Ukraine | Local Responder Area Profile: Kryvyi Rih

November-December 2023

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 Kryvyi Rih 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

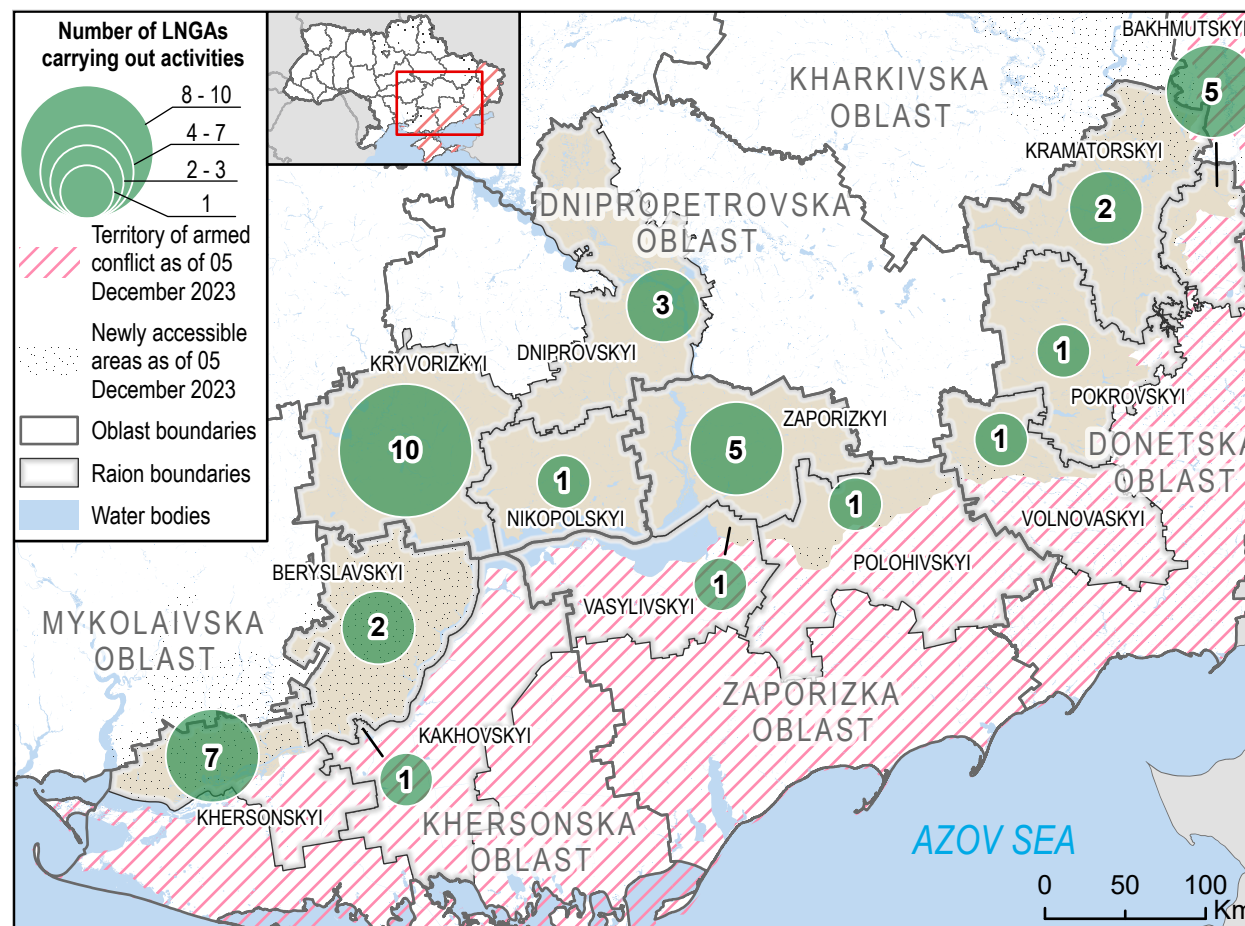|		
Food		13
General hygiene supplies		13
Clothing		8
Water		6
Medicines		5
Bedding/blankets		5
Items for babies/children		4
Winterization items		3
Items for older adults		3
Light shelter repair supplies		2
Education materials		1
Assistive devices for those with limited mobility		1
LNGAs involved in distribution		**17**

