



MONITORING REPORT

AN ANALYSIS OF THE STATE AND NEEDS OF LIBERATED AND WAR- AFFECTED COMMUNITIES

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Abbreviations and special terms

ASC	Administrative Service Centre
First wave hromadas	Liberated communities in Kyiv, Chernihiv, Sumy oblasts
Hromada	Local self-government/community
IDP	Internally Displaced Person
LSG	Local Self-Government / municipality
Liberated community	A territorial community or area that was previously occupied by the Russian invaders
MA	Military Administration
MLRS	Multiple Launch Rocket Systems
Oblast	District (includes a number of hromadas)
PFU	Pension Fund of Ukraine
SAS	Social Administrative Services
Second wave hromadas	Liberated communities in Mykolaiv, Kherson, and Kharkiv oblasts
Starosta	A community “elder”, who is the local council’s representative in a village or settlement or similar territory that is subordinated the local council of a hromada. The starosta can be authorised to make decisions, provide services, or keep registers on the level of his or her local territory
The Project	SALAR (Swedish Association of Local Authorities and Regions) International project PROSTO "Support to Services Accessibility in Ukraine"

Introduction

Since the previous monitoring of the status and needs of liberated and war-affected hromadas in November 2022, Ukraine regained control of the right-bank of Kherson oblast, including the city of Kherson. Subsequently, the most active hostilities moved to the eastern part of Ukraine, and especially the city of Bakhmut. Currently, a counter-offensive by the Armed Forces of Ukraine is being planned to retake the remaining occupied territories. The liberation of new territories is thus expected, and the experience of pioneers in this field will be important for their restoration.

An important stage after liberation is the resumption of the work of state authorities and local governments, to improve basic services and living conditions for the population.

Practice shows that the following factors have the greatest impact on this:

- 1) the level of damage and destruction,
- 2) proximity to the front line and reach of Multiple Launch Rocket Systems (MLRS),
- 3) the availability of staff that can be engaged and involved in organizing recovery processes,
- 4) availability of resources and support from partners, donors and government.

SALAR International PROSTO "Support to Services Accessibility in Ukraine" project (the Project) monitored the work of Administrative Service Centers (ASCs) in liberated communities in order to:

- determine the dynamics of the resumption of administrative and other public services,
- assess the level of destruction and damage to infrastructure, and the presence or absence of conditions and equipment necessary for the provision of administrative services (at ASCs, remote workplaces and in Starosta districts),
- clarify the current situation and dynamics of the return of local government staff involved in ASCs and administrative service delivery (including Starostas),
- clarify the situation regarding Internally displaced persons (IDPs),
- assess the availability of accommodation, and living conditions in communities,
- assess the possibilities of replicating results and lessons from the experience of restoring access to administrative services in previously liberated communities,
- to enable monitoring results to contribute to the development of government policy in this area.

Monitoring focused on liberated and war-affected hromadas in the oblasts of Kyiv, Zhytomyr, Chernihiv, Sumy, Mykolaiv, Kherson, Kharkiv, Dnipro, Zaporizhzhia and Donetsk. The Project team contacted representatives of local self-governments (LSGs) from 10 to 26 May 2023 to arrange interviews.

The Project team identified 158 hromadas for monitoring, based on the Order of the Ministry of Reintegration of 22.12.2022 No. 309 "On Approval of the List of territories in

which hostilities are being (were) conducted or temporarily occupied by the Russian Federation" and analysis of a map of hostilities¹.

It was possible to contact 140 LSGs and military administrations (MAs). Information could not be obtained from 18 hromadas due to the lack of contacts or inability to reach the relevant representatives.

Information was collected through direct communication by telephone with representatives of hromadas, using a form defined by the Project. Before recording the impossibility of obtaining information, Project experts called at least three times, using the available contact details. Most LSG contact persons were Heads of ASCs, LSGs and MAs, or local Social Protection Departments. 107 were women (74%), and 33 were men (26%), a similar gender representation to that in the previous Project monitoring in November 2022. Contacts in hromadas were obtained from Project databases, open sources and through interaction with the state military administrations.

