

Ukraine | Local Responder Area Profile: Zaporizhzhia

March-April 2024

FACTSHEET

INTRODUCTION

The Local Responder Area Profile aims to collect actionable, area-based information on local non-governmental actors' (LNGAs)¹ needs, capacities, ways of working, and preferences for international support, to give international organisations (IOs) data they can use to **avoid duplication, support LNGAs directly, and improve international integration with local systems on local terms**. This research covers LNGAs operating out of Zaporizhzhia city. The research includes both quantitative data and qualitative data, which were obtained from different LNGAs. **All findings are indicative only. See p. 5 for full methodology.**

ACTIVITIES OVERVIEW ²

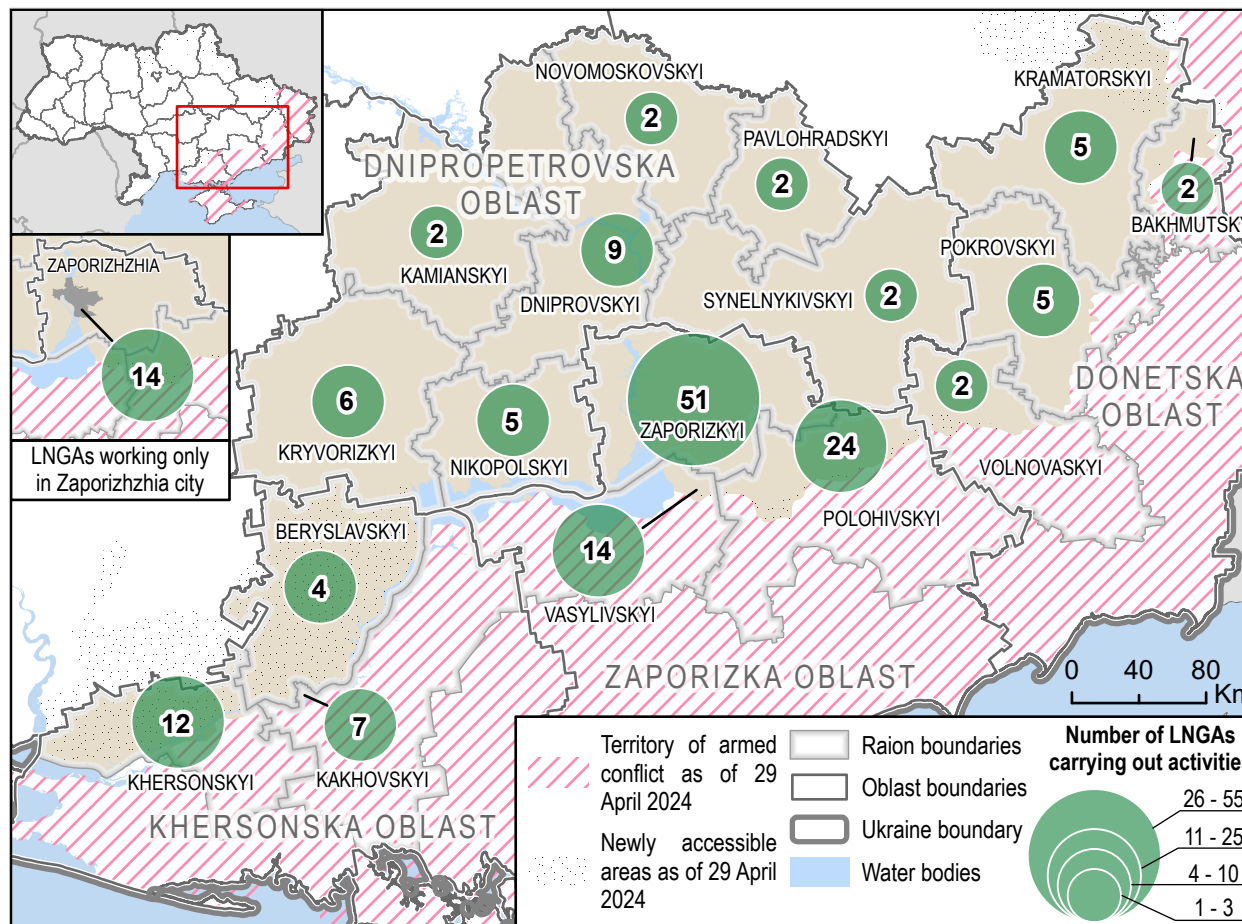
Distribution of in-kind goods

	Food	42
	General hygiene supplies	38
	Items for babies/children	16
	Clothing	15
	Medicines	14
	Bedding/blankets	12
	Items for older adults	12
	Water	9
	Any items asked	7
	Cooking supplies	6
	Winterization items	5
	Light shelter repair supplies	4
	Assistive devices for those with limited mobility	4
	Education materials	3
	Lighting substitutes	3

LNGAs involved in distribution 51

RAION-LEVEL ACTIVITIES COVERAGE OF LNGAS

Areas where LNGAs are reportedly conducting activities, by number of LNGAs reporting:



Frontline and first response

	Evacuation	13
	First responder (EMS ³ , fire brigade, S&R ⁴ , etc.)	4
	Animal rescue	4

Information and coordination

	Assessing/monitoring needs	12
