Research Terms of Reference

Local implementation of social services for veterans: Adapted housing and transport

UKR2617

Ukraine

October 2026
V1

REACH Informing more effective humanitarian action

1. Executive Summary

Country of intervention	*Ukraine*					
Type of Emergency	□	*Natural hazard*	*x*	*Conflict*	□	*Other (specify)*
Type of Crisis	□	*Sudden onset*	□	*Slow onset*	*x*	*Protracted*
Mandating Body/ Agency	*None*					
IMPACT Project Code	*64BAG4*					
Overall Research Timeframe *(from research design to final outputs / M&E)*	*01/09/2026 to 31/03/2027*					
Research Timeframe *Add planned deadlines (for first cycle if more than 1)*	*1. Pilot / training: 12/11/2026*		*6. Outputs sent for validation: 31/01/2027*			
	2. Start collect data: 16/11/2026		*7. Outputs published: 31/03/2027*			
	3. Data collected: 06/12/2026		*8. Final presentation: 31/03/2027*			
	4. Data analysed: 31/12/2026					
	5. Data sent for validation: 31/12/2026					
Number of assessments	*x*	*Single assessment (one cycle)*				
	□	*Multi assessment (more than one cycle)*				
Humanitarian milestones *Specify **what** will the assessment inform and **when** e.g. The shelter cluster will use this data to draft its Revised Flash Appeal;*	**Milestone**		**Deadline (can be tentative)**			
	x	*Donor plan/strategy*	*31/03/2027*			
	□	**Inter-cluster plan/strategy**	*31/03/2027*			
	□	**Cluster plan/strategy**	*31/03/2027*			
	x	**NGO platform plan/strategy** *Pryncyp*	*31/03/2027*			
	□	*Other (Specify): Public social services providers, veteran-oriented (I)NGOs*	*31/03/2027*			
	Audience type		**Dissemination**			

Audience Type & Dissemination *Specify **who** will the assessment inform and **how** you will disseminate to inform the audience*	*x Strategic* *x Programmatic* *x Operational* *□ [Other, Specify]*		*x General Product Mailing* *x Cluster Mailing (MHPSS TWG, Livelihoods WG)* *x Presentation of findings (incl. to public social services providers, veteran-oriented (I)NGOs)* *x Website Dissemination (Relief Web & REACH Resource Centre)* *□ [Other, Specify]*	
Stakeholder mapping *Has a detailed stakeholder mapping been conducted during research design to identify all actors that could **contribute** to and/or **benefit from** the research?*	*x*	*Yes* *Consultations were held with national NGOs and INGOs that work on support of veterans with disabilities*	*□*	*No*
General Objective	*The assessment will explore veterans' access to accommodation/transportation adaptation support, the factors shaping service availability across hromadas, and the perceived quality, appropriateness and reported contribution of the services to veterans' accessibility, independence and participation. The assessment will inform stakeholders involved in veterans' reintegration on how to improve access to these services and to share best practices.*			
Specific Objective(s)	*1. To understand personal veterans' capability to access this support, including their awareness of available services, and their psychological and physical capability to seek support, in order to identify key barriers.* *2. To assess systemic constraints for accessing this support, including legal, eligibility, resource-based and financial constraints, and the social barriers and opportunities, including role of family, neighbours, condominium associations and landlords.* *3. To assess how the veterans who have received home adaptation and transport services rate the quality and effectiveness of these services, and how these services could be improved.* *4. To identify key factors shaping hromada authorities' decisions regarding local implementation of these services.*			
Research Questions	*1. How do veterans' personal capability (knowledge, psychological and physical capability, material and non-material resources) shape their ability to go through the pathway of accessing housing and transport adaptation?* *1.1 Awareness:* *- What do veterans know and not know about the available support?* *- Where do veterans seek and obtain information on relevant services?* *1.2 Psychological capability:*			

