

## OUTLOOK AND WAY FORWARD

# DURABLE SOLUTIONS FOR PEOPLE LIVING IN COLLECTIVE SITES IN UKRAINE

MAY 2024 | **UKRAINE**



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## BACKGROUND

Two years into the Russian full-scale invasion of Ukraine, around 3.7 million people remain internally displaced.<sup>1</sup> Of those, an estimated 109,000 are hosted in over 2,600 collective sites (CSs) across the country.<sup>2</sup> Initially established as temporary shelters, collective sites have now hosted internally displaced people (IDPs) for extended periods. As of December 2023, 79% of the CSs reported to host residents who had generally been staying for at least one year.<sup>3</sup>

Collective sites in Ukraine should be regarded as a last resort for IDPs, as they are intended only for temporary stays and do not represent a viable prerequisite for durable solutions. Indeed, collective site residents often live in sub-standard conditions, characterised by insufficient living spaces, limited bathing and kitchen facilities, and a lack of security of tenure. Some IDP residents heavily rely on humanitarian assistance and social grants and may be more vulnerable to the impact of recent developments, including decreased humanitarian funding for central and western regions and tightening eligibility criteria for the Government's IDP monetary assistance program.

Following an initial absence of a regulatory framework to guide collective site activities during the first two

years of the response, Resolution #930 was adopted by the Cabinet of Ministers of Ukraine in September 2023. It establishes a unified definition of collective sites, delineates minimum humanitarian standards, and sets forth procedures for site consolidation and closure. The process of site closure, especially for sites that do not meet the legislated minimum standards by the stated deadline, offers an opportunity for the CS population to be supported to move on to more appropriate and sustainable accommodation and to progress towards local integration. However, this process presents risks, and, if not managed judiciously, could potentially result in eviction, heightened protection risks and other harmful impacts for IDP residents, exacerbating the distress already experienced by individuals displaced from their homes.

Considering the elements highlighted above, a key objective of the Camp Coordination and Camp Management (CCCM) Cluster for 2024 is to promote and inform responsible **exit strategies** and support **linkages** to durable solutions for the CS population. This includes IDP profiling in collective sites, supporting authorities to take responsible and principled approaches to site consolidation and closure, and raising awareness among site residents.



Photo Credit: Alina Kovalenko, UNHCR, 2024, Kremenchuk

# REPORT SCOPE

On December 12th and 13th 2023, the CCCM Cluster and REACH initiative jointly organised a workshop welcoming around 40 participants, including representatives from the CCCM, Protection, and Shelter clusters, UN agencies, as well as International and National NGOs.

The workshop aimed to address the following objectives:

- 1 Review **available data** that facilitates a common understanding of the CS population's current obstacles and assess their existing progress towards durable solutions, including access to more sustainable long-term accommodation.
- 2 Develop joint data-driven operational and strategic **recommendations**, along with **advocacy messages**, that support linkages to durable solutions for the CS population.

This report extends and interconnects coherently the data presented by the various presenting partners and expands on the recommendations discussed and agreed upon during the workshop. The structure mirrors that of the workshop, beginning with an exploration of the movement dynamics of the CS population and their demographic characteristics (opening session), followed by discussions on access to employment and livelihoods (**session #1**), housing alternatives (**session #2**), social cohesion (**session #3**), and finally, Minimum Standards and Resolution 930 (**session #4**).

Ultimately, this report aims to support the implementation of data-driven decision-making approaches that put displaced-affected communities at the centre of holistic and long-term programming in Ukraine, as unanimously called for by various key global and national durable solutions and sustainable development frameworks.<sup>4</sup>

## What are durable solutions?

The Inter-Agency Standing Committee (IASC) Framework on Durable Solutions is widely acknowledged as a guiding reference in this field of research. It establishes that IDPs reach durable solutions when *"they no longer have specific assistance and protection needs that are linked to their displacement and when such persons can enjoy their human rights without discrimination resulting from their displacement"*. Once durable solutions are reached, individuals who have undergone internal displacement should no longer be considered and referred to as "IDPs".

The IASC Framework transposes the achievement of durable solutions into eight interlinked **criteria**: (1) Long-Term Safety and Security; (2) Adequate Standards of Living; (3) Access to Livelihoods and Employment; (4) Effective and Accessible Mechanisms to Restore Housing, Land and Property,

(5) Access to Personal and other Documentation; (6) Family Reunification; (7) Participation in Public Affairs; (8) Access to Effective Remedies and Justice.

For conducting durable solutions analyses, context-specific measurable indicators are established to operationalise those criteria and assess progress towards durable solutions over time. Importantly, IDP vulnerabilities should be **displacement-specific**. For this reason, durable solutions analyses are by nature comparative and are often done by comparing results from IDPs and their host communities against similar indicators. As the focus of this report is specifically on the IDP population in collective sites, the comparison is conducted against both the host communities and the general IDP population (i.e., living for its main majority outside collective sites).

# EXECUTIVE SUMMARY

## DATA TAKEAWAYS

### Mobility



The CS population has now been displaced for a prolonged period, often going back as far as the first months following the start of the full-scale invasion in February 2022. Most site residents currently report widespread intention to remain (**89%**) in their settlement of displacement in the middle term and to maintain site residency. Transitioning to private accommodations is typically deemed unfeasible due to rental expenses within displacement settlements, which serve as the primary obstacle to relocating from the sites.

### Demographics



The CS population is characterised by a high proportion of female residents (**62%**) and a low proportion of working-age adults (**43%**). Additionally, site residents are more likely to be represented by individuals having disabilities or chronic illnesses when compared to the general IDP and non-displaced populations.

### Employment



The employment rate among the CS population (18-59 years old) is lower compared to the general IDP and non-displaced populations, with only **35%** of working-age adults involved in either formal or informal employment. The rate is particularly low among women (**31%**), with a significant portion primarily engaged in household duties due to caregiving responsibilities. Respondents identified various barriers to employment, including physical limitations, a scarcity of job opportunities, and skills inadequacy, affecting both genders. Furthermore, a segment of site residents demonstrated limited engagement in local job markets, which respondents attribute to their challenging emotional state and the uncertainty surrounding their situations.

### Incomes



Income levels of the CS population are generally low, with a median per capita of 4,566 UAH per month, compared to 5,267 UAH for the general IDP population. Only a small portion of households (**29%**) rely on self-sustained incomes when compared to the general IDP population (57%). Similarly, they were more likely to receive state social benefits (**92%**) due to their eligibility until March 2024 for IDP-specific monetary assistance.

### Social Cohesion



Feelings of tension between IDP and non-IDP populations are reportedly low across Ukraine, though they tend to be higher in the West. Available data suggests that this positive dynamic is mirrored by the CS population and their host communities, however, numerous factors can be sources of tension in the current context of displacement. They include competition over resources and assistance; distrust and stereotypes; and cultural and linguistic differences. Finally, although data indicates that the CS population demonstrates a moderately good level of engagement in social activities (**55%**), civil and political engagement is estimated to be low (**17%**).

## Minimum Standards



On average, collective sites currently comply with **73%** of the standards set out by Resolution 930. General areas of concern relate to the inadequacies of space arrangements resulting in a lack of privacy and living space; the lack of backup power sources; the lack of disability infrastructures in common areas and hygiene facilities; and the lack of fixtures and appliances in comparison to the number of site residents. Additionally, data suggest that sustainable security of tenure is not fully guaranteed, with **15%** of site residents reporting risks of evictions in their collective sites.

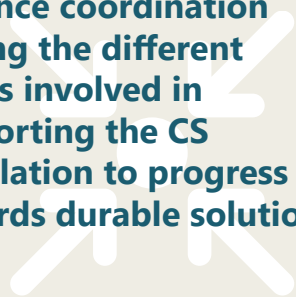
## Access to Basic Services



The CS population has a good level of access to healthcare, education, legal, social, and administrative services in their settlement of displacement. Data indicates that **83%** of site residents who sought healthcare reported not meeting any obstacles in doing so. Additionally, it suggests that the proportion of NEET (not in education, employment, or training) is low among school-age children in collective sites. However, figures indicate that nearly half of them were still enrolled in education facilities in their settlement of origin, increasing their prevalence of studying through online learning. Lastly, the CS population was more likely as compared to general IDPs to report awareness of existing and available legal, psychological, and legal services. Findings suggest that this relatively high access to basic services is partly explained by on-site accessibility and preferential pricing (i.e., free or less expensive access to services or items).

# RECOMMENDATIONS

## Enhance coordination among the different actors involved in supporting the CS population to progress towards durable solutions.



This would involve closer integration and, in some cases, consolidation of multi-stakeholder coordination fora and frameworks involving humanitarian and development actors, the Government of Ukraine (GoU), local administrations and civil society. Coordinated approaches should prioritise the mapping of existing programs, area-based approaches, and capacity-strengthening efforts. In this context, clear guidelines for a phased and consultative approach towards site closure are needed at the government level, while fostering alignment between the humanitarian response and long-term development strategies.

