Review of humanitarian, development and peace trends in eastern Ukraine

October 2021

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Acknowledgements

About IMPACT

IMPACT Initiatives is a leading Geneva-based think-and-do tank that shapes humanitarian practices, influences policies and impacts the lives of humanitarian aid beneficiaries through information, partnerships and capacity building programmes. IMPACT's teams are present in over 20 countries across the Middle East, Latin America, Africa, Europe and Asia, and work in contexts ranging from conflict and disasters to regions affected by displacement and migration. The work of IMPACT is carried out through its two initiatives- REACH & AGORA and through the provision of direct support to partners regarding Project Assessments and Appraisals (PANDA).

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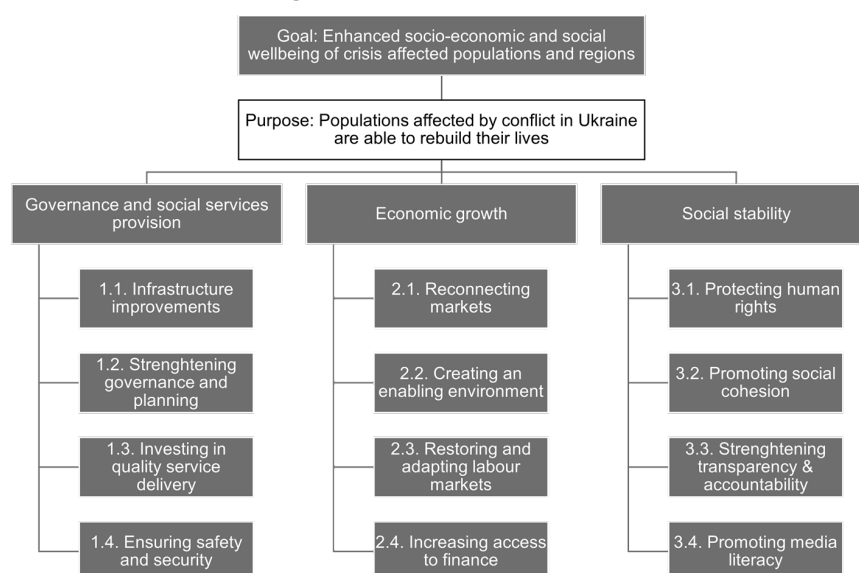Impacting lives

Executive Summary

In 2021, almost 8 years since the beginning of the conflict in Eastern Ukraine, and a year into the COVID-19 pandemic, **recovery and reintegration of Eastern conflict areas are still a key priority for government and international aid actors** (Office for the Coordination of Humanitarian Affairs (OCHA), 2021). Continued political and financial commitments to the multi-faceted crisis in Eastern Ukraine require concerted approaches to humanitarian, development and peacebuilding programming. To inform ongoing planning activities under the overall leadership of the United Nations (UN) Resident Coordinator's Office (RCO) and the Ministry for Reintegration of the Temporary Occupied Territories (MRToT), IMPACT Initiatives (or IMPACT) has conducted this literature and secondary data review as a stock-taking exercise. The exercise falls within the project "*Information management and analysis support to the Resident Coordinator Officer"* funded by the United Nations Office for Project Services (UNOPS), which was developed to contribute towards a common results framework for partners gathered under the Sectoral Working Group (SWG) on Recovery and Reintegration. Overall, this activity focused on three primary aims: i) define geographies that are relevant for Recovery and Reintegration programming, ii) review existing evidence against programmatic priorities defined by the SWG and iii) recommend priority areas of intervention for Recovery and Reintegration in Eastern Ukraine. This research has included a review of more than 100 resources from Government sources, United Nations entities, think tanks and media (see Literature Review list).

Key findings[1]

The review has identified **three main population groups that should be targeted** to boost the region's economic and social development. **First, internally displaced persons (IDPs)** who have mostly moved from large urban centres of the Non-Government Controlled Areas (NGCA) to large cities in Donetsk Government Controlled Areas (GCA), Luhansk GCA, Kharkiv, Zaporizhzhia, Dnipro and Kyiv. According to multiple surveys, their priorities are housing and economic security. They tend to live in large cities, are educated and compared to their pre-conflict situation must rent housing in areas where they have moved. In some areas where they live, access to services is not a major issue but their settling in a community increases the

Figure 1 Suggested framework for the enhancement of wellbeing of crisis affected populations and regions in Ukraine based on the reviewed data


Source: Author's summary of priorities identified through the literature review, see pages v – viii.

demand for basic services such as housing, utilities, education, health and social protection. IDPs increase the human capital of their host communities. **The second population group identified are residents of the GCA of Donetsk and Luhansk Oblasts and residents of Azov Sea Area (ASA) oblasts** (Zaporizhzhia and Kherson) affected by the conflict in three ways: i) due to the loss of assets or family members that affects their economic and social wellbeing, ii) due to arrivals of displaced persons within their communities which increases demand for basic services and goods iii) economic impact of recent events in the region and their impact on trade and/or freighting networks. Residents of the 0 – 5 km zone along the line of contact (LoC) in GCA appear to have particularly high livelihoods needs. **The third population group of interest are the up to 600,000 residents of the NGCA** that prior to the COVID-19 outbreak used to commute regularly to the GCA to access pensions, administrative and social services, and cash.

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[1] IMPACT has identified a number of recommendations based on an analysis of the findings of publications and sources referenced throughout the report. In interpreting the recommendations, it should be noted that: (a) the list is non-exhaustive and further recommendations may be interpreted from the data and literature; (b) recommendations should be considered with caution in the context of additional programming information, and each will require an assessment of the risks and relevance prior to their implementation; and (c) IMPACT is an organization specialized in field research and assessments: programmatic recommendations lie outside of its area of expertise.

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These services were accessed during visits to the GCA, and were critical to maintaining and building connections between the NGCA and the GCA. Access to services became further complicated due to the closure of most entry-exit checkpoints in the spring of 2020 (Office of the High Commissioner for Human Rights (OHCHR, 2020).

While targeting each of these groups individually contributes to recovery and stabilization, **development partners could develop strategies that address the needs for all these groups simultaneously**. Through national and international cooperation on adopting a comprehensive plan of intervention to address the recovery needs in eastern Ukraine, **international support can meet a triple aim of integrating IDPs, supporting recovery in communities affected by conflict and reintegrating populations from the NGCA**. For example, strengthening social services and basic infrastructures in the city of Mariupol is an intervention that could maximize the utility for all target populations. Indeed, the city hosts an estimated 90,000 IDPs, some of which are eligible for social safety nets programs. NGCA residents cross the LoC to access government services there. An intervention that improves access to and quality of social services in Mariupol, therefore, would be of advantage to all three conflict-affected groups, including vulnerable residents who have been negatively affected in multiple ways since the onset of the crisis. Recovery and stabilization actors could apply this approach to all sectors on both soft and hard components. In this way, investments in utility infrastructure such as water, electricity or gas can address increase demands related to IDP arrivals, supply more reliable services to all residents and ensure continuity of services in the NGCA to avoid fuelling grievances to interventions that further separate the two areas.