	- How do veterans perceive their need for accessing support? Does social stigma affect veterans' willingness to seek support or the attitudes of others towards their requests? *- How do their expectations, trust and previous experiences with state institutions and service providers influence their decision to seek support?* *1.3 Physical capability:* *- What physical barriers, if any, do veterans face where trying to access relevant services?* *2. What systemic and social factors shape veterans' access to this support?* *2.1 Systemic constraints:* *- Can all vulnerable groups of veterans use this support, or do eligibility requirements (e.g., ownership, registration, documented rehabilitation needs) exclude some of them?* *- What does the implementation and process of accessing relevant services look like in practice?* *2.2 Social barriers and opportunities* *- Whether family members, friends and neighbours are supporting veterans in accessing these services?* *- What role does the wider community and support networks, including veterans' organisations, NGOs and volunteers, play in helping veterans access support?* *- What constraints related to property, shared spaces, and social stigma do veterans face, and are they affecting veterans' willingness to seek support or the attitudes of others towards their requests?* *3. What is the perceived quality and effectiveness of the housing and transport adaptation services that veterans receive?* *- To what extent were the veterans satisfied with the quality of relevant services? What should be improved, if at all?* *- What changes to life quality and wellbeing, if any, do veterans attribute to receiving relevant services?* *4. Which needs, if any, regarding inclusive environment remain unmet?* *- Were all the needs in inclusive accommodation/transportation covered by the offered relevant services, or do some needs remain unaddressed? Which aspects of the dwelling, the building and its surroundings, or the vehicle hinder physical inclusivity the most.* *- What changes would help address these issues? Are there any other major needs in inclusive environment which hinder veterans' participation in civilian life?*

	5. What shapes local authorities' decisions on whether to implement these programmes locally or not? *- Which factors would support wider implementation of relevant services across Ukraine?* *- To what extent should the adaptation programmes be shaped by the local context vs. available and uniform nationwide?*
Geographic Coverage	*This assessment will be conducted in various locations across the frontline oblasts, including Chernihivska, Sumska, Kharkivska, Donetska, Dnipropetrovska, Zaporizhska, Khersonska, Mykolaivska and Odeska oblasts.*
Secondary data sources	*Secondary data will include the following (for more details see section 3.3):* • *Ukrainian Parliament Commissioner for Human Rights, Special Report "On the State of Implementation of Veterans Policy in Ukraine (Observance of the Rights of War Veterans, Their Family Members and Family Members of Fallen Defenders)", 2026* • *NIIS, The number of veterans in Ukraine: an analysis of regional distribution, June 2026* • *IOM, Veterans Reintegration in Ukraine, May 2026* • *Law of Ukraine "On the Status of War Veterans, Guarantees of Their Social Protection", art. 13.* • *CMU, Resolution No. 565 of 20.05.2009.* • *MoSP, Order of the Ministry of Social Policy No. 489-N of 29.09.2025.* • *Housing Code of Ukraine, art. 42-1 (introduced by Law No. 1665-IX).* • *CMU, CMU Resolution No. 999 of 19.07.2006* • *CMU, CMU Resolution No. 1684 of 17.12.2025* • *Ilko Kucheriv Democratic Initiatives Foundation and Centre for Political Sociology, Analytical Report on the Implementation of the National Strategy for Creating a Barrier-Free Space, 2025* • *Pryncyp, Statuses, Payments and Guarantees for Veterans, 2026*

Population(s) *Select all that apply*				
	□	*IDPs in camp*	□	*IDPs in informal sites*
	□	*IDPs in host communities*	□	*IDPs [Other, Specify]*
	□	*Refugees in camp*	□	*Refugees in informal sites*
	□	*Refugees in host communities*	□	*Refugees [Other, Specify]*
	□	*Host communities*	x	*Veterans*

Stratification *Select type(s) and enter number of strata*		*Geographical #: Population size per strata is known? □ Yes x No*		*Group #: Population size per strata is known? □ Yes x No*		*[Other Specify] #: Population size per strata is known? □ Yes x No*

Data collection tool(s)				
	□	*Structured (Quantitative)*	**x**	*Semi-structured (Qualitative)*

	Sampling method	**Data collection method**
Semi-structured data collection tool (s) # 1 *Individual interviews with veterans*	*x Purposive* *x Snowballing*	*□ Key informant interview (Target #):_ _ _ _ _* *x Individual interview (Target #): 20-30*