## Implement a comprehensive individual case management system tailored to the needs of site residents.



This includes adapting assistance according to individual and household capacities and vulnerabilities. For example, job-ready working-age IDPs can be supported through job-searching assistance, support for professional development, and access to rental market initiatives. Vulnerable CS residents are to be identified and provided with referral to appropriate services, assistance and programs linked to disabilities, health needs, caregiving responsibilities, or mental health and psychosocial needs. Where possible, case management, through referral to Protection actors or Oblast social departments, should seek to facilitate more appropriate housing and accommodation in support of more durable solutions and local integration. For these IDPs, it may be necessary to enable prioritised access to housing programs like social housing, while ensuring that leaving the site does not impede their access to social or healthcare services.



## Implement a comprehensive area-based approach.

To better align strategies with the local context, area-based approaches should be adopted for durable solutions and responsible site closure. As part of this approach, humanitarian and development actors should prioritise linkages with local service providers as an essential step to support IDPs in securing more appropriate accommodation solutions outside of collective sites. As part of the process of responsible and principled site closure, area-based approaches should support site residents to remain within their settlement of displacement, if they so wish, to maintain support networks, and access to services, jobs, and schooling for children.



Photo Credit: Andrew McConnell, UNHCR, 2023

# REACH DATA SOURCES

As previously mentioned, the findings in this report expand upon the data presented during the CCCM December 2023 workshop. The presentations by REACH, which comprised roughly half of the presentations, draw heavily from the four research cycles outlined below, three of which resulted from collaboration with the CCCM cluster.

<b>Multi-Sectoral Needs Assessment (MSNA)</b>	<ul style="list-style-type: none"> <li>• <b>Aim:</b> Provide a nationwide overview of key humanitarian needs in Ukraine.</li> <li>• <b>Data collection period:</b> July 2023.</li> <li>• <b>Geographic Coverage:</b> Government-controlled areas (24 oblasts and 105 raions)</li> <li>• <b>Methodology:</b> Household interviews with standardised closed questions.</li> <li>• <b>Representativity:</b> 95% representativity with a 7% margin of error at the national and macro-region levels.</li> <li>• <b>Sample:</b> 13,322 households (General Population); 2,038 households (CS population).</li> <li>• <b>Limitations:</b> Broad analytical coverage with no specific focus on durable solutions.</li> </ul>
<b>CCCM Durable Solutions Longitudinal Assessment (CCCM DSLA)</b>	<ul style="list-style-type: none"> <li>• <b>Aim:</b> Identify key trends regarding the progress of the CS population towards durable solutions over time.</li> <li>• <b>Data collection period:</b> June 2023 (Round 1); November 2023 (Round 2).</li> <li>• <b>Geographic Coverage:</b> Four urban settlements (Dnipro City, Vinnytsia City, Uzhhorod and Mukachevo).</li> <li>• <b>Methodology:</b> Household interviews with standardised closed questions.</li> <li>• <b>Representativity:</b> Indicative findings due to convenient sampling.</li> <li>• <b>Sample:</b> Identical 720 households across both rounds.</li> <li>• <b>Limitations:</b> Patterns are identified solely via quantitative analysis through the perspective of a specific set of key indicators.</li> </ul>
<b>Collective Sites Monitoring Round 11 (CSM Round 11)</b>	<ul style="list-style-type: none"> <li>• <b>Aim:</b> Monitor living conditions and minimum standards compliance of CSs across Ukraine.</li> <li>• <b>Data collection period:</b> December 2023.</li> <li>• <b>Geographic Coverage:</b> Government-controlled areas (23 oblasts).</li> <li>• <b>Methodology:</b> Key Informant Interviews (KIIs) with CSs managers or focal points with standardised closed questions.</li> <li>• <b>Representativity:</b> Indicative due to the distribution of surveyed sites not reflecting CSs' location across Ukraine.</li> <li>• <b>Sample:</b> 1,072 CSs.</li> <li>• <b>Limitations:</b> Reliant on KIIs as a single data source and thus unable to confirm accuracy or account for possible biases.</li> </ul>
<b>Collective Sites Monitoring – Qualitative Round (CSM Qualitative Round)</b>	<ul style="list-style-type: none"> <li>• <b>Aim:</b> Provide qualitative inputs on the site populations' perceptions regarding their progress towards durable solutions.</li> <li>• <b>Data collection period:</b> September 2023.</li> <li>• <b>Geographic Coverage:</b> 12 settlements in government-controlled areas.</li> <li>• <b>Methodology:</b> Focus Group Discussions (FGDs) with site residents + Key Informant Interviews (KIIs) with representatives of civil society organisations and local authorities.</li> <li>• <b>Representativity:</b> /</li> <li>• <b>Sample:</b> 12 FGDs and 12 KIIs.</li> <li>• <b>Limitations:</b> Qualitative data is indicative of key trends and issues faced by the population and does not by itself offer a comprehensive overview.</li> </ul>



# EXPLORING DATA ON PEOPLE LIVING IN COLLECTIVE SITES

## Mobility History and Movement Intentions

**1. The CS population has been displaced for a prolonged period.** According to the MSNA data, 71% of the CS population was displaced for over a year as of July 2023. Similarly, data from the CCCM Longitudinal DS assessment (LDSA) indicated that IDP residents generally arrived at their settlement of displacement within the two months following the escalation of hostilities and have since resided there. It also highlighted that 85% of households kept residing in CSs between June and November 2023. Notably, only 2% indicated they had left their settlement of displacement to return to their area of origin within this period.

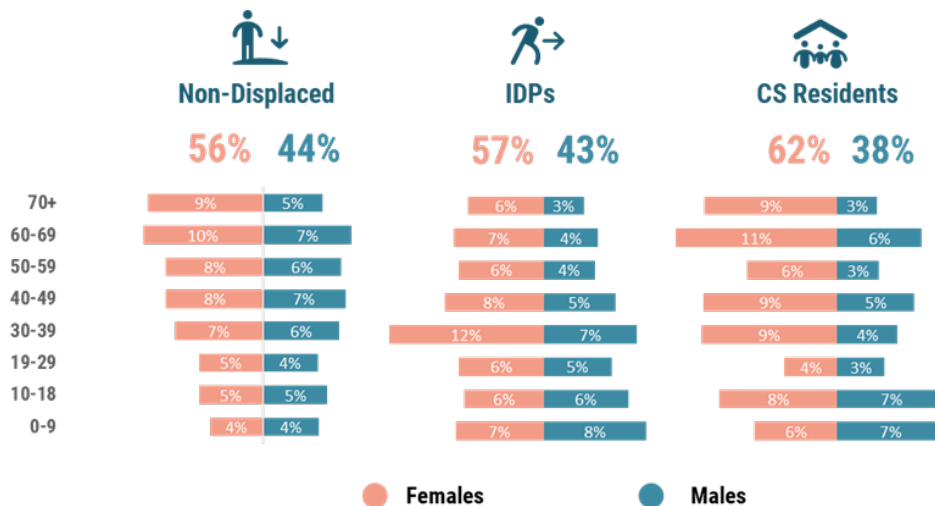
**2. Most IDP residents currently have little intention to leave their settlements of displacement in the foreseeable future.** According to the MSNA data, 89% of the CS population reported the intention to remain in their current settlement in the 3-6 months following data collection (July 2023), against 78% for the general IDP population. Data from the CCCM LDSA suggests that the intention to stay has become increasingly prevalent. In June 2023, 53% of households reported intending to stay in their current settlement of displacement within the following year, a figure that rose to 72% by November 2023. Notably, a majority of IDP residents (86%) originate from the

four oblasts currently partially occupied, compared to 58% for the general IDP population, suggesting that they are less likely to have the possibility to return.

**3. Site residency appears to be the preferred living modality for the CS population until an eventual return to the settlements of origin.** According to the CCCM LDSA, a strong proportion (94%) of households have no intention to cease site residency, provided that they do not return to their settlement of origin. The most reported reasons were saving costs (80%), guaranteed shelter ahead of winter (71%), feeling of security (70%), and access to humanitarian assistance (45%). During the CSM qualitative round, participants in the FGDs also noted that the decision to stay in CSs could be influenced positively by overall satisfaction with living conditions, as well as the convenient location and availability of services such as education and healthcare. However, it is worth noting that movements to private housing are observed. It was the case for instance in Uzhhorod and Mukachevo, where approximately 27% of the CS households surveyed during the CCCM LDSA left their CSs between June and November 2023, with more than half of those moving to private housing in the same settlement.

