Absence of mold and/or fungus in the premises of a collective site	RES930_411	86%	82%	82%	95%	91%
	Insects and/or rodents	Absence in the premises of a collective site	RES930_421	96%	98%	91%	95%	99%
	Shower/bathtub (at least 1 per 12 people)	1) Availability of a sufficient number of showers/bathtubs in the collective site (one shower/bathtub per 12 people)	RES930_431	51%	56%	49%	68%	46%
	Shower/bath (locks/latches)	2) Showers/bathrooms are equipped with individual locks or latches	RES930_432	75%	86%	83%	62%	62%
	Shower/bathtub (for people with reduced mobility)	3) Availability of at least one shower/bathroom equipped for people with reduced mobility in the collective site	RES930_433	22%	23%	28%	47%	13%
	Shower/bathtub (nearby alternative within 50 meters)	4) Availability of a shower/bathtub within a radius of 50 meters from the collective site in the event that a shower/bathtub is not located in its premises ²⁸	RES930_434	1%	1%	1%	0%	0%
	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	61%	62%	60%	67%	60%
	Toilets (locks/latches)	2) Toilets are equipped with individual locks or latches	RES930_442	90%	95%	94%	90%	82%
	Toilets (disability-friendly)	3) Availability of at least one toilet equipped for persons with reduced mobility in the collective site	RES930_443	20%	17%	29%	47%	12%
	Toilets (nearby alternative within 50 meters)	4) Availability of toilets within a radius of 50 meters from the collective site in the event that they are not located in its premises ²⁹	RES930_444	0%	0%	0%	0%	0%
	Waste management (functioning system)	1) Functioning waste management system at the collective site	RES930_451	99%	99%	97%	100%	99%
	Waste management (alternative)	2) Availability of garbage bins within a radius of 50 meters from the collective site	RES930_452	99%	99%	98%	100%	99%

28. Relevance was applied: the question was asked only to those CSs who reported that a shower/bathtub is not located in premises of CS.

29. Relevance was applied: the question was asked only to those CSs who reported that toilets are not located in premises of CS.

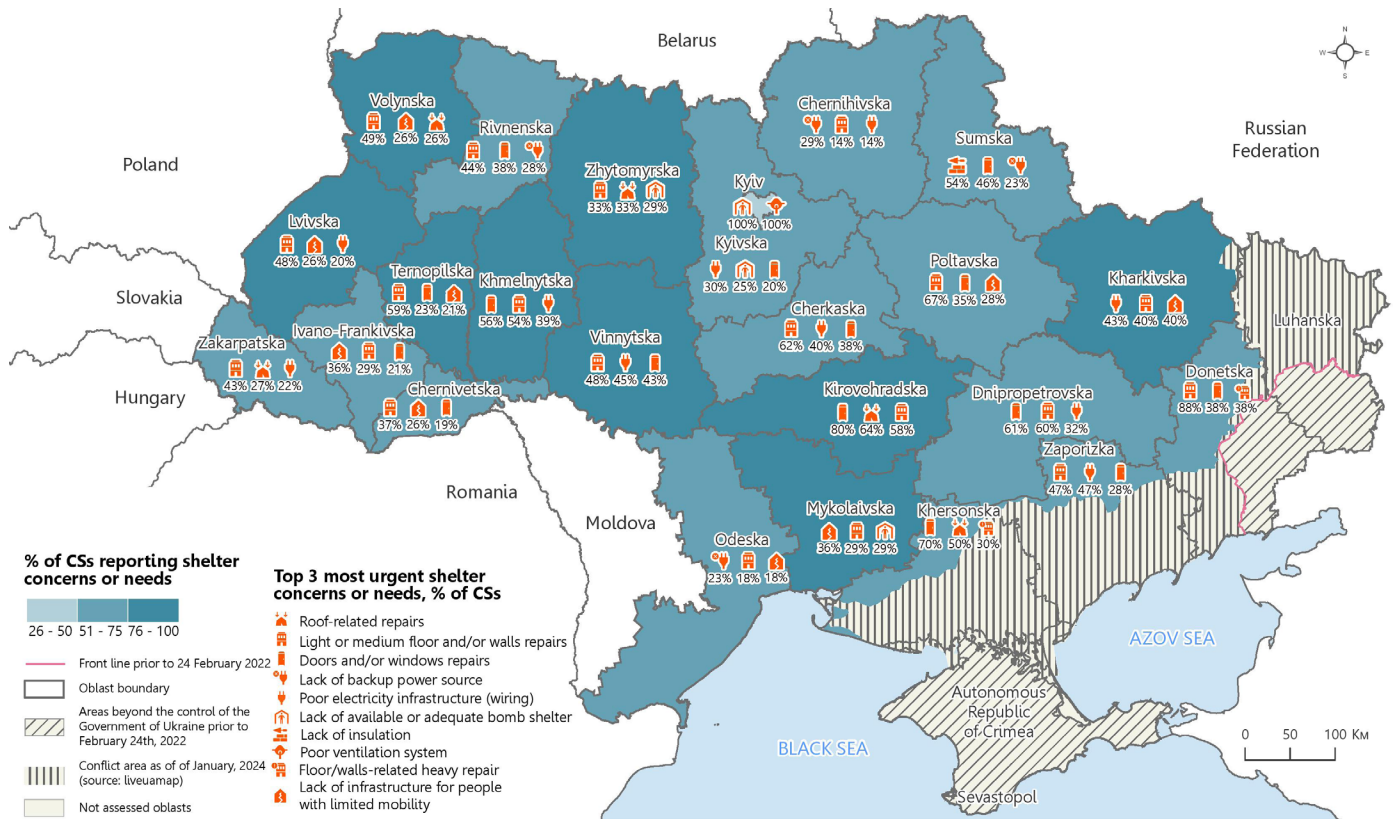
Annex 1

MINIMUM STANDARDS COMPLIANCE

Resolution #930 minimum standards and CSM Indicators				Compliance with minimum standard, % of CSs				
Minimum standard group	Minimum standard	Minimum standard calculation	Standard 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	59%	76%	51%	50%	51%
	Furniture (for individual use)	2) Residents are provided with individual-use furniture for furnishing private spaces (bed, wardrobe, etc.) and sleeping items (mattress, pillow, blanket, bed linen)	RES930_512	74%	80%	69%	58%	74%
	Household appliances (kitchen equipment)	1) Kitchens and communal eating areas are equipped with the necessary household appliances and amenities	RES930_521	61%	68%	56%	57%	59%
	Household appliances (washing machines)	2) Sanitary premises are equipped with washing machines in the recommended amount (one washing machine per 10 people)	RES930_522	19%	23%	22%	20%	13%
	Household appliances (drying machines or drying room)	3) Sanitary premises are equipped with drying machines in the recommended amount (one drying machine per 20 people) or (4) rooms are allocated for drying laundry	RES930_523	59%	64%	73%	63%	45%
	Household appliances (boiler)	5) Showers/bathrooms are equipped with boilers in the absence of hot water supply	RES930_524	77%	85%	79%	73%	68%
	Safety (evacuation plan)	1) Presence of evacuation plans	RES930_531	96%	92%	100%	95%	97%
	Safety (extinguisher)	2) Availability of fire extinguishers in the premises of the collective site	RES930_532	87%	81%	84%	95%	92%
	Safety (first aid kit)	3) Availability of a first aid kit in the premises of the collective site	RES930_533	95%	93%	97%	88%	96%

Annex 2

SHELTER NEEDS IN COLLECTIVE SITES



Annex 3

HUMANITARIAN ASSISTANCE RECEIVED IN COLLECTIVE SITES