	□ *[Other, Specify]*	□ *Focus group discussion (Target #):_ _ _ _ _* □ *[Other, Specify] (Target #):_ _ _ _ _*
Semi-structured data collection tool (s) # 2 *Individual interviews with service providers*	*x Purposive* *x Snowballing* □ *[Other, Specify]*	□ *Key informant interview (Target #):_ _ _ _ _* *x Individual interview (Target #): 10* □ *Focus group discussion (Target #):_ _ _ _ _* □ *[Other, Specify] (Target #):_ _ _ _ _*
Semi-structured data collection tool (s) # 3 *Key Informant Interviews with service providers*	*x Purposive* *x Snowballing* □ *[Other, Specify]*	*x Key informant interview (Target #): 15* □ *Individual interview (Target #):_ _ _ _ _* □ *Focus group discussion (Target #):_ _ _ _ _* □ *[Other, Specify] (Target #):_ _ _ _ _*
Target level of precision if probability sampling	*NA – Qualitative data collection*	*NA*
Disaggregation by gender and age *Are you planning to conduct sex/age disaggregated analysis?*	*Gender*	*Age*
	□ *Yes*	□ *Yes*
	X No	*X No*
Data management platform(s)	*x IMPACT*	□ *UNHCR*
	□ *[Other, Specify]*	
Expected ouput type(s)	□ *Situation overview #: _ _*	*X Report #: 1* □ *Profile #: _ _*
	□ *Presentation (Preliminary findings) #: _ _*	□ *Presentation (Final) #: _ _* □ *Factsheet #: _ _*
	□ *Interactive dashboard #:_*	□ *Webmap #:* □ *Map #: _ _*
	□ *[Other, Specify] #: _ _*	
Access	*x Public (available on REACH resource centre and other humanitarian platforms)*	
	□ *Restricted (bilateral dissemination only upon agreed dissemination list, no publication on REACH or other platforms)*	
Visibility *Specify which* ***logos*** *should be on outputs*	***REACH***	
	Donor: *FCDO*	
	Coordination Framework: *N/A*	
	Partners: *Pryncyp*	

2. Rationale

2.1 Background

According to the Ministry of Veterans Affairs, the number of veterans in Ukraine in 2026 exceeds 2 million and continues to grow due to intense hostilities.[1] Most of those who became veterans after February 2022 have serious health issues,

[1] *Ukrainian Parliament Commissioner for Human Rights, Special Report "On the State of Implementation of Veterans Policy in Ukraine (Observance of the Rights of War Veterans, Their Family Members and Family Members of Fallen Defenders)", 2026*

including disability - by June 2026, 159,132 veterans (8%) have got a disability as a result of the war.[2] As the number of veterans, particularly those with disabilities, increases, so too does the need for accessible social services to support their reintegration. For veterans with mobility, sensory or limb impairments, an accessible home and access to transport are preconditions for independent living and social participation.[3]

According to IOM, 17% of veterans with disabilities reported unmet need for safe, affordable, and adequate housing. Also some of the respondents mentioned that they struggle to meet the need in transport.[4] The National Barrier-Free Strategy assessment identified outdated housing stock, including lack of lifts, unusable ramps and narrow entrances, as a major barrier: only 39% of people with disabilities were satisfied with lift accessibility, compared to 48% of the general population, while demand for accessible infrastructure is rising, according to information shared by Pryncyp.

Ukrainian legislation provides several mechanisms relevant to addressing these needs. Persons with war-related disabilities are entitled to free capital renovation of the dwelling they own. However, the scope of works is determined by a commission based on the technical condition of the building rather than on the person's functional needs, and the cost is capped at 21 m² per eligible person.[5,6] Since November 2025, a new social service of counselling on the adaptation of residential premises provides needs assessments and recommendations, but does not finance the works themselves.[7,8] Some hromadas, such as Kyiv and Lviv, have introduced local compensation programmes specifically for housing adaptation for veterans with Group I–II disabilities.[9,10] Where housing cannot be adapted, the Housing Code provides for its replacement with adapted housing,[11] while veteran housing programmes provide funds or loans without assessing accessibility.[12,13] Adapted transport is covered by state provision of cars based on medical indications and, since 2026, by providing a vehicle[14] or compensations for the re-equipment of privately owned vehicles.[15]

These mechanisms are implemented by different actors, have different eligibility criteria and are not formally linked. People with disabilities face a fragmented system in which medical, social and administrative services operate separately, requiring them to coordinate support on their own.[16]

2.2 Intended impact

Existing studies provide insights into veterans' with disabilities experiences of rehabilitation and access to services, while legal guides describe the available benefits. However, housing adaptation and adapted transport remain largely outside the scope of existing research.[17] Moreover, non-inclusive environment negatively impacts wellbeing of veterans with disabilities

[2] NIIS, The number of veterans in Ukraine: an analysis of regional distribution, June 2026

[3] UN General Assembly, Report of the Office of the United Nations High Commissioner for Human Rights | OHCHR, 2026
[4] IOM, Veterans Reintegration in Ukraine, May 2026
[5] Law of Ukraine "On the Status of War Veterans, Guarantees of Their Social Protection", art. 13.
[6] CMU, Resolution No. 565 of 20.05.2009.
[7] MoSP, Order of the Ministry of Social Policy No. 489-N of 29.09.2025.
[8] Ministry of Territorial and Community Development, Guidance on creating an accessible environment for residential and public buildings, 2026
[9] Kyiv Digital Services Portal, Compensation for adapting flats for people with war-related disabilities
[10] Information portal for members of the Lviv City Council, Support for veterans in adapting their homes: changes have been made to the programme in Lviv
[11] Housing Code of Ukraine, art. 42-1 (introduced by Law No. 1665-IX).
[12] Pryncyp, Pryncyp Law Navigator
[13] Pryncyp, Statuses, Payments and Guarantees for Veterans, 2026
[14] CMU, CMU Resolution No. 999 of 19.07.2006
[15] CMU, CMU Resolution No. 1684 of 17.12.2025