## Demographic Characteristics

Figure 1. Pyramids of age of Non-Displaced, General IDP, and CS populations



**1. The CS population is characterised by a high proportion of female residents and a low proportion of working-age adults.** According to the MSNA data, approximately 62% of the CS population comprises female individuals, representing a higher prevalence compared to both the general IDP and non-displaced populations (refer to **Figure 1**). Notably, the CS population includes a substantial proportion of children (0-18 years old) at 28%, mirroring the general IDP population at 27%, alongside a significant representation of older adults (60+ years old) at 28%, akin to the non-displaced population at 30%. However, a notable disparity emerges within their working-age population (19-59 years old), which constitutes only 43% of the CS population, contrasting with 51% for the non-displaced population and 53% for the general IDP population.

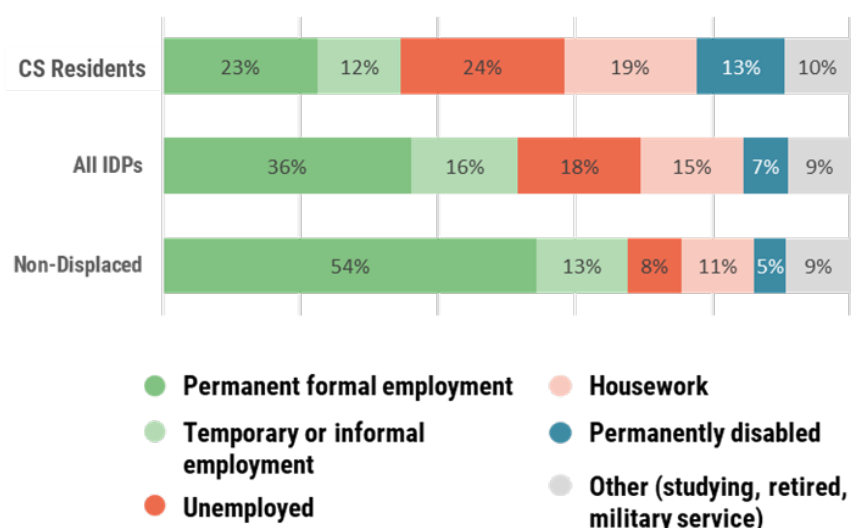
**2. Vulnerable groups are over-represented within the CS population.** Due to the prevalence of older individuals within the CS population (28% are 60+ years old), people living in collective sites are more often characterised by having disabilities or chronic illnesses. Additionally, data indicates that people in collective sites under 60 years old were more frequently reported to be chronically ill or disabled compared to non-displaced individuals (11% versus 8%). In settlements assessed under the CCCM LDSA, this proportion rises to 35% in Vinnytsia, 28% in Dnipro, and 22% in Uzhhorod and Mukachevo. Lastly, MSNA data indicates that 15% of CS households were single-headed households with children, compared to 10% for the general IDP population, and 4% for the non-displaced population.

# SECTION 1: ACCESS TO EMPLOYMENT, LIVELIHOOD, AND SUSTAINABLE INCOMES

## Access to Employment

**1. The employment rate of the working-age CS population (18-59 years old) is lower than for the other groups.** According to the MSNA data, only 35% of the CS population of working age were currently employed (23% in formal employment, 12% in irregular or informal employment), compared to 52% for the general IDP population, and 68% for the non-displaced. Women living in collective sites were less likely (31%) than men (42%) to be employed, and 28% of them were reportedly doing housework. A quarter (24%) of the working-age CS population was reportedly not employed. Of those, 54% were actively looking for a job, versus 72% for the general IDP population. Data from the CCCM LDSA indicates that the employment rate of CCCM IDPs has remained similar between June and November 2023 in Vinnytsia (47%) and Uzhhorod and Mukachevo (46%). However, the employment rate has increased in Dnipro City, increasing from 50% to 55%.

Figure 2. Employment status of working-age HH members (18-59 years old), by displacement categories



**2. The employment status retention of the CS population after their displacement is correlated with various factors, including educational levels, economic sectors, and employment modalities before displacement.**

Data from the CCCM LDSA indicates that CS residents with academic degrees more often reported having permanent formal employment before their displacement (68%) than those with a technical or secondary diploma (51%) who on the other hand were more likely to be informally employed. Concurrently, 67% of people with degrees employed before Feb 2022 had maintained their employment status in round 2 (November 2023), compared to 55% for those with a technical or secondary diploma. Furthermore, more than half (55%) of people with degrees worked in similar economic sectors as before February 2022, often in education and public administration. Lastly, half (50%) of people with degrees kept working with the same pre-displacement employer. For those, it was facilitated by in-person work opportunities in their current settlement (67% in the case of Dnipro City / n = 49), or remote working (59% across all three settlements / n = 92).

**3. Significant obstacles to employment include caregiving responsibilities, physical limitations preventing work, and a scarcity of job opportunities.**

According to the data from the CCCM LDSA, the most reported barriers by unemployed CS residents of working age who were employed before their displacement were the need to care for household members (33%) – up to 43% for women, physical inability to work (27%), lack of vacancies available (33%), and low wages (11%). Women respondents taking part in the FGDs during the CSM qualitative study emphasised their difficulty in placing children in kindergartens. Respondents also highlighted the lack of adequacy of their skills in the job market, the low wages, and the demanding nature of available vacancies. Lastly, a few respondents pointed out the reluctance of employers to hire IDPs due to the uncertainty of their situation, their inadequate proficiency in Ukrainian, or their age – in case of retirement or pre-retirement age.

**4. A segment of the IDP residents show limited engagement in the job market of their settlement of displacement.**

Respondents from the CSM qualitative study reported in more than half of the FGDs a reluctance to look for work due to their challenging emotional and psychological state, along with the uncertainty of their situation. This uncertainty also impacts the priorities of job seekers, less prone to seek permanent employment. In the meantime, some working-age males prefer to avoid official employment because of fear of being mobilised to the armed forces. The lack of engagement from the general IDP population with the job market in areas

of displacement was pointed out as a risk by the ILO representative during his presentation at the CCCM workshop. Long-term unemployment will negatively impact IDPs' skills and competencies while limiting the current and future economic recovery of Ukraine. Beyond skill development and economic contribution, the benefits for IDPs to re-enter the labour market would also be relevant for social integration, psychological well-being, and reduced dependency.

**5. Support is needed, in the form of job searching assistance, but also in providing necessary incentives to working-age individuals and employers.**

When asked about the type of support related to employment people living in collective sites needed, respondents from the CCCM LDSA and the CSM qualitative study mainly emphasised the need for assistance in job searching (direct support, informational) and professional development (retraining opportunities, training in IT skills, computer courses, Ukrainian language lessons). People engaged in housework expressed the need for childcare assistance, particularly for kindergarten-age children. Lastly, some respondents pointed out the need for more incentives to be provided to employers and CS working-age individuals, citing notably compensation for employers or priority enrolment programs in daycare centres. The ILO representative during his presentation at the CCCM workshop also pointed out the lack of incentives provided to CS working-age individuals, notably childcare incentives, but also mobility incentives (e.g., appropriate accommodation at potential places of employment).

# Income Sources and Income Levels

## 1. The CS population is less likely than other IDPs to rely on self-sustained income sources.

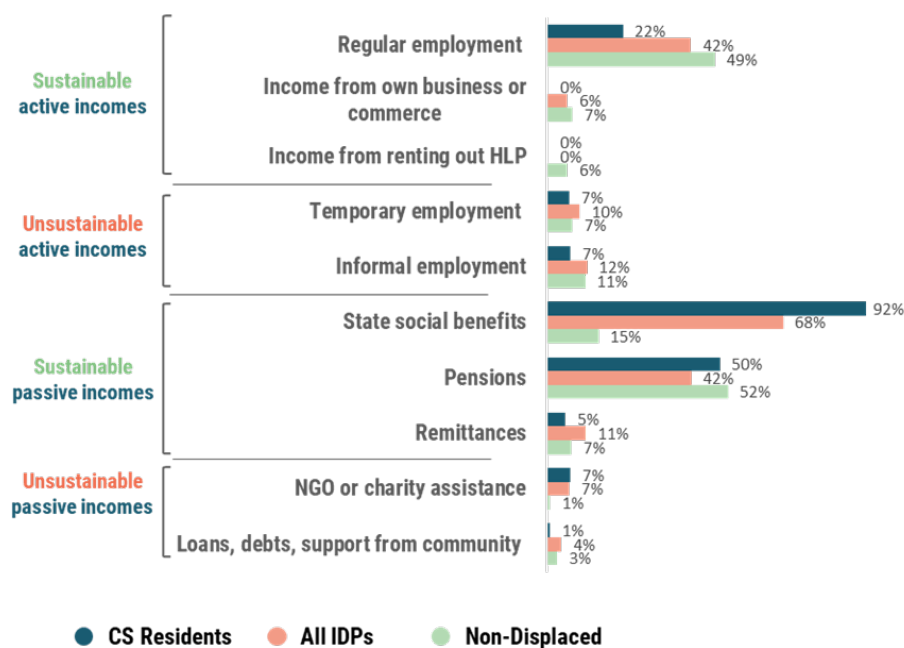
According to the MSNA data, up to 92% of the CS population households were receiving state social benefits in July 2023, primarily stemming from their qualification for IDP-specific benefits. For comparison, this score was 68% for the general IDP population and 15% for the non-displaced population. Only 29% of CS households rely on self-sustained incomes (regular, irregular, and informal employment, renting, and owning a business), compared to 57% for the general IDP population, and 63% for the non-displaced population. This high reliance on assistance, in particular IDP benefits, by the CS population will likely prove to be a problem from March 2024 onward, as the extension of the IDP allowance will only be assured for a limited proportion of vulnerable IDPs. Indeed, REACH estimations suggest that 43% of the general IDP population currently benefiting from this assistance will lose their eligibility, and 34% will have their eligibility contingent upon the registration of able-bodied unemployed household members. This latter point may pose a barrier for certain members of the CS population who wish to avoid registration in official registries.