Overview of data collected

Classification of war-affected and liberated hromadas

The Project team identified the following groups of hromadas:

1. Liberated hromadas - 83 LSGs and MAs, in two subgroups:

- 44 'first wave' liberated hromadas / LSGs and MAs in Kyiv, Chernihiv, Sumy oblasts, which were occupied temporarily for up to two months,
- 39 'second wave' liberated hromadas / LSGs and MAs in Kherson, Mykolaiv, Kharkiv oblasts, temporarily occupied for more than two months.

2. 36 hromadas in the zone 50 km from the front line.

3. 12 hromadas where hostilities had taken place, but which had not been occupied.

4. 9 hromadas where active hostilities are taking place (according to respondents).

Active hostilities occurred in most hromadas in occupied territories, and in some, hostilities are still taking place, while others are within the zone of up to 50 km from the frontline and within the range of MLRS and artillery, even after liberation. In such cases, the community was included, based only on the criterion of being liberated.

Of 140 hromadas selected for monitoring, 67 still suffer strikes by MLRSs and artillery. There is also the ongoing threat and occurrence of missile and drone attacks on communities throughout Ukraine, which increased significantly after May 2023. Special attention was given to hromadas where critical infrastructure and facilities had been damaged or destroyed. Compared to the situation with shelling in 65 hromadas in November 2022 (the

¹ <https://deepstatemap.live/#6/49.438/32.053>

previous monitoring²), 30 hromadas were affected by shelling since then, decreasing to 23 at the time of this report.

Demographic situation

Project monitoring covered a total of 140 hromadas, with a population of 3.2 million people before the large-scale invasion. The average population of hromadas is 22 815, ranging from 2 230 residents in Andriyivska rural hromada in Donetsk Oblast, to 476 101 in Mykolaiv City.

48 of 83 hromadas were able to report the number of residents at the time of liberation, which was on average 68% of the population before the invasion, with the lowest figure being 15%. At the time of this monitoring, the average population had increased to 73%, though this differed significantly from community to community, e.g.:

- In one hromada 25% of residents remained after liberation, but after 9 months only 6% remained, as the community is on the frontline.
- The number of residents decreased by between 30 and 50% compared to the figure after liberation in communities near the front line, or on the border with Russia.
- The population of some safer hromadas increased by 40 to 60% after liberation, while in others it increased by up to 150% due to the influx of IDPs evacuated from hromadas most affected by hostilities.

126 of the 140 LSGs and MAs reported the number of residents at the time of the survey, compared to before the large-scale invasion:

- On average, 79% of residents remain in these hromadas,
- In 9 hromadas, the number of residents decreased by between 6 and 20%,
- In 9 hromadas, the number of residents increased by 110 to 160%.

In 79 hromadas, the population decreased, in 37 it remained more or less constant (a deviation of under 5%), and in 10 hromadas it increased due to the influx of IDPs, which posed additional challenges for LSGs in terms of increased needs of accommodation and other support for hromada's residents.

Access to basic services

Electricity

In 98% of the 140 hromadas surveyed, residents have full or partial access to electricity:

- in 113 hromadas residents have access to electricity,
- in 24 hromadas residents have limited access (intermittent or restored only in some settlements),
- in 3 hromadas where hostilities and evacuations are taking place there is no electricity supply.

Access to electricity is important, as it enables the operation of refrigerators, electric stoves and other appliances that have become essential to the lives of most citizens in recent years. Water supply equipment, mobile communications and access to the Internet also require electricity.

² Analysis of the status and needs of de-occupied communities. Report and monitoring maps. November 2022 <https://prosto.in.ua/ua/biblioteka/polisi-publikatsii/mobilni-tsnap-vikliki-ta-mozhlivosti-lyutij-2022-r-3>

Overall, the indicators are fairly positive as, although there are interruptions in some hromadas (17%), almost all LSGs and MAs have access to electricity.

In total, 34% of the hromadas in the first and second waves had problems with electricity supply. Currently, 10% of these hromadas have partial problems with electricity supply (e.g. not in all settlements, frequent outages, etc.).

Water supply

Residents in 99% of surveyed hromadas have full or partial access to water supply:

- 111 of 140 hromadas have a permanent water supply,
- in 28 hromadas water supply is scheduled, with interruptions and restrictions, and in some cases water needs to be imported from other hromadas,
- 1 hromada has no water supply to the remaining 600 residents, out of the pre-war population of 10,500.