	Awareness-raising/sharing information	7
	Coordination	6

KIs reported that LNGAs provided such awareness-raising activities as mental health awareness, as well as education for violence against women/domestic violence and mine risk, legal rights.

6 LNGAs reported cash assistance with bank transfer modality. The main types of it assistance were general and food.

10 LNGAs reported heavy shelter repair activities.

Services for general population

	MHPSS ⁵ services	23
	Legal assistance	17
	Education for <18 children	12
	Livelihoods support	10
	Other support for children	8
	Healthcare services	6
	Assistance for survivors of domestic violence	5
	Housing assistance	4
	Support with finding/applying for assistance	4
	Transportation services	3
	Light shelter repair	2
	Home-based care for those w/ limited mobility	2
	Services targeting veterans	1
	WASH facilities repair	1

LNGAs involved in services for the general population 36

Services for IDPs and returnees

	Housing assistance	6
	MHPSS ⁵ services	5
	Other services	5
	Healthcare services	4
	Livelihoods support	3
	Legal assistance	3

LNGAs involved in services for IDPs/returnees 9

1 Throughout this factsheet, "LNGA" refers to Ukrainian non-governmental actors including national NGOs operating out of Kryvyi Rih, registered civil society organisations (CSOs), and volunteer groups that met inclusion criteria (see p. 5).

2 Displayed by number of LNGAs reporting participation in each activity. LNGA respondents could select more than one option.