Map 1. Overview Map of the South-Eastern regions of Ukraine
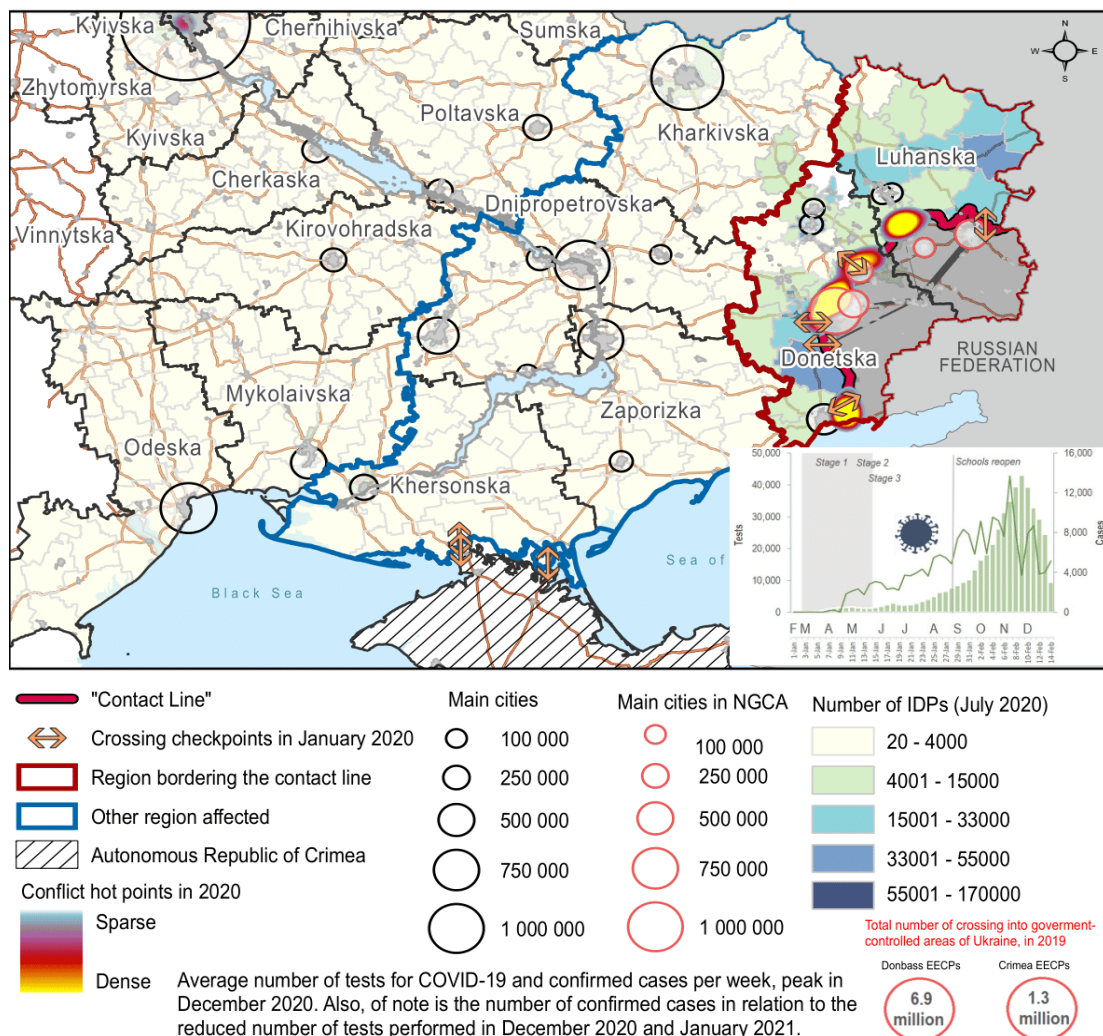
Source: REACH, 2021

Governance and service provision

A thorough analysis of the results from the Centre for Sustainable Peace and Democratic Development (SeeD)'s 2021 SCORE Index (SCORE) and IMPACT Initiative's AGORA Area-based capacity and vulnerability assessment (AGORA) has revealed the following findings about governance and service provision:

- **Satisfaction with services appeared to be slightly lower in five of the six eastern oblasts** (Donetsk, Luhansk, Kherson, Dneipropetrovsk and Kharkiv) as compared to national average in 2021 (SeeD 2021). Similarly, satisfaction with infrastructure is lower than national average in three of the six eastern oblasts (Luhansk, Zaporizhzhia, and Kherson). This suggests that service and infrastructure strengthening in the eastern oblasts may be beneficial.
- **Dissatisfaction with services and infrastructure (including utilities) appeared to be most acute in the 0 - 20 km zone** (Services: Ukraine (5.8 out of 10, where 0 means all residents are completed dissatisfied), LoC Luhansk (4.8) / Infrastructure: Ukraine (6.1), LoC Donetsk 5.4) (SeeD 2021). Service and infrastructure strengthen activities are therefore perhaps most beneficial in the zone 0 – 20 km from the LoC in GCA Donetsk and Luhansk.
- The type of infrastructure residents were reportedly **least satisfied with was local roads** (Ukraine: 5.4 out of 10) (SeeD 2021). Both nationally and within the 0 – 20 km zone, the **lowest satisfaction score is recorded for justice services** (Ukraine: 4.7 out of 10), followed by healthcare services (Ukraine: 5.6 out of 10) (SeeD 2021). This suggests that in general the infrastructure and services that would most benefit from strengthening activities are roads, justice services and healthcare.
- Demographic analysis of service satisfaction showed that, amongst the assessed demographic groups, **low-income households were least satisfied across the range of assessed services and infrastructure** (low-income was defined as a monthly income below 4,000 UAH). **IDPs also were found to be less satisfied with education, social, financial services and provision of electricity** as compared to the general population in Luhansk and Donetsk (IMPACT 2019/2020). **Housing was also found to be a key concern for IDPs** – a potential avenue for addressing this may be targeted housing interventions and action in collective centres (IOM 2020). Youth (aged 18 – 34 years) were also found to have low satisfaction with public transport (IMPACT 2019/2020). Households in village settlements were more likely to have low satisfaction with justice services, public transport, local roads, and internet access (SeeD 2018).
- **Satisfaction with services and infrastructure varies by area.** On the local level, the AGORA assessment found that there was a wide range in the proportion of households reporting satisfaction with services (IMPACT 2019/2020). For instance, household satisfaction with access to healthcare ranged from 23% in Vuhledar to 56% in Shyrokyne. It may therefore be beneficial to take an area-based approach to governance and service delivery strengthening.
- Further to this, the **decentralization process may be an opportunity for enhancing coordination between Humanitarian Development and Peace (HDP) nexus activities**. With increased focus on ensuring localised essential service provision in conflict affected areas during the transition, the opportunity to additionally provide capacity building support to local government may arise. Identifying these opportunities may help to address short-term humanitarian objectives and longer-term development goals.
- Characterised by an aging population and outmigration (State Statistics Service or Ukraine, SSSU), **demographic change in Ukraine, and particularly in the eastern region, is evidence that needs to be taken into account** for long term service delivery planning. Currently, Donetsk and Luhansk have the highest ratio of pensioners to working individuals in the country (SSSU, 2020). As the population ages and declines, a national trend with higher intensity in the east of the country, this factor should be taken into account for social service and labour market planning. In these areas, piloting more mobile solutions might help to improve service delivery in settlements with a shrinking population (example of this may be mobile [Centers for Administrative Service Provision](#)).
- In addition to which, increasing availability of reliable information on the distribution of the population by settlement may also help to improve services delivery to in-need populations. Decentralisation may in fact entail that increased data for monitoring of localised service delivery is needed.

