

Temporary special commission of the Verkhovna Rada of Ukraine on the protection of property and non-property rights of internally displaced persons and other persons affected by the armed aggression of the Russian Federation against Ukraine

**Analytical report**  
**"Access to social services for the population affected by the armed aggression of the Russian Federation"**

Kyiv  
2024

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## Introduction

On the path of Ukraine's integration into the European Union, one of Ukraine's priorities is to ensure the implementation of human and civil rights and freedoms as defined by the Constitution of Ukraine, as well as to transform into a socially oriented state. Ukraine should focus its actions on improving the welfare of the population, paying attention to vulnerable groups.

The armed aggression of the Russian Federation against Ukraine is causing a further increase in the number of people in need of state support. Accordingly, there is a growing need to increase the number of social services and their types.

Social services as actions aimed at preventing difficult life circumstances, overcoming such circumstances or minimising their negative consequences for individuals/families in them should be targeted at the affected population, taking into account the exclusivity of their life circumstances and their possible double vulnerability.

Based on the results of the inspection of the facility located at 4 Khimichna Street, Odesa, the Temporary Special Commission of the Verkhovna Rada of Ukraine on the Protection of Property and Non-property Rights of Internally Displaced Persons and Other Persons Affected by the Armed Aggression of the Russian Federation against Ukraine<sup>1</sup> (hereinafter - the Commission), by its decision of 9 August 2024<sup>2</sup>, addressed the Prime Minister of Ukraine to consider the issue of improving the efficiency of social services, increasing funding for these services and increasing the size of the

Given that one of the activities of the Commission is parliamentary oversight and the acute relevance of the issue of providing social services to the affected population, including internally displaced persons (IDPs), this analytical report was prepared.

### **Tasks identified during the development of the analytical report:**

- to summarise the regulatory framework and research findings in the field of social services provision;
- to study the social service delivery system and the impact of the war on it;
- to analyse the provision of social services to the population affected by the armed aggression of the Russian Federation (hereinafter - RF) against Ukraine, including IDPs, as well as the main difficulties encountered in accessing such social services;
- to assess whether information on the provision of social services to victims of the armed aggression of the Russian Federation against Ukraine is provided on the official web resources of the authorities and local self-government (at the level of regional centres);
- to identify proposals for changes in the organisation of social services for the population affected by Russia's armed aggression against Ukraine, including IDPs.

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<sup>1</sup>On the Establishment of the Temporary Special Commission of the Verkhovna Rada of Ukraine on the Protection of Property and Non-Property Rights of Internally Displaced Persons and Other Persons Affected by the Armed Aggression of the Russian Federation against Ukraine: Resolution of the Verkhovna Rada of Ukraine of 21 December 2023 No. 3535-IX. URL: <https://zakon.rada.gov.ua/laws/show/3535-IX#Text>.

<sup>2</sup>On the activities of the Odesa Regional Military Administration, other military administrations and local self-government bodies of Odesa region to meet the needs of internally displaced persons and the effectiveness of budgetary funds for these purposes: Decision of 9 August 2024. URL: <https://www.rada.gov.ua/uploads/documents/75355.pdf>.

In preparing this analytical report, we used, in particular, the following sources: legal and regulatory framework in this area, official statistics and data provided by government agencies, recent research by civil society organisations, information on official government resources, and media articles. In-depth interviews or short consultations were also conducted with representatives of non-governmental organisations (NGOs): Right to Protection Charitable Foundation, East-SOS Charitable Foundation, Stabilisation Support Services Charitable Foundation, and Tenth of April NGO.

The analytical report contains five sections, as well as conclusions and recommendations. It was prepared as of September 2024.

These results will be used by the Commission in its activities, in particular, in the formation of state policy in the field of protection of property and non-property rights of IDPs and other persons affected by the armed aggression of the Russian Federation against Ukraine. The results are to be used by state authorities and local self-government bodies.

## 1. What is the system of social services provision?

**Social services are a special type of services that provide assistance to people in difficult life circumstances**, as well as to people at the highest risk of being in them. Social services have different goals in terms of impact on the difficult life circumstances of an individual or family: prevention, overcoming, minimisation.

Social services are provided in accordance with the established standards by service providers: legal entities, individuals and individual entrepreneurs included in the section "Social Service Providers" of the Register of Social Service Providers and Recipients. Special attention should be paid to non-governmental service providers.

The rights of recipients of social services are exercised taking into account the need to ensure their best interests. This means actions and decisions aimed at meeting individual needs in accordance with age, gender, health status, peculiarities of intellectual and physical development, life experience, family, cultural, ethnic and other affiliation, needs and interests of children, persons with disabilities, persons declared incapacitated, persons with limited civil capacity, elderly people, as well as taking into account the opinion of recipients.

**The creation of the state system of social services has a long history.** The new sector of "social services" was launched in 2003. The first Law of Ukraine "On Social Services" introduced the concept and defined the principles of social services provision. Social services were intended to replace the Soviet-era system of social services, which was entirely funded from the budget and focused on the budget's capacity rather than the needs of citizens.

The Cabinet of Ministers of Ukraine (hereinafter - CMU) approved the Concept of Reforming the System of Social Services by its Order of 13 April 2007, No. 178-p<sup>3</sup>. Its task was to define basic principles and principles of functioning and strategic directions of reforming the system of social services, as well as to improve the regulatory framework for the organisation and functioning of the system of social services.

On 8 August 2012, the Strategy for Reforming the System of Social Services was approved by the CMU Resolution No. 556-p<sup>4</sup>, and the Action Plan for 2013-2016 for its implementation was approved by the CMU Resolution No. 208-p<sup>5</sup> on 13 March 2013. As part of the implementation of these documents, legal regulation of the formation of the social services system, activities of entities providing social services of all forms of ownership was ensured (see below for more details), as well as standardisation of social services was introduced, and the first steps towards decentralisation of funding for institutions and facilities providing social services were taken. However, the social service delivery system has not been fully transformed. However, the Strategy for Reforming the Social Services Delivery System is still relevant.

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<sup>3</sup>On Approval of the Concept of Reforming the System of Social Services: Order of the Cabinet of Ministers of Ukraine of 13 April 2007, No. 178-p. URL: <https://zakon.rada.gov.ua/laws/show/178-2007-%D1%80#Text>.

<sup>4</sup>On Approval of the Strategy for Reforming the System of Social Services Provision: Order of the Cabinet of Ministers of Ukraine of 8 August 2012, No. 556-r. URL: <https://zakon.rada.gov.ua/laws/show/556-2012-%D1%80#Text>.

<sup>5</sup>On Approval of the Action Plan for 2013-2016 for Implementation of the Strategy for Reforming the System of Social Services: Order of the Cabinet of Ministers of Ukraine of 13 March 2013, No. 208-p. URL: <https://zakon.rada.gov.ua/laws/show/208-2013-%D1%80#Text>.

The Order of the Minister of Social Policy No. 10-N of 15 January 2024 provided for the establishment of a Working Group on further improvement of legislation on the development of the social services system. According to<sup>6</sup>, during four meetings, the state of affairs regarding the provision of social services, international experience and its correlation with the situation in Ukraine, the main challenges and the main strategic goals were discussed. The work is ongoing.

**The provision of social services is regulated by a wide range of legal acts.** On 01 January 2020, the new Law of Ukraine "On Social Services"<sup>7</sup> (the "Law") came into force. The Law, which was developed taking into account the practice of the European Union, defines the organisational and legal framework for the provision of social services aimed at preventing difficult life circumstances, overcoming or minimising their negative impact on people in them.

The Law provided for innovations in both the organisational and service delivery systems. Among other things, the Law *distributes powers between state authorities and local self-government* bodies (three levels of responsible bodies are defined: state (Ministry of Social Policy of Ukraine, State Social Service of Ukraine), regional (oblast), local (district, territorial community)), *introduces 18 basic social services*, which are guaranteed at the local level to every citizen, *introduces case management* (a system of social services provision that begins with the analysis of an application and needs assessment and ends with the assessment of

*The Law has been amended three times*, including in relation to the provision of social services in the event of a state of emergency or martial law in Ukraine or its regions.

On 20 September 2024, amendments to<sup>8</sup> will come into force, which, among other things, regulate the procurement of social services at the expense of the state budget, the designation of the central executive body implementing state policy in the field of state supervision (control) over compliance with the requirements of the law in the provision of social services and social support.

In addition, certain aspects of social service provision are defined by the laws of Ukraine "On Social Work with Families, Children and Youth"<sup>9</sup>, "On the Status of War Veterans, Guarantees of Their Social Protection"<sup>10</sup>, "On the Basic Principles of Social Protection of Labour Veterans and Other Elderly Citizens in Ukraine"<sup>11</sup>, "On Rehabilitation of Persons with Disabilities in Ukraine"<sup>12</sup>, etc.

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<sup>6</sup>Strategy for the development of social services: the working group identified challenges and main goals that will form the basis of the document: information message. URL: <https://www.kmu.gov.ua/news/strategiia-rozvytku-sotsialnykh-posluh-robocha-hrupa-vyznachyla-vyklyky-ta-osnovni-tsili-iaki-liazhut-v-osnovu-dokumentu>

<sup>7</sup>On social services: Law of Ukraine of 17 January 2019, 2671-VIII. URL: <https://zakon.rada.gov.ua/laws/show/2671-19#top>.

<sup>8</sup>On Amendments to Certain Laws of Ukraine on Addressing Urgent Issues in the Healthcare and Social Sphere: Law of Ukraine of 22 May 2024 No. 3728-IX. URL: <https://zakon.rada.gov.ua/laws/show/3728-20#Text>.

<sup>9</sup>On social work with families, children and youth: Law of Ukraine of 21 June 2001 No. 2558-III <https://zakon.rada.gov.ua/laws/show/2558-14#Text>

<sup>10</sup>On the Status of War Veterans and Guarantees of Their Social Protection: Law of Ukraine of 22 October 1993, No. 3551-XII. URL: <https://zakon.rada.gov.ua/laws/show/3551-12#Text>.

<sup>11</sup>On the basic principles of social protection of labour veterans and other elderly citizens in Ukraine: Law of Ukraine of 16 December 1993, No. 3721-XII. URL: <https://zakon.rada.gov.ua/laws/show/3721-12#Text>

<sup>12</sup>On the Rehabilitation of Persons with Disabilities in Ukraine: Law of Ukraine of 06 October 2005 No. 2961-IV. URL: <https://zakon.rada.gov.ua/laws/show/2961-15#Text>

The Law of Ukraine "On Local Self-Government in Ukraine"<sup>13</sup> defines the powers of local councils to approve targeted programmes, the powers of executive bodies of city councils in the field of social protection of the population; the Law of Ukraine "On Local State Administrations"<sup>14</sup> defines the powers of local state administrations in the field of social protection and social security of the population. Budget Code of Ukraine - provisions on local budgets in this part.

The current version of the Law of Ukraine "On Ensuring the Rights and Freedoms of Internally Displaced Persons"<sup>15</sup> provides that for registered IDPs, the right to receive social services is exercised in accordance with the legislation of Ukraine; a citizen of retirement age, a person with a disability, a child with a disability and another person in difficult life circumstances who is registered as an IDP has the right to receive social services in accordance with the legislation of Ukraine at the place of registration of the actual place of residence of such IDP.