[16] Ilko Kucheriv Democratic Initiatives Foundation and Centre for Political Sociology, Analytical Report on the Implementation of the National Strategy for Creating a Barrier-Free Space, 2025

- [17] Pryncyp, Statuses, Payments and Guarantees for Veterans, 2026

and may hinder them from accessing other services. There is therefore a need for further research on how veterans with disabilities navigate these mechanisms in practice.

Applying a veteran pathway approach, this assessment will reconstruct the steps veterans take from identifying their housing and transport needs to receiving support, along with incorporating the perspectives of service providers and local authorities, which will shed light on the process of implementation and provision of these services.

This assessment will help inform policymaking and operationalisation of accommodation and transportation adaptation programmes among NGOs and authorities, aiming to help increase inclusivity of the environment for veterans with disability across Ukraine. Findings will serve as a basis for our partnering veteran-specific NGO, Pryncyp to develop a set of recommendations and good practices in accommodation and transportation adaptation for further advocacy on the local and national level.

3. Methodology

3.1 Methodology overview

This assessment will rely on a qualitative approach, allowing for obtaining in-depth information on veterans' needs in terms of inclusion and available accommodation/transportation adaptation programmes. Data will be collected through individual semi-structured interviews with veterans with disabilities and relevant service providers and local authority representatives. The study will not produce statistically representative findings or measure the prevalence of particular needs or barriers. Instead, it will generate contextualised, experience-based insights into how accommodation/transportation adaptation support functions in practice, highlighting recurring unmet needs, challenges and good practices.

Individual Interviews (IIs) with veterans *will allow to understand the needs of veterans in terms of accommodation and/or transportation adaptation. REACH will conduct interviews with the veterans who accessed either of these services, to help assess the process of receiving the service, as well as its effectiveness. REACH will also conduct IIs with veterans who would like to receive adaptation of accommodation/transportation, but did not manage to do so (wanted to apply for such support, but haven't done so; applied for such support, but didn't manage to access it), in order to assess critical barriers to the services' access.*

Individual Interviews (IIs) with service providers *will help understand the access process and functioning of services of accommodation/transportation adaptation from the perspective of those who provide such services. It will also allow to deepen understanding of, if any, service providers' limitations in providing such services and planned developments in that direction.*

Key Informant Interviews (KIIs) with stakeholders/service providers engaged in veteran-oriented activities *will help build an overview of veterans' needs and possible improvements in the provision of accommodation/transportation adaptation. These can include NGOs providing a wide range of services for veterans or stakeholders who provide healthcare services to veterans. KIs will be asked about their perspective on veterans' needs in terms of physical environment and suggestions for improvements. Additionally, REACH will interview stakeholders (authorities) in hromadas where veterans*

are present, but such services (adaptation of accommodation/transportation) were not introduced, to explore barriers to introduction of these services.

In total, REACH will conduct up to 55 interviews:

- *10-20 IIs with veterans who accessed accommodation/transportation adaptation programmes*
- *5-10 IIs with veterans who wished to but did not access accommodation/transportation adaptation programmes (in hromadas where such programmes are present)*
- *5-10 IIs with providers of accommodation/transportation adaptation programmes*
- *5 KIIs with authorities in hromadas where accommodation/transportation adaptation programmes are not available, despite presence of veterans*
- *10 KIIs with providers (incl. NGOs and authorities) of services for veterans (incl. healthcare and broader range of services)*

The assessment will draw on complementary **theoretical and analytical frameworks** *to examine access to housing and transportation adaptation support, the implementation of relevant programmes, and their effectiveness in addressing the needs of veterans:*

- *Elmore's backward mapping approach to policy implementation[18]: By starting with veterans' experiences and the outcomes of adaptation support, the analysis will work backwards to examine the institutional arrangements, resources, procedures and decisions shaping service provision. This approach will help identify the points at which the implementation process encounters barriers and the changes required at different levels to improve outcomes.*
- *User journey framework (simplified)[19]: This framework will inform the analysis of the pathway from identifying an adaptation need to seeking and obtaining support. Particular attention will be paid to awareness of available programmes, the accessibility of application and referral procedures, affordability, availability of assistance and the appropriateness of the support provided.*
- *World Health Organization's International Classification of Functioning, Disability and Health (ICF)[20]: This framework will help examine the relationship between individual functioning, environmental barriers and participation. This will allow to assess whether adaptations adequately address veterans' functional needs and improve accessibility, independence and participation in everyday life.*

