

CCCM Cluster Preparedness and Response Guidance and SOP for Western and Central regions of Ukraine

Updated as of: October 2024

The security situation in Donetska, Sumska, and Kharkivska oblasts continues to deteriorate, as the pace of evacuations of civilians increases to the western and central parts of Ukraine. In May-September 2024, additional mandatory evacuation orders were announced by the government, resulting in small-scale evacuation toward Western and Central oblasts, mainly through ‘evacuation trains’ organized between oblasts, but also ad hoc self-evacuation.

Organized evacuations have also been initiated in support of people with limited mobility living near border and frontline areas. As of October 2024, the main oblasts receiving evacuees in the Western and Central parts of the country include Rivnentska, Volynska, Lvivska, Zakarpatska, Khmelnytska, Chernivetska, Ternopilska.

About 2,800 people arrived from “crescent” oblasts to collective sites in western and central oblasts between 1 June and 30 September 2024. People who arrive are often characterized by high instances of vulnerabilities – older people, people with disabilities, people with illnesses, etc. As the security situation deteriorates in Donetska oblast and winter approaches, humanitarian actors should prepare for a possible increase in the number of newly displaced people to the West and Central part of the country, especially linked to mandatory evacuation orders and official ‘evacuation trains’.

Guiding principles

- **Government leadership:** CCCM Cluster and partners work in support of the Government of Ukraine, **including receiving oblast and hromada authorities, who hold primary responsibility for supporting displaced populations** and who take the lead when preparing for and responding to emergencies. CCCM Cluster and partners must consult closely with government stakeholders on planning, needs, and gaps, to ensure a well-coordinated CCCM intervention that is efficient in meeting needs and complementing government work.
- **Coordinated efforts:** CCCM partners have established presence and programming in hundreds of collective sites across the country. An overview of this presence is available in the Cluster 5W Dashboard. The CCCM Cluster strongly advises that **partners interested in supporting newly displaced and evacuated people in collective sites first consult these Cluster tools and communicate with the partner(s) already present in the sites, and/or with the relevant CCCM Cluster sub-national coordinator**, to avoid overlapping efforts and maximize impact of available

resources. To strengthen this process, partners are requested to ensure timely reporting of plans and activities in the respective modules of the ActivityInfo platform.

- **Prioritize ‘official’ collective sites:** Collective sites registered on the lists compiled by oblasts, and published by the Ministry of Reintegration, are considered ‘official’ sites that must comply with Resolution 930, including offering greater protections against eviction and required minimum standards for living conditions. For this reason, and in keeping with the objective of supporting government in implementing Resolution 930, the **Cluster advises that ‘official’ sites be prioritized where possible for hosting newly displaced IDPs.** In cases where ‘official’ sites are not available, or do not meet the needs or scale of newly displaced people, then non-official sites, particularly sites where humanitarian partners are already operating, would be utilized as part of the scaled-up response. In these cases, the CCCM Cluster advises that steps be taken to **advocate for or support the process of having that site added to the official list** as a way of better protecting residents in the medium term.
- **Prioritize existing collective sites:** To ensure responsible and effective use of humanitarian funds and maximize the impact of funds already spent in collective sites, the CCCM Cluster strongly advises that **vacant spaces in existing collective sites be considered and utilized before new collective sites are opened.** CCCM Cluster coordinators will advocate on this point with relevant authorities at the oblast/area level, and CCCM partners are encouraged to reinforce this messaging in their interactions with stakeholders.
- **Alternative housing solutions for evacuees residing in collective sites:** Partners are advised to engage with evacuees residing in collective sites and the communities hosting them, including local authorities and IDP councils / networks (such as CBOs etc.) to support linkages toward more appropriate accommodation and preferred longer-term solutions. This includes rapid assessment of needs and potential accommodation solutions of evacuees, and conducting IDP profiling in the sites hosting evacuees which will support in designing tailored assistance programs.

Preparedness actions:

Action	Description	Responsible
Participate in sub-national government coordination	The CCCM Cluster Sub-National coordinators will maintain regular and active participation in sub-national government coordination mechanisms to which humanitarian actors are invited. This aims to strengthen relations, resolve issues, and support information exchange for monitoring and timely response.	CCCM Cluster coordinators (sub-national)

	<p>This includes thematic meetings of the Coordination Centers for Civilian Support at the oblast level, Evacuation Shtab ad-hoc meeting at the oblast level as well as General Coordination Meetings (GCM) co-chaired by Oblast and OCHA.</p>	
<p>Situation monitoring</p>	<p>The CCCM Cluster Sub-National Coordinators will monitor for new developments, notably new evacuation announcements and routes, through active engagement in the above coordination mechanisms, as well as bilateral engagement with oblast administration at the sub-national level and monitoring public announcements by authorities including on designated websites.</p> <p>CCCM partners, given their on-the-ground presence and expertise, are encouraged to flag critical developments with the CCCM Cluster coordinators to support timely planning and response.</p>	<p>Sub-National Cluster coordinators, and CCCM partners</p>
<p>Information exchange between Cluster and partners</p>	<p>The CCCM Cluster will ensure contact and mailing lists for partners and key stakeholders are updated. Partners are advised to ensure that their relevant staff and focal points are subscribed to the Cluster mailing lists at national and sub-national level as appropriate.</p> <p>The CCCM Cluster will share information timely with partners at sub-national level regarding developments that may require a response scale-up, and proactively connect bilaterally where needed.</p> <p>CCCM partners, being present in the field and in regular contact with local authorities and site managers, are requested to share relevant information about new displacement, new influxes to existing collective sites, or plans for opening of new collective sites with the CCCM Cluster focal points at sub-national level for appropriate and timely coordination and follow-up.</p>	<p>CCCM Cluster coordinators (national and sub-national), and CCCM partners</p>