It should be noted that the Government's Priority Action Plan for 2024<sup>16</sup> envisages the development and submission to the CMU of a draft law amending legislative acts to improve the system of social services provision and introduce a new system of their financing, which should result in stimulating the development of the social services market by financing the direct provision of social services rather than social protection institutions.

The CMU has also identified the necessary regulatory framework:

- The CMU Resolution No. 587 of 01.06.2020 approved the Procedure for the organisation of social services provision .<sup>17</sup>
- Resolution No. 449 of 1.06.2020 approved the Procedure for Monitoring the Provision and Evaluation of the Quality of Social Services .<sup>18</sup>
- The Resolution of the Cabinet of Ministers of Ukraine No. 185 of 3.03.2020 approved the Criteria for the activities of social service providers .<sup>19</sup>
- CMU Resolution No. 429 of 1.06.2020 approved the Procedure for Determining Differentiated Fees for the Provision of Social Services .<sup>20</sup>

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<sup>13</sup>On Local Self-Government in Ukraine: Law of Ukraine of 21 May 1997 No. 280/97-BP. URL:

<https://zakon.rada.gov.ua/go/280/97-bp>.

<sup>14</sup>On local state administrations: Law of Ukraine of 09 April 1999, No. 586-XIV. URL:

<https://zakon.rada.gov.ua/laws/show/586-14#Text>.

<sup>15</sup>On ensuring the rights and freedoms of internally displaced persons: Law of Ukraine of 20 October 2014 No. 1706-VII. URL: <https://zakon.rada.gov.ua/laws/show/1706-18#Text>.

<sup>16</sup>On approval of the Government's priority action plan for 2024: Order of 16 February 2024 No. 137-r. URL:

<https://www.kmu.gov.ua/npas/pro-zatverdzhennia-planu-priorytetnykh-dii-uriadu-na-2024-rik-137r-160224>.

<sup>17</sup>On the organisation of social services provision: Resolution of the Cabinet of Ministers of Ukraine of 1 June 2020 No. 587. URL: <https://zakon.rada.gov.ua/laws/show/587-2020-n#Text>.

<sup>18</sup>On Approval of the Procedure for Monitoring the Provision and Assessment of the Quality of Social Services: Resolution of the Cabinet of Ministers of Ukraine of 1 June 2020 No. 449. URL:

<https://zakon.rada.gov.ua/laws/show/449-2020-n#Text>.

<sup>19</sup>On approval of criteria for the activities of social service providers: Resolution of the Cabinet of Ministers of Ukraine of 3 March 2020 No. 185. URL: <https://zakon.rada.gov.ua/laws/show/185-2020-n#Text>.

<sup>20</sup>On Approval of the Procedure for Establishing Differentiated Fees for the Provision of Social Services: Resolution of the Cabinet of Ministers of Ukraine of 1 June 2020 No. 429. URL: <https://zakon.rada.gov.ua/laws/show/429-2020-n#Text>.



- The CMU Resolution of 3 March 2020 No. 177 approved some issues of the activities of social service centres.<sup>21</sup>

The Order of the Ministry of Social Policy of 17.05.2022 No. 150 approved the Methodology for calculating the average monthly total family income for the provision of social services<sup>22</sup>, the Order of the Ministry of Social Policy of 19.04.2023 No. 130-N approved the Procedure for determining the needs of the population of an administrative-territorial unit/territorial community for social services.<sup>23</sup>

The Ministry of Social Policy also approved the State Standards for Social Services. They include social support for families (individuals) in difficult life circumstances; crisis and emergency intervention; mediation; social integration of graduates of residential institutions; representation of interests; prevention; social prevention of human trafficking, as well as social integration and reintegration of persons and children who have suffered from human trafficking; social support in employment and in the workplace, etc.

The legal and regulatory environment in this area remains dynamic.

**Reforming the social service delivery system in Ukraine is not possible without high-quality digital tools.** While the digitalisation of social benefit allocation had previous experience for its implementation, the provision of social services has not been digitised in any way. That is why the digitalisation of the processes of providing and receiving social services is determined as the basis for prompt and comprehensive satisfaction of the needs, including those of IDPs and other persons affected by the armed aggression of the Russian Federation.

The introduction of electronic services for applying for social services, assessing the needs of a person/family for social services, monitoring the quality of social services, etc. will simplify the process of providing social services for both recipients and providers of social services, and will reduce the paperwork.

The Government's priority remains the implementation of the Unified Information System of the Social Sector (hereinafter referred to as the UISSS), which is envisaged by the Strategy for Digital Transformation of the Social Sector<sup>24</sup>, the Resolution of the Cabinet of Ministers of Ukraine No. 1278 "On the Implementation of a Pilot Project for the Implementation of the Functionalities of the First Stage of the Unified Social Sector Information System" dated 11.11.2020<sup>25</sup>.

The goal of the UISSS<sup>26</sup> is to create a centralised transparent information platform to optimise the management of social programmes and services. The UISSS application

<sup>21</sup>Some issues of social service centres: Resolution of the Cabinet of Ministers of Ukraine of 3 March 2020 No. 177. URL: <https://zakon.rada.gov.ua/laws/show/177-2020-п#Text>

<sup>22</sup>On approval of the Methodology for calculating the average monthly total family income for the provision of social services: Order of the Ministry of Social Policy of 17.05.2022 No. 150. URL: <https://zakon.rada.gov.ua/laws/show/z0639-22#n7>.

<sup>23</sup>On the implementation of a pilot project to introduce a comprehensive social service to build resilience: Resolution of the Cabinet of Ministers of Ukraine of 3 October 2023 No. 1049. URL: <https://zakon.rada.gov.ua/laws/show/1049-2023-п#Text>.

<sup>24</sup>Approved by the Order of the Cabinet of Ministers of Ukraine of 28.10.2020 No. 1353-r "On Approval of the Strategy for Digital Transformation of the Social Sphere". URL: <https://zakon.rada.gov.ua/go/1353-2020-п>.

<sup>25</sup>On the introduction of a pilot project to introduce the first stage of the Unified Social Sphere Information System: Resolution of the Cabinet of Ministers of Ukraine of 11 November 2020 No. 1278. URL: <https://zakon.rada.gov.ua/laws/show/1278-2020-п>.

<sup>26</sup>The unified information system of the social sphere. URL: <https://www.ioc.gov.ua/projects/2>



subsystems are to cover all aspects of social protection, including state benefits, social services, pension insurance, humanitarian assistance and support for IDPs, low-income families and persons with disabilities. At the moment, the UISSS continues to evolve and includes information on social benefits for IDPs.

Starting from 16 February 2023, the section on social service providers of the Register of Social Service Providers and Recipients (hereinafter - the Register) was introduced in the UISSS<sup>27</sup>. The Register currently collects and summarises information on social service providers within the relevant administrative-territorial unit. Thanks to the Register, the state and social protection authorities have convenient access to information about all service providers. This ensures better efficiency and control over the provision of social services, provides greater market transparency and simplifies the work of social protection officials. This approach ensures that the providers included in the Register are competent to provide services.

It is also reported that the section on recipients of social services is being tested. Some of the services should be launched in autumn.<sup>28</sup>

Some experts have commented on the compliance of the Register with the accessibility requirements.

The UISSS is also being improved in terms of creating electronic offices of social service providers, including the possibility of creating an "IDPs' office".

It should be noted that on 21 June 2024, the Cabinet of Ministers approved the draft Law "On the Unified Social Sphere Information System" developed by the Ministry of Social Policy. It is expected to introduce European standards for the provision of social support, and to facilitate the integration of registers, databases and resources of the social sector into the UISSS. Thus, the UISSS will replace the old disparate registers with a single database with the "social history" of individuals and families. This will mean that a person or family in need of social support will not have to spend extra time collecting certificates or visiting institutions; support can be requested online or in person anywhere in Ukraine, and thanks to exchanges with other registers, such a request will be promptly processed<sup>29</sup>. The Draft Law "On the Unified Information System of the Social Sphere" was registered on 24.06.2024 under the number 11377 (the card of the draft law [is https://itd.rada.gov.ua/billInfo/Bills/Card/44497](https://itd.rada.gov.ua/billInfo/Bills/Card/44497)). The Main Committee (the Verkhovna Rada Committee on Digital Transformation) provided a conclusion on consideration.

The Government's Priority Action Plan for 2024<sup>30</sup>, among other things, defines the improvement and expansion of the Register's functionality, in particular, the formation (entry), maintenance, storage and processing of data on social service providers, and the expansion of its accessibility through the adoption of a relevant CMU resolution (deadline - November).

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<sup>27</sup> "Register of Social Service Providers" on the official website of the Ministry of Social Policy of Ukraine. URL: <https://www.msp.gov.ua/content/reestr-nadavachiv-socialnih-poslug.html>

<sup>28</sup> According to the statement of Uliana Tokareva, Deputy Minister of Social Policy of Ukraine at the II Forum of IDP Councils, 27-28 August 2024.

<sup>29</sup> "The Government supported the draft law on the UISSS, which improves the social support system": on the Government Portal. URL: <https://www.kmu.gov.ua/news/uriad-pidtrymav-zakonoproekt-pro-ieiss-iakyi-vdoskonaliuie-systemu-sotsialnoi-pidtrymky>.

<sup>30</sup> "On Approval of the Government's Priority Action Plan for 2024": Decision of the Cabinet of Ministers of Ukraine of 16 February 2024 No. 137-r. URL: <https://www.kmu.gov.ua/npas/pro-zatverdzhennia-planu-priorytetnykh-dii-uriadu-na-2024-rik-137r-160224>.

**International and national non-governmental organisations support the development of the system and the provision of social services.** The non-governmental sector provides support to the social services system at different levels (national, regional, local). This includes both material and technical support (equipment and consumables to equip or improve the workplaces of specialists, transport, etc.) and expert, advisory and methodological assistance.

Particular attention is paid to supporting the system's local staff. Projects are often aimed at assisting in updating social passports, expanding the list of social services to meet the needs of residents of each particular community, training social workers, and upgrading social service centres, and establishing interagency cooperation - between departments and agencies (education, police, healthcare, social services, etc.) - to identify families in difficult life circumstances and respond effectively to their needs.

It should be noted that there are also frequent examples of initiatives coming from communities, but such coordination work is not generally established.

At the same time, according to the sociological survey "Interest and capacity of civil society organisations to provide social services"<sup>31</sup>, only 8% of civil society organisations (CSOs) state that provision of social services is one of the priorities of their activities, and only about 3% state that provision of social services is one of the sources of funding for their organisations, while 10% of active CSOs believe that they should develop such a funding area as provision of social services. At the same time, the study shows that only 525 CSOs out of 3491 social service providers are registered in the Register, which is 15% of the total number of CSOs.

The CMU Resolution No. 99 "On the Register of Social Service Providers and Recipients" of 27 January 2021 stipulates that inclusion in the Register is based on an application and is essentially voluntary. As a result, the absence of a mechanism for inspecting and monitoring the activities of non-state social service providers that provide such services may lead to insecurity of social service recipients and violations of their rights, provision of low-quality social services, non-compliance with state standards for the provision of social services, etc.