Peace building and human rights

A review of the conflict-incidence data, REACH's Multi-sector needs analysis, the 2021 SCORE Index and the IMPACT's AGORA assessment led to the following findings:

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- While the number of conflict-related causalities continues to decrease year-on-year, the **presence of landmines and Unexploded Ordnances (UXOs) continued to have a significant impact on the lives of people living in proximity to LoC**. These security concerns appeared to be experienced most acutely within 0 - 5 km from the LoC (REACH 2019). This suggests that ongoing efforts to address landmines in areas close to the LoC would be beneficial.
- More generally, feelings of **personal safety and pride in local safety and security were generally lower in all eastern oblasts** as compared to the national average (Ukraine: 4.8, Donetsk: 3.9, Luhansk 3.5, Zaporizhzhia 4.0, Kherson 3.2, Dnipropetrovsk: 4.0, Kharkiv: 4.1) (SCORE 2021) suggesting ongoing peace-building and stabilisation activities in these oblasts is needed.
- Demographic analysis shows that a **higher proportion of women, in Donetsk and Luhansk, reported feeling unsafe when walking in their neighbourhood both during the day and at night** in comparison to other assessed groups (IMPACT 2019/2020).
- Turning to considerations around transitional justice, trust in the police and courts was low nationally including in the eastern oblasts, while perceptions of corruption were high at a national level. This may suggest that ongoing work in enhancing trust and lowering perceived corruption is still required nationally. Within the eastern area, the lowest scores for trust and the highest score for perceived corruption was in Kharkiv (SCORE 2021). This may warrant further investigation.

Economic recovery

Analysis of state statistics on the dynamics around the business environment, labour market and household economy led to the following observations:

- **Key economic and labour market networks was affected by the loss of value adding industries and disruption to the freighting** as a result of interruption to regional networks by the LoC and damage to infrastructure following the outbreak of conflict (USAID 2017).
- **Economic recovery appeared to be low in both the oblasts along the LoC (Donetsk, Luhansk) and the ASA (Zaporizhzhia, Kherson).** The average annual growth in gross regional product (GRP) and value of exported products was below the national average in all six eastern oblasts during the period 2017 to 2019 (SSSU 2020).
- **Regions in closest proximity to the conflict areas appeared to be the most affected**, as a higher proportion of households in the 0 – 5 km zone are reported to have relied on crisis or emergency coping strategies (REACH 2020).
- **Business confidence remained low in the area**. Findings from the Quarter 4 2019 National Bank of Ukraine (NBU) Business Outlook Survey show that in three of the four eastern oblasts (Zaporizhzhia, Kherson and Dnipropetrovsk) a lower proportion of enterprises reported the expectation that sales would increase as compared to the national average (NBU, 2019). This was also the case in Quarter 2 2021 following the outbreak of COVID-19 (NBU 2021).
- **Capital investment per employee was also found be lower in the region than the national average** (with the exception of Donetsk and Dnipropetrovsk) (SSSU, 2020). Concern around political instability continues to be voiced by enterprises in the area (NBU, 2020) with 33% of businesses in Dnipropetrovsk and Zaporizhzhia reporting this as a factor that impedes growth.
- The number of **registered small businesses per capita was lower in 2019 in Luhansk and Donetsk in comparison to the national average** – with 4.8 registered small businesses per 1,000 residents as compared to 8.5 nationally (SSSU 2020). In 2019, large business companies had a larger share of local production in Donetsk (69%), Zaporizhzhia (54%) and Dnipropetrovsk (58%) as compared to the national average (38%), and could rely on a share of employment - Donetsk (33%), Zaporizhzhia (31%) and Dnipropetrovsk (39%) – larger than the national average (22%) (SSSU 2020). As a strong Small and Medium-sized Enterprise (SME) sector is considered to be a key source of economic resilience (UNDP 2017), further work on diversifying the economies and incentivising new business activities in these oblasts may be beneficial.
- Across the eastern region of Ukraine, the **proportion of added value to gross regional product (GRP) attributable to the processing industry decreased between 2015 and 2019** (with the exception of the oblasts of Donetsk and Kherson, where it remained stable) (SSSU 2020). A reduction in the proportion of people employed in processing industry across the region (including Donetsk) may be connected to this reduction in value-added by the processing industry. It was found in fact that a high proportion of people registered in 2019 as unemployed were reported to be former process workers (State

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Employment Service (SES) 2020). This may suggest that identifying training and re-skilling opportunities of process workers or unskilled industrial workers in the region may be beneficial.

- It has been identified that a **high proportion of crop lands are concentrated in GCA Donetsk and Luhansk, while built-up industrial zones are concentred in NGCA** (Frontiers in Earth Science 2019). In 2019, agriculture was also identified as one of the three most commonly reported sectors of employment in the eastern oblasts (SSSU 2020). There are reports that areas within the eastern oblasts have a high risk of water scarcity (UNEP-GRID 2020) and have been impacted to a greater degree by soil degradation as compared to the national average (Super Agronom n.d.). This may be of note in relation to planning future agricultural interventions in the area.

- **Unemployment rates were higher in oblasts closest to the LoC (Donetsk and Luhansk) and the ASA (Zaporizhzhia and Kherson)** as compared to the national average. The rate was also higher than national average for youth (aged 15 – 24 years). The employment rate was lower than average for women and IDPs, although the unemployment rate for these groups is in line with the national estimate (SSSU 2020 / IOM 2019). IDPs appeared to be more likely than non IDPs workers aged 15 – 70 to be engaged in informal work (SSSU 2020 / IOM 2019). Interventions to increase livelihood opportunities in the east, and particularly for women, youth and IDPs, may be beneficial.

- It was recorded that there was a **higher than national average proportion of households in oblasts closest to the LoC (Donetsk, Luhansk) and in the ASA oblasts (Zaporizhzhia and Kherson) reported to be low-income** (defined here as an income of under 4,000 UAH per month, roughly equivalent to the per capita minimum subsistence level of 3,661 UAH (SSSU 2019)) and a higher than average proportion of households reporting to experience sometimes a shortage of money affecting their ability to buy food or other essential items (SSSU 2020). This may suggest that, amongst the six eastern oblasts, livelihoods focused initiatives may be best targeted to Donetsk, Luhansk, Zaporizhzhia and/or Kherson.

- **Households in the 0 – 20 km zone appeared to more frequently report the use of crisis or emergency coping strategies** than the population living in the 20+ km zone (REACH 2021). **Households with members who have disability, unemployment condition, or chronic illness were found to report the use of coping strategies** more frequently than the general population. This may suggest that within Donetsk and Luhansk it may be beneficial to target settlements in direct proximity to the LoC, and households with members with disability, chronic illness or who are unemployed.

Media and information landscape

- It has been suggested that increased diversity in media funding may be needed according to an assessment of risks to media pluralism produced under the Media Ownership Monitor Ukraine (Institute of Mass Information 2020).