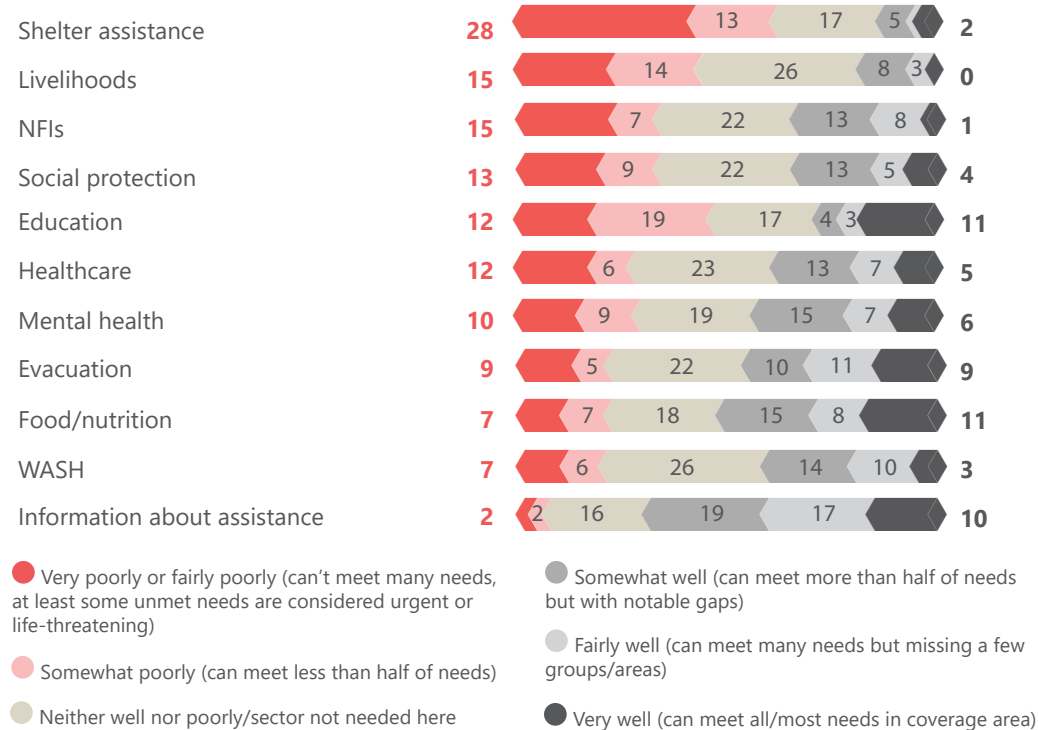
3 Emergency medical support

4 Search and Rescue

5 Mental health and psychosocial support

SECTORAL RESPONSE CAPACITY

Perception of LNGAs on how local capacity can address sectoral needs, by number of LNGAs reporting:



LOCAL PERCEPTION OF PRIORITY NEEDS ⁶

Top 3 priority needs in their area of coverage, by number of LNGAs reporting:



A couple of KIs (2) noted that there was a need for food storage space. Another KI pointed out that there was almost no support from IOs to provide food to people in need. This was explained by the fact that logistics/delivery was very expensive, as was renting a warehouse for storing food.

⁶ LNGA respondents could select more than one option.

Shelter response capacity

One KI reported the need for shelters to cover utility costs. This was explained by the fact that government cash assistance for IDPs was reduced and left only for vulnerable IDPs. Therefore, IDPs without vulnerabilities could not afford to cover utilities in shelters. Moreover, KI from CSOs indicated that the lack of employment opportunities and the fear of conscription forced IDPs to return to the areas from where they were evacuated.

Likewise, one KI highlighted that decisions related to shelter issues should be made more quickly.

People from a vulnerable groups support capacity

One KI pointed out that the problem of assisting people with low mobility was complex. The KI explained that on the one hand, it was impossible to evacuate such people to a geriatric boarding house, due to the restriction on the activities of such institutions closer to 100 km from the front line (Zaporizhzhia city was approximately 30 km from the front line). On the other hand, people with low mobility refused to be evacuated to other oblasts. Another KI indicated that in general, the cities that assist people with disabilities, and the city in general, are poorly equipped for the movement of such people.

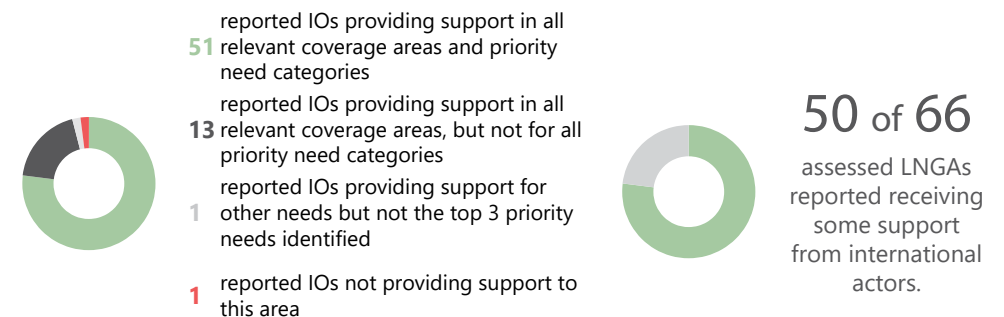
Also in the quantitative part of the assessment, older persons and people with disabilities were the two groups most commonly reported as having unmet social protection needs.

Healthcare response capacity

One KI explained that there were problems with access to medicine in rural areas, as well as the need for updated facilities and additional staff for medical facilities.