The water supply in some southern oblasts is being seriously affected by the destruction of the Kakhovka Dam by Russian troops, and significant water supply disruptions are expected in Zaporizhzhya, Dnipro and Kherson oblasts.

Overall, 26% of first and second wave communities had problems with restricted water supply. Currently, 10% of these communities have problems with water supply (the need to import water, interruptions, and scheduled water supplies). There were no critical situations, but this may change due to the destruction of the Kakhovka Dam and the resulting widespread flooding of areas and communities.

Mobile communications and internet access

In 97% of surveyed hromadas there is full or partial access to mobile and internet communications:

- residents in 10 of 140 hromadas have full internet access,
- in 36 hromadas, internet access was partially restored via STARLINK (e.g. only in the community centre, or intermittent),
- 3 do not have internet access,
- 111 have adequate mobile phone coverage,
- in 27 hromadas, mobile network coverage has been partially restored (poor signal quality and no signal at times),
- in 2 hromadas there is almost no mobile phone coverage in most settlements.

Communities with poor access to electricity also have problems with internet connections and mobile communications, which makes distance education impossible for schoolchildren and students, and significantly limits business activities.

In general, ± 23% of first and second wave hromadas had problems, with limited or lack of access to internet and mobile communication. Currently, 6% still have these problems.

Banking services

- In 76 of 140 hromadas residents have access to banking services through local bank branches,
- in 28 hromadas there is limited access to banking services through ATMs, self-service terminals and post offices,

- 36 hromadas (26%) reported a lack of access to banking services.

Postal services

Of the 140 hromadas included in the monitoring survey:

- 119 have post offices,
- 10 are serviced by mobile post offices,
- 5 have service limitations, though access to services is available,
- 6 have lack access to postal services.

Banking and postal services in first and second wave hromadas and others monitored were promptly restored (where they were provided before the war, which started on 24 February 2022).

Inter-municipal public transport

Of the 140 hromadas monitored, 136 provided information on long-distance connections with other areas:

- in 107, public transport had been restored,
- in 22, public transport operates with significant limitations (e.g. with long intervals or limited available routes),
- in 7, public transport has not been restored.
- Social and evacuation buses operate in some hromadas.

Internal public transport

127 hromadas provided information on internal public transport (within hromada):

- in 57, public transport was operational,
- 22 have partially restored the operation of internal public transport,
- 43 have not restored public transport (this includes 5 that did not have public transport before the invasion).

The picture that emerges is that the operation of public transport is gradually being restored, with at least 20% of hromadas still having problems which make it difficult for people to get to other communities, including to access administrative services.

The public transport situation was problematic during the second monitoring particularly in newly (at that time) liberated hromadas in Kharkiv and Kherson oblasts. Currently, all these hromadas have inter-city connections (albeit with a lower frequency in some cases). These challenges with public transport may also exist temporarily in newly liberated territories.

Resettlement of citizens whose homes were damaged or destroyed

Of the 134 hromadas that provided information on people whose homes were damaged or destroyed:

- 82 had sufficient accommodation,
- in 15, there is no need for such accommodation, as there had been no destruction of housing,
- in 9, people have been accommodated in modular houses, State and municipal, health centres (that has premises with basic conditions for a living) and schools,
- in 9, residents who lost their homes live with relatives, friends, and acquaintances,
- in 2, all damaged housing has been restored,
- 9 hromadas have a significant lack of such accommodation,

- 35 hromadas lack sufficient relocation accommodation,
- in 8 hromadas, evacuation is underway.

Most LSGs and MAs provide construction materials to help residents to quickly repair damaged housing. In rural areas, many abandoned private houses are being used as temporary accommodation. An additional problem is that it is often impossible, or difficult and complicated for government to provide support for housing reconstruction, as in rural areas, many citizens have not properly registered their ownership, and lack the documents needed to receive support for housing reconstruction.

In general, the situation with the resettlement of citizens whose homes were destroyed or damaged is difficult, with about 26% of hromadas requiring additional housing to meet the needs.