## 2. The CS population reports generally low levels of income.

The median per capita income of the CS population was approximately 4,566 UAH per month at the time of the MSNA data collection (July 2023). Notably, it was higher in urban (4,733 UAH/month) than in rural settlements (4,333 UAH). By comparison, the

median per capita income of the general IDP population was around 5,267 UAH. Importantly, data from the CCCM LDSA indicates that the median income per capita of the CS population surveyed decreased from 5,000 UAH to 4,500 UAH between pre-Feb 2022 and June 2023 (Round 1). Within this period, the averages decreased from 6,085 UAH to 5,452 UAH. These higher average values suggest that a small proportion of households within the CS population were earning substantially higher income per capita than the rest. However, it is worth noting that households with high incomes per capita pre-Feb 2022 (above 8,000 UAH) reportedly experienced an 80% likelihood of seeing their income per capita decrease within this period, while low-income households (below 4,000 UAH) were more likely (60%) to see their income increase. Between June 2023 and November 2023 (Round 2), the median income per capita increased to 6,000 UAH, while the average income (5,876 UAH) dropped below the median value. These figures indicate an overall improvement compared to June 2023 levels. Importantly, they also suggest that the general income level that decreased since Feb 2022 has eventually more significantly impacted higher-income households. It should be noted that the figures presented above do not capture the impact of inflation, and therefore the decrease in purchasing power when income remains similar.

Figure 3. % of HHs reporting different sources of income, by displacement categories



## RECOMMENDATIONS – EMPLOYMENT (SECTION 1)

**To enhance coordination among different actors involved in supporting access to employment and livelihood:**



Responsible actors

All

- **Conduct service mapping among humanitarian and development actors:** Enhance awareness of existing programs being carried out by all stakeholders and strengthen area-based coordination on employment and livelihood support by undertaking a comprehensive actor mapping.
- **Promote inclusive approaches:** Encourage development actors to proactively identify CS residents for inclusion in employment and livelihood programming, as well as targeted support to IDPs in collective sites.
- **Complement local and state service providers:** Design humanitarian and development employment and livelihood programs to complement existing employment services offered at the local level in settlements where CS populations are living, promoting existing services as a first point of intervention. Seek to collaborate and support where needed the capacity of local institutions and service providers, particularly in case management and private sector engagement.
- **Scale-up private sector engagement:** Enhance collaboration between the private sector, the GoU, and the humanitarian and development actors to identify the workspace skills and experience of IDPs in collective sites and seek to proactively match CS working-age residents with available jobs, or training opportunities.
- **Coordinate funds allocation:** Acknowledging the various actors involved, advocate with donors for a coordinated approach to funds for livelihood programs, including linkages with long-term development investments.

**To provide job-searching assistance to the working-age CS population:**



Responsible actors

Humanitarian & development actors

GoU

Employment Centres

- **Raise awareness and provide counselling:** Enhance information-sharing for CS residents about available job vacancies through information campaigns and job fairs. Deploy job counsellors to offer targeted guidance and assistance in navigating the job market and accessing employment opportunities.
- **Improve access to online job searching:** Provide access to the necessary digital tools and equipment for accessing online job search platforms within collective sites, e.g., by providing internet connectivity and computer facilities.
- **Enhance the impact of employment centres:** Scale-up collaboration between collective sites and employment centres to provide more appropriate and impactful support to job seekers in the CS population.
- **Individual case management:** Connect/refer CS residents to personalised support and guidance for seeking employment, including career counselling and goal setting.

## To provide professional development support through:

### Responsible actors

Humanitarian & development actors

Local authorities

Employment Centres

GoU

Civil Society

- **Job-search skills development:** Facilitate skills development and training for working-age populations in collective sites, focusing on interview techniques, CV development, and digital literacy to enhance employability.
- **Vocational training:** Based on assessed job/labour market needs, invest in vocational training programs to ensure that IDPs have relevant skills aligned with market demands.
- **Entrepreneurship support:** Promote entrepreneurship and sustainable self-employment initiatives through business grants and business incubators. Target programmes specifically for collective sites or include IDPs and hosts from the surrounding community to simultaneously promote local integration. Establish coworking spaces and childcare facilities in support of entrepreneurs.
- **Business stimulation measures:** Promote government programmes on tax incentives that support self-employed entrepreneurs and encourage economic activity among IDPs.

## To provide targeted support and case management:

### Responsible actors

Humanitarian & development actors

Local authorities

Employment Centres

- **Women with children:** Take into consideration the caregiving responsibilities of women, especially women-headed households and specifically those with kindergarten-age children, by facilitating remote work and training opportunities, providing more child-friendly spaces, and enhancing access to childcare facilities.
- **IDPs with challenging emotional and psychological states:** Connect CS residents with the appropriate Mental Health and Psychosocial Support (MHPSS) services to address their emotional well-being and facilitate their transition from aid dependence toward sustained employment.

## To expand job opportunities/ create connections with IDP skills:

### Responsible actors

Private Sector

- **Reconstruction efforts:** Expand the “Rebuilding Ukraine” project, especially its employment component to target working-age residents of collective sites, and increase the number of projects, partnerships, and available vacancies.
- **Outreach campaign:** Provide individual case management and outreach campaigns to identify job vacancies and match them with potential candidates.

## SECTION 2: ALTERNATIVE HOUSING OPTIONS

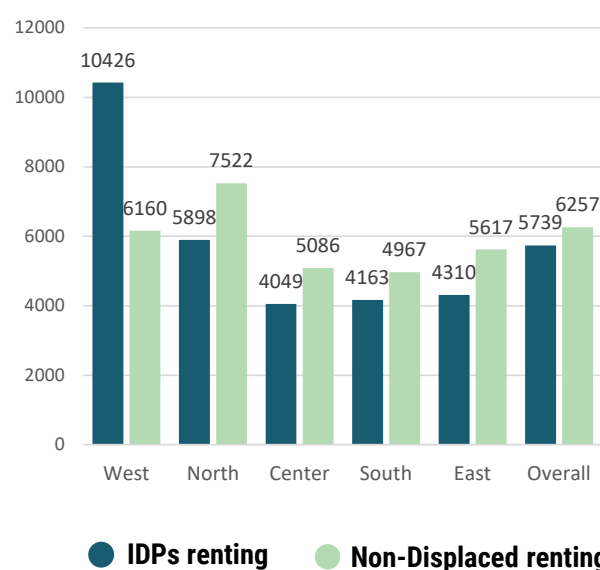
**1. The main barrier to accessing the renting market for the CS population is associated with costs.** According to the MSNA data, the majority of IDP households (69%) have opted for renting accommodation in their area of displacement, noting that renting accommodation is generally not widespread in Ukraine – only 5% of the non-IDP population rent their housing. Meanwhile, IDP respondents residing in collective sites rarely express the intention or desire to move to private housing during their displacement. The main deterrent is rent prices in the displacement areas, according to the CCCM LDSA, and the UNHCR Rental Market Assessment (RMA) conducted among site populations in seven Western and Central oblasts. Costs are reportedly considered too high by the CS population when compared to their incomes. Indeed, the estimated monthly average IDP rent expenditure in Ukraine is 5,000 UAH, while the median household income of the CS population is only 9,360 UAH, according to the MSNA data. Participants of the FGDs from the CSM qualitative round corroborated this point, while emphasising that access to housing was the main prerequisite for local integration in their area of displacement.