During the consultations, the representatives of the CSO "Tenth of April" indicated that they were considering the issue of inclusion in the Register and noted that the services they provided (which could be considered as social) were solely a response measure and were not the main focus of their work. They also noted the need to revise the constituent documents and the difficulties in identifying the communities in which services will be provided (given the project activities that may not be relevant over time).

At the same time, representatives of the CF "East-SOS" pointed out the risks of limiting "volunteers" in a crisis situation and high demand, as well as the formation of NGO responsibilities that do not correspond to their capabilities.

The representatives of Stabilisation Support Services (not included in the Registry) emphasised that inclusion in the Registry is mainly considered by those organisations

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<sup>31</sup>Conducted by the Kyiv International Institute of Sociology (KIIS) at the request of ISAR Ednannia in partnership with the Ministry of Social Policy of Ukraine, URL:  
<https://api.home.ednannia.ua/upload/kch/24/07/22/Дослідження%20про%20соціальні%20послуги.pdf>

that apply for compensation and confirm the importance of inclusion in the Registry for ensuring the quality of service provision.

Currently, there are already trends aimed at financial support for public associations of persons with disabilities. For example, on 27 January 2023, the Government adopted Resolution No. 70 "Some issues of providing financial support to public associations of persons with disabilities"<sup>32</sup>, which makes it possible to allocate state budget funds to support such organisations, ensure a transparent mechanism for using funds and improve the provision of social services to persons with disabilities.

This demonstrates the importance of discussing the inclusion of non-state service providers in the Register, studying their reservations and expectations.

It should be emphasised that many social services provided by NGOs are unique and innovative. This is reflected in the full-scale invasion of Ukraine by the Russian Federation: the provision of humanitarian aid, services that require professional providers (psychologists, lawyers, sometimes doctors and other specialists). In this context, respondents to<sup>33</sup> mentioned Caritas, Right to Protection, and the Red Cross. In addition to the ability to engage qualified professionals, NGOs have the ability to respond more flexibly to the needs of the affected population. Managers of social sector institutions say they are forced to act within the framework of regulations and statutes that limit their activities to a clearly defined framework. NGOs, on the other hand, are able to apply an individual approach to each case.

In addition, it is NGOs that conduct numerous studies on the functioning of the social service delivery system, in particular under martial law. The results of some of these studies were taken into account in the preparation of this analytical report and are cited in the footnotes to the text.

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<sup>32</sup>Some issues of providing financial support to public associations of persons with disabilities: Resolution of the Cabinet of Ministers of Ukraine of 27 January 2023 No. 70. URL: <https://zakon.rada.gov.ua/laws/show/70-2023-П#Text>

<sup>33</sup>Assessment of the social service needs of communities in Chernihiv Oblast and analysis of capacity and sustainability gaps. URL: [https://www.sapiens.com.ua/publications/socpol-research/285/b96aa4b1bc919483f01dcf18074709575fe3eae9\\_original.pdf](https://www.sapiens.com.ua/publications/socpol-research/285/b96aa4b1bc919483f01dcf18074709575fe3eae9_original.pdf)

## 2. How does the war affect the provision of social services?

**The introduction of martial law in Ukraine required the simplification and optimisation of social services.** Back in early March 2022, the Ministry of Social Policy developed recommendations<sup>34</sup> on the organisation of social services under martial law. The recommendations were aimed at simplifying and optimising the procedure for providing certain services. One of the key methodological tips was to provide social services on an emergency (crisis) basis, instead of using the full procedure. This made it possible to make decisions within a day of receiving a relevant application, request, or notification of the need to provide assistance to a person.

On 14 April 2022, the Law of Ukraine "On Amendments to Certain Laws of Ukraine on the Provision of Social Services in the Event of a State of Emergency or Martial Law in Ukraine or Certain Areas Thereof" was adopted<sup>35</sup>, which introduced the following amendments to the Law:

- the average monthly total income of citizens is determined taking into account the previous quarter preceding the month preceding the month of application, rather than the last six months, as was previously envisaged. This will allow for the introduction of electronic data exchange, in particular with the State Tax Service, on citizens' incomes;
- the powers of regional and Kyiv city state administrations, executive bodies of village, town and city councils were expanded by enabling them to determine the specifics of decision-making on the provision of social services in the event of a state of emergency or martial law in Ukraine;
- it is determined that case management is not used to make decisions on the provision of social services in the event of a state of emergency or martial law in Ukraine, and social services are provided on an emergency (crisis) basis;
- the right to make decisions on the provision of social services on an emergency (crisis) basis directly to social service providers;
- establishes that persons who have suffered damage as a result of a fire, natural disaster, catastrophe, hostilities, terrorist act, armed conflict, or temporary occupation are provided with all social services free of charge;
- establishes that social services provided during martial law in Ukraine or its separate localities by state/municipal social service providers to internally displaced persons at their new place of residence/stay who find themselves in difficult life circumstances due to damage caused by hostilities, terrorist acts, armed conflict, or temporary occupation are financed in accordance with the procedure established by the Cabinet of Ministers of Ukraine;
- The powers of military administrations were expanded in terms of managing social service providers and organising the provision of social services.

Thus, at the level of the law, the possibility of prompt provision of social services to individuals/families affected by the war was ensured.

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<sup>34</sup>Recommendations on the organisation of social services under martial law. URL:

[https://auc.org.ua/sites/default/files/sectors/u-140/lystoda-rekomendacii\\_socposlugy\\_1646898338.pdf](https://auc.org.ua/sites/default/files/sectors/u-140/lystoda-rekomendacii_socposlugy_1646898338.pdf)

<sup>35</sup>On Amendments to Certain Laws of Ukraine on the Provision of Social Services in the Event of a State of Emergency or Martial Law in Ukraine or Certain Areas Thereof: Law of Ukraine of 14.04.2022 No. 2193-IX. URL: <https://zakon.rada.gov.ua/laws/card/2193-20>.

The CMU Resolution No. 560 of 7.05.2022<sup>36</sup> clarified that social services can be provided on an emergency (crisis) basis in case of a threat to the life or health of a person and during a state of emergency or martial law in Ukraine or its separate localities, and added 11 services that are provided on an emergency basis.

**Identifying the needs of the population for social services requires special attention in times of war.** This is due to changes in the profile of recipients of social services, both due to the processes of internal displacement and the emergence of needs for new services (work with trauma, losses) of the population as a whole.

The CMU Resolution of 1 June 2020 No. 587 "On the Organisation of Social Services Provision" stipulates that during a state of emergency or martial law, the Council of Ministers of the Autonomous Republic of Crimea, regional, Kyiv and Sevastopol city state (military) administrations, executive bodies of village, settlement, city councils, military administrations of settlements shall analyse the content and results of consideration of applications, appeals, notifications on the provision of social services, and identify the needs for social services. The Procedure for Determining the Needs of the Population of an Administrative-Territorial Unit/Territorial Community for Social Services, approved by the Order of the Ministry of Social Policy of 19 April 2023 No. 130-H<sup>37</sup>, provides for its implementation:

- 1) under a special procedure by establishing a coordination group;
- 2) in a general way by identifying the needs of the population for social services in the short term (1 year) and medium term (3 years) and establishing a working group.

During the period of martial law, there are no requirements for collecting, summarising and analysing socio-demographic data and conducting social research, conducting surveys, focus groups, monitoring the provision and evaluation of the quality of social services and preparing reports. There is also little assessment of the state of social service provision from a demand perspective.

Representatives of Stabilisation Support Services noted that in the process of developing a social passport (a document containing up-to-date information on the resources and social characteristics of the community<sup>38</sup>), communities face difficulties in collecting statistics due to the lack of their centralised collection and generalisation at the level of communities and individual settlements; lack of access to state databases, registers or, at least, exchange with them to obtain up-to-date data. In practice, the identification of social service needs depends on the initiative of the community, their readiness to take into account the changes that have occurred as a result of decentralisation and the processes caused by the war, including internal displacement.

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<sup>36</sup>On Amendments to Certain Resolutions of the Cabinet of Ministers of Ukraine on the Provision of Social Services in the Event of a State of Emergency or Martial Law in Ukraine or Certain Areas of Ukraine: Resolution of the Cabinet of Ministers of Ukraine of 7 May 2022 No. 560. URL: <https://zakon.rada.gov.ua/laws/show/560-2022-ii#Text>.

<sup>37</sup>Procedure for determining the needs of the population of an administrative-territorial unit/territorial community for social services: Order of the Ministry of Social Policy of 19 April 2023 No. 130-H. URL: <https://zakon.rada.gov.ua/laws/show/z1169-23#Text>.

<sup>38</sup>What is a social passport and why does the community need it? URL: <https://sss-ua.org/news/shho-take-soczialnyi-pasport-i-navishho-vin-potriben-gromadi/>



Representatives of the Right to Protection CF additionally noted that the choice of the needs assessment procedure does not depend on the presence of communities in the List of territories where hostilities are (were) conducted or temporarily occupied by the Russian Federation<sup>39</sup>. It should also be noted that there is a need to collect data on coordination, including through co-financing, of the actions of host communities with local councils displaced by the temporary occupation.

**The war exacerbates the problems of the existing social service delivery system:**

- *limited human capital.* Given the high workload (the staff of the provider institutions has not increased, so the workload of social workers and other specialists has only increased<sup>40</sup>), the level of remuneration remains inadequate. There is an acute shortage of personnel in communities where hostilities are taking place or which suffer from systematic shelling; specialists in certain specialities (for example, psychologists) due to competition with private employers and the possibility of individual practice;
- *lack of a unified approach to organising the structure of the social service delivery system.* In communities, social services can be provided through social service centres, territorial social service centres or established Centres for Social Services. Each of them may have a different name and location, which complicates the process of applying to them;
- *difficult access to social services in rural areas.* In remote communities and rural areas, social infrastructure remains weak, in particular due to the insufficient number of social institutions and lack of transport links.) This makes it difficult to receive the necessary assistance and leads to the fact that residents of rural areas are left without social assistance that is available to urban residents;
- *weak material and technical base.* The provision of transport (including its maintenance) and the improvement of computer and office equipment remains an urgent issue. Only 40.45 per cent of social service providers have a satisfactory level of material and technical support, 24.89 per cent have outdated equipment, and 6.43 per cent have no equipment<sup>41</sup>. This is especially acute for de-occupied communities and in the context of forced, emergency power outages caused by damage to the energy system as a result of shelling by the Russian Federation. It is necessary to purchase generators and fuel for them/chargers, etc.

*The issue of financing* deserves special attention. According to the Ministry of Finance<sup>42</sup>, in 2023, local budget expenditures on social policy increased by almost 60% compared to 2021. In 2023, the budget execution for social protection and social

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<sup>39</sup>On approval of the List of territories where military operations are (were) conducted or temporarily occupied by the Russian Federation: Order of the Ministry of Reintegration of the Temporarily Occupied Territories of 22.12.2022 No. 309. URL: <https://zakon.rada.gov.ua/laws/show/z1668-22>

<sup>40</sup>According to the Study on Social Protection and Social Rights in Ukraine: Collection and processing of baseline information on expected project outcomes and relevant indicators. URL: <https://drive.google.com/file/d/1P5QzeJUVicH8GVEsowcPv841bgd0Qt6t/view>

<sup>41</sup>Data of the SE "IEC" on the level of digital readiness of social service providers: <https://www.ioc.gov.ua/analytics>

<sup>42</sup>State web portal of the budget for citizens. URL: <https://openbudget.gov.ua>

security expenditures was 90.97% of the revised annual plan, meaning that almost UAH 4.45 billion of local budget funds planned for the social sphere were not used. This may indicate a shortfall in the planned amount of budget revenues, poor quality of budget planning in the social sphere, and sometimes untimely management decisions, which is also due to the lack of an assessment of the population's needs for social services.