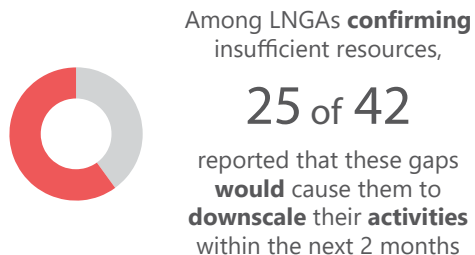
INTERNATIONAL ASSISTANCE

Provision of support by international organisations, by number of LNGAs reporting:



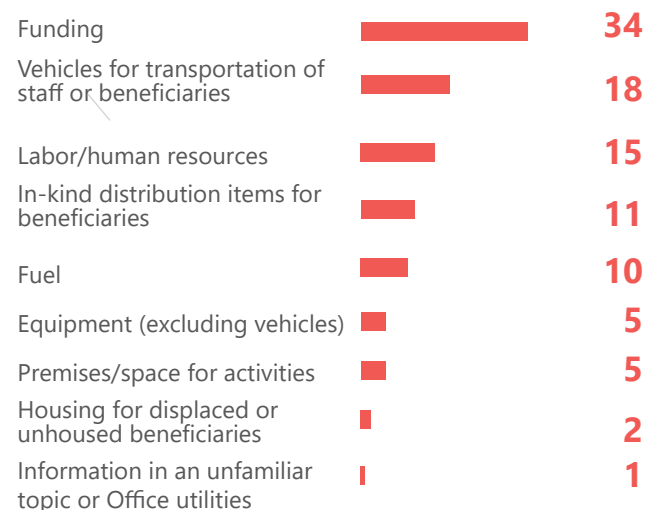
OPERATIONAL RESOURCE GAPS AND EFFECTS

Ability of LNGAs to meet beneficiary needs with their own resources, by number of LNGAs reporting:



TOP REPORTED OPERATIONAL NEEDS

Most reported operational needs across all assessed LNGAs facing resource gaps, by number of LNGAs reporting (n=42):⁷



More than half (8) of those who indicated the labor resources gap noted that they lack less than 25% of normal operating capacity (but more than 1-2 staff). The main barriers to access to enough staff were indicated as unable to afford salaries and staff with required skills have left the area.

*Reports of needed resources being available/possible to independently secure vs. unavailable in the area or not possible to secure were mixed across LNGAs, but overall it was noted that **LNGAs might be able to independently secure in-kind distribution items** for beneficiaries and **premises/space**, but **NOT able to secure staff, fuel/vehicles, and information/expertise gaps**.*

Amount of funding reportedly needed to meet resource gaps, by number of LNGAs reporting (n=42):



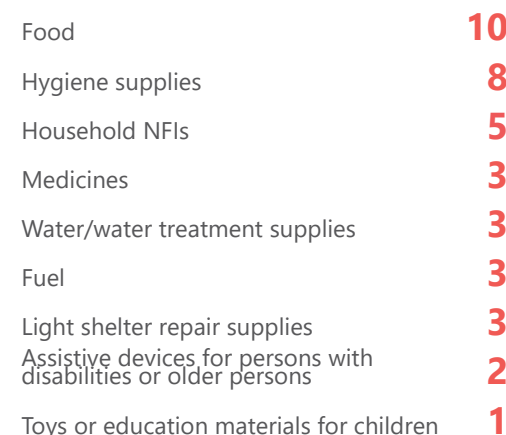
⁷ LNGA respondents could select more than one option.

OPERATIONAL NEEDS ZOOM-IN

Types of vehicles needed among LNGAs reporting vehicles as resource gap, by number of LNGAs reporting (n=18):⁷



Most reported in-kind distribution items for beneficiaries needed among LNGAs reporting in-kind items as a resource gap, by number of LNGAs reporting (n=11):⁷



Barriers to operational needs:

Funding and staff resourcing

A couple of KIs (2) highlighted that they could not open new areas of activity due to a lack of funding.

One KI reported that their activities are volunteer-based and do not come with salary or benefits, leading to a reduction in staff. Another KI indicated the reluctance of men to be officially employed due to fear of conscription.

Fuel and vehicles

A couple of KIs (3) noted that the lack of vehicles and/or fuel for them forced their CSOs to reduce the coverage area of their activity, which led to a decrease in the number of beneficiaries.

In-kind distribution

One KI reported the need for rare medicines for children with disabilities, as well as baby food and hygiene kits. Another KI indicated that the oblast generally lacked a partner who would provide food on a permanent basis.