Following analysis of data collected via IIs/KIIs, **the partner organisation, Pryncyp***, will develop recommendations on improvement of the accommodation/transportation adaptation programmes and conduct a workshop with relevant stakeholders to deepen the debate on best practices and solutions to identified issues.*

Key Definitions:

[18] *Elmore, Richard F. "Backward Mapping: Implementation Research and Policy Decisions." Political Science Quarterly, vol. 94, no. 4, 1979, pp. 601–16. JSTOR, https://doi.org/10.2307/2149628.*
[19] *Woodgate, Roberta & Isaak, Corinne & Bell, Ashley. (2026). Journey Mapping in Applied Public Health and Social Sciences (J-MAPHS) Research: A Methodological Framework for Ensuring Best Practices in Journey Mapping. International Journal of Qualitative Methods. 25. 10.1177/16094069261435456.*
[20] *WHO, International Classification of Functioning, Disability and Health (ICF), accessed in October 2026.*

Accommodation/transportation adaptation services: *Services covered by this assessment can include:*

Adaptation type	Programme	Legal basis	Main provisions
Accommodation adaptation	**Renovation of accommodation**	*Administrative service: CMU Resolution No. 565*	• *Repairs based on the condition of the building, rather than the needs of the individual* • *Only for persons with war-related disabilities who own their homes* • *Covers costs within the limit of 21 m² per person, once every 10 years* • *Funded by local budgets; a lack of funds does not exempt authorities from their obligation*
	Consultations on accommodation adaptation	*Social service, since November 2025: Ministry of Social Policy Order No. 489-H*	• *Assessment of needs at home, recommendations, and assistance in finding funding* • *Does not cover the costs of or carry out the adaptation works* • *Available to all persons with disabilities, including tenants* • *May be provided at the recipient's place of residence or stay (including IDPs)*
	Compensation of accommodation adaptation	*Individual hromada programmes*	• *Provide funding specifically for home adaptations* • *Kyiv: up to UAH 500,000, covering no more than 95% of costs; for persons with Group I or II war-related disabilities* • *Lviv: up to UAH 400,000; for persons with Group I or II war-related disabilities* • *Available only in selected communities*
	Accessibility-related exchange of accommodation	*Housing Code, Article 42-1*	• *Applies when housing is inaccessible and cannot be adapted* • *Housing exchange is possible provided that the individual transfers ownership of their existing home to the community* • *The new housing must be accessible and adapted to the individual's needs* • *Implemented by local self-government authorities*
	Veteran accommodation	*Separate state programmes*	• *Provide grants or loans rather than ready-to-occupy housing*

	adaptation programmes		• *Examples include compensation for housing purchases (for persons with Group I or II war-related disabilities), the eOselya programme, housing vouchers for IDPs, etc.* • *The accessibility of the purchased housing is not assessed*
Transportation adaptation	**Provision of a car**	*State benefit: CMU Resolution No. 999*	• *For persons with war-related disabilities, subject to medical indications* • *A vehicle is provided for 10 years, after which it is replaced* • *The community authority or Administrative Service Centre (CNAP) only accepts the application and forwards it within three working days* • *Decisions and waiting lists are managed by the social protection authority, not the community*
	Compensation for car adaptation	*Special State Budget Fund under the "Social Protection of Persons with Disabilities" budget programme: Resolution No. 1684*	• *Up to UAH 50,000 for all persons with disabilities (Resolution No. 1684), through the Fund for Social Protection of Persons with Disabilities, within three months of vehicle registration* • *Up to UAH 70,000 for veterans with war-related disabilities (experimental project under Resolution No. 1442)*

Veteran: *According to Ukrainian legislation, war veterans are individuals who took part in the defence of the homeland or in military actions on the territory of other states, including participants in military operations, individuals with disabilities because of war, and war participants. This assessment primarily targets veterans who have served since February 24, 2022, and have been demobilised, however veterans of ATO/JFO who served from 2014 to 2022 may also be included. Considering the prolonged bureaucratic procedures for registering the status of a participant in military operations, veterans without an official certificate may also be interviewed.*

Veteran with a disability*: Veteran with a documented or self-identified long-term physical or sensory impairment(s) which in interaction with various barriers may hinder their full and effective participation in society on an equal basis with others. As this study focuses on physical inclusivity programmes, it will not include mental or intellectual disability.*