- In terms of media literacy, additional efforts to increase the public ability to critically engage with news may best be directed towards the cities of Zaporizhzhia and Kharkiv, and women and people aged 60 years plus, given these oblasts and population groups were reportedly more likely to trust media and slightly less likely to have critical literacy skills (SeeD 2018/2021).

- The number of registered cases of physical aggression against journalists in 2020 was more prevalent in Kharkiv, Dnipropetrovsk and Kherson as compared to other oblasts in the east (National Union of Journalists of Ukraine 2020).

In addition to the above findings, considering the sources examined, *leaving no one behind* (Agenda 2030) and **ensuring that programs promote inclusive communities is an additional cross-cutting theme**. Across each of the four pillars identified by the Sectoral Working Group (Governance and Service Provision, Peace-building and Human rights, Economic recovery and Livelihoods, and Media and Information), programs could ensure that interventions improve access to service or economic opportunities to particularly vulnerable and marginalized groups (i.e., poorer households, female-headed households, gender and language minorities or persons with disabilities). For example, service improvement could follow universal design principles that ease access for persons with disabilities through both hard (ramps, elevators) and soft components (training and awareness-raising). Economic interventions could focus on empowering and increasing opportunity for groups that still face barriers to employment such as women or the elderly. On social stability, addressing rights violations of all vulnerable and marginalized groups is a key recovery aspect, as their specific needs may easily be overlooked due to the prioritization of projects that reach higher numbers of beneficiaries. For example, an anti-corruption activity aiming at increasing transparency in an administrative or social safety net transaction might address the problem for most people but might not tackle issues of discrimination based on gender identity (UNDP Ukraine s.d.).

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Finally, all activities could consider opportunities and risks related to digital transformation. While the rapid transformation of service provision through web-based initiatives offers clear solutions to improve efficiency and transparency in administrative, economic and social exchanges, they do also present risks in terms of data protection and exclusion that could be mitigated by balancing rapid innovation and access for all (UNDP 2020).

The third cross-cutting theme concerns climate, environment and disaster risk reduction. The region, due to its industrial composition, is a major emitter of greenhouse gas (GHG) emissions, exposed to hazardous materials and at risk of environmental degradation. Further to this, the region appears to be experiencing a more rapid change in climate trends with increasing temperatures, decreasing participation, higher risk of water scarcity and greater levels of soil erosion in the past 20 years. **Developing program strategies that incorporate a climate change mitigation and adaptive action** across each pillar could help in ensuring that Ukraine respects its national and international commitments on climate change, environmental protection and disaster risk reduction.[2] For example, social stability activities could include forums where large emitting companies are able to find solutions with communities to reduce air and water pollution (ACTED, Right to Protection, 2020).

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Geographic Classifications

Brief explanation about the administrative units referred to in the report.

Oblast   Highest form of governance below the national level

Raions   Second level of administrative unit in Ukraine

Hromada   Third level of administrative unit in Ukraine

Settlement   An informal area or neighbourhood not classified for administrative purposes

Abbreviations and Acronyms

Armed Conflict Location and Event Data Project	ACLED
Amalgamated Territorial Community	ATC
Anti-Terror Operation	ATO
Entry-Exit Checkpoint	EECP
Government-Controlled Areas	GCA
Government of Ukraine	GoU
Internally Displaced Person	IDP
International Organization for Migration	IOM
Lesbian, Gay, Bisexual and Transgender	LGBT
Multi-Sector Needs Assessment	MSNA
National Bank of Ukraine	NBU
Non-Government Controlled Areas	NGCA
National Monitoring System	NMS
Centre for Sustainable Peace and Democratic Development	SeeD
Small and Medium Enterprise	SME
Sector Working Group	SWG
State Statistics Service of Ukraine	SSSU
State Target Programme	STP
Ukrainian Hryvnia	UAH

1.   Introduction

In 2021, the conflict in Eastern Ukraine continues to affect the lives of an estimated 3.4 million people, particularly along the more than 400 kilometres long 'Line of contact' (LoC) that separates the Government-Controlled Areas (GCA) and the Non-Government Controlled Areas (NGCA) (Office for the Coordination of Humanitarian Affairs (OCHA), 2021). Since 2014, more than 3,000 civilians have lost their lives and another 7,000 have been injured (Human Rights Watch, 2021). **Almost eight years into the crisis, there is still no political solution to reintegrate the NGCA of Ukraine and its estimated 2.5 million residents**. The long-term prospects of Recovery and Reintegration for the region are hampered by the 'contact line' (CL) which separates the densely populated areas of Donetsk and Luhansk Oblasts and cuts the region's infrastructural, economic and social ties (REACH Capacity and Vulnerability Assessments, 2018).

To spearhead concerted action, the Government of Ukraine (GoU) established a central Directorate for International Technical Assistance (ITA) within the Secretariat of the Cabinet of Ministers of Ukraine (SCMU) (Government Portals.d.). The main objective of this coordination mechanism is to establish sustainable partnerships and policy dialogue between the GoU and development partners on the national reforms and development programs implementation in line with international commitments and to ensure the best use of available resources in their support. Under this framework, the UN Resident Coordinator (UNRCO) is co-chairing a SWG on Recovery and Reintegration (Government Portal s.d.), whose tasks include delivering on:

1) A common and shared understanding of critical multi-dimensional needs, risks and vulnerabilities (in the GCA),
2) Coordinated and aligned strategies for the conflict-affected population, including for populations affected by forced displacement,
3) Expanded partnerships leading to greater collaboration in the efforts of leaving no one behind and achieving the 2030 Agenda.

To support these efforts, IMPACT was tasked by the co-chairs of the SWG on Recovery and Reintegration to conduct an extensive literature and secondary data review in order to i) **take stock of the evidence base available to inform coherent recovery programs** for conflict-affected regions of Ukraine and to identify areas for cooperation among partners in the SWG on Recovery and Reintegration. Further, the literature and secondary data review seeks to **identify core indicators for monitoring recovery** to be considered for inclusion in the GoU data portal, and iii) **propose information gaps on which further IDP-focused data is required**.

1.1 Methodology

The overall objective of this literature and secondary data review is to take stock of evidence and research available to inform the work of the SWG for Recovery and Reintegration. This review, conducted from December 2020 to April 2021 by IMPACT under the overall coordination of the UNRCO, seeks to address the following research questions:

- What are the **key trends in governance and service delivery, peace-building and security, socio-economic recovery, and the media and information landscape** in conflict-affected eastern Ukraine?
- Which **geographic areas or sub-populations are most affected by adverse outcomes in these areas**, particularly focusing on internally displaced people, youth, women and the small and medium-sized enterprises.

Where the data was available, the assessment focused on 4 geographies, namely: **i)** government controlled oblasts bordering the contact line (Luhansk and Donetsk), **ii)** other neighbouring oblasts that may have been affected by the conflict (including Azov Sea Area (ASA) oblasts: Zaporizhzhia and Kherson Oblasts, as well as Dneipropetrovsk and Kharkiv Oblasts) **iii)** settlements in the 0 – 20 km zone along the LoC and **iv**) non-government-controlled territories in Donetsk and Luhansk Oblasts.