Cooperation with international organisations and partners

All hromadas reported cooperation with international organisations, partner communities, and Ukrainian charitable, civic, and religious organisations providing humanitarian assistance and support for recovery and restoration, including:

- The Red Cross,
- Caritas Foundation,
- World Central Kitchen,
- DOBRE (USAID),
- UN agencies (UNDP, UNHCR, UNICEF),
- Other organisations/projects that support ASCs targetly, e.g. USAID supported projects, EGAP and PROSTO.

Internally displaced persons

In 112 of the 140 monitored hromadas there are 319,472 registered IDPs. Contact persons in the other hromadas did not have information on IDP numbers, as it is collected by the Department of Social Protection.

76 hromadas provided information on the ratio of women to men IDPs. On average, 67% are women, but there are significant variations, e.g. in one hromada, 65% of IDPs were male, and in another, 95% were women. During the previous monitoring, one hromada reported that men were denied IDP status, but the situation has now changed, and all citizens have equal rights and opportunities to register as IDPs.

Official national statistics indicate an ongoing increase in registered IDPs. Currently, there are over 3.6 million IDPs in Ukraine, an increase of 300,000 compared to the number at the previous monitoring in November 2022.

It is likely that some people decided to emigrate, while others returned from abroad and registered as IDPs. There are also cases where people have returned to their homes but have not been removed from the IDP register. Residential buildings continue to be destroyed as a

result of the hostilities, and their residents also receive IDP status³ in order to receive state aid.

The largest number of IDPs is currently 267,000 in Kharkiv District of Kharkiv Oblast (50,000 more than during the previous monitoring in November 2022).⁴ These include IDPs from frontline areas, as well as citizens whose homes were destroyed during hostilities in this oblast.

Access to administrative services

Social Administrative Services

In 133 of the 140 hromadas surveyed (95%), Social Administrative Services (SAS) are provided:

- 113 hromadas provide SAS at ASCs,
- in 20, SAS are provided only by the Department of Labour and Social Protection,
- in 7, SAS are not provided.

The previous monitoring reported that access to SAS was restored in 100% of first wave and in 58% of second wave hromadas.

Registration of civil status

In 87 of 140 hromadas (62%), civil registry services are provided and information on the provider is available:

- in 42 hromadas these services are provided by the civil registry offices of the Ministry of Justice,
- in 41, these services are provided by local government officials,
- in 4, these services are provided by both local authorities and the civil registry office.

53 LSGs and MAs had no information on the entity providing civil registry services, so people probably have to travel to other hromadas (e.g. with former district centres) to access civil registry services.

In 63 hromadas (45%) civil registry services are provided at ASCs. Where local officials are vested with powers of civil registration, these services are provided at ASCs for one visit. However, accessing civil registry services at ASCs is less convenient, if the services provided by Minjustice representatives, that received documents from ASCs, as it requires several visits.

The previous monitoring included the following indicators regarding this service:

- access was restored in 54% of first wave hromadas,
- access was restored in 27% of second wave hromadas.

Pension services

Pension services are provided by 84 out of 140 LSGs and MAs (61%):

³ <https://displacement.iom.int/ukraine>

⁴ <https://dtm.iom.int/reports/ukraina-bazove-teritorialne-ocinyuvannya-zareestrovanih-vpo-rayonny-riven-raund-23-april?close=true>

- in 26 hromadas the Pension Fund of Ukraine (PFU) provides full pension services (appointment, recalculation, etc.),
- in 53, pension services are provided by a PFU representative at specific times, e.g. once a month,
- in 5, a PFU representative is regularly present at the ASC or the ASC accepts and transfers the required documents to the PFU,
- in 56, pension services are not provided.

The previous monitoring reported that access to pension services had been restored in 41% of first wave hromadas and 38% of second wave hromadas.

Registration of place of residence

126 of 140 LSGs and MAs (90%) provide residence registration services, while 14 do not, as it was not possible to restore access to the register yet. However, citizens are provided with support to receive relevant services through the Diia application, as well as certificates from the local hromadas register.

The previous monitoring reported that access has been restored in 77% of first wave hromadas and 12% of second wave hromadas.

Passport services

Passport services are provided by 28 out of 140 LSGs and MAs (20%), and another 14 (10%) are planning to launch these services (most already have the equipment needed, but many lack an internet connection to a secure channel):

- in 13 hromadas passport services are provided by territorial units of State Migration Service of Ukraine,
- in 15 hromadas, passport services are provided at the ASC.