Decision-making within and among local actors

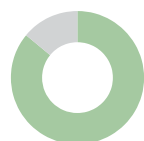
More than half of the KIs (8) reported that decision-making within their CSO takes into account discussions leading to collective decisions and considering the vulnerability of the potential beneficiary when deciding on the assistance provision.

About half of KIs (6) noted that decision-making in the region takes place through the created coordination structure, which has collegial bodies. At the same time, a third of KIs (4) indicated that they did not know about the existence of a decision-making structure or believed that such structures do not work.

LOCAL COORDINATION AND COMMUNICATION



Among assessed LGAs,
52 of 66
reported that they had some kind of local mechanism for coordinating the emergency response



57 of 66
assessed LGAs reported being aware of GCM meetings run by OCHA.

Coordination mechanisms used among LGAs reporting any coordination efforts, by number of LGAs reporting (n=52):⁹

In-person meetings (other than GCM ⁸)	32
Group or channel on messaging app ¹⁰	28
Informal in-person or phone communication	27
Hybrid meetings (other than GCM ⁸)	27
Group or channel on social media ¹¹	14
Virtual meetings (other than GCM ⁸)	13
OCHA GCM ⁸	7

Main means by which LGAs communicate with their target population, by number of LGAs reporting:⁹

Telegram	44
Face-to-face in office	34
Facebook	33
Phone call	27
Instagram	17
Viber	6
Face-to-face at beneficiary home	5
E-mail	4

Local coordination

Half of the KIs (6) explained that the Coordination Council was the coordination mechanism and reaction in the region. Almost a third of KIs (3) also highlighted that coordination meetings are held on a regular basis, as well as there was a certain coordination tool, in the form of a table where there was data about the needs of the people/hromadas and how much these needs were covered. Also, almost a third of the KIs (3) indicated that other coordination mechanisms work under the oblast/district authority.

On the other hand, one KI noted issues with coordination of frontline access: the military restricted access to areas near the front line and reportedly the ability to visit these areas was built more on personal connection than on a clear mechanism.

LOCAL PERCEPTIONS OF COOPERATION WITH INTERNATIONAL ACTORS

Perception of cooperation successes and challenges

When asking about the imagined **successful experience** of cooperation with IOs, a couple of KIs (2) highlighted that such cooperation should include a **transparent system of providing humanitarian aid to people**, reporting to IOs about the aid provided, as well as a personal factor in building relations between CSOs and IOs.

Based on their cooperation experience with IOs, **three-quarters of KIs (9)** explained that they **did not see any problems finding information about cooperation opportunities** with IOs.

A third of KIs (3) highlighted that one common barrier they encountered was **IOs that avoided cooperation with small CSOs**, which lacked staff, storage space, etc. A couple of KIs (2) indicated that there **was a problem with the operation of bank accounts of CSOs registered in this oblast**, some foreign banks consider this area occupied, which led to funding delays and sometimes non-cooperation.

A couple of other KIs (2) noted such problems of cooperation with the IOs, such as:

- the **lack of funds to cover administrative costs**;
- the **lack of opportunities for in-person meetings with representatives of the IOs**;
- the **lack of feedback from the IOs**;
- the **presence of certain mistrust due to corruption risks**.

Preferences for cooperation with international actors

The **majority of KIs** highlighted that the **ideal cooperation with the IO** could be based on:

- **providing training/education for CSO staff** before the start of implementation (8 KIs);
- **personal communication/cooperation is considered more attractive/productive**, for example through in-person visits by an IO representative (7 KIs);
- using **flexibility in the work format** (5 KIs).

Also, **about a third of KIs (4)** reported that **ideal cooperation with an IO should include**:

- **coordinating the actions between the three main actors in the region** (local CSOs, authorities, IOs);
- communication in the **Ukrainian language**;
- **direct communication with a representative of an IO** who makes decisions;
- **documentation of implementation** (reporting, photo documentation, etc.);
- **quick decision-making**.

A couple of KIs (2) pointed out the **importance of avoiding situations where the same people receive humanitarian aid all the time**, while those who truly need it do not receive anything.