**2. Rental prices and rental market dynamics vary across oblasts.** There are significant regional differences in rental costs across the country, according to the UNHCR Rental Market Assessment.<sup>5</sup> IDP renters in the West experience particularly high rental costs, according to data from the MSNA, which suggests they pay disproportionately higher rates compared to host communities (see **Figure 4**). This discrepancy likely poses a substantial barrier to accessing the rental market, with nearly half (47%) of the CS population residing in Western oblasts (CCCM National Cluster Master List). In addition to rent prices, the UNHCR RMA also indicates that specific market dynamics can lead to associated costs or uncertainty for the renters, some of which also vary by region. It includes the increase of utility costs during the winter; use of verbal agreement as rental contract (22%); reliance on real estate agents for property rentals (71%); preference for cash payments (66%); etc.

**3. The majority of the CS population have not yet received compensation for their damaged or destroyed housing and are unlikely to receive it in the immediate future.** The Law on Compensation for Damaged and Destroyed Property (No. 2923-IX) was adopted by the Ukraine Parliament in March 2023. The

by-laws Resolution No.381 and No. 600 have since then been approved and lay the path for operational processes related to applying for and receiving compensation assistance for damaged (381) and destroyed (600) properties. It is noteworthy that those resolutions have established a list of priority groups, and only allow for compensation to be allocated for real estate objects present on the territory controlled by the Government of Ukraine. As a result, it would be expected that only a small proportion of the CS population – which mostly originates from oblasts partially occupied by the Russian Federation (see opening session) – currently has the chance to see their real estate being compensated. This assumption is confirmed by the data collected during the CCCM LDSA, in which only a handful (three) of CS households reported to have received full compensation as of November 2023. During the same period, more than half of assessed CS households (58%) reported confirmed damage or destruction of their property in their settlement of origin. Of those [n=368], 59% have not submitted a request, and 24% face issues in the compensation process. The most reported barriers to compensation were the presence of housing in occupied territories (48%) and the lack of visual proof of destruction (32%). Issues were also raised during the FGDs of the CSM qualitative round, such as lacking information on the state of the house, not knowing how to apply, or receiving insufficient amounts.

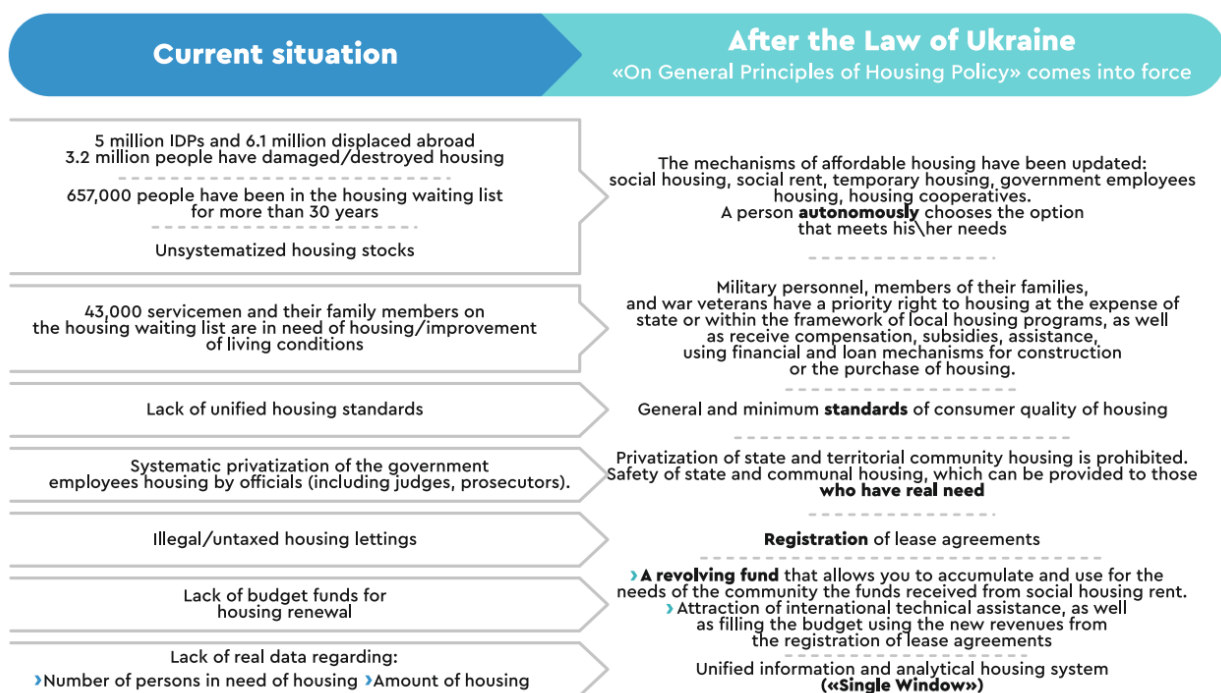
**Figure 4. Average rental prices of the General IDP and Non-Displaced populations, by macro-regions**



**4. The planned Housing Policy Reform has the potential to partially address the need for alternative housing for the CS population.** The Ukrainian parliament is currently developing a draft law “On the General Principles of Housing Policy”. The stated objective of this legislation is to ensure and protect everyone’s right to housing, by creating conditions and opportunities for people to choose housing options independently, consciously, and transparently. Among other measures, the reform aims to develop a unified information and analytical system, track the needs of individuals with available housing

stock, and introduce a social rent concept. One of the strategic goals of the law will be to provide housing for IDPs in their settlement of current displacement, for instance by creating temporary/social housing funds, providing compensation for temporary accommodations, or promoting home ownership through preferential loans. The reform aims to abolish the current Code and to get closer to international and European standards. This process will require tackling a variety of interconnected considerations, including land ownership and local capacities management.

Figure 5. Housing Policy Reform (source: GoU)



## RECOMMENDATIONS – HOUSING (SECTION 2)

**To enhance coordination among different actors involved in supporting the CS population to access alternative housing:**

**Responsible actors**

**Humanitarian & development actors**

**GoU**

- **Strengthen linkages between humanitarian programs and the government compensation mechanisms for damaged and destroyed housing.** For instance, by providing light damage repairs not covered by the compensation mechanism, in close coordination between CCCM, Protection and Shelter Clusters.
- **Integrate humanitarian and development programming:** Collaborate and plan for more integrated programming between humanitarian and development actors on access to housing, MHPSS and livelihoods to strengthen sustainability and prospect for durable solutions while facilitating a smoother transition from humanitarian to development programming.



## To adopt an area-based approach:



### Responsible actors

Humanitarian & development actors

Local authorities

- **Map initiatives at the local level:** Conduct mapping of existing initiatives at the local level on temporary accommodation, adequate housing, rental market initiatives cash for rent, social housing and assisted living programs, etc.
- **Registration of housing stocks:** Compile an updated local register of available existing housing stocks and assess housing availability for the relocation of IDPs currently living in collective sites.
- **Empowerment of local authorities:** Encourage and support local authorities in monitoring the situation of people living in collective sites and identifying dignified and suitable housing alternatives for them locally.

## To guarantee tailored individual case management:



### Responsible actors

Humanitarian & development actors

GoU

Local authorities

- **For economically capable IDPs:** Promote and facilitate access to cash-for-rents / rental market initiatives schemes with minimum duration (longer than 6 months). Take a holistic approach to ensuring the longer-term viability of IDPs in the rental market by supporting employment opportunities, MHPSS case management and local integration opportunities.
- **For non-economically capable/vulnerable IDPs:** Promote and facilitate preferential access to tailored housing programs (e.g., social housing, assisted living) while ensuring access to necessary social assistance and state social benefits (e.g. IDP allowance, pensions, etc.).
- **For IDPs with damaged or destroyed housing:** Advocate for CS residents' access to state compensation when eligible, while coordinating complementary assistance such as housing repairs through humanitarian funds and preferential access to tailored housing programs.

## To ensure the establishment of the Housing Policy Reform:

### Responsible actors

Humanitarian & development actors

GoU

Local authorities

- **Advocacy:** Advocate for an inclusive housing policy reform in Ukraine.
- **Housing stock expansion:** Expand social housing stock to meet the housing needs of the displaced population. Investment from non-governmental actors, including investment from international development actors, could be necessary for repurposing non-residential buildings.
- **Pre-2022 programs restoration:** Restore or reinvigorate IDP housing programs and initiatives from before the full-scale invasion, adapted to the current context characterised by a larger number of people relying on collective sites long-term.
- **Linkages with Resolution 930:** Assess the suitability of converting certain collective sites – e.g. sites that are fully compliance with Resolution 930 minimum standards and which will not be resuming different functions – into housing stocks such as social dormitories, housing cooperatives, or long-term individual housing, fostering community-driven solutions and self-sufficiency.

## SECTION 3: SOCIAL COHESION

### 1. Social cohesion levels are generally strong across Ukraine among IDP and non-IDP populations, though they tend to be lower in the West.