In some communities, social services continue to be funded on a residual basis, and in some places, local budgets do not allocate funding for social services due to limited community resources<sup>43</sup>. Economically depressed communities are not able to generate sufficient local budget revenues to properly fund social services, but the risk of difficult life circumstances may be higher in such communities.

The problem is also caused by the absence of state standards for certain social services, which makes it difficult to calculate their cost and include them in the relevant budget.

Also, according to the Law of Ukraine "On Amendments to Certain Laws of Ukraine on Solving Urgent Issues in the Healthcare and Social Sphere"<sup>44</sup>, it is envisaged to create a budgetary institution that organises and procures social services at the expense of the state budget in cases and in accordance with the procedure established by the Cabinet of Ministers of Ukraine.

As a result of these problems, some communities have difficulty meeting even basic social needs or their provision is limited (primarily for complex services).

An important area of decentralisation is the development of public policy to change financial incentives and eliminate the resource-based principle of financing that leads to the over-institutionalisation of social services. According to the Budget Code of Ukraine, the introduction of the programme-targeted method of budgeting for territorial communities, with a focus on financing services rather than institutions, could become a tool to ensure effective management of the budget process.

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<sup>43</sup> "Financing of the social sphere: who finances and what are the procedures?". URL: <https://parlament.org.ua/analytics/finansuvannya-soczialnoyi-sfery-hto-finansuye-ta-yaki-procedury/>

<sup>44</sup>On Amendments to Certain Laws of Ukraine on Addressing Urgent Issues in the Healthcare and Social Sphere: Law of Ukraine of 22.05.2024 No. 3728-IX. URL: <https://zakon.rada.gov.ua/laws/show/3728-20#top>.



### **3. Are victims of the armed aggression of the Russian Federation recipients of social services?**

**The Law provides a fairly broad list of groups of people who may be eligible for social services.** The Law defines that persons/families in difficult life circumstances include persons/families who cannot overcome the negative impact of circumstances on their own due to the following factors: old age; partial or complete loss of motor activity, memory; incurable diseases, diseases requiring long-term treatment; mental and behavioural disorders, including those related to the use of psychoactive substances; disability; homelessness; unemployment; low income; behavioural disorders in children due to parental divorce; evasion by parents or persons in loco parentis of their child-rearing responsibilities; loss of social ties, including during detention; child abuse; domestic violence; gender-based violence; trafficking in human beings; *damage caused by fire, natural disaster, catastrophe, hostilities, terrorist act, armed conflict, temporary occupation.*

CMU Resolution No. 587 "On the Organisation of Social Services Provision" of 1 June 2020 defines "damage caused by the armed conflict" as, inter alia, material, physical, psychological damage that was caused to a person/family and resulted in such person/family being in difficult life circumstances. This legal act also defines that persons/families with the highest risk of falling into difficult life circumstances due to the impact of adverse external and/or internal factors include, among others, IDPs, persons residing in the temporarily occupied territory of Ukraine and periodically staying on the territory of Ukraine where state authorities exercise their powers in full, regardless of the presence or absence of an IDP registration certificate; as well as persons in respect of whom the fact of deprivation of personal freedom has been established.

**The population affected by the armed aggression of the Russian Federation against Ukraine requires additional attention.** Despite the fact that people in TOT are among the categories most at risk of falling into difficult life circumstances, for example, there are insufficient targeted actions (identification, specifics of treatment, needs assessment and provision of the required type of services). The state policy, despite the definition of such a separate category, does not focus on the provision of social services to them. It also does not take into account the current situation in the temporarily occupied territories and the necessary support for people living there. After all, this category was defined in December 2021.<sup>45</sup>

When developing strategic documents for the next period, it is necessary not only to take into account the best international practices, but also to consider the challenges caused by Russia's armed aggression against Ukraine: the needs of the affected civilian population and veterans.

The Strategy of State Policy on Internal Displacement for the period up to 2025, approved by the Cabinet of Ministers of Ukraine on 07 April 2023, No. 312-p<sup>46</sup>, already

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<sup>45</sup>On Amendments to the Procedure for Organising the Provision of Social Services: Resolution of the Cabinet of Ministers of Ukraine of 23 December 2021 No. 1367. URL: <https://zakon.rada.gov.ua/laws/show/1367-2021-n#Text>.

<sup>46</sup>On approval of the Strategy of State Policy on Internal Displacement for the period up to 2025 and approval of the operational plan of measures for its implementation in 2023-2025: Order of the Cabinet of Ministers of Ukraine of 7 April 2023 No. 312-p. URL: <https://zakon.rada.gov.ua/laws/show/312-2023-p#Text>.

provided for the provision of social services to IDPs based on their individual needs, the introduction of a social service to "facilitate the adaptation of IDPs" for persons in difficult life circumstances and the approval of the relevant standard of provision, as well as the creation of conditions for receiving psychological assistance to IDPs, including children. Implementation of the plan requires further efforts, as the measures taken in the previous period were only partially implemented.

Other groups of the affected population require prioritisation of state support, including the provision of social services: Victims of international crimes and serious violations of international humanitarian law, victims of conflict-related sexual violence (CRSV), torture, illegal detention, enforced disappearances, infliction of great suffering or injury and other serious violations; people who went missing under special circumstances and members of their families; people who suffered disabilities as a result of injuries or other health damage caused by explosives, ammunition and military weapons; children affected by hostilities and armed conflicts, etc.

The state of the social service delivery system at the place of residence of the affected population should be taken into account. As an example, in terms of service provision during an evacuation, there is a high risk of service failure due to the departure of service providers from the territory. On the other hand, situations where workers stay in the area until the last moment at the risk of their own lives because their "clients" refuse to evacuate should be taken into account.

**The potential number of recipients of social services is much higher.** This is mainly due to the imperfection of the system for identifying people in need of social services. The law stipulates that social services are provided based on the analysis of an application/request for social services or a notification about such a person/family. In practice, this means that social services can be provided to those citizens who have already applied for assistance or are under the radar of the social protection system. However, even being on the radar does not guarantee the provision of necessary services (for more information, see section "5. How is information on social services provided?").

There are also difficulties with defining the vulnerability category. Such requirements are uniform and lack flexibility/may not be clearly defined. There is no understanding of the possibility of receiving social services by a person of working age who is situationally (e.g., as a result of evacuation) vulnerable.

Representatives of the CSO "Tenth of April" pointed out that there is no "one-stop shop" principle (organisational unity of all social service providers to receive the necessary service(s)). For example, there are frequent cases of failure to identify individuals (families) who have been evacuated to the community, which indicates the absence of an entry point and engagement. It is emphasised that the NGOs take a proactive approach through community visits.

Similar opinions were expressed by representatives of the East-SOS, who systematically carry out evacuation activities, including those with limited mobility. They emphasised the state of uncertainty that people experience from the moment of evacuation, which is particularly acute during the transit period. In their opinion, this is caused by both a weak identification mechanism and the lack of delineation of responsibilities. The problem becomes particularly acute in the absence of identity

documents and is further exacerbated by those who are foreigners or stateless persons, asylum seekers. Despite the fact that paragraph 28 of the CMU Resolution of 1 June 2020 No. 587 "On the Organisation of Social Services Provision"<sup>47</sup> provides that the decision to provide such social services is made without their submission at the request of such a person.

The situation is similar for children/youth who decide to leave the temporarily occupied territories to continue their education in government-controlled territory of Ukraine. They face a lengthy procedure of paperwork, confirmation of previous knowledge and the admission procedure itself, often with limited support.

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<sup>47</sup>On the organisation of social services provision: Resolution of the Cabinet of Ministers of Ukraine of 1 June 2020 No. 587. URL: <https://zakon.rada.gov.ua/laws/show/587-2020-п#top>.

#### **4. What social services are provided to the population affected by the armed aggression of the Russian Federation?**

**IDPs can be defined as a separate group of recipients of social services.** As noted earlier, the Procedure for the Organisation of Social Services Provision<sup>48</sup> identifies IDPs as vulnerable categories of persons who are at the highest risk of falling into difficult life circumstances.

Paragraph 17 of the Procedure for Providing Accommodation Assistance to Internally Displaced Persons, approved by the Cabinet of Ministers of Ukraine on 20 March 2022, No. 332<sup>49</sup>, provides that upon completion of the payment of assistance in case of difficult life circumstances caused by the lack of a place of residence and the impossibility of returning to the abandoned place of residence, the authorised person/recipient may apply to the executive body of the village, settlement, city council or social service provider for social services.

According to the Classification of Social Services approved by the Ministry of Social Policy of Ukraine<sup>50</sup>, IDPs are entitled to one social service - "social integration and reintegration". However, IDPs are entitled to receive other social services.

**"Information" and "counselling" is identified as the most common social service among IDPs.** According to the National Social Service Service (hereinafter - NSSS), in 2022, 287,942 IDP families (individuals) were covered by social services. Of these, 166,221 were covered by the 'counselling' service and 225,907 families (individuals) by the 'information' service.

In 2023, out of 199,843 IDP families (individuals) covered by social services, 126,034 families (individuals) received "counselling" services and 159,938 families (individuals) received "information" services. Among the regions that provided the largest number of such services are Kharkiv, Luhansk, Cherkasy and Lviv.

In the first half of 2024, services were provided to 88,069 IDP families (individuals). Of these, 53,617 received counselling services and 70,413 families (individuals) received information.

Such data can be explained by the fact that such services do not require more than just a qualified employee; people often need reliable information to plan their next steps. At the same time, the provision of these types of services needs to be assessed to avoid situations of artificial overstatement of their number and limiting the activities of agencies to these services.

**The services of "social prevention", "social adaptation" and "representation of interests" are widely demanded among IDPs.**

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<sup>48</sup>On the organisation of social services provision: Resolution of the Cabinet of Ministers of Ukraine of 01 June 2020 No. 587. URL: <https://zakon.rada.gov.ua/laws/show/587-2020-n#Text>.

<sup>49</sup>Some issues of payment of accommodation allowance to internally displaced persons: Resolution of the Cabinet of Ministers of Ukraine of 20 March 2022 No. 332. URL: <https://zakon.rada.gov.ua/laws/show/332-2022-%D0%BF#Text>

<sup>50</sup>On approval of the Classifier of Social Services: Order of the Ministry of Social Policy of 23 June 2020 No. 429. URL: <https://zakon.rada.gov.ua/laws/show/z0643-20#Text>.

In the first half of 2024, 7,167 IDPs (families) received social prevention services, in 2023 - 13,901 IDPs (families), and in 2022 - 17,667 IDPs (families).

In the first half of 2024, 6,637 IDPs (families) received the "social adaptation" service, in 2023 - 23,450 IDPs (families), and in 2022 - 31,601 IDPs (families).

In the first half of 2024, 4,702 people (families) received the service of "representation of interests", in 2023 - 13,990 people (families), and in 2022 - 15,827 people (families).