In addressing the research questions, the review utilised multiple sources of information and data generated by the State Statistics Service of Ukraine (SSSU s.d.), the Centre for Sustainable Peace and Democratic Development (SeeD), REACH/IMPACT Initiatives (IMPACT), the International Organisation for Migration (IOM), the United Nations High Commissioner for Refugees (UNHCR), and USAID-Internews (Internews). These were selected as they are primary data sources of data on humanitarian and development trends in Ukraine. As a core outcome of this activity was to identify data that could be used to monitor humanitarian and development trends in the east, datasets were selected from these sources based on the frequency of data collection. At a minimum, the studies referred to in this document reoccur biannually (see Annex 1 'List of indicators' for further information). The most recent data was

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selected for analysis of governance and service provision, peace building and human right and the media and information landscape (either 2020 or 2021). Data from 2019 was selected for review of economic trends, given data availability. For further context understanding, over a over a hundred external sources from other intergovernmental organisations, non-government organisations and academics were consulted (see the section 'Literature review').

The resulting **report has been structured to provide an overview of the political, social and economic context in which Recovery and Reintegration strategies have to operate,** and a summary of relevant research for the SWG's four thematic working groups, namely: **i)** governance and service provision, **ii)** peacebuilding and human rights, **iii)** livelihoods and economic recovery, and **iv)** media and information landscape. Further, the seek to provide demographic disaggregation of the trends under investigation, to better understand the profile and needs of the following groups: **i)** women, **ii)** youth, aged 18 – 35 years **iii)** older adults (aged 60+), **iv)** internally displaced people, **v)** low-income, **vi)** people with disability.

Map 2. Map of assessment area (with LoC)
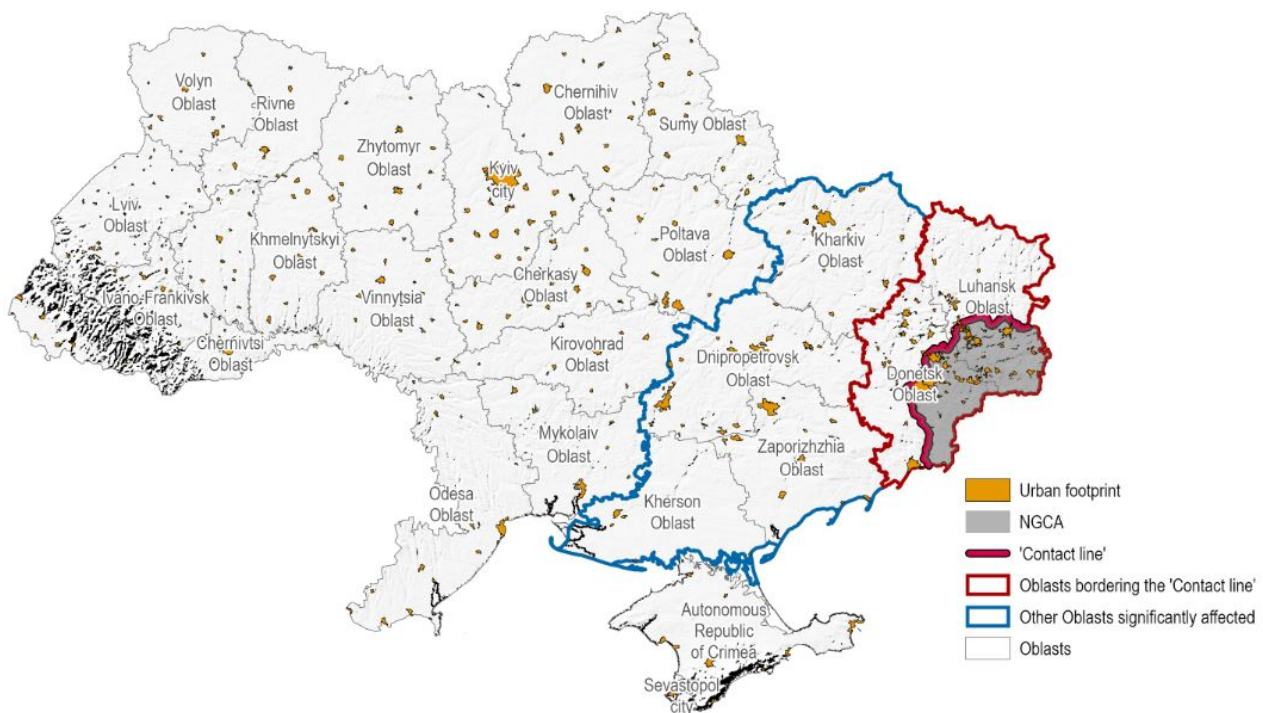
Source: REACH, 2021

1.2 Caveats and limitations

Limitations of this report include: the depth of the analysis of trends (due to the length and the thematic scope of the literature review), limitations in making comparisons between local-level data and national/oblast level data due to variation in the wording of questionnaires or measurement unit of reported statistics. Thirdly, at the time that the review commenced the most recent data for a number of indicators was from 2019 (for example data on gross regional product by region and economic activity in 2020 is not yet public).

Recommendations identified by IMPACT in this report are based on an analysis and a review of existing data and literature, and should be treated as follows: (a) the list of recommendations is non-exhaustive and further recommendations may be interpreted from the data and literature; and (b) recommendations should be considered with caution in the context of additional programming information, and each will require an assessment of the risks and relevance prior to their implementation. It should however be noted that IMPACT is an organization specialized in field research and the formulation of programmatic recommendations lies outside of its area of expertise.

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1.2 Background and context

Since the early 2000s, **Ukraine has experienced multiple crises** including the crisis linked to the Autonomous Republic of Crimea and the city of Sevastopol and the conflict in eastern Ukraine (Centre for Eastern Studies 2014). **In the years prior to the conflict, the Ukrainian economy was hit by two major downturns**: the first starting in 1990 following independence from Soviet Union, and the second resulting from the global financial crisis in 2008. The 2008 crisis led to a 15.1% drop in the value of the GDP, after which growth stalled again in 2012 when Ukraine entered a recession in the second half of the year (World Bank 2013). This situation worsened when the onset of the conflict in 2014 triggered a third major drop in GDP growth (-9.8%) (Organization for Economic Cooperation and Development (OECD) 2018). Rising maritime tensions between the Russian Federation and Ukraine over sovereignty of the Kerch Strait in 2018 and uncertainty around the right of passage through the Kerch Strait may create additional burdens on economic activity in the area (Institute for Economic Research and Policy Consulting, 2018). More recently, in 2020, the outbreak of COVID-19 in Ukraine and the consequences associated to it have put pressure on its healthcare system and on the economy due to lockdowns.

As of 2020, REACH reported that in government-controlled areas of Donetsk and Luhansk with 20 km of the LoC, 31% of assessed households (an estimated 81,341 households in the area) has severe or extreme levels of multi-sectoral humanitarian needs (REACH 2020). Overall, severe and extreme needs were primarily driven by living standards gaps in Food Security and Livelihoods and Water, Sanitation and Hygiene (WASH).