The latest findings (December 2023) from the Score-Inspired Holistic Assessment of Resilience Population (SHARP), a research conducted by SeeD in collaboration with UNDP and USAID, were presented during the CCCM workshop. This research aims to assess through household interviews (nearly 5,000) the impact of the full-scale invasion on social cohesion levels across Ukraine. Findings indicate that, despite massive displacement, there were no significant disruptions and that the feelings of tension remained relatively low between Autumn 2022 and Summer 2023 among both IDP (17%) and non-IDP populations (14%). This positive trend was also observed by the Protection Monitoring Tool (KII), according to which disputes between IDP and non-IDP populations (e.g., over resources or social issues) rarely happen across the country. According to the SHARP assessment, the average tension score (2.3 at the national level) is more elevated in the West, where tensions appear notably higher, with scores such as 3.7 in Lvivska oblast or 3.3 in Ternopil'ska oblast.

### 2. Data suggests that this good level of social cohesion is also mirrored between the CS population and their host communities, but instances of perceived discrimination are reported.

Respondents taking part in the FGDs during the CSM qualitative round generally reported good relationships between them and host communities. However, instances of tensions were reported in FGDs in Lvivska, Rivnenska and Vinnytsya oblasts. Findings from the CCCM LDSA also emphasize that levels of social cohesion remained high or slightly increased between June and November 2023 in Dnipro City (93%) and Vinnytsya City (95%). However, this level of social cohesion has decreased in Uzhhorod & Mukachevo, from 93% to 83% within this period. It is because nearly a quarter (23%) of non-IDP respondents surveyed in November 2023 qualified the relationship as 'bad' (compared to 7% in June 2023). Lastly, instances of discrimination (e.g., when trying to access the job market, social services, or rental housing) were reported by 15% of the CS households in Dnipro City, 15% in Vinnytsya City, and only 12% in Uzhhorod and Mukachevo.

### 3. Despite the overall positive relationship between IDP and non-IDP populations, numerous factors can be sources of tension in the current context of displacement.

Participants of the FGDs from the CSM qualitative round and respondents from the CCCM LDSA generally all agreed on identifying 'trust and solidarity', along with a 'willingness from both groups

to interact' as the main factors positively influencing the relationship between CS populations and their host communities. However, the following negative factors were identified as key sources of tensions (this is completed with inputs from the SHARP assessment and the Protection Monitoring Tool):

#### 1 Competition over resources and assistance

The SHARP assessment indicates that, according to IDPs, the main sources of tensions are associated with tangible issues, such as access to essential items, jobs, and income (62%), accommodation (60%) and overstretched public services (61%). Competition over resources and assistance is also identified by the Protection Monitoring Tool as the main grounds for social tensions and conflicts. Similar concerns regarding the relationship between the CS population and their host communities were raised by respondents in 3 out of 12 of the FGDs from the CSM qualitative round and further corroborated by KIIs from this assessment. The KIIs added that tensions over assistance are more likely to arise when the host community has directly suffered from the conflict (e.g., Zaporizka) and feels unfairly deprived of aid.

#### 2 Distrust and stereotypes

The most reported factors negatively impacting social cohesion according to the participants of the FGDs from the CSM qualitative round was the lack of trust from the local population towards the IDP population, rooted in various fears and stereotypes mainly associated with the war dynamics (e.g., the war has started because of the IDPs, they are sympathetic to the Russian Federation, etc.). According to the SHARP assessment, the two main sources of tension according to non-IDP respondents were mobilisation to the armed forces (69%) and anti-social criminal behaviours (62%). These issues can also be extended to relationships between children through bullying and peer violence, sometimes rooted in the reflection of adults' attitudes towards IDPs, as identified by the Protection Monitoring Tool. Importantly, the CCCM LDSA indicates that 'stereotypes' were the most reported factor (62%) negatively influencing social cohesion – higher in Uzhhorod and Mukachevo (82%). According to the same assessment, a fifth (22%) of non-IDP respondents who identified the relationship as 'neutral' or 'bad' pointed at the 'perceived lack of proactivity of IDP towards job-seeking' as a negative factor.

### 3 Cultural and linguistic differences

Perceived differences in “mentalities”, as well as differences in languages were also identified as key factors altering social cohesion according to the participants of the FGDs and the KIIs from the CSM qualitative round. The main tensions are reportedly crystallised around the issue of the Russian language (mostly in the West), church affiliation, or the urban-rural difference in mentalities. During the CCCM LDSA, those issues were mainly identified in Uzhhorod and Mukachevo, where respondents identified different languages (74%) and different cultural identities (46%) as key negative factors to social integration.

**4. Only half of households in collective sites are reported to participate in social activities in host communities.** According to the MSNA data, 55% of the CS households were engaging in social activities (cultural, religious, recreational, etc.) with people outside their collective site at the time of data collection (July 2023). The most reported types of activities were cultural and entertainment activities (24%), and activities promoted directly inside their collective site (21%). Among the households who did not participate in social activities, the main reason was reportedly the lack of interest (57%). Notably, data suggests that engaging in social activities was more prevalent among households with at least one child (67%) and that the longer CS households were displaced, the more likely

they were to engage in such activities. According to the CCCM LDSA, 64% of the CS households surveyed have taken part in a social, cultural, or festive activity.

**5. The civic and political engagement of the CS population is estimated to be moderately low.** According to the CCCM LDSA, up to 17% of the CS households in Dnipro City, Vinnytsia City, Uzhhorod and Mukachevo have had at least one HH member engaged in any form of civic or political engagement in the three months leading up to data collection. It mostly concerned engagement with local charity organisations (14%), youth or women organisations (2%), and advocacy groups (1%). Participants from most FGDs in the qualitative CSM round noted the importance of engaging in local, civic, and political discussions to advocate for their rights. Some participants, however, argued that they do not see the result of such engagement. During the CCCM workshop, participants discussed the low engagement of the CS population in civic and political activities. Some attributed it to the socio-economic and demographic profile of the CS population, which poses challenges when attempting to involve them in institutions such as IDP councils. Importantly, the latest round of the SHARP assessment indicates that ‘community cooperation’ and ‘civic engagement’, as composite elements of social cohesion, consistently received lower scores in Ukraine (5.6 and 3.5 respectively) than other elements such as ‘sense of belonging to the country’ (9.3) or ‘social tolerance’ (7.9). This suggests an untapped potential, not only for CS populations but also for Ukrainian society as a whole.

## RECOMMENDATIONS – SOCIAL COHESION (SECTION 3)

### To enhance coordination among different actors involved in social cohesion programming:

#### Responsible actors

Humanitarian & development actors

Donors

Civil Society

- **Integrated programming:** Establish mechanisms for integrated programming between humanitarian and development actors – on social cohesion, community-led activities, civil society support, IDP councils, etc. - to ensure a seamless transition from crisis response to long-term development solutions.
- **Joint advocacy:** Conduct joint briefings to donors to align priorities and foster coordinated support.
- **Actor mapping:** Conduct mapping exercises at the hromada level to identify and engage different civil society groups.

## To promote community engagement and empowerment:

### Responsible actors

Humanitarian & development actors

GoU

Local authorities

Civil Society



- **IDP Committees:** Promote the creation of self-organised committees of collective site residents and support their active involvement in local decision-making processes and, for example, linkages with civil society groups and IDP councils at the local level.
- **Capacity-building:** Organise workshops, awareness-raising activities, and capacity-building initiatives at the local level to empower civil society and communities and address social cohesion challenges effectively.
- **Community Feedback Mechanisms:** Create community feedback mechanisms to improve trust in public institutions. This involves implementing channels for the CS population, along with other IDPs and local residents, to provide feedback, voice concerns, and participate in decision-making processes related to local governance and service delivery.
- **Accessibility and inclusivity:** Ensure that engagement mechanisms and community activities are accessible and inclusive to all IDP residents with diverse backgrounds, needs, and abilities. This may involve providing language support, or transportation assistance.

## To adopt an area-based approach:

### Responsible actors

Humanitarian & development actors

GoU

Local authorities

Civil Society

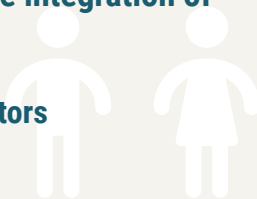


- **Identify prioritised areas:** Rely on nationwide assessment (SHARP or PMT) to identify areas that should be prioritised for social cohesion support.
- **Contextualise approaches:** Implement an area-based approach, ideally at the hromada level, to assess the local specificities, including challenges and opportunities, with regard to fostering social cohesion and effectively addressing community needs. This should be carried out closely with hromada authorities, understanding variations in hromada capacities and resources.
- **Tailored Social Cohesion initiatives:** Develop and implement tailored social cohesion initiatives that recognise the diversity of beneficiary groups, including IDPs living in CSs, those outside CSs, and the host community.
- **Shift emphasis to the broader social integration dynamics:** Shift focus away from the solely civic and political engagement of the CS population towards broader social integration and awareness-building efforts.