It should be noted that the service of "social adaptation" may potentially become more popular due to the growing number of older people whose loved ones are forced to move to safer regions without them.

**The comprehensive service of "social integration and reintegration" has a downward trend.** In 2022, it was provided to 14,771 people (families), in 2023, 9,638 people (families) have already received it, and in the first half of 2024, 2,876 people (families) have received it.

This trend requires further study, as such services are potentially the most in demand. They involve the coordinated actions of a team of specialists to provide ongoing or systematic comprehensive care.

According to the Ministry of Social Policy, the total number of IDPs is 4.6 million, of which 1.9 million are of working age, and 889,000 are employed (only 45 per cent). Some of these people need support through the provision of comprehensive social services.

It should be noted that there is no state standard for the provision of the social service "social integration and reintegration" specifically for IDPs. NGO representatives during the consultations stressed that this service for IDPs is not implemented comprehensively. The problem often lies in the inability to achieve "coherence of actions" among specialists: psychologist, speech therapist, employment centre specialist, etc. Among other things, in some regions, the provision of the service is complicated by the territorial remoteness of settlements, staff shortages and the lack of non-governmental providers.

There are trends towards finding solutions at the local level. For example, in Mykolaiv, the measures of social support, adaptation and integration of IDPs in the city of Mykolaiv for 2023-2025<sup>51</sup> provide for the provision of social services by multidisciplinary and mobile social teams of IDPs living in remote neighbourhoods of the city.

A downward trend is also observed in the **provision of emergency (crisis) response services**. In 2022, it was provided to 28,479 individuals (families), in 2023 - to 4,108 individuals (families), and in the first half of 2024 - to 448 individuals (families).

As a trend in the service of "social integration and reintegration", the decline in the provision of "emergency (crisis) response" services requires further study. After

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<sup>51</sup>On approval of social support and integration of internally displaced persons in the city of Mykolaiv for 2023-2025: Decision of 09 August 2023 No. 598. URL:

[https://mkrada.gov.ua/files/Додаток.3\\_Заходи\\_щодо\\_соціальної\\_підтримки\\_адаптації\\_та\\_інтеграції\\_ВПО\\_у\\_м.\\_Миколаєві.pdf](https://mkrada.gov.ua/files/Додаток.3_Заходи_щодо_соціальної_підтримки_адаптації_та_інтеграції_ВПО_у_м._Миколаєві.pdf).



all, given the continuing effects of the Russian aggression against Ukraine (destruction of residential and social infrastructure, announcement of mandatory evacuation, etc.) For example, the service of emergency and crisis intervention, as well as social support for families in difficult life circumstances (hereinafter referred to as SLC) is becoming more popular due to the increase in cases of domestic violence.

In turn, in the first half of 2024, the **in-kind assistance** service was provided to 27,427 IDPs (families). In previous periods, statistics on in-kind assistance were not collected. It should also be taken into account that the classifier of social services determines the possibility of receiving the services of "Asylum", "Emergency (crisis) intervention" and "In-kind assistance" for persons affected by hostilities/armed conflict, and not only IDPs.

**The most popular services among IDPs are home care, day care, supported accommodation, shelter, and social support.** The CMU Resolution of 06 August 2024 No. 888<sup>52</sup> envisages the implementation of a pilot project to organise the provision of social services to elderly IDPs and persons with disabilities, including residential care and supported accommodation, on the principle of **"money follows the person"** within the budget allocations for the period until 31 December 2025, provided for under the budget programme "Development of the Social Services System"<sup>53</sup>. According to the project, IDPs with disabilities who need care can receive money from the state to pay for such care. The funds will be paid by the person directly to the organisation that will provide such care - either in the form of inpatient care (up to UAH 16,185) or in the form of supported accommodation (up to UAH 9,945 per month). It should be noted that the chain of funds transfer (Fund for Social Protection of Persons with Disabilities → PrivatBank JSC → recipient of social services → provider of social services) may raise concerns due to the imposition of additional obligations on recipients of the service. For some people with disabilities and the elderly, this may be difficult.

**There is no generalisation of information on the appointment and payment of compensation for the "municipal nanny" service<sup>54</sup> by the category of recipients - IDPs.** It should be noted that the service provides parents with the opportunity to hire a nanny to care for a child under three years of age and receive compensation for her services from the state. The programme was established in 2019, and in 2024, IDP parents were added to the category of people who can benefit from the programme. Due to the lack of statistics disaggregated by IDPs, it will be

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<sup>52</sup>Some issues of implementation of the pilot project on the organisation of inpatient care and supported living services for internally displaced elderly persons and persons with disabilities on the principle of "money follows the person": Resolution of the Cabinet of Ministers of Ukraine of 6 August 2024 No. 888. URL: <https://zakon.rada.gov.ua/laws/show/888-2024-п#Text>.

<sup>53</sup>News release: website of the Ministry of Social Policy. URL: <https://www.msp.gov.ua/news/23956.html>

<sup>54</sup>Some issues of providing the service of childcare for children under three years of age "municipal nanny": Resolution of the Cabinet of Ministers of Ukraine of 30 January 2019 No. 68. URL: <https://zakon.rada.gov.ua/laws/show/68-2019-п#n13>

difficult to assess the effectiveness of the programme and its impact on the adaptation and integration of IDPs.

The service also applies to children under 6 years of age who live in areas where it is impossible to ensure the functioning of preschool education institutions (for example, in Zaporizhzhia, Donetsk, Kharkiv, Kherson, Sumy and Chernihiv regions).

**Forced displacement, injuries, loss of home, etc. increase the need for psychological assistance.** At the same time, the capacity of the existing system does not meet the existing need, and prejudice against psychological assistance is widespread in society. 120,973 children were granted the status of child victims of hostilities and armed conflicts, including 120,761 children on the basis of a child's confession of psychological violence. Only a limited number of children receive proper psychological assistance.

In general, not everyone who needs psychological assistance, even within a specific service, can receive it quickly. This happens, in particular, due to the lack of specialists and long waiting lists for a psychologist working in the provider institution. Usually, institutions that provide social services have one psychologist on their staff, and this position is not always filled. For example, an IDP pensioner interviewed for the study<sup>55</sup> who receives social adaptation services could not wait for his turn and had to look for a specialist outside the provider institution and pay for these services himself.

In addition, not all psychologists providing such assistance have the appropriate education and skills. This factor, as well as the widespread lack of needs assessment prior to service provision, can lead to the deprivation of rapid psychological assistance to those who are in desperate need, such as IDPs (see next section for more information).

CMU Resolution No. 1049 of 3 October 2023<sup>56</sup> launched a pilot project to introduce a comprehensive social service to build resilience. It stipulates that if a person feels that he or she cannot overcome psycho-emotional stress and tension on his or her own, he or she can seek professional help from resilience centres, which are currently being actively established in Ukrainian communities. 114 barrier-free spaces operate in 22 regions of Ukraine and continue to open, including with the support of NGOs.

The resilience centres offer individual or family counselling with a psychologist who can help solve problems; provide first aid; counselling on social issues; attend group psychosocial support sessions; and join volunteer initiatives in the community. Its results, especially in terms of providing comprehensive assistance, including psychological support, need to be further monitored.

Systematic psychological assistance should be ensured through the work of mobile teams and NGOs, with which it is necessary to build a system of interaction.

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<sup>55</sup>Research on Social Protection and Social Rights in Ukraine: Satisfaction with Social Services, CEDOS Independent Analytical Centre URL: <https://cedos.org.ua/wp-content/uploads/doslidzhennya-z-pytan-soczialnogo-zahystu-ta-soczialnyh-prav-v-ukrayini-3.pdf> :

<sup>56</sup>On the implementation of a pilot project to introduce a comprehensive social service to build resilience: Resolution of the Cabinet of Ministers of Ukraine of 3 October 2023 No. 1049. URL: <https://zakon.rada.gov.ua/laws/show/1049-2023-п#Text>



**When providing a particular social service, they are mostly guided by existing resources rather than needs assessment.** Some social service providers, when providing complex services (e.g., "social adaptation", "social integration and reintegration"), may rely on their own capacities and resources rather than on the needs of the recipients themselves. Often, when assessing the needs for these services, a list of activities is offered from which to choose the relevant ones.

Article 18 of the Law stipulates that the assessment of a person's/family's needs for social services is one of the initial stages of the case management procedure, which results in the preparation of a family/person's needs assessment report (in paper or electronic form). However, the needs assessment methodology itself focuses on what social services should be provided to the person/family and does not allow answering the question of what the person/family really needs, what will really help them to overcome difficult life circumstances in the long term and what will prevent them from falling into such circumstances again.

It is necessary to change approaches and revise the criteria for assessing needs, in particular, a self-assessment tool could be used.

All the circumstances of the person's/family's life (the applicants' opinion, their beliefs), their dynamism and the possibility of repeated exposure to similar circumstances should also be taken into account.

## 5. How is information about social services provided?

**One of the challenges in the provision of social services is the lack of information about their existence and the possibility of receiving them.** For example, some recipients of social services<sup>57</sup> learn about the possibility of receiving social services by chance, for example, from friends. There are examples of referrals from other agencies and institutions. Awareness of the services themselves, the procedure for applying for and receiving them, recipients' rights, the possibility of appeal, etc. is also low. During the survey conducted as part of the study on the development of social services during the war, in response to the question<sup>58</sup> about what they would like to improve in order to make social services more qualitative, among other things, they stressed that more information about social institutions that provide social services is needed. This is also confirmed by the statements of the representatives of the NGO "Tenth of April" about "the need to create online platforms for information, as residents are often unaware of the services available to them".

According to the Law, social service providers are obliged to inform the public and each recipient of social services about the list of social services they provide, the content and scope of such services, the conditions and procedure for obtaining them in a form accessible to persons with any type of health impairment.

The powers to inform the population of the region about the list of social services, their content and the procedure for their provision in a form accessible to persons with any type of health disability are assigned to the Council of Ministers of the Autonomous Republic of Crimea, oblast, Kyiv and Sevastopol city state administrations, rayon and rayon state administrations in Kyiv and Sevastopol, executive bodies of city councils of cities of oblast significance, and councils of amalgamated territorial communities.

Information should be seen as a cross-cutting approach to ensure that people have access to social services.

**There is a blurring of the concepts of "social services" and "social benefits" when providing information through official resources.** For example, the category "Social Services" on the website of the Ministry of Social Policy is available in the section "For Citizens"<sup>59</sup> and includes general information, information for homeless and dismissed persons, elderly and disabled persons, Roma national minorities and internally displaced persons, as well as information on the Register of Social Service Providers.