Oblast: *The highest administrative unit in Ukraine below the national level.*

Rayon: *Second level of administrative unit in Ukraine, a part of an oblast.*

Hromada: *Basic administrative unit in Ukraine, a part of a rayon.*

3.1 Population of interest

Geographical scope:

Frontline oblasts (incl. Chernihivska, Sumska, Kharkivska, Donetska, Dnipropetrovska, Zaporizhska, Khersonska, Mykolaivska and Odeska oblasts); the study should involve IIs/KIIs in at least 3 hromadas where accommodation/transportation adaptation services are available and at least 2 hromadas where such services are not available

Population assessed:

Veterans – *This assessment will gather experiences of veterans with a disability in accessing accommodation/transportation adaptation services and their insights on the services' effectiveness.*

Service providers – *This assessment will gather experiences of service providers of the acommodation/transportation adaptation services and their insights on the services' effectiveness.*

Unit of measurement

Interviews with veterans and service providers will be conducted at the individual level to capture individual experiences and perspectives, while Key Informant Interviews will be conducted at the hromada level to obtain their broader insights on veteran needs and relevant services.

3.2 Secondary data review

Table 1. Purposes for secondary data sources

Secondary source	Purpose of source
Ukrainian Parliament Commissioner for Human Rights, Special Report "On the State of Implementation of Veterans Policy in Ukraine (Observance of the Rights of War Veterans, Their Family Members and Family Members of Fallen Defenders)", 2026	• *Statistical information on the number of veterans in Ukraine*
NIIS, The number of veterans in Ukraine: an analysis of regional distribution, June 2026	• *Statistical information on the number of veterans with disabilities in Ukraine*
IOM, Veterans Reintegration in Ukraine, May 2026	• *Statistical information on the housing needs of veterans with disabilities*
Law of Ukraine "On the Status of War Veterans, Guarantees of Their Social Protection", art. 13.	• *Legislative information regarding the entitlement to priority free major repairs of privately-owned residential buildings and flats, and priority routine*

	repairs of residential buildings and flats, in accordance with the procedure laid down by the Cabinet of Ministers of Ukraine;
CMU, Resolution No. 565 of 20.05.2009.	• *Legislative information on the procedure for carrying out free major repairs to privately-owned residential buildings and flats belonging to persons entitled to such a benefit*
MoSP, Order of the Ministry of Social Policy No. 489-N of 29.09.2025.	• *Legislative information regarding the introduction of the 'Advice on Adapting Residential Premises' service*
Housing Code of Ukraine, art. 42-1 (introduced by Law No. 1665-IX).	• *Legislative information regarding the service 'Replacement of accommodation (residential premises) for persons with disabilities'*
CMU, CMU Resolution No. 999 of 19.07.2006	• *Legislative information regarding the service for providing vehicles to people with disabilities*
CMU, CMU Resolution No. 1684 of 17.12.2025	• *Legislative information regarding the service for the award and payment of financial compensation for the conversion of a passenger car to enable it to be driven by a person with a disability or a person with limitations in their daily functioning*
Ilko Kucheriv Democratic Initiatives Foundation and Centre for Political Sociology, Analytical Report on the Implementation of the National Strategy for Creating a Barrier-Free Space, 2025	• *Information on barriers to access to social services for people with disabilities (in particular veterans).* • *Information on the accessibility issues faced by people with disabilities in residential buildings.*
Pryncyp, Statuses, Payments and Guarantees for Veterans, 2026	• *Information on available housing schemes for veterans with disabilities*

3.3 Primary Data Collection

Primary data collection will include two main components: Individual Interviews with veterans and service providers and Key Informant Interviews with representatives of local authorities and institutions that are working with veterans.

For individual interviews with veterans, *Pryncyp launched a screening survey among their partner network and on their social media.*

To identify **service providers and hromada representative**s, *Pryncyp sent formal requests to partner hromadas and organisations.*

The assessment team will support respondent recruitment using the snowball sampling method.

Table 2. Respondent types, target numbers of interviews and main areas of focus for every data collection component

Data Collection Component	Respondents	Target Number of Interviews	Main areas of focus
Individual Interviews	*Veterans in hromadas where accommodation/transportation adaptation support is provided*	• *Veterans who accessed accommodation adaptation support: 5-10* • *Veterans who accessed transportation adaptation support: 5-10* • *Veterans who unsuccessfully tried to access accommodation adaptation support or those who expressed interest in such service, but didn't apply: 5* • *Veterans who unsuccessfully tried to access transportation adaptation support*	*1. How do veterans' personal capability shape their ability to go through the pathway of accessing housing and transport adaptation?* *2. What systemic and social factors shape veterans' access to this support?* *3. What is the perceived quality and effectiveness of the housing and transport adaptation services that veterans receive?* *4. Which needs, if any, regarding inclusive environment remain unmet?* *5. Which aspects of the dwelling, the building and its surroundings, or the vehicle hinder physical inclusivity the most and what changes would help address these issues?*