Further to this, the events of 2014 have led to the displacement of an estimated 1.5 million people from eastern Ukraine in a urban to urban movement pattern (Office of the United Nations High Commissioner for Refugees (UNHCR Ukraine 2020) (Map 3). Most IDPs relocated from large cities of Donetsk and Luhansk Oblasts (Donetsk City, Horlivka, Pervomaisk and Luhansk City) to large cities within Ukraine including Kyiv, Kharkiv, Dnipro and Zaphorizhzhia. It is generally reported that initial displacement often leads to onward migration towards the regional or national capitals, known to offer more attractive economic circumstances.

Notably, 8 years following the onset of conflict, a high proportion of IDPs living in the eastern oblasts report feeling only partially integrated into the local community (Map 4, IOM 2019). As can be seen in the map to the right, IDPs in Donetsk and Luhansk reported in 43% of interviews that they felt partially integrated; in Zaporizhzhia, Dnipropetrovsk, Kharkiv 53% reported the same. In Kyiv, only 12% reported feeling partially integrated.

Map 3 Total Number of Registered IDPs by Oblasts, 2020
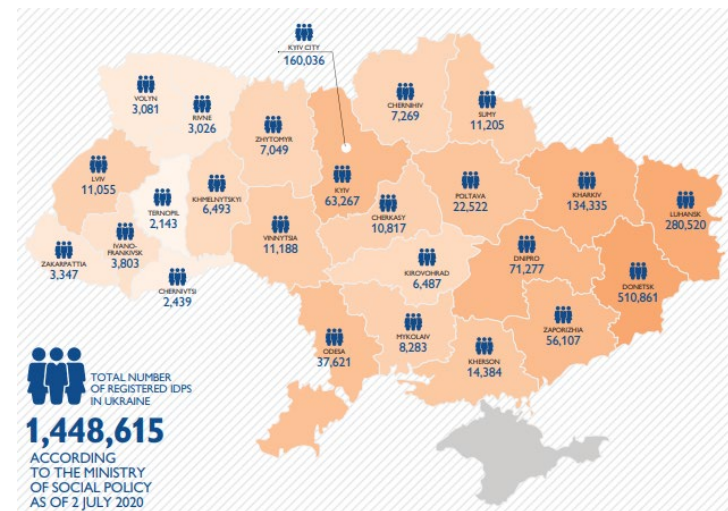
Sources: Ministry of Social Policy of Ukraine, IOM national monitoring system (NMS) Report Round 17, 2020

Map 4 IDPs' Self-Assessed Level of Integration into the Local Community, by Distance to the LoC
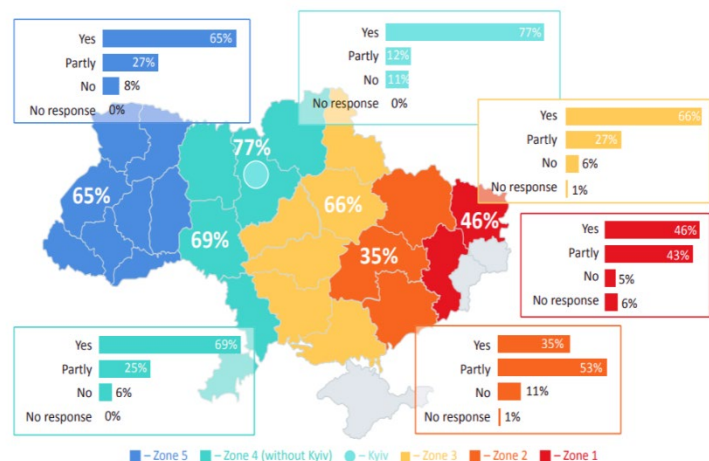
Source: NMS Round 17, IOM, 2020

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Since 2014, **Donetsk and Luhansk Oblasts are separated into government controlled areas (GCA)** (where approximately 2 million people reside) **and non-government controlled areas (NGCA)** (with an estimated 2.5 million inhabitants) **by a 'Line of contact' (LoC)** (Armed Conflict Location and Event Data Project (ACLED) 2020). The conflict and resulting disruption of the social, economic and services networks due to the LoC, also precipitated the movement of large volumes of people from non-governmental controlled areas (NGCA) across the LoC to government controlled areas (GCA). In 2019, prior to the closure of the entry exit check points (EECPs) due to COVID-19, some 600,000 residents of the NGCA were crossing the LoC on a monthly basis. This represented up to 20% of the total NGCA population based on the latest UN estimates (OCHA 2021). Looking at the geography of these flows, it appears that most people that cross the LoC go to a few selected cities of the GCA, including Mariupol, Kurakhove, Sieverodonetsk, Bakhmut, Volnovakha, Novotroitske and Lysyschansk (Figure 2). The resulting increase in services users in areas along the LoC therefore created a third challenge for service delivery in the area which may reoccur once EECPs reopen.

Figure 2 Flowchart of NGCA to GCA Movements (pre-COVID-19)
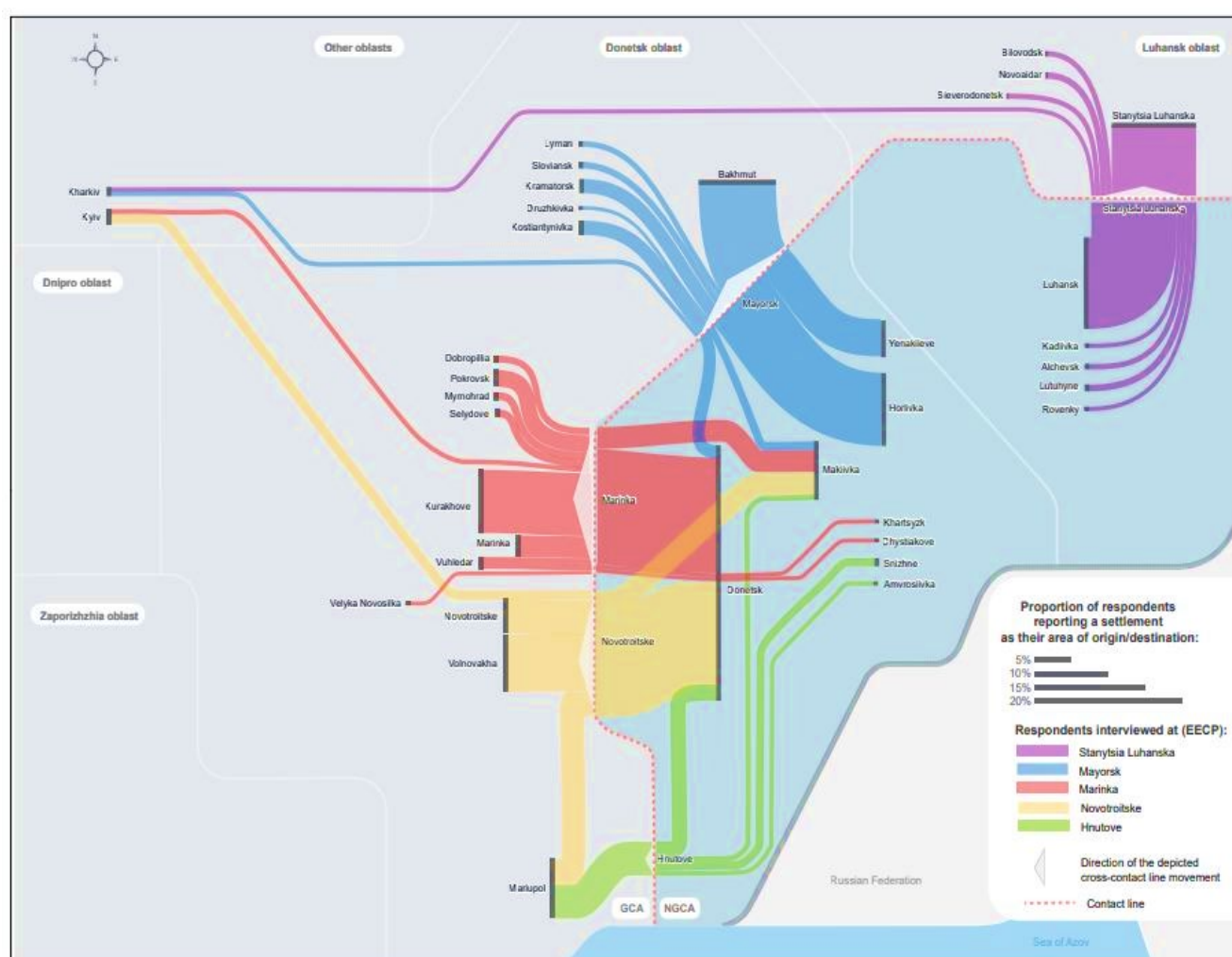
Source: REACH, 2019