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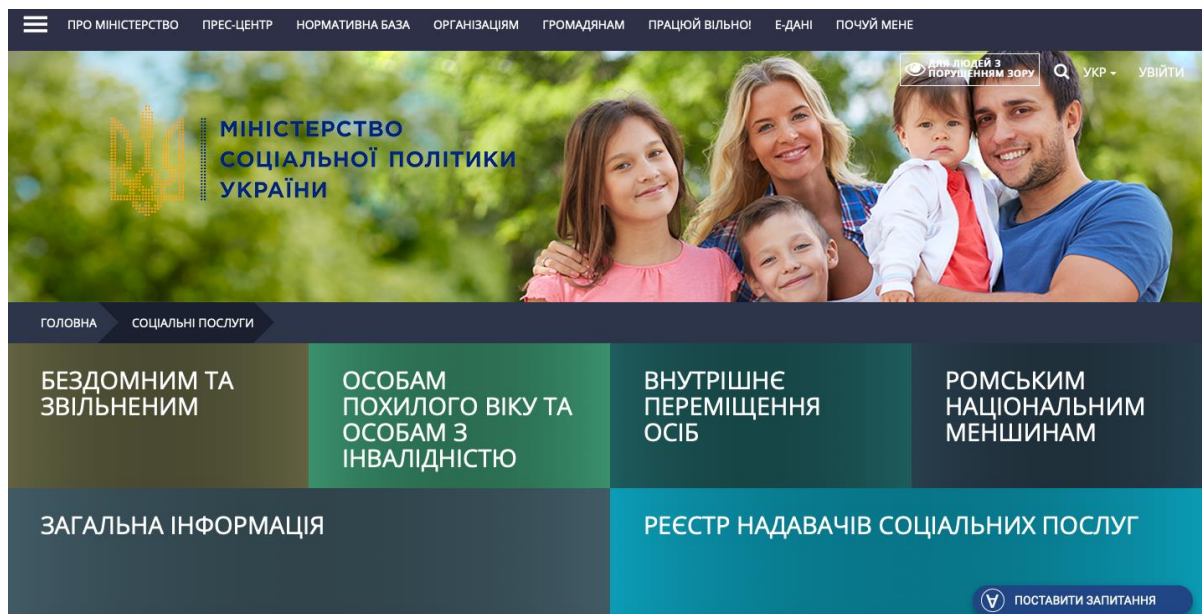
<sup>57</sup>Research on social protection and social rights in Ukraine: collection and processing of basic information on expected project results and relevant indicators. URL:

<https://drive.google.com/file/d/1P5QzeJUVicH8GVEsowcPv841bgd0Qt6t/view>

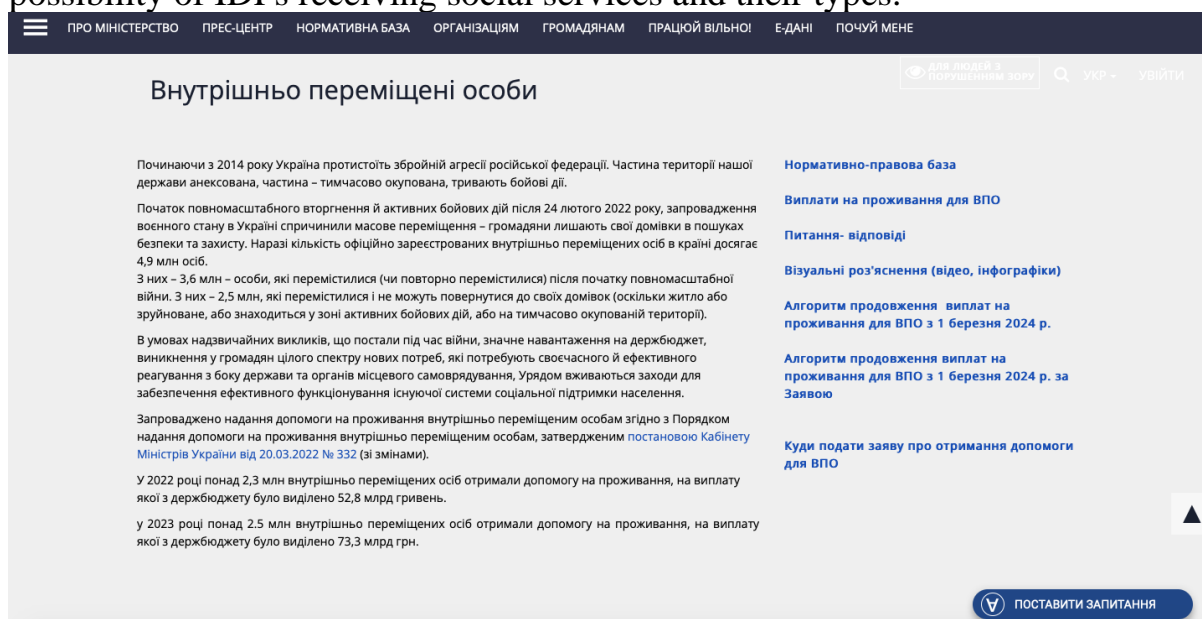
<sup>58</sup>Development of social services in times of war: a study by the Right to Protection CF. URL:

[https://drive.google.com/file/d/1\\_GXJ6CAqkWAG8oFM\\_slkLw1NpjAf5JRu/view](https://drive.google.com/file/d/1_GXJ6CAqkWAG8oFM_slkLw1NpjAf5JRu/view)

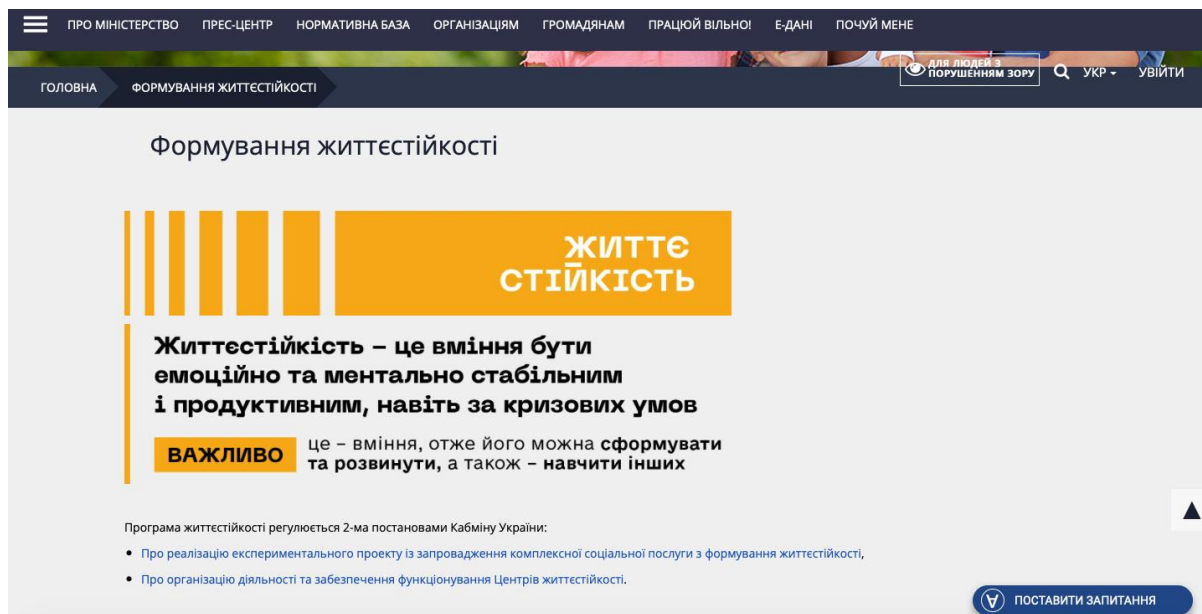
<sup>59</sup>Website of the Ministry of Social Policy of Ukraine. URL: <https://www.msp.gov.ua/main/Socialni-poslugi.html>



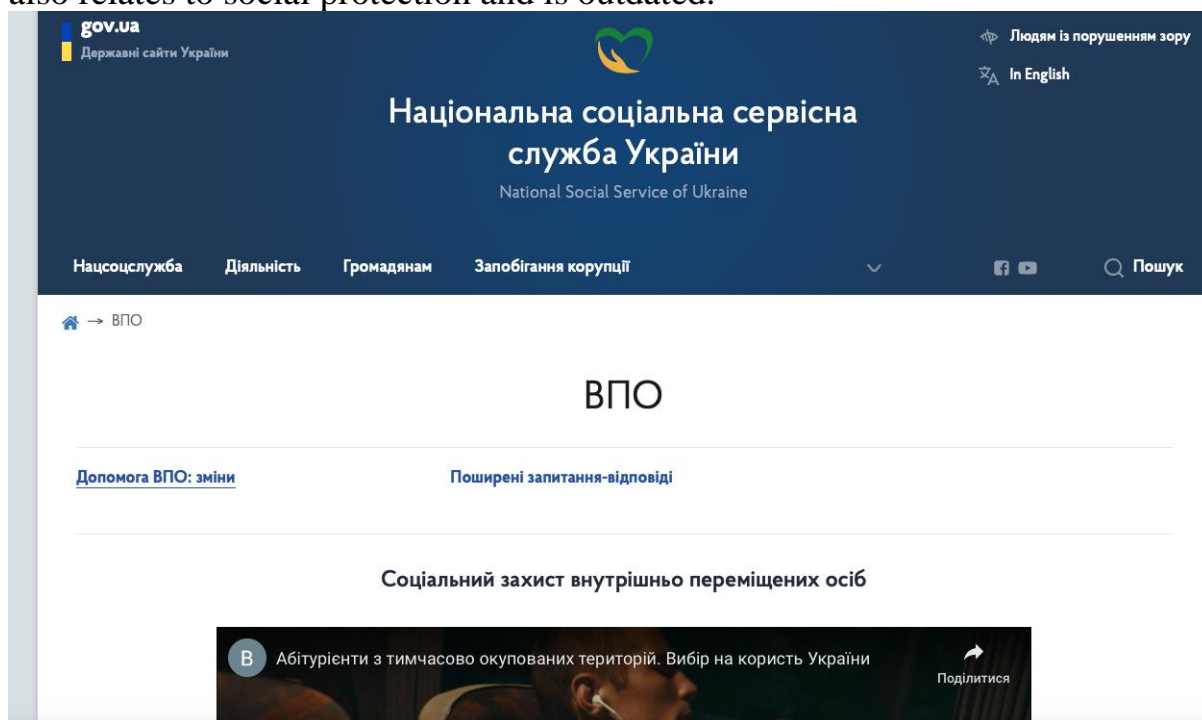
However, the content of the block of social services for IDPs includes information only on the possibility of receiving such social support as "Allowance for accommodation for internally displaced persons". There is no information on the possibility of IDPs receiving social services and their types.



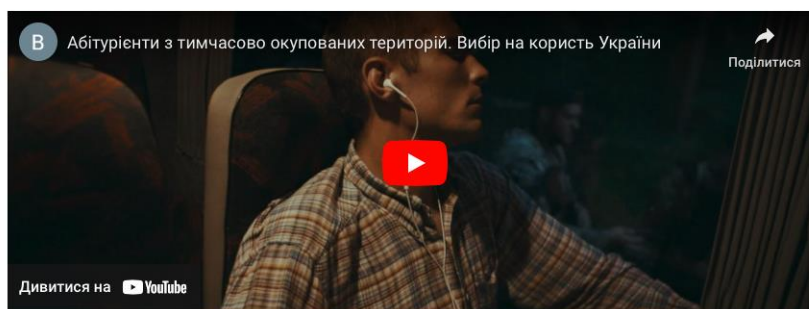
Although the website has a section on "Building Resilience", which includes detailed information about the programme, its components, delivery model, implementation procedure, infographics, links to detailed explanations, etc., it does not provide for its positioning for a specific target audience, namely the affected population.