RAION-LEVEL ACTIVITIES COVERAGE OF LNGAS

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

Number of LNGAs carrying out activities
- 8 - 10
- 4 - 7
- 2 - 3
- 1

Territory of armed conflict as of 05 December 2023

Newly accessible areas as of 05 December 2023

Oblast boundaries
Raion boundaries
Water bodies

Frontline and first response

Evacuation		3
First responder (EMS[3], fire brigade, S&R[4], etc.)		1
Animal rescue		1

Information and coordination

Assessing/monitoring needs		3
Coordination		2
Awareness-raising/ sharing information		2

KI reported that LNGAs provided such awareness-raising activities as education for violence against women/domestic violence, as well as mental health and legal rights awareness, and general in-person information-sharing on aid.

LNGAs reporting light shelter repair activities:
2

Services for general population

MHPSS[5] services		6
Education for <18 children		4
Healthcare services		3
Light shelter repair		2
Housing assistance		2
Legal assistance		2
Assistance for survivors of domestic violence		2
Transportation services		1
Mine victim assistance		1
Support with finding/ applying for assistance		1
Other support for children		1
LNGAs involved in services for the general population		**11**

Services for IDPs and returnees

MHPSS[5] services		1
Healthcare services		1
Housing assistance		1
Mine victim assistance		1
Legal assistance		1
Education for <18 children		1
LNGAs involved in services for IDPs/returnees		**2**

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

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SECTORAL RESPONSE CAPACITY

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

Sector	Neither	Somewhat	Fairly	Very
Education	12		6	3
Healthcare	6	7	4	4
Evacuation	5	2	3	11
Shelter assistance	3	10	3	5
NFIs	2		15	4
Mental health	1	3	5	12
Food/nutrition	1	1	9	10
WASH	0	3	6	12
Livelihoods	0	8	11	2
Social protection	0	1	5	15
Information about assistance	0	4		17

● Neither well nor poorly/sector not needed here

● Somewhat well (can meet more than half of needs but with notable gaps)

● Fairly well (can meet many needs but missing a few groups/areas)

● Very well (can meet all/most needs in coverage area)

LOCAL PERCEPTION OF PRIORITY NEEDS [6]

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

	Need	Count
	Livelihoods support	**10**
	Provision of accommodation	9
	Rent support	8
	Hygiene NFIs	7
	Food	5
	Healthcare	3
	Financial assistance to repay debt	3
	Education for children < 18	3

Though not ranked as the highest priority, the WASH sector faced some local capacity gaps. One KI noted that challenges related to the need for water were more likely due to the fact that the quality of drinking water has deteriorated. Therefore, the need for water assistance continued in this area.

Education response capacity

One key informant (KI) who was involved in education activities indicated that educational capacity was low due to experiencing challenges in providing such services online, as well as dealing with a lack of staff, who had left the area.