## To focus on the integration of children:

### Responsible actors

Schools



- **Learning spaces:** Organise learning spaces outside of CSs to foster integration, promoting in-person study where viable (as opposed to maintaining long-term online study). Assess any additional support needed to integrate IDPs into the local curriculum.
- **Extracurricular activities:** Even where children maintain online learning, promote the participation of IDP children, including those in collective sites, in extracurricular activities of local schools, as a way of promoting integration of both the children and the parents.

# SECTION 4: RESOLUTION 930, MINIMUM STANDARDS, AND WAY FORWARD

## Compliance with Minimum Standards

**1. Collective Sites are often not initially designed for long-term housing.** According to the CSM Round 11, only 58% of the sites surveyed were situated in residential facilities (i.e., originally designed for long-term housing), such as dormitories of educational facilities (48%), or private residential properties (8%). The remaining 42% were located in non-residential facilities (“non-housing stock”) such as schools, kindergartens, or other types of non-residential properties. This prevalence of facilities not originally intended for long-term residence is reflected in the sub-standard living arrangements experienced in some collective sites (see Minimum Standards Group 4). IDPs staying in non-residential properties also raise risks of partially or fully disrupting facilities’ initial

purposes, an issue that was reported by 36% of the collective sites set up in educational facilities (i.e., schools, kindergartens, or dormitories).

**2. On average, collective sites currently comply with 73% of the Minimum Standards set out by Resolution 930.** The latest data from the CSM Round 11 (December 2023) indicates that, in their current states, collective sites comply on average with 73% of the minimum standards indicators set out by Resolution 930, compared to 67% in October 2023 (CSM Round 10).<sup>6</sup> The analysis below explores the compliance at the national level of surveyed collective sites to minimum standards divided into five categories.

### 1 Organisational and legal principles

While CSs generally demonstrated a good level of compliance with organisational and legal principles of the collective site functioning, it is important to note that only 58% fully comply in providing access to the necessary information for the CS population, with 40% showing only partial compliance. Indeed, 70% of CSs provide information on Explosive Ordnance Risk Education and 71% offer services for Protection against Sexual Exploitation and Abuse (PSEA) and gender-based violence (GBV). Importantly, it is worth noting that feedback mechanisms are generally handled by site managers directly.

### 2 Sanitation and hygiene

Significant levels of non-compliance have been identified with sanitation and hygiene Minimum Standards. The most pressing issues pertain to the limited provision of disability-friendly toilets (20%) or showers/bathrooms (22%), which lack grab bars, wheelchair accessibility, or other necessary accommodations. Additionally, not all collective sites have the required number of bathroom fixtures tailored to their site population, including showers (51%) and toilets (61%). Access to water also poses challenges for some sites, as not all report having a centralised water supply (86%), filtered tap water (12%), or sufficient water to meet daily needs such as cooking or personal hygiene (89%). According to MSNA data, a small proportion of the CS population reported lacking adequate access to washing facilities (5%) or cannot maintain general personal hygiene (4%).

Table 1. % of compliance with minimum standards group 1

Minimum standard	Standard Number	Overall, % of CSs
Agreement and rules of residence of IDPs in the collective site	RES930_111	73%
Registration of residents of the collective site	RES930_121	86%
Established feedback mechanism	RES930_131	97%
Access to information on where to reach relevant assistance providers	RES930_141	58%

Table 2. % of compliance with minimum standards group 2

Minimum standard	Standard Number	Overall, % of CSs
Absence of mold and/or fungus	RES930_411	86%
Absence of insects and/or rodents	RES930_421	96%
At least one shower per 12 people	RES930_431	51%
Locks/batches to shower/bathrooms	RES930_432	75%
Disability-friendly shower/bathrooms	RES930_433	22%
At least one toilet per 10 people	RES930_441	61%
Locks/batches to toilets	RES930_442	90%
Disability-friendly toilets	RES930_443	20%
Functioning waste management system	RES930_451	99%

### 3 Engineering systems

Continuously functioning access to power supply, heating, water, drainage, and ventilation systems are not fully ensured in all surveyed collective sites. Importantly, only 17% of surveyed sites reported having a backup power supply system able to fully meet the needs of the site residents in case of power cuts and blackouts – 44% reported that their backup system could not fully meet the needs and 37% that they had no backup system in place. Additionally, it is worth noting that only 67% of collective sites had a fully continuously functioning heating system, with for instance some sites (16%) not being able to maintain a temperature range between 18 and 25°C. According to the MSNA data, 7% of site residents reported issues related to temperature regulation, compared to 4% for the general IDP population. However, it is worth noting that the CS population was less likely (11%) to report utility interruptions than the general IDP population (29%).

### 4 Arrangement and infrastructure

Data from the CSM round 11 indicated that more than half (55%) of collective sites were also used to fulfil their primary functions (e.g. school, university dormitory), in addition to accommodating IDPs. Of those, 38% indicated that areas allocated for IDPs were not separated from the spaces used for the site's original function. Within the spaces allocated to IDPs, only 83% of all collective sites could guarantee that living spaces and common areas are properly separated. Proper allocation within living space is also generally hindered, with 15% of the sites reporting the presence of rooms shared by multiple households without space dividers, and 62% reporting that they could not guarantee 6m<sup>2</sup> for all residents. Lastly, only a small proportion of collective sites indicated that their facilities were fully (15%) or partially (28%) disability-friendly equipped. These considerations are echoed in the CCCM DSLA findings, where the lack of arrangement for vulnerable people (23%), privacy (16%) and living space (13%) were the three most reported living conditions issues in collective sites reported by residents.

### 5 Equipment

Similar to the above, the main shortages in meeting Minimum Standards related to necessary equipment in the in the collective sites are related to the lack of appliances tailored to their site populations, such as the necessary quantity of washing machines (19%) or drying machines (59%). Secondly, collective sites often reported lacking the necessary quantity of common-use furniture (59%), household appliances (61%), and individual-use furniture (74%).

**Table 3. % of compliance with minimum standards group 3**

Minimum standard	Standard Number	Overall, % of CSs
Continuously functioning power supply system	RES930_211	72%
Presence of backup power sources	RES930_212	17%
Continuously functioning heating system	RES930_221	67%
Presence of backup heating sources	RES930_222	No data
Continuously functioning water supply system	RES930_231	86%
Continuously functioning drainage system	RES930_241	89%
Continuously functioning ventilation system	RES930_251	87%

**Table 4. % of compliance with minimum standards group 4**

Minimum standard	Standard Number	Overall, % of CSs
Separation of the IDPs' living spaces and common areas of the collective site	RES930_321	83%
At least 6 square meters allocated per bed in living spaces	RES930_341	38%
Four beds maximum per room	RES930_351	77%
Locks/latches to bedrooms	RES930_361	84%
Disability-friendly infrastructures (ramps, handrails, etc.).	RES930_371	15%

**Table 5. % of compliance with minimum standards group 5**

Minimum standard	Standard Number	Overall, % of CSs
Equipment of necessary furniture in common-use premises	RES930_511	59%
Provision of necessary individual-use furniture	RES930_512	74%
Equipment of necessary household appliances	RES930_521	61%
At least one washing machine per 10 people	RES930_522	19%
At least one drying machine machine per 20 people	RES930_523	59%
Equipment of boilers in showers/bathrooms	RES930_524	77%
Availability of evacuation plans	RES930_531	96%
Availability of fire extinguishers	RES930_532	87%
Availability of first-aid kits	RES930_533	95%

**3. Sustainable security of tenure is not fully guaranteed to the CS population.** According to the MSNA data, 15% of site residents have faced or heard other households being threatened with eviction in their collective sites. While reasons could be linked with behavioural issues of residents that violate the terms of stay, it was also associated in a quarter of cases (25%) with the inability of the collective site's facility to keep ensuring residency (i.e. the possibility of the site closing at an unforeseen time). Additionally, data from the CCCM LDSA indicated that the fear of eviction was up to 32% in the three assessed settlements in November 2023 (round 2). A number that had reportedly increased between the two rounds in Dnipro City (from 40% to 44%) and Vinnytsia (from 14% to 33%). In the meantime, the proportion of

CS households reporting to have received a written agreement to ensure a minimum time of stay has increased from 54% to 65%, suggesting that there is no positive correlation between obtaining a written agreement and an increased perception of security of tenure. Lastly, it is noteworthy that at least 19% of collective sites charge fees for residence and 15% of them charge for utilities, according to the CSM Round 11. In the collective sites charging, the average monthly accommodation fee was UAH 1,086 per resident, and utility charges were UAH 791 per resident. This accounts for an average of 1,877 UAH in collective sites charging both for residence and utilities, representing around 40% of the CS population's median income per capita (4,566 UAH).