The information posted on the website of the NSSCU, as the central executive body that provides methodological support and coordination of the actions of the authorities and local self-government bodies in providing basic social services and social support in accordance with the needs of residents of territorial communities, also relates to social protection and is outdated.



## Соціальний захист внутрішньо переміщених осіб



За даними Єдиної інформаційної бази даних про внутрішньо переміщених осіб станом:


на **31.12.2021** перебуває на обліку 1 476 148 внутрішньо переміщених осіб, у тому числі **1 211 165** сімей.



На **2021 рік** передбачено кошти на виплату грошової допомоги в сумі **3 051 573,3** тис. гривень.

Законодавством, зокрема передбачено надання щомісячної адресної допомоги внутрішньо переміщеним особам для покриття витрат на проживання.

Відповідно до постанови Кабінету Міністрів України від 01.10.2014 № 505 (зі змінами) щомісячну адресну допомогу внутрішньо переміщеним особам для покриття витрат на проживання, в тому числі на оплату житлово-комунальних послуг, згідно бази даних Державного підприємства «Інформаційно-обчислювальний центр Мінсоцполітики» станом:

This trend is also evident at the local level. The website of Zaporizhzhia City Council in the section "Social Services" contains information for IDPs only on the procedure for registration as an IDP and the provision of accommodation allowance.

**Запорізька міська рада**  
Офіційний сайт

UA RU EN Пошук  Зворотній зв'язок  +29 °C, хмарно

ВАЖЛИВА ІНФОРМАЦІЯ

АДРЕСИ УКРИТТІВ

РУХ ТРАНСПОРТУ

НОВИНИ

ВЛАДА

ДОКУМЕНТИ

ЕКОНОМІКА

**СУСПІЛЬСТВО**

Е-СЕРВІСИ

КОРИСНЕ

ЄВІДНОВЛЕННЯ

МІСТО

ВІДЕО СЕСІЙ РАДИ

Карта модулю

**Соціальні послуги**

ОСББ

Електронні петиції

Консультації з громадськістю

Громадський бюджет

Громадська рада

Молодіжна рада

Проект «Я маю право!»

Внутрішньо переміщені особи

Соціальні послуги

Субсидії

## Соціальні послуги

### Категорії соціальних послуг

1. Виплата державних допомог, компенсацій
2. Надання житлових субсидій
3. Видача довідок
- 4. Послуги внутрішньо переміщеним особам**
5. Пільги
6. Державні гарантії учасникам АТО, ООС та постраждалим учасникам Революції Гідності
7. Виплата допомоги, компенсацій громадянам постраждалим внаслідок чорнобильської катастрофи
8. Встановлення статусу, видача посвідчень
9. Санаторно-курортне лікування, компенсації
10. Надання одноразової матеріальної допомоги, винагороди



#### 4. Послуги внутрішньо переміщеним особам

№	Соціальні послуги	Як отримати?
24	Видача довідки про взяття на облік внутрішньо переміщеної особи	Порядок отримання Завантажити бланк заяви Переглянути зразок заповнення
25	Реєстрація внутрішньо переміщених осіб в Єдиний Web-орієнтований інформаційний технології формування сегменту "Облік ВПО"	Порядок отримання
26	Надання допомоги на проживання внутрішньо переміщеним особам	Порядок отримання Завантажити бланк заяви (Додаток 1) Переглянути зразок заповнення заяв (Додаток 1) Завантажити бланк заяви (Додаток 5) Переглянути зразок заповнення заяв (Додаток 5)
<a href="#">повернутись до переліку категорій соціальних послуг</a>		

Some communities provide targeted information to target groups. The Mykolaiv city territorial community developed a guide to available services for internally displaced persons<sup>60</sup>. The guide provides information on social service providers, types of services, the procedure for obtaining them, etc. Such activities were included in the measures defined by the Decision of the Executive Committee of the Mykolaiv City Council of 09 August 2023 No. 598 "On Approval of Social Support and Integration of Internally Displaced Persons in the City of Mykolaiv for 2023-2025"<sup>61</sup>.



#### МІСЬКИЙ ТЕРИТОРІАЛЬНИЙ ЦЕНТР СОЦІАЛЬНОГО ОБСЛУГОВУВАННЯ (НАДАННЯ СОЦІАЛЬНИХ ПОСЛУГ)

За наданням послуги **догляду вдома** для ВПО, які нездатні або частково здатні до самообслуговування; **послуги натуральної допомоги** у вигляді продуктових наборів (за наявністю), одягу та взуття із «Соціального гардеробу»; **транспортних послуг** «Соціальне авто» для ВПО, як мають порушення опорно-рухового апарату звертайтеся Пн-Чт 8:30-17:15, Пт 8:30-16:00 за адресами:

##### Адміністративний апарат міського територіального центру

вул. Морехідна, 9/2

☎ (0512) 40-91-35

☎ (068) 440-44-93

**Інгульський район**  
вул. 12 Поздовжня, 50-А

☎ (0512) 64 80 80

**Заводський район**  
вул. Кузнецька, 83

☎ (0512) 30 04 35

<sup>60</sup>Reference book. URL:

[https://sotsdepart.mk.ua/images/stories/docs/02.08.2022/new1/zapyt/Довідник\\_для\\_ВПО\\_2024.pdf](https://sotsdepart.mk.ua/images/stories/docs/02.08.2022/new1/zapyt/Довідник_для_ВПО_2024.pdf).

<sup>61</sup>

[https://mkrada.gov.ua/files/Додаток.3\\_Заходи\\_щодо\\_соціальної\\_підтримки\\_адаптації\\_та\\_інтеграції\\_ВПО\\_у\\_м.\\_Миколаєві.pdf](https://mkrada.gov.ua/files/Додаток.3_Заходи_щодо_соціальної_підтримки_адаптації_та_інтеграції_ВПО_у_м._Миколаєві.pdf)



## МІСЬКИЙ ТЕРИТОРІАЛЬНИЙ ЦЕНТР СОЦІАЛЬНОГО ОБСЛУГОВУВАННЯ (НАДАННЯ СОЦІАЛЬНИХ ПОСЛУГ)

За послугами соціальної адаптації та соціальної профілактики, навчання в «Університетах III віку» для ВПО з інвалідністю та людей старшого віку звертайтеся Пн-Чт 8:30-17:15, Пт 8:30-16:00 за адресами:

**Інгульський район**  
вул. 12 Поздовжня, 50-А

☎ (0512) 64-89-89

**Центральний район**  
вул. Шевченка, 19-А

☎ (0512) 47-08-17

**Заводський район**  
вул. Кузнецька, 83

☎ (0512) 30-01-25

**Корабельний район**  
пр. Богоявленський, 301/2

☎ (0512) 64-50-61



The section "Social Services" on the website of Zhytomyr City Council has a separate block for "IDPs"<sup>62</sup>, which in turn includes a "Guide for Internally Displaced Persons" with information on the activities of municipal social institutions (location, services provided) and their accessibility for persons who have moved to the community.

The screenshot shows the official website of the Zhytomyr City Council. The header includes the council's name, contact information, and a navigation menu. The main content area is titled 'ВПО' (Internally Displaced Persons) and features a document titled 'Путівник для внутрішньо переміщених осіб' (Guide for internally displaced persons). A sidebar on the right lists various municipal services available to residents.

**Information regarding the access of the affected population to social services at the local level may be outdated (in whole or in part).**

The "Guide for internally displaced persons"<sup>63</sup>, posted on the website of Vinnytsia City Council, contains the following information: "Social services can be obtained at the #Spilno point. Social services for families in the community, which is located in Vinnytsia at 30 Kosmonavtiv Avenue ("Transparent Office"), room 305.

<sup>62</sup>IDPs section: Zhytomyr City Council website. URL: <https://zt-rada.gov.ua/?pages=16381>.

<sup>63</sup>Handbook for IDPs: Vinnytsia City Council website. URL: <https://www.vmr.gov.ua/tomigrants>.



305. Psychological and social assistance is provided free of charge to Vinnytsia residents and internally displaced persons." However, the "Spilno" point, which is a UNICEF project, has completely completed its work in Vinnytsia.

#### Соціальна допомога

Соціальні послуги можна отримати на точці **#Спільно**. Соціальні послуги для сімей в громаді, яка розташована у Вінниці за адресою: проспект Космонавтів, 30 («Прозорий офіс»), каб. 305. Для вінничан та внутрішньо переміщених осіб психологічну та соціальну допомогу надають безкоштовно.

Продуктові набори можна отримати за адресою вул. Соборна, 68 за умови, якщо ти зареєструвався як ВПО та маєш довідку.

Вінницький міський центр соціальних служб:

+38067 431 16 90

e-mail: vmc\_sdm@vmr.gov.ua

#### Вінницький міський гуманітарний центр речей

знаходиться за адресою: вул. 600-річчя, 17 в ТЦ «Мегапол». Отримати допомогу можуть переселенці. Для цього необхідно пред'явити довідку про взяття на облік внутрішньо переміщеної особи або документ, що посвідчує особу (паспорт або через застосунок «Дія»).

#### Послуги громадянам похилого віку та людям з інвалідністю

Вінницький міський територіальний центр надання соціальних послуг  
вул. Соборна, 50, тел. **(0432) 670-597**

Необхідні роз'яснення та консультації з питань соціального захисту ВПО можна отримати за телефонами:

**097-101-45-18, 093-190-83-93, 50-86-70, 50-86-77** (управління соціального захисту населення «Лівобережжя»);

**097 101 58 40, 063 856 62 72, 508-388, 509-133** (управління соціального захисту населення «Правобережжя»);

**097-083-59-98; 093-705-61-91** (центр надання гуманітарної допомоги).

On the website of Kropyvnytskyi City Council, information on social services for IDPs is available in the section "For IDPs" - "For the attention of displaced persons", among news reports. However, this information relates only to the implementation of a pilot project to provide certain social services to certain categories of people in difficult life circumstances in healthcare facilities managed by the Ministry of Social Policy.

The screenshot shows the official website of the Kropyvnytskyi City Council. The header includes the city's name in Ukrainian and English, along with contact information. The main navigation bar lists various sections, including 'For IDPs' (Переселенцям), which is highlighted. Below the navigation bar, the 'For IDPs' section is displayed, featuring a list of services available for internally displaced persons (IDPs). A dropdown menu is open, showing a list of services including: Пам'ятка (Memorandum), До уваги переміщених осіб (For the attention of displaced persons), Власникам житлових приміщень (For owners of residential premises), Волонтери-переселенцям (Volunteers-displaced persons), Медична допомога (Medical assistance), Психологічна допомога (Psychological assistance), Захист прав дітей (Protection of children's rights), Освіта (Education), Спорт (Sports), Культура (Culture), Знайди рідних (Find relatives), Працевлаштування (Employment), Поширені запитання (Frequently asked questions), and Рада ВПО (IDP Council).

## Інформація для внутрішньо переміщених осіб

## щодо надання окремих соціальних послуг деяким категоріям осіб, які перебувають у складних життєвих обставинах

Постановою Кабінету Міністрів України від 21 березня 2023 року № 248 "Деякі питання реалізації експериментального проекту з надання в закладах охорони здоров'я, які належать до сфери управління Міністерства соціальної політики, окремих соціальних послуг деяким категоріям осіб, які перебувають у складних життєвих обставинах" визначено умови надання соціальних послуг внутрішньо переміщеним особам Спеціалізованим Трускавецьким санаторієм "Батьківщина" та Спеціалізованим Миргородським санаторієм "Слава".