MHPSS/Healthcare response capacity

KIs highlighted that providing psychological support was a long-term challenge in the area due to the large number of people requiring such support. The KIs also noted that there was a problem with the availability of professionals with the appropriate skills in the area. KIs also indicated that information about such support was difficult to find, and the ability of local authorities to provide such assistance was limited.
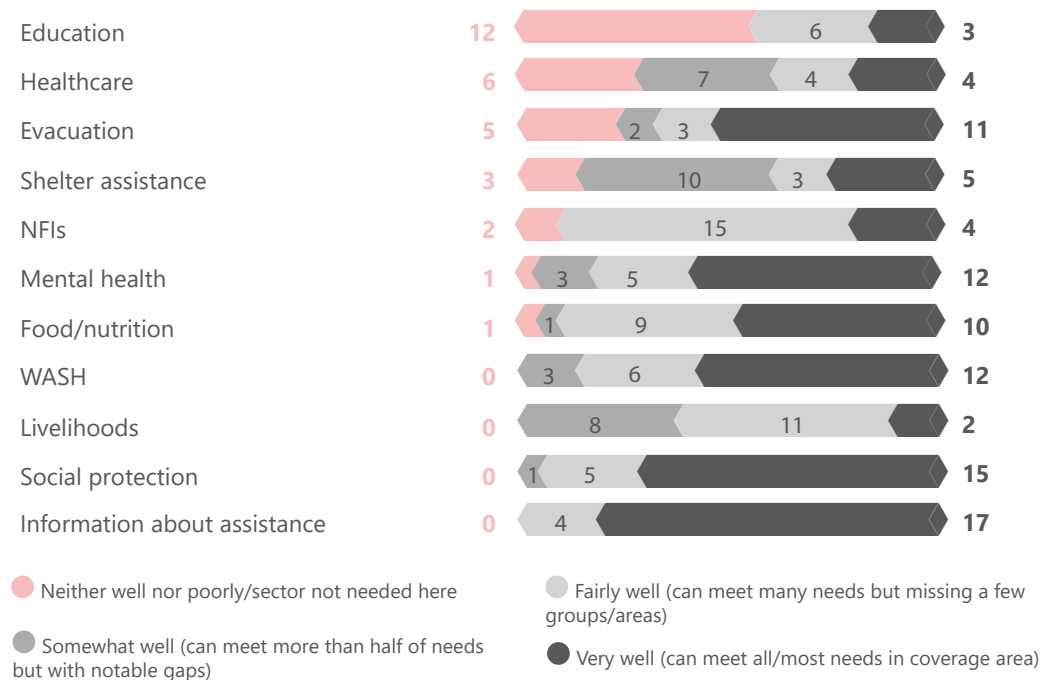
Additionally, one KI who was involved in medical activities indicated that the situation with medical capacity was worse in rural areas, and the urgent need was the purchase of new equipment to replace outdated ones.

Shelter response and NFI distribution capacity

KIs mentioned that the situation with the provision of shelters in the area rather related to the issue of coordinating efforts with local authorities and the solution to this issue included a long-term perspective. As an example, one KI mentioned that there were abandoned buildings in the city that could be transferred to the CSOs, but local authorities were not ready to lease such space.

KIs indicated that such humanitarian assistance (Food/NFI) was not enough in the area and additional monitoring of needs was also needed to prepare the kits more accurately.

Vulnerable groups

KIs noted that challenges in meeting the needs of older people and people with disabilities were due to the complexity of assessing their needs, as well as the large number of vulnerability categories requiring assistance.

INTERNATIONAL ASSISTANCE

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

7 reported IOs providing support in all relevant coverage areas, but not for all priority need categories

14 reported IOs providing support in all relevant coverage areas and priority need categories

14 of **21** assessed LNGAs reported receiving some support from international actors.

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6 LNGA respondents could select more than one option.

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OPERATIONAL RESOURCE GAPS AND EFFECTS

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

Among assessed LNGAs,

8 of **21**

reported that they **did not have** sufficient resources to continue meeting the needs of their target population for the next 6 months
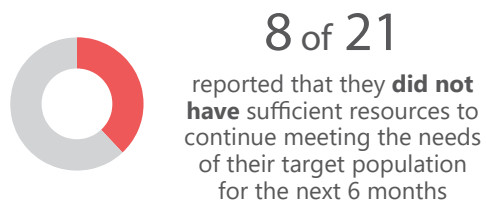
Among LNGAs **reporting** insufficient resources,

1 of **8**

reported that these gaps **would** cause them to **downscale** their **activities** within the next 2 months

TOP REPORTED OPERATIONAL NEEDS

Most reported operational needs across all assessed LNGAs facing resource gaps, by number of LNGAs reporting (n=8):[7]