METHODOLOGY OVERVIEW

The Local Responder Area Profile (LRAP) assessment aims to collect actionable, area-based information on local non-governmental actors' (LNGAs) needs, capacities, ways of working, and preferences for international support, in order to give international actors information that they can use to **avoid duplication, support LNGAs directly, and improve international integration with local systems on local terms.**

Zaporizhzhia city was chosen for this assessment based on its relevance as a "coordination hub" from which local and sometimes international non-governmental actors conduct activities both within the city and outside of it, including throughout Zaporizka oblast and to some extent other oblasts as Donetsk, Dnipropetrovska and Khersonska. Initial field information about the relevance of Zaporizhzhia city as a coordination hub, and the value of an LRAP on Zaporizhzhia to international organisations carrying out activities in Zaporizka and surrounding oblasts, was confirmed via informal consultation with OCHA East on February 27, 2024. This discussion also confirmed the existence of information gaps particularly around LNGAs in the area, demonstrating the value of an LRAP to international organizations that carry out activities in Dnipropetrovska, Donetsk, Zaporizka and Khersonska oblasts.

REACH used a mixed method approach for this assessment, beginning with a quantitative phone-based survey to as many Zaporizhzhia-based LNGAs as could be identified, and following up with a smaller set of the originally-identified LNGAs for more in-depth in-person qualitative key informant interviews (KIIs).

Quantitative data collection was conducted between 18-29 March. REACH field teams attempted to contact all LNGAs that were able to be identified as operating out of (i.e. had an office or consistent presence in) Zaporizhzhia city and whose activities included humanitarian support for civilians; the threshold of inclusion for more informal volunteer groups was a group with a minimum of 3-4 members, a clear focal point who could be contacted, and sustained support activities. Ultimately, a total of **66 Key Informants** (KIs) representing 66 LNGAs completed the quantitative survey. This number is consistent with scoping estimates from key stakeholders stating that approximately up to 100 civil society organisations (CSO) were operating in Zaporizhzhia. The quantitative portion focused on LNGAs' activities, coverage, operational needs, coordination awareness and perception of local capacity by sector.

Rapid analysis of the quantitative data was used to identify follow-up KIIs for the qualitative portion, focusing on LNGAs who confirmed insufficient resources, whose activities overlapped with sectors reported as being in a situation of undercapacity in the quantitative survey, or who worked with vulnerable populations such as women, children, older people, and people with disabilities. Qualitative KIIs were then conducted between 08-13 April with representatives of **10 LNGAs**, focusing on LNGA perceptions of benefits, challenges, and preferences for cooperation with international actors, local decision-making, and perceived reasons behind operational needs and local capacity gaps. In addition, **2 KIIs with local authorities** were conducted to triangulate responses on local sectoral capacity gaps and cooperation with international actors.

LIMITATIONS

REACH cannot guarantee that the field department was able to identify all relevant LNGAs operating out of Zaporizhzhia city. Additionally, although REACH contacted as many LNGAs as they were able to identify that met the inclusion criteria, a small number did not answer or chose not to participate in the survey. As such, there are likely LNGAs in Zaporizhzhia whose perspective has not been included in this study. Results also cannot be assumed to be statistically representative of this group, given that the baseline population total of Zaporizhzhia-based LNGAs is not clearly known. As such **all findings are indicative only.** Furthermore, the area-based approach is not generalisable to the broader context, and these findings may not be relevant for LNGAs in other areas. Finally, certain qualitative questions based on individual LNGAs' quantitative responses, particularly questions following up on specific operational needs, were asked on a case-by-case basis instead of across all KIIs, indicating nuances of specific LNGAs' experiences in the operating environment. These findings in particular are highly individual and are not generalisable.

ABOUT REACH

REACH Initiative facilitates the development of information tools and products that enhance the capacity of aid actors to make evidence-based decisions in emergency, recovery and development contexts. The methodologies used by REACH include primary data collection and in-depth analysis, and all activities are conducted through inter-agency aid coordination mechanisms. REACH is a joint initiative of IMPACT Initiatives, ACTED and the United Nations Institute for Training and Research - Operational Satellite Applications Programme (UNITAR-UNOSAT).