Further to which, the COVID-19 outbreak in Ukraine has resulted in further disruption. The outbreak has had significant public health implications, with negative outcomes for the physical and mental wellbeing of the population affected by social isolation and loss of income. The outbreak for instance, has led to the prolonged closure of entry-exit check points between government and non-government controlled areas. While this reality exists everywhere, there has been much attention paid to this phenomenon in conflict-affected areas (UNDP 2020).

While REACH has conducted a number of humanitarian-focused assessments in Donetsk and Luhansk since 2016, a general overview of humanitarian-development-peace-building trends has yet to be conduct in eastern Ukraine. In this context, to take stock of evidence and research available and to inform the work of the SWG for Recovery and Reintegration, the following report explores and summaries available information on: Governance and Service Provision, Peacebuilding and Human rights, Livelihoods and Economic Recovery, and Media and Information.

2.   Analysis of humanitarian, development and peace trends in Ukraine

To take stock of evidence and research available and to inform the work of the SWG for Recovery and Reintegration, the following section explores and summaries available information on the four areas on focus for the SWG: Governance and Service Provision, Peacebuilding and Human rights, Livelihoods and Economic Recovery, and Media and Information.

2.1 Trends in governance and service provision (SWG Sub-group 1)

The following sub-section explores recent trends in the perception of governance and public service provision in eastern Ukraine. The section seeks to provide some insights on differences in perception and satisfaction by oblast and key demographic characteristics, such as people who identify as IDPs, and women or youth.

Improvements to governance and service delivery in Ukraine should take into account two prominent factors at present: decentralisation and population change. The ongoing decentralisation process, by which the responsibility for many essential services is devolved to local governments, commenced in 2016. In Donetsk and Luhansk, disruptions to existing territorial units, infrastructural networks and population data following 2014 events has complicated the creation of new administrative structures. In fact, several hromadas along the LoC were unable to hold elections in 2020 as they are under civil-military administration (see Map 5). Further to this, territorial units in former Cities of Oblasts Significance retain on the whole their existing procedures and structures, while newly formed units in rural areas have the challenge of setting up entirely new structures and processes.[3] Planning for improvement to services delivery must therefore take into consideration the varying mandate and capacity of local authorities. Regarding population change, the conflict has reportedly accelerated a demographic decline that has commenced in eastern Ukraine over the preceding decades (OECD 2018). Map 6 shows how the population growth rate was high in western regions of the country and low in eastern regions over the period 1996-2010, particularly outside of the urban centres. In 2019, the replacement rate in Donetsk Oblasts was 36% (less than 36 babies were born for every 100 deaths), while in Luhansk Oblast it was approximately 31% (SSSU). Nationally, the replacement rate was 53% in 2019. During the recovery process, this presents a challenge for planning of service delivery and infrastructural upkeep in the long-term as the population continues to age. Further to this, in areas closest to the LoC, the ratio of pensioners to working people is significantly higher. Donetsk and Luhansk have approximately 12 pensioners for every 100 workers, compared to a national average of approximately 7. This may, in part, be due to the number of displaced or formerly displaced pensioners registered in GCA Donetsk and Luhansk.

Map 5 New local government boundaries by year of hromada formation and civil-military administration status, 2020
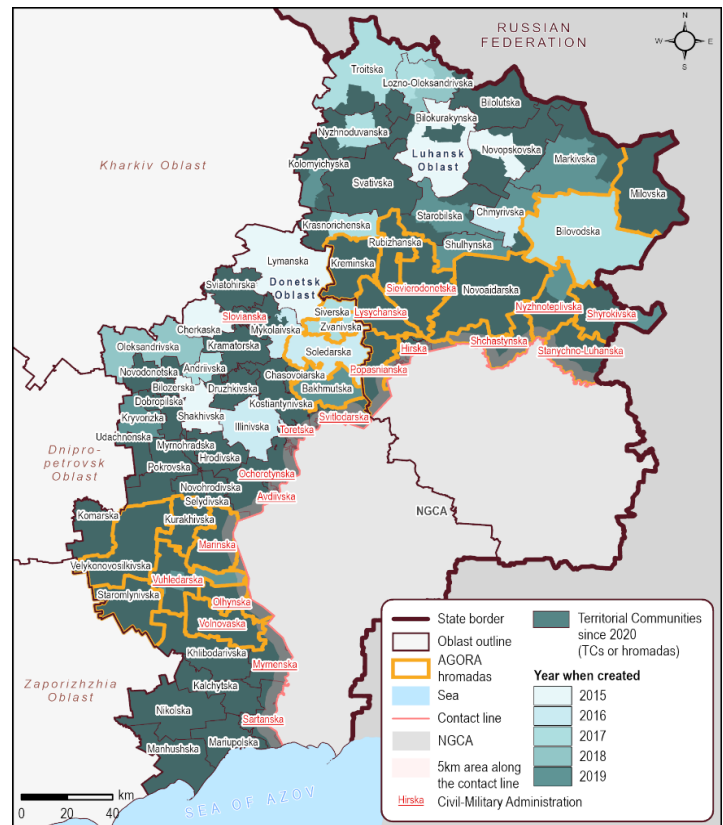
Sources: IMPACT, 2020

Map 6 Ukraine compound growth rate, 1996 - 2010
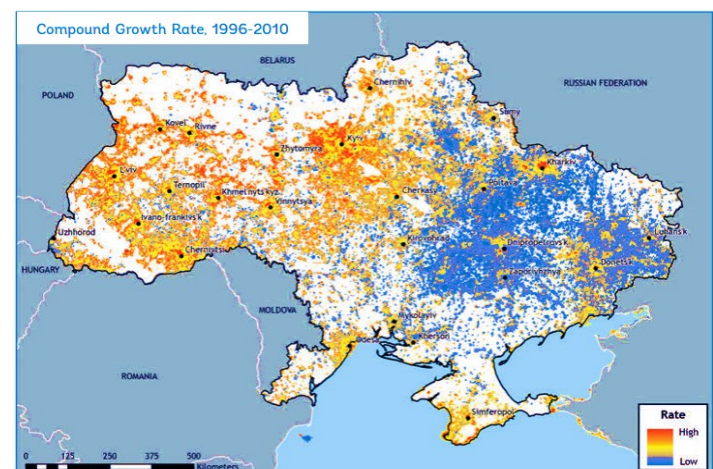
Source: World Bank, 2015

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[3] Hromadas in Cities of Significance are based on the previous administrative unit (raion), where local governance structures existed prior to decentralization.