Need	
Funding	**6**
In-kind distribution items for beneficiaries	**5**
Equipment (excluding vehicles)	**3**
Premises/space for activities	**3**
Fuel	**2**
Office utilities	**2**
Labor/human resources	**1**
Vehicles for transportation of staff or beneficiaries	**1**
Information/expertise in an unfamiliar topic	**1**

*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 fuel and space**, but **NOT able to secure staff and information**/expertise gaps.*

Amount of funding reportedly needed to meet resource gaps, by number of LNGAs reporting (n=8):

Amount	
Less than 5,000 USD	**1**
5,001-10,000 USD	**4**
10,001-35,000 USD	**2**
35,001-60,000 USD	**1**

In the quantitative survey, information or expertise in an unfamiliar topic was identified as a gap by one assessed LNGA— but trainings were suggested as important in qualitative findings (see p. 4).

OPERATIONAL NEEDS ZOOM-IN

Types of equipment needed among LNGAs reporting equipment as resource gap, by number of LNGAs reporting (n=3):[4]

Equipment	
Office and communication equipment	**2**
Safety and security equipment	**1**

Most reported premises needed among LNGAs reporting premises as a resource gap, by number of LNGAs reporting (n=3):[4]

Premises	
Space for activities with beneficiaries	**2**
Office space	**1**

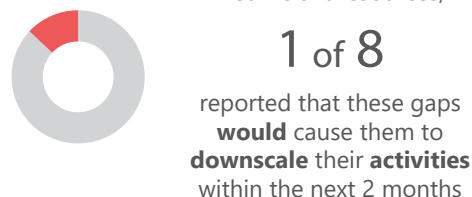**Most reported in-kind distribution items for beneficiaries needed among LNGAs reporting in-kind items as a resource gap, by number of LNGAs reporting (n=6):[4]**

Item	
Hygiene supplies	**4**
Food	**4**
Household NFIs	**2**
Medicines	**1**
Toys or education materials for children	**1**

Barriers to operational needs:

Funding and staff resourcing

KIs indicated the crucial importance of funding. Without this, further activities of the LNGAs might be curtailed and new types of activities were also entirely dependent on increased funding.

Also, one KI noted that an important aspect of meeting staffing needs was having trained staff to work on humanitarian projects. Therefore, support could be provided from the IOs in training before the implementation of activities began.

Equipment

The LNGA representative noted that they were open to cooperation and the IOs could support them with the need for equipment. It was also possible to cover the need for equipment through the transfer of furniture and direct funding for these needs.

Premises/space for activities

KIs mentioned that the need for premises was related to securing long-term rent. At the same time, the KIs noted that the ability to carry out the activities of their LNGAs depended on the availability of premises; without premises, activities might be reduced.

Decision-making within and among local actors

About half of the KIs noted that in the process of making decisions about who and where to assist, they relied on their assessment of the level of vulnerability of the individuals/households. In addition, a third of the KIs indicated that beneficiaries fill out a questionnaire before receiving assistance.

At the same time, about half of the KIs indicated that they consulted with local authorities to determine the area where assistance was needed and/or obtain a list of potential beneficiaries. Additionally, about a third of the KIs indicated that the decision-making is influenced by the requirements of the donor during the implementation of the activity.

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[7] LNGA respondents could select more than one option.

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LOCAL COORDINATION AND COMMUNICATION

Among assessed LNGAs,

18 of 21

reported that they had some kind of local mechanism **for coordinating the emergency response**

11 of 21

assessed LNGAs reported being aware of GCM[8] meetings run by OCHA.