## Access to Basic Services

### 1 Healthcare

According to MSNA data, 97% of the CS population that sought healthcare services in the three months before data collection were able to access them, against 94% for the general IDP population and 96% for the non-displaced population. Importantly, 83% of those who sought healthcare reported not meeting any obstacles in doing so, a higher proportion than the general IDP population (75%) and the non-IDP population (79%), who were more likely to report issues associated with medical assistance costs. However, the rate of successful access to healthcare (without obstacles) of CS populations falls to 79% in rural settlements – where 12% reportedly have no functional health facilities nearby – and to 80% for CS households with at least one member with a disability. Findings from the CCCM LDSA also highlight a very high successful access rate (without obstacles) to medical services (93% in Round 1 and 96% in Round

2), topping those of non-displaced households in the urban settlements of Dnipro City, Uzhhorod and Mukachevo. Findings from the CSM qualitative round suggest that the good access to healthcare services reported by the CS population can be explained by on-site services offered by family doctors, specialists, and volunteer organisations. Additionally, services are made more accessible through preferential pricing (such as free medical examinations and medication provision) and streamlined procedures (including prescription-free medication and prioritized access to specialists). It is noteworthy however that the CS population is still highly likely to report in their top five priority needs the provision of healthcare services (33%) and medicines (56%), according to the MSNA data. Similarly, information on health assistance was the second most reported information needs of the CS population (32%).

### 2 Administrative services

A quarter (25%) of households in collective sites reported a need for administrative-related assistance (e.g., to obtain personal documentation, apply for damaged housing compensation, access pensions), a proportion higher than the general IDP (22%) and non-displaced (14%) populations. Meanwhile, data from the CCCM DSLA suggests a relatively high rate of personal documentation retention in the three assessed settlements, with 5% of surveyed CS households still indicating not having all their personal documentation in their possession. Findings from the CCCM DSRA and the CSM qualitative round indicated that issues were primarily linked to incompatibilities between

the documentation issued in the currently occupied territories and those in government-controlled areas. KIIs also emphasised the difficulties associated with service accessibility in rural areas, a problem that is enhanced for IDPs with mobility limitations. However, several KIIs noted that administrative services were generally provided comprehensively, facilitated by a strong referral system and digitalized services such as Diia. They also argued that unlike at the beginning of the crisis, site residents now have a better understanding of where to seek information and access administrative assistance.

### 3 Education

During the CSM Round 11, 94% of the collective sites across Ukraine reported having both kindergartens and school facilities nearby with the possibility to enrol children less than 30 minutes away by public transport. According to the CCCM DSLA, children in collective sites between the ages of 6 and 17 years old were nearly all (98%) enrolled in an education or training program (both in-person and online) by November 2023 (compared to 95% in June 2023). Importantly, the MSNA data suggests important learning modality disparities across the country, depending on macro-regions and urban-rural divisions. Children were more likely to study online in the East (95%) than in the West (57%) – with online learning mainly linked to their settlement of origin as well as regulations around in-person learning in frontline areas – and more likely to study online in urban (73%) than in rural (54%) settlements. Concurrently, data from the CCCM DSLA also highlights that children in collective sites

in Dnipro City were more often (71%) reported to be engaged online in education facilities located outside their current settlement of displacement than those in Vinnytsia (49%), and Uzhhorod and Mukachevo (44%). This factor increases the prevalence of online learning for children in collective sites when compared to non-IDP children. Finally, MSNA data suggests that 86% of children residing in collective sites who were enrolled in online schooling were learning in perceived acceptable conditions, versus 79% for the general IDP children. The most reported barriers to proper online learning according to the CSM round 11 were associated with the lack of necessary devices for remote classes and study (13% of the sites), a lack of separate space dedicated to distance learning (10%), and lack of internet connection (4%). Notably, only a third (33%) of collective sites reported having spaces allocated specifically for online learning.

### 4 Legal, psychological, and social services

According to data from the CSM Round 11, psychosocial support was reported to be available in 91% of collective sites for adults, and in 78% of the sites specifically for children. Additionally, social workers were visiting 76% of the collective sites, however, only 52% of the sites had on-site mechanisms in place to report GBV. Similarly, MSNA data indicates that the CS population was more likely to report awareness of existing and available legal, psychological, and social services related to GBV (52%) and children's well-being (50%) than the general IDP population (33% and 32% respectively). Additionally, when such services are reported, the CS population more often reported unhindered access (94% and 98% respectively), than the general IDP population (78% and 86% respectively),

who were more likely to report finance-related constraints. Importantly, MSNA data suggests no strong access discrepancies between urban and rural settlements. Findings from the CSM qualitative round indicate that, similarly to the provision of healthcare services, this relatively high accessibility to social, psychological, and legal services can be attributed to on-site availability and preferential pricing. Notably, while some participants of the FGDs emphasised that psychological assistance was of greater importance during the earlier months following their displacement, it was argued that the psychological state of IDPs in collective sites is deteriorating, necessitating increased support, especially for children.



## RECOMMENDATIONS – RESOLUTION 930 AND WAY FORWARD (SECTION 4)

**To enhance coordination among different actors involved in supporting and facilitating the consolidation and closure of collective sites:**

**Responsible actors**

Humanitarian & development actors

GoU

Oblast authorities

Local authorities

- **Definition of proper SOPs on site closure:** For the GoU to define a clear roadmap regarding site closure, ensuring a planned, phased, and consultative approach that follows do-no-harm principles and upholds the rights of residents. Humanitarian and Development actors to take on a complementary/supportive role (separate but linked SOP and guidance to be developed), in line with the CCCM Cluster objective to promote principled and consultative closure of sites in support of government and site managers when it is appropriate or necessary.
- **Guidelines for site mapping and registration:** For the GoU to provide clear and consistent guidelines for site mapping and registration of sites under Resolution 930 to all Oblast administrations, mandating all relevant facilities to be included in one aligned official list.
- **Oblast authorities' accountability:** Provision from Oblast administrations of focal points to engage with the Humanitarian and Development actors on all matters related to the implementation of Resolution 930.
- **Support to Oblast and Hromadas administrations:** For the Humanitarian and Development actors to a) coordinate closely together to b) provide support and resources to Oblast administrations and Hromadas for effective implementation and accountability, noting that contexts will vary with regards to which level of government takes the lead on site closure.

**To ensure a transparent and consultative closure process:**

**Responsible actors**

Humanitarian & development actors

Oblast authorities

Local authorities

Site managers

- **Phased approach:** Establish a phased approach to site closure, ensuring advanced notice and meaningful engagement with IDPs through consultations.
- **Voluntary process towards durable solutions:** Integrate durable solutions from the outset when a site is identified for closure, making proactive efforts to consult and link affected site residents with opportunities for alternative accommodation outside of collective sites where possible and sustainable, ensuring alignment with the vision and preferences of IDPs.
- **Inclusion of other vulnerable groups:** Foster community awareness and participation in the decision-making of other displacement groups (general IDP and non-displaced populations), particularly regarding Resolution 930 to avoid social tensions associated with closure procedures.

## To mitigate trauma and build resilience:

### Responsible actors

Humanitarian & development actors

GoU

Oblast authorities

Local authorities

- **MHPSS:** Integrate Mental Health and Psychosocial Support (MH-PSS) components into closure procedures to address trauma and emotional impacts. Link with local or state service providers where possible.
- **Mitigate Protection risks:** Implement necessary guidelines to avoid family separation or any forms of abuse during site closures. Seek specific guidance from Protection Cluster to guide on humanitarian SOPs, in consultation with MoSP where relevant.
- **Linkage with integration and solutions:** Support the resilience of IDPs by providing opportunities for integration into host communities and offering programs that promote access to adequate housing such as cash-for-rent (for those who meet necessary criteria) to facilitate sustainable transitions.

## To ensure linkages with assistance providers and opportunities for durable solutions:

### Responsible actors

Humanitarian & development actors

Local authorities

Schools

- **IDP profiling:** Collect data on IDPs in collective sites, prioritising those residing in sites identified for closure, to identify vulnerabilities and barriers to more sustainable accommodation solutions. Ensure profiling is linked to proactive referral to service providers, local initiatives, and humanitarian / development assistance programmes as necessary. CCCM Cluster to develop a common approach for profiling.
- **Continuity with basic services:** In a tailored manner ensure that the transition from collective sites to private housing does not significantly diminish the prioritized access that some of the most vulnerable site residents previously enjoyed in terms of access to healthcare, social, or psychologic services.
- **Access to education at the local level:** Take the opportunity during site closure to facilitate access and enrollment in local educational facilities for IDP children still attending online classes provided in their settlement of origin, as a way of encouraging better local integration of the child and parents.