		or those who expressed interest in such service, but didn't apply: 5 Total: 20-30	
Individual Interviews	Service providers in hromadas where accommodation/transportation adaptation support is provided	• Service providers providing accommodation adaptation support: 5 • Service providers providing transportation adaptation support: 5 Total: 10	1. How do veterans' personal capability shape their ability to go through the pathway of accessing housing and transport adaptation? 2. What systemic and social factors shape veterans' access to this support? 3. What is the perceived quality and effectiveness of the housing and transport adaptation services that veterans receive? 4. Which needs, if any, regarding inclusive environment remain unmet? 5. Which aspects of the dwelling, the building and its surroundings, or the vehicle hinder physical inclusivity the most and what changes would help address these issues?
Key Informant Interviews	Local authorities where accommodation/transportation adaptation support is not provided	Total: 5	6. What shapes local authorities' decisions on whether to implement these programmes locally or not?
Key Informant Interviews	Service providers (public) offering healthcare services or a wide range of services for veterans	• In hromadas where accommodation/transportation adaptation support is provided • In hromadas where accommodation/transportation	4. Which needs, if any, regarding inclusive environment remain unmet? 6. What shapes local authorities' decisions on whether to implement these programmes locally or not?

		adaptation support is not provided Total: 10	

Individual Interviews *will help understand the specific aspect of offered accommodation/transportation adaptation support for veterans, including information and awareness, accessibility, quality and efficiency in addressing veterans' needs. IIs with veterans who have accessed at least one among the offered accommodation and transportation adaptation services will offer a detailed perspective on veterans' pathway to accessing these services, their experience in receiving and using them and potential unmet needs. IIs with veterans who tried to access these services but did not succeed to do so or those who expressed interest in such service, but didn't apply, will highlight barriers to access. The assessment will aim to include a diverse sample of veterans across gender and age groups, and aim to include veterans with different types of vulnerability. IIs with service providers will help understand the process of provision of accommodation/transportation adaptation services in greater detail and shed light on the accessibility and efficiency of these services from a service provider perspective, potentially bringing out good practices or aspects in need of improvement.*

Key Informant Interviews (KIIs) *will offer a broader overview of veterans' needs and policy gaps. KIIs with service providers (NGOs, CSOs, governmental services) working with veterans will offer an overview of veterans' broader situation and needs, in particular as related to physical trauma. KIIs with local authorities in hromadas where accommodation/transportation adaptation services are not provided, despite veterans' presence, will allow to better understand why such services are not being introduced on a broader scale, and, consequently, what could help change that. KIIs will be less structures than IIs, including main guiding questions, but allowing interviewers to explore these topics and fill in information gaps that may be identified during further secondary data review or initial IIs.*

Data Processing & Analysis

The secondary data will be collected and reviewed by the Assessment Team (Assessment Officer and Senior Assessment Officer). Any new relevant reports, factsheets, briefings and other information will be added to the stock of secondary data and will be used to triangulate the results of the data collection.

Enumerators will receive training on qualitative data collection, on how to conduct interviews with veterans bearing in mind their best interest and avoiding retraumatisation (this component of the training will be led by the partner – Pryncyp), as well as the specific tools used in this assessment. A pilot data collection of the qualitative components will follow the training. The data collection tools may be adjusted based on the insights from the pilot.

Qualitative data collection will be audio-recorded (dependent on respondents' consent), and the interviewers (Field Team enumerators) will take notes during data collection. Enumerators will transcribe these notes, using recordings to consolidate

them, as soon as possible after the discussions. Collected data will be anonymised. The transcripts will be translated automatically, with translation verified and edited by the Field Team.

The coding system will be exported as a data saturation grid built via MAXQDA to highlight the key themes, areas of consensus, and areas of disagreement. The qualitative analysis will follow a thematic analysis approach. Interview transcripts will be coded using a predefined coding framework derived from the research questions and thematic blocks of the data collection tools. During the analysis process, additional inductive codes may be added if new themes emerge from respondents' narratives. The coding structure will allow the research team to systematically identify patterns across interviews and reconstruct key stages of accessing services by veterans.

Qualitative data analysis will be performed according to the Data Analysis Plan (see section 6). All data cleaning and analysis will be reviewed by the IMPACT HQ Research Department.