Access to passport services may be partially restored by visits of mobile groups proposed by the State Enterprise “Document” (probably with the payment of additional fees for the service). Passport services could also be provided by a workstation in mobile ASCs, with assistance from the State Migration Service of Ukraine and the State Special Communications Service of Ukraine. There is a great demand for passport services in times of war due to mass emigration and the loss of documents during hostilities and evacuations, but access to these services in war-affected and liberated territories remains very limited. The previous monitoring reported that access had been restored in 15% of first wave hromadas and 12% of second wave hromadas.

State registration of property rights

- 79 of the 140 hromadas (56%), provide for the registration of rights to immovable property (which residents with destroyed or damaged property especially need),
- 59 (42%) do not provide this service, due to lack of access to the register, and/or being unable to hire a State Registrar due to the Ministry of Justice failing to test those wishing to hold this position,
- 2 (2%) LSGs and MAs did not provide information on the provision of this service.

The previous monitoring reported that access to this service was restored in 79% of first wave hromadas and 23% of second wave hromadas.

Registration of damaged and destroyed property

In 120 out of 140 hromadas (86%), damaged and destroyed property is being registered. In 16 hromadas this is not happening, and 4 did not provide this information.

Some respondents stated that their communities did not have damaged or destroyed property. Others stated that they help residents to submit applications for registration of damaged and destroyed housing through Diia.

LSG /ASC services most in demand

1. Social services.
2. Registration of place of residence.
3. Registration of damaged and destroyed property.

The condition and functioning of ASCs

Levels of destruction and restoration of ASCs

In 111 of the 140 LSGs and MAs (79%), ASCs were functioning by 24 February 2022, while the rest had not yet established ASCs. Current monitoring results were:

- 97 ASCs had resumed their work,
- 11 ASCs had partially resumed their work (remotely, in other premises, without sufficient staff and equipment or access to registers, etc.),
- 3 ASC had not been restored,
- in 26 LSGs and MAs, the ASC had not been established at the start of the invasion or subsequently,
- in 3 LSGs and MAs, ASCs have been established that did not exist before the war.
- The previous monitoring reported that 100% of first wave ASCs and 78% of second wave ASCs had resumed their work.

ASC damage and destruction

In 51 hromadas (36%) the infrastructure of ASCs was destroyed or damaged:

- 7 ASCs were destroyed,
- 20 ASCs suffered significant damage,
- 20 ASCs were partially destroyed.

3 remote workplace and 1 territorial unit were damaged, equipment lost or damaged. 67 LSGs and MAs (46%) reported the loss and/or damage of mainly computer equipment:

- in 7 LSGs and MAs, equipment used to provide administrative services was lost, but the ASC had not yet been established,
- in 56 LSGs and MAs where ASCs were established, equipment was lost or damaged,
- 4 hromadas reported the loss of equipment only at the remote workplace.

Some hromadas reported that lost equipment has already been replaced, thanks to donor support and using local budget funds. 10% of LSGs and MAs reported that although no equipment was lost, it was outdated even before the war.

Inclusive service delivery at ASCs

The inclusiveness of ASCs decreased significantly where ASCs were damaged or destroyed, as ASC staff often moved to other premises not designed or adapted for inclusive service delivery. 20 Hromadas reported that their ASCs did not have inclusive infrastructure before the war.

There is clearly a significant need to fund the creation of inclusive ASC infrastructure, as the number of people with disabilities has increased significantly due to the war.

Numbers of ASC visitors

The 76 ASCs of hromadas that reported visitor numbers provided 236,000 services in Q1 of 2023.

- in 45 ASCs that provided visitor numbers for Q4 of 2021 and Q1 of 2023, the average number of services provided had halved.
- 16 ASCs that provided information on the gender of visitors in Q4 of 2021 served on average 64% women and 36% men. One ASC had a 50-50% visitor gender balance, and another had 60% male visitors. The other 95 ASCs had not collected gender disaggregated data on visitors.
- in 17 ASCs an average of 69% of visitors in Q1 2023 were women. Only one ASC had more male visitors⁵

Disaggregated data by gender and age are collected in 13 LSGs and MAs. Most of the data is collected due to donor requirements and software solutions provided, e.g. PC Vulyk.