Право на отримання соціальних послуг у межах реалізації експериментального проекту мають особи похилого віку, особи з інвалідністю з числа внутрішньо переміщених осіб, які перемістилися з територій, на яких ведуться (велися) бойові дії або тимчасово окупованих Російською Федерацією, в тому числі під час обов'язкової евакуації, або в яких житло зруйноване або непридатне для проживання внаслідок пошкодження та інформація про яке підтверджується відомостями Державного реєстру майна, пошкодженого та знищеного внаслідок бойових дій, терористичних актів, диверсій, спричинених військовою агресією Російської Федерації.

Учасники експериментального проекту забезпечують надання наступних соціальних послуг:

- надання притулку (тривалість надання послуги одній особі – не більш як шість місяців);
- підтримане проживання;
- догляд стаціонарний (не більш як 50 особам).

Крім того, може надаватися соціальна послуга соціальної адаптації.

Вказані вище соціальні послуги надаються за умови наявності вільних місць в учасників експериментального проекту.

Для отримання соціальних послуг до департаменту соціальної політики Кропивницької міської ради необхідно подати заяву про надання соціальних послуг (далі – заява).

Подання заяви та необхідних документів для отримання соціальної послуги надання притулку, соціальної адаптації здійснюється відповідно до Порядку організації надання соціальних послуг, затвердженого постановою Кабінету Міністрів України від 1 червня 2020 року № 587.

Подання заяви та необхідних документів для отримання соціальної послуги підтриманого проживання, догляду стаціонарного здійснюється відповідно до Порядку надання послуг особам з інвалідністю та особам похилого віку, які страждають на психічні розлади, затвердженого постановою Кабінету Міністрів України від 26 червня 2019 року № 576, та Порядку організації надання соціальних послуг, затвердженого постановою Кабінету Міністрів України від 1 червня 2020 року № 587.

Умовою надання соціальних послуг є наявність довідки про взяття на облік внутрішньо переміщеної особи.

Для отримання соціальних послуг особа може звернутися до департаменту соціальної політики Кропивницької міської ради за телефонами 30 89 26 (535, 536, 537, 538), або за адресою: м. Кропивницький, вул. Архітектора Пауценка, буд. 41/26 (навпроти Красназвначного музею) Центр надання адміністративних послуг "Прозорий офіс".

м. Кропивницький 1754-2024

Вибрати мову | ▼ | З'єзяться | Повідомити про корупцію | 1580 | 0-800-217721



**Information materials are not adapted for all citizens.** Most often, the text format is chosen, often not adapted (containing citations of legal acts). Only a few resources are available that provide materials in an easy-to-read format<sup>64</sup>. Infographics may not be accessible by special reading software used by people with visual impairments; there is no captioning or translation of video materials into Ukrainian sign language, etc.

**Proper information is also needed for social service providers responsible for the social sphere in communities.** This applies to both explanations of the legal and regulatory framework and the procedure for exchange and interaction.

Communication skills need to be constantly improved, particularly during the first visit and in crisis situations. This is aimed not only at the service recipient, but also at the provider and their ability to recover and counteract burnout.

<sup>64</sup>Information in time of war for people with disabilities and older people. URL: <https://dopomoha-info.org.ua/u-formati-lehkoho-chytannia/shho-take-soczialni-poslugy/>

## Conclusions and recommendations

1. The system of social services in Ukraine, which was formed at the beginning of the century to prevent, overcome and minimise difficult life circumstances, is undergoing further transformations. The Ministry of Social Policy of Ukraine is considering changes to improve the legislation. Some of the measures have already been identified as a priority for the Government in 2024. The digitalisation of the sector remains an essential focus, in particular through the functioning of the Register of Providers and Recipients of Social Services. The Register currently has limited capabilities.
2. The comprehensive Law of Ukraine "On Social Services" defines the organisational and legal framework for the provision of social services, including the specifics of martial law. Further details are defined at the level of acts of the Cabinet of Ministers of Ukraine and the Ministry of Social Policy of Ukraine. The legal framework in some parts does not take into account the impact and consequences of the war.
3. The existing problems of the system, such as limited human resources, lack of a unified approach to organising the structure of the social services system, weak material and technical base, and significant differences between urban and rural areas, are exacerbated. Direct funding is sometimes characterised by inadequate planning, sometimes untimely decision-making, and limited financial resources at the local level.
4. Despite a fairly broad list of groups of people who may be eligible for social services and the definition of IDPs and persons from the temporarily occupied territories as those at the highest risk of difficult life circumstances, specific categories of the affected population are not taken into account. These include evacuees, victims of international crimes, people who have been disabled as a result of injuries or other health problems, etc. The system for identifying these people is imperfect, focusing mainly on those who are already in the system's field of vision. As a result, the necessary assistance may not be provided at all or in a timely manner.
5. IDPs are most often provided with "information" and "counselling" social services, while the comprehensive service of "social integration and reintegration" (approved by the classifier as the only one that should be provided to them in a focused manner) has a downward trend. The state standard for "social integration and reintegration" services for IDPs has not been approved.
6. The Government's initiatives such as the pilot project to provide elderly IDPs and persons with disabilities with social services of inpatient care, supported accommodation on the principle of "money follows the person", and the "municipal nanny" childcare service for children under three years of age need to be monitored and evaluated. There is no generalisation of data disaggregated by IDPs who used the "municipal nanny" service.
7. The capacity to provide psychological assistance to the affected population does not meet the existing need: lack of a sufficient number of specialists in the relevant field, a significant workload that increases the waiting time, uncompetitive remuneration, etc. The opening of more than 200 "Resilience Centres" in

communities with the support of partners can improve access to psychological assistance.

8. International and national non-governmental organisations contribute to the development and provision of social services. This is done through the provision of expert, logistical and financial assistance, etc. However, the number of organisations providing services remains small.
9. The lack of information is felt by recipients (potential recipients) of services, as well as their providers. There is a lack of necessary information at both central and local levels. Social services are often confused with social benefits. The information is also not provided in different formats and is not accessible.

In this regard, it is worth emphasising the importance of ensuring that social services are provided by a wide range of providers in the context of ongoing armed aggression. At the same time, the work in this area needs to be improved by considering and/or taking into account such proposals.

### **The Cabinet of Ministers of Ukraine:**

- ensure the development and approval of the Strategy for the Development of the Social Services System in Ukraine and the Action Plan for its implementation, taking into account, in particular, the provisions of the new Law of Ukraine "On Social Services", international best practices, the ongoing armed aggression of the Russian Federation against Ukraine and its consequences;
- Consider, through broad discussions with NGOs, expanding the list of social services for various categories of persons affected by the armed aggression of the Russian Federation against Ukraine: evacuees; persons residing in the de-occupied territories; children and youth leaving the temporarily occupied territories to continue their education; victims of international crimes and serious violations of international humanitarian law; victims of conflict-related sexual violence (C
- ensure timely (within three months from the date of entry into force) bringing its regulatory acts into compliance with Law No. 3728-IX;
- consider introducing financial mechanisms to engage non-state providers, in particular through social services commissioning, public-private partnerships, social project competitions, social programmes, etc. Such measures could be an impetus for the development of the social services market, in particular for the provision of services to the population affected by the armed aggression of the Russian Federation.
- consider attracting additional financial resources to restore the facilities of state and municipal institutions providing social services (in case of damage or destruction), improve their material and technical base, and increase wages.

### **The Ministry of Social Policy of Ukraine:**

- to approve the state standard for the provision of social services for IDPs and to promote the comprehensiveness of its provision;

- to adapt the procedure for assessing the needs for social services to the conditions of martial law, taking into account the peculiarities of communities that are (were) the territory of hostilities, de-occupied territories, as well as to ensure that communities can collect local statistics, access relevant registers and databases (exchange with them), provide all possible methodological support to communities in ensuring the assessment of the needs of the community population for social services;
- identify one or several possible options for the structure of the social service delivery system in communities to ensure a unified approach to their implementation;
- consider the possibility of providing social services using a case management approach;
- Ensure systematic collection of data on people affected by the armed aggression, including IDPs, to ensure their identification and provision of necessary assistance, tracking changes in the movement of residents between communities and regions to plan the organisation and delivery of services;
- develop a range of social services provided to the affected population, taking into account the challenges they face and their needs under martial law;
- Ensure that the Ministry's regulations are brought into line with Law No. 3728-IX;
- Together with the National Social Service, ensure that information on the appointment and payment of compensation for the "municipal nanny" service is summarised by the category of IDP recipients, as well as further summarised by the specific types of services provided to the population affected by armed aggression;
- ensure the submission of a public report (which takes into account feedback from users and independent experts) on the results of the implementation of pilot projects aimed at providing social services: "Municipal Nanny, Money Follows the Person, and Resilience Centres";
- interact with non-governmental organisations to expand the market for social services and provide further support in various forms;
- Ensure that awareness-raising campaigns are conducted, taking into account accessibility requirements and disseminating materials in various formats for both providers and recipients of social services. Also, to ensure cooperation with other executive authorities and local self-government bodies that, in accordance with their competence, can interact with people affected by the armed aggression of the Russian Federation against Ukraine and who may need social services.

**Regional, Kyiv city state administration, district, district administration in the city of Kyiv:**

- to facilitate the attraction of funding to build the resilience of the social service delivery system in the context of the ongoing armed aggression of the Russian Federation against Ukraine and damage/destruction of social infrastructure;
- Ensure that the population of the region is informed about the list of social services, their content and the procedure for their provision in a form accessible to people with any type of health disability;

- strengthen cooperation with NGOs in the provision of social services under martial law and in the context of a large number of affected people.

### **Local governments:**

- to ensure that the needs of the population for social services are identified through the collection, synthesis and analysis of socio-demographic data, social research, surveys, focus groups, monitoring of the provision and evaluation of the quality of social services, etc. to maximise the interests of all residents (or potential residents) in the community, with particular attention to persons affected by the armed aggression of the Russian Federation against Ukraine;
- Ensure the provision of social services of appropriate quality and scope, based on the results of identified needs, rather than on the resources and capacities of the provider institutions, if it is impossible to ensure that they are provided in another community;
- promote horizontal links between social institutions and business, NGOs, as well as between social institutions in the communities of the region and the country in order to attract funding, share experience, etc;
- ensure the identification of persons, including those affected by the armed aggression of the Russian Federation against Ukraine, who may need social services through visits, for example, to places of temporary residence of IDPs;
- to help strengthen the capacities of municipal institutions providing social services (recruitment, material and technical resources, etc.);
- conduct awareness-raising campaigns on the possibility of receiving social services among the population affected by the armed aggression of the Russian Federation, including IDPs.

### **Institutions providing social services:**

- ensure a comprehensive assessment of the needs of the recipient of the social service, including through self-assessment and updating (if necessary);
- improve information and communication skills aimed at providing services to people affected by armed aggression (taking into account the specifics of certain conditions, such as stress due to evacuation), as well as counteracting burnout.

For their part, members of the Verkhovna Rada of Ukraine should consider establishing liability for failure of the community to identify the needs of the population for social services, as well as the possibility of licensing certain activities related to the provision of social services to vulnerable categories of citizens.