3.4 Limitations

- *Data will be indicative of the situation at the time of data collection.*
- *Because recruiting respondents for Individual Interviews will be conducted with the help of local NGOs, the sample will at least partially include veterans who have already contacted or are aware of certain NGOs and by extension, more likely to have a higher awareness of other support services. This could affect the assessment's findings on barriers to accessing services, due to overrepresentation of veterans who have reached out to at least some services, while those more isolated or with lower awareness of available support may be underrepresented.*
- *Additionally, veterans with certain types of injuries, such as those with vision or hearing loss or complex amputations, may be more difficult to reach, and as a result become underrepresented in the sample.*
- *The sensitive nature of certain topics may lead veterans to be unwilling to disclose certain issues or needs, particularly those related to physical health, which may limit the depth of the coverage of their experiences.*
- *Individual Interviews and Key Informant Interviews with service providers (including local authorities) will offer an important perspective on the adaptation programmes. However, this may also introduce bias, as respondents might be inclined to present their organisations and institutions in a favourable light.*
- *The assessment will not include a systematic audit of administrative records or direct observation of service provision. Findings on the administrative processes and implementation of services will therefore rely primarily on respondent accounts and available contextual information. Triangulation across the interviews with veterans, service-provider staff and key informants will strengthen interpretation but cannot independently measure the overall coverage or implementation level of the service.*
- *As the Ukrainian government makes changes to the current veteran reintegration policy, the legal context may evolve over time. This could affect the relevance of some findings regarding bureaucratic procedures and the accessibility of state benefits.*

4. Key ethical considerations and related risks

The proposed research design meets / does not meet the following criteria:

The proposed research design…	***Yes/ No***	***Details if no (including mitigation)***
… Has been coordinated with relevant stakeholders to **avoid unnecessary duplication** *of data collection efforts?*	*Yes*	
… **Respects respondents, their rights and dignity** *(specifically by: seeking informed consent, designing length of survey/ discussion while being considerate of participants' time, ensuring accurate reporting of information provided)?*	*Yes*	
… Does not **expose data collectors to any risks as a direct result** *of participation in data collection?*	*Yes*	
… Does not **expose respondents / their communities to any risks as a direct result** *of participation in data collection?*	*Yes*	
… Does not involve **collecting information on specific topics which may be stressful and/ or re-traumatising** *for research participants (both respondents and data collectors)?*	*No*	*Enumerators will receive training on interviewing veterans with disabilities. Data collection tools will be designed using sensitive, non-leading wording and will avoid requesting detailed accounts of traumatic events. Participation will be fully voluntary, informed consent will be obtained prior to each interview, and respondents may refuse to answer any question or terminate the discussion at any time without consequence. Interviews will be conducted in a respectful and non-intrusive manner, and immediately paused or stopped if distress is observed.*
… Does not involve **data collection with minors** *i.e. anyone less than 18 years old?*	*Yes*	
… Does not involve **data collection with other vulnerable groups** *e.g. persons with disabilities, victims/ survivors of protection incidents, etc.?*	*No*	*Interviews with vulnerable participants will be conducted in a safe and private setting, using adapted and accessible communication approaches. Enumerators will be trained on respectful engagement, non-discriminatory practices, and safeguarding principles. All data will be anonymised, and no personally identifiable information will be included in analysis or outputs.*
… Follows IMPACT SOPs for management of **personally identifiable information***?*	*Yes*	

5. Roles and responsibilities

Task Description	Responsible	Accountable	Consulted	Informed
Research design	Assessment Officer, Senior Assessment Officer	Assessment Team Lead	Research Quality Assurance Unit	Donor
Supervising data collection	Assessment Officer, Senior Field Officer	Field Coordinator	Assessment Team Lead, HQ Research Department	NA
Data processing (checking, cleaning)	Assessment Officer	Senior Assessment Officer	Assessment Team Lead, HQ Research Department	NA
Data analysis	Assessment Officer, Senior Assessment Officer	Assessment Team Lead	HQ Research Department	NA
Output production	Assessment Officer, Senior Assessment Officer	Assessment Team Lead	HQ Research Department	Donor
Dissemination	Assessment Officer, Senior Assessment Officer	Assessment Team Lead	HQ Communication Department	Donor
Monitoring & Evaluation	Senior Assessment Officer	Assessment Team Lead	HQ Communication Department	Donor
Lessons learned	Assessment Officer	Senior Assessment Officer	Assessment Team Lead, Field Team, HQ Research Department	NA

Responsible: *the person(s) who executes the task*

Accountable: *the person who validates the completion of the task and is accountable of the final output or milestone*

Consulted: *the person(s) who must be consulted when the task is implemented*

Informed: *the person(s) who need to be informed when the task is completed*

6. Data Analysis Plan

Data Analysis Plan : upon request