Coordination mechanisms used among LNGAs reporting any coordination efforts, by number of LNGAs reporting (n=18):[9]

Virtual meetings (other than GCM[8])	15
In-person meetings (other than GCM[8])	15
OCHA GCM[8]	6
Group or channel on social media[10]	5
Informal in-person or phone communication	2
Group or channel on messaging app[11]	2

Main means by which LNGAs communicate with their target population, by number of LNGAs reporting: [9]

Face-to-face in office	17
Facebook	17
Phone call	10
Telegram	3
Instagram	3
Face-to-face at beneficiary home	2
E-Mail	2

Local coordination

About a third of qualitatively assessed KIs noted that they did not know and/or believe that coordination mechanisms did not exist in the region. At the same time, about a third of the KIs indicated that there is a council in the region run by local authorities where the coordination of the provision of humanitarian assistance was discussed.

Additional coordination took place through communication with donors, local authorities, and/or exchange of information between local CSOs.

In the quantitative survey, all assessed LNGAs (n=18) who indicated that they had some kind of local coordination mechanism also noted that the frequency of coordination was consistently as new needs arise.

LOCAL PERCEPTIONS OF COOPERATION WITH INTERNATIONAL ACTORS

Perception of cooperation successes and challenges

In general, KIs had demonstrated a tendency to provide as **successful** those **examples of cooperation** that were **based on trust and long-term cooperation with the implementation of wide, large-scale projects**. Also, several KIs mentioned that an attribute of effective cooperation is successful communication and exchange of ideas (including resources) on an ongoing basis. Along with this, several KIs noted that for successful cooperation a multipurpose assessment of the people's needs is important so that aid is provided according to current needs.

About half of the KIs noted that **the main barrier to cooperation** with the IOs **was difficulty in finding information about funding opportunities** provided by IOs. Finding such information for KIs reportedly required a lot of time and staff capacity.

Additional barriers included:

• **language barriers**: LNGAs had difficulties filling out grant applications in English;

• **barriers** related to **documentation processing;**

• **high logistics costs**, which were not covered by grants;

• limited awareness of the local context and/or limited knowledge about the level of insecurity in different areas from the IOs' side;

• distrust of local LNGAs due to fear of corruption risks from IOs side.

Preferences for cooperation with international actors

Most KIs noted that **preferred cooperation with IOs would be based on in-person meetings** with representatives of the IO in the area where humanitarian assistance is provided, this might allow the IO to better understand the specifics of the LNGA work and the current needs of people.

In addition, the majority of KIs indicated that **preference cooperation with an IO includes the provision of learning/training** for LNGA representatives, mainly related to assessing people's needs and the safe implementation of activities. Also, a third of KIs pointed out **the importance of training on how to successfully process grant applications**.

About half of the KIs emphasized **the importance of reporting on distributed humanitarian assistance**. Also, about half of the KIs noted such aspects of preferred cooperation as openness, trust and mutual understanding, while about a third of the KIs noted other communication preferences, such as:

• active communication;

• quick decision-making;

• and direct communication with representatives of the IO.

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8 General Coordination Meeting
9 LNGA respondents could select more than one option.
10 Including groups or channels on Facebook, Instagram, etc.
11 Including groups or channels on WhatsApp, Telegram, Signal, etc.

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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**.

Kryvyi Rih 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 Dnipropetrovska oblast and to some extent other oblasts as Donetska, Zaporizka and Khersonska. Initial field information about Kryvyi Rih city was confirmed by informal discussion with key stakeholders during a scoping trip that took place September 25-26, 2023. This scoping trip 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, Donetska, Zaporizka and Khersonska oblasts.

REACH used a mixed method approach for this assessment, beginning with a quantitative phone-based survey to as many Kryvyi Rih-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 08-17 November 2023. 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) Kryvyi Rih city and whose activitites 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 **21 Key Informants** (KIs) representing 21 LNGAs completed the quantitative survey. This number is consistent with scoping estimates from key stakeholders stating that approximately 20 to 30 civil society organisations (CSO) were operating in Kryvyi Rih. 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 KIs 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 28 November - 6 December, 2023 with representatives of **9 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 Kryvyi Rih 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 Kryvyi Rih 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 Kryvyi Rih-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).

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