ASC staffing

In 109 ASCs that provided information on staff numbers and changes, on average only 80% of pre-war staff is now employed:

- in 36 ASCs there were no changes in the number of employees,
- in 13 ASCs the number of employees increased,
- In 60 ASCs (55% of those that provided this information), the number of employees had decreased.

100 ASCs provided information on the gender balance of their staff:

- 59 ASCs were staffed exclusively by women,
- the average percentage of women staff in the 100 ASCs is 92%.

118 ASCs provided information on staffing levels:

- in 103 ASCs there were no changes in staffing levels,
- In 9 ASCs staff numbers had increased,
- in 6 ASCs staff numbers had decreased.

The previous monitoring reported that in first wave hromadas 15% of ASCs, and in the second wave, 74% of ASCs had reduced their staff. A significant increase in the consultation

⁵ Some ASCs provided an approximate figure for the ratio of visitors, as statistics disaggregated by gender are not collected.

workload of ASC staff was again reported, especially where the ASC is not connected to certain registers, which limits the direct provision of services.

The need for additional staff

20 ASCs (15%) reported a need for additional staff for a temporary period. Three ASCs need State Registrars, and another ASC is looking for a Head.

Some ASCs refused to hire interns, as the number of residents and thus demand had decreased significantly. They also lacked equipment, connection to registers, and space for additional staff, which limited services provided. However, where an ASC has not yet resumed work, interns could be useful during the re-launch of its operations.

The previous monitoring reported that 31% of first wave and 46% of second wave hromadas ASCs required temporary additional support staff.

The functioning of remote workplaces, mobile solutions and Starostas

119 LSGs and MAs provided information on the work of the remote workplaces, including:

- In 55 hromadas (46%), the work of the remote workplaces was resumed, sometimes partially (not in all settlements, due to lack of equipment, personnel and security challenges).
- In 33 hromadas, there are no remote workplaces. In 31 hromadas, the work of the remote workplaces have not been restored (this may also include hromadas that did not have remote workplaces before the war).

In the majority of cases, the following services are provided at the remote workplaces: social services, residence registration services, local services, as well as certain notarial acts and in rare cases, services of the Civil Registry Office. In addition, some remote workplaces provide services for the registration of destroyed and damaged property.

Services provided by Starostas

128 hromadas reported on Starostas services:

- in 89 hromadas (70%) Starostas provide administrative services (mainly issuing certificates, accepting documents for the provision of agricultural services, registering place of residence, and performing certain notarial acts),
- in 9 hromadas there are no Starostas,
- In 30 hromadas, Starostas do not provide administrative services.

126 hromadas provided information on the availability of a 'mobile case' for administrative services provision by a mobile administrator:

- 80 do not have a mobile case,
- 39 have mobile cases,
- 4 are waiting for a mobile case,
- 3 reported the loss of a mobile case.

There have been reports of individual components of the mobile case (printer, scanner, etc.) failing and preventing its full use. The previous monitoring included the following indicators:

- 90% of first wave hromadas had restored the work of the remote working places,

- 45% of second wave hromadas had restored the work of the remote working places,
- in 67% of first wave hromadas Starostas provided administrative services,
- in 65% of second wave hromadas, Starostas provided administrative services.

ASC support needs

The main support needs and requests are:

- construction materials,
- computer equipment,
- vehicles,
- workstations for issuing passports,
- generators and charging stations (as some Hromadas have power outages).

In terms of institutional support, LSGs and MAs expressed the need to improve staff training through workshops and educational events, and for constant clarification of legislative changes.

Conclusions

Overview of monitoring outcomes

The monitoring results show that LSGs, MAs and other stakeholders are making great efforts to quickly restore basic living conditions in war-affected and liberated communities. This process has been quite successful, but efforts are still needed to restore all utilities and provide all basic services to residents, including 10% of water supply and electricity, 26% of banking, 4% of postal, and 20% of public transport services.

Communication with some of these hromadas was hindered by lack of appropriate representative contacts. These hard-to-reach LSGs and MAs, are less likely to interact with donor organisations and receive humanitarian and other types of assistance, including support to implement restoration projects.