<p>Updating Collective Site Master List data</p>	<p>The CCCM Cluster will input relevant information about collective sites for leaflets and other information products for IDPs being prepared by the government (oblast, area authorities) and the Protection Cluster.</p> <p>The CCCM Cluster Sub-National Coordinators will track evacuee new arrivals to collective sites, planning or opening of new collective sites, and site conditions against minimum standards, including the availability of space in disability-accessible sites in the sites prepared or already hosting evacuees.</p>	<p>Sub-National CCCM Cluster coordinators and CCCM partners</p>
<p>Referrals through Cluster referral and escalation tool</p>	<p>The CCCM Cluster Referral and escalation tool is to be utilized when identified needs and gaps in collective sites cannot be addressed through partners' own processes, and when additional support is needed from the Cluster coordinators to mobilize CCCM or inter-sectoral interventions. The tool aims at ensuring a structured and accountable follow-up on these needs and gaps.</p>	<p>CCCM Cluster national coordination and IM, sub-national coordinators, and CCCM partners</p>
<p>Partner capacity mapping</p>	<p>CCCM sub-national hubs will regularly update the capacity mapping of multi-sectoral partners at the field level to identify scale-up and roving capacity, which will facilitate referrals for collective sites and transit centres in case of a need for response scale-up.</p>	<p>CCCM Cluster sub-national coordinators</p>
<p>Stakeholder and process mapping by oblast</p>	<p>CCCM sub-national hubs will map out for each oblast the process by which evacuations are supported and newly displaced IDPs and evacuees are allocated to collective sites. This includes specific focal points and contacts at various levels of government involved in the process, as well as other civil society actors and volunteer groups. Since processes differ between oblasts, this will facilitate more predictable engagement and the most appropriate and impactful approach in the event of new displacement or announced evacuations, including organized 'evacuation trains'.</p>	<p>CCCM sub-national coordinators</p>

Response actions (Standard Operating Procedure)

Based on information received through situation monitoring, the **CCCM Cluster sub-national coordinators will initiate the following actions, working closely with partners**, to ensure timely and appropriate response at the field level. Note that pending the establishment of an inter-cluster emergency mechanism and package for evacuations in the West and Center, the following SOP will apply. This section will be updated once the new mechanism has been activated.

1. Confirm details with authorities:

- Directly contact government focal points in the receiving oblasts, per the oblast-specific mapping. **Confirm details on the scale and urgency** of response required, including 1) timing, 2) anticipated number of people affected, 3) collective sites expected to host new arrivals; 4) hromadas which will receive evacuees
- Providing **support to the authorities in identifying sites/hromadas that will host evacuees** with hosting capacity and appropriate standards according to the updated Master List and including specific analysis on available space in disability-accessible sites. Advocate in line with Guiding Principles.
- Advocacy on the site selection and criteria. CCCM Sub-National Coordinators will provide technical expertise and support to authorities with the criteria for site prioritization when hosting evacuees, and assist in data analysis and planning.

2. Inform and consult stakeholders:

- **Keep CCCM partners informed** about information received on the situation via the updated mailing lists, and through meetings or briefings.
- **Consult partners on-the-ground**, whose presence provides the most up-to-date and context-specific information. Where appropriate, utilize dedicated channels such as WhatsApp / Signal groups, etc. for an efficient information exchange within a smaller group of stakeholders.
- **Provided updated information** on lists of evacuees, lists of receiving hromadas, collective sites, including data on disability-accessible sites, to information products (i.e. leaflets) provided to affected IDPs.

3. Assess needs and gaps:

- Based on identified collective sites to host evacuees, initiate/coordinate **assessment of needs in the designated or affected locations**. On-site assessment by a CCCM partner already operating

in the site or nearby location is preferred, with the participation of a Cluster coordinator if appropriate or possible. In line with AAP commitments, whenever possible, affected IDPs and host community should be consulted during the assessments.

- Where on-site assessment is not immediately possible due to timing or logistics, indicative estimates of needs may be gathered by 1) the latest CSM and Master List data, 2) recent partner assessment through mobile teams or monitoring data, 3) phone consultation with the site manager, 4) lists of needs provided by authorities. Within the line of area-based response, partners present at the hromada may assist with the one-site assessment through mobile teams. **In-person assessment follow-up should be carried out by a partner as soon as possible.**
- CCCM partners and/or Cluster coordinators should participate in joint or **inter-cluster assessment missions** where the opportunity exists.

4. **Coordinate and refer/escalate needs and gaps:**

- Based on assessed needs, **determine if additional response capacity is needed**, or if the needs can be met by partners already operating in the site(s). Reference the **partner mapping** as needed.
- If a CCCM partner is operational in the site but is not able to meet the CCCM or inter-sectoral needs either directly or through their internal referral mechanisms, **then the Cluster referral and escalation tool should be used**. This flags critical needs or gaps for wider follow-up to identify additional capacity and support.
- **Follow-up on referral and partner identification** across other clusters (e.g. Shelter, WASH, FSL, Protection) according to the procedures of the referral and escalation tool. Notify the National Cluster if additional support, including bilateral outreach is needed.

5. **Monitoring, lessons learned and course correction:**

- Engage closely with CCCM and inter-sectoral partners as the response is rolled out, for **early identification of challenges or gaps requiring Cluster support**.
- Promote active engagement with affected IDPs, site managers, authorities, and other stakeholders to **understand challenges and evolving needs** from diverse perspectives. Support partners to adjust approaches or assistance based on the feedback received, to **ensure accountability and quality** in the response.