In the vast majority of hromadas near the frontline, MAs have been established. In other hromadas, LSGs continue to function. In general, the situation has improved significantly with regard to the provision of administrative services due to:

- restored access to registers,
- restoration of computer equipment,
- the return of staff,
- safer working conditions.

The most noticeable improvement in access to administrative services is in second wave LSGs and MAs. During the previous monitoring, there were significant problems with access to administrative services, but in 6 to 9 months the functioning of these services in hromadas is approaching that before the invasion.

98% of ASCs that operated before the invasion have resumed their work, including the full involvement of the remote workplaces (64%) and Starostas (70%) in providing administrative services. At the same time, 60 out of 109 ASCs (55%) reduced their number of employees. In some cases ASCs continued to operate remotely after relocating to another hromada, with staff traveling periodically to the community to provide administrative services. These

arrangements were made by local state military administrations to ensure the safety of employees.

The demographic situation is generally satisfactory, with an average of 79% of residents living in hromadas compared to before the war. However, in 9 hromadas, the number of residents decreased to between 6 and 20% of that before the war, which makes full recovery very difficult. Most people who lost their homes have temporary accommodation (with relatives, or neighbours, and in sanatoriums, dormitories, and modular houses).

In some cases, assistance has enabled rapid restoration of damaged housing. However, 26% of LSGs and MAs report insufficient housing to fully meet accommodation needs of citizens whose housing was damaged or destroyed. This situation may continue to deteriorate, given the intensity of hostilities, including artillery, rocket, drone and missile attacks, and flooding caused by the destruction of the Kakhovka Dam by Russian troops.

The security situation (absence of attacks and distance from the frontline) remains a key factor influencing the return of residents.

IDPs also have an impact on the number of residents in safer hromadas. In the 112 LSGs and MAs that reported on IDP numbers, there are 319,472 registered IDPs ($\pm 67\%$ women).

Contact persons in the other 28 LSGs and MAs did not have information on IDP numbers, as it is collected by Social Protection Units.

Challenges for war-affected and liberated hromadas

Key challenges for these hromadas are:

1. Donor policy restrictions on supporting hromadas within 50 or 100 km of the frontline.
2. The difficult security situation in hromadas within range of enemy MLRS and artillery.
3. Significant increases and decreases in population due to IDP influxes and evacuations, which require rapid responses from LSGs and MAs related to:
 - the increased burden on hromada infrastructure,
 - organising accommodation and emergency and ongoing humanitarian aid,
 - tensions due to increased competition for jobs,
 - the greatly increased burden on social workers in hromadas,
 - the lack of funding due to reduced tax revenues and national government transfers,
 - lack of administrative buildings for inclusive service provision and interaction with community members,
 - difficulties in registering property rights to destroyed housing in rural and urban settlements,
 - lack of staff to restore the proper functioning of ASCs,
 - lack of equipment to resume ASC services (including in occupied hromadas),
 - insufficient Ministry of Justice civil registry offices to provide services in all liberated communities (Delegation of powers to local authorities is limited due to departmental red tape),
 - accessibility of passport services is slowly improving as workstations are purchased, but still limited due to the lack of resources and equipment, and lack support from State Migration Service of Ukraine and the State Special Communications Service in providing workstations in mobile ASCs.

Assistance from government departments at all levels, international technical assistance projects and other stakeholders to address the challenges described above will help to ensure adequate living conditions in war-affected and liberated hromadas, the return of evacuees to their homes, and provision of quality administrative and other public services.

Annex 1: [List of Maps](#)

Sources

1. Map of military operations <https://deepstatemap.live/#6/49.438/32.053>
2. Analysis of the status and needs of de-occupied communities. Report and monitoring maps. November 2022 <https://prosto.in.ua/ua/biblioteka/polisi-publikatsii/mobilni-tsnap-vikliki-ta-mozhlivosti-lyutij-2022-r-3>
3. Ukraine — Internal Displacement Report <https://displacement.iom.int/ukraine>
4. Territorial Assessment of Registered IDPs <https://dtm.iom.int/reports/ukraina-bazove-teritorialne-ocinyuvannya-zareestrovanih-vpo-rayonny-riven-raund-23-april?close=true>
5. Some ASCs provided an approximate figure for the ratio of visitors, as statistics disaggregated by gender are not collected.