Citizen perceptions of governance

The following section seeks to give an overview of citizen perceptions of governance in eastern Ukraine. The analysis draws on the 2021 SCORE as this is the primary source of data on civic attitudes in Ukraine.[4]

In 2021 SCORE, the households in areas in close proximity to the LoC were reported to have a low level of civic optimism – Donetsk and Luhansk both scoring 3 out of 10 (where 10 equals all residence feel completely optimistic). Lower scores were recorded in the 0 – 15 km zone in GCA (Donetsk LoC: 2.4, Luhansk LoC: 2.6). Low scores were also reported for other oblasts neighbouring the LoC Zaporizhzhia (3.8), Dnipropetrovsk (4.3) and Kharkiv (3.8). By comparison, nationally the SCORE for civic optimism was 4.7.

Similar geographic patterns were observed for level of trust in local authorities and level of support for decentralisation reform. Nationally, the reported score for level of trust in local authorities in 2021 was 4.4 out of 10 (where 10 = all households reporting complete trust – see Figure 4). Trust was significantly lower in oblasts close to the contact line (Donetsk: 4.0 and Luhansk: 3.8), and in Kharkiv (3.9). The lowest scores in the east were observed in the 0 – 20 km zone (Donetsk LoC: 3.5, Luhansk LoC: 3.1). Level of support for decentralisation (Figure 5) was lower in areas close (Donetsk: 3.8 out of 10, Luhansk: 3.6) and Kharkiv (3.6) as compared to the national average (4.3). Decentralisation reform has the least support in the 0 – 20 km zone in Luhansk (Luhansk LoC, 2.5), with significantly low scores again in Donetsk, Luhansk GCA and Kharkiv. Bearing this in minds, activities aimed at strengthening local governance may be best targeted towards areas near the line of contact, Donetsk, Luhansk and Kharkiv.

It may also be worth noting that, during the 2019 Eastern SCORE, only 20% of respondents in Donetsk NGCA and 36% in Luhansk NGCA reported that they believe Ukrainian authorities care about their needs (SCORE, 2019). As such, further strengthening of the quality of services and engagement in oblasts and areas in direct proximity to the LoC and in Kharkiv may be beneficial - by further improving service accessibility and quality basic services in locations visited by NGCA residents (seen in Figure 2, page 2).

Figure 3 Level of civic optimism by distance to LoC and oblast, 2021 (0 = Not at all, 10 = Completely)[5]
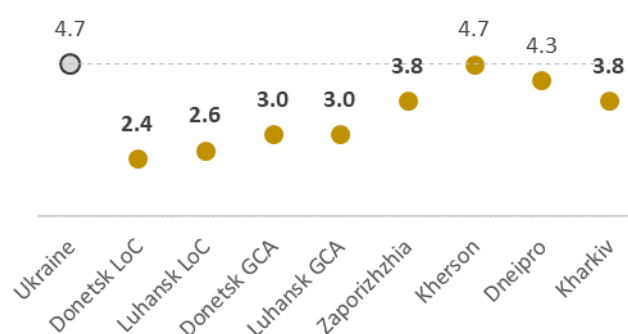
Source: SeeD, 2021

Figure 4 Level of perceived trust in local institutions by distance to LoC and oblast, 2021 (0 = Not at all, 10 = Completely)
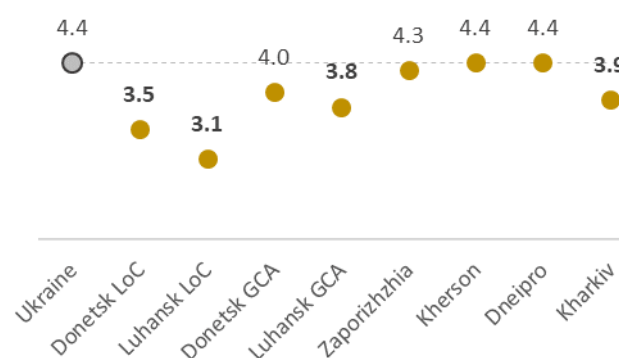
Source: SeeD, 2021

Figure 5 Level of support for decentralization reform by distance to LoC and oblast, 2021 (0 = Not at all, 10 = Completely)
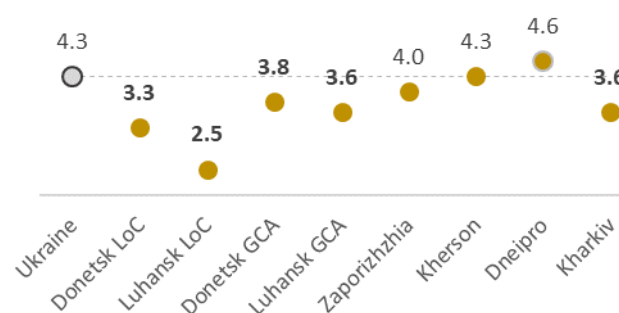
Source: SeeD, 2021

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[4] See Annex xx for further details on the SCORE Index.
[5] Note: 'civic optimism' is the degree to which one believes that the present generation is in a better position than the past and that the future generation will be in a better position compared to the current one.

Figure 6 Perceived efficiency of public services, by distance to LoC and oblast, 2021 (0 = Not at all, 10 = Completely)[6]
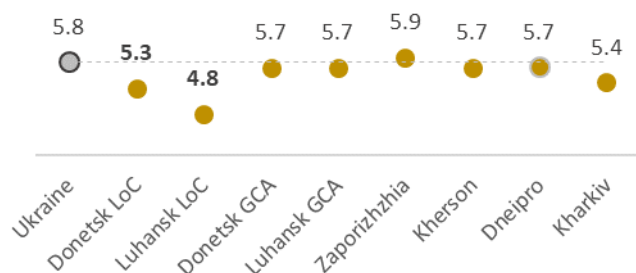
Source: SeeD, 2021

Figure 7 Perceived efficiency of infrastructure, by distance to LoC and oblast, 2021 (0 = Not at all, 10 = Completely)
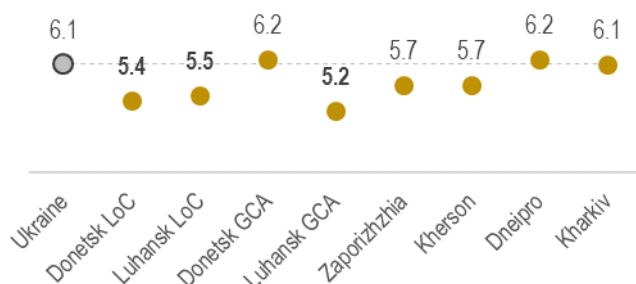
Source: SeeD, 2021

Figure 8 Perceived efficiency of services and infrastructure, by type, 2021 (0 = Not at all, 10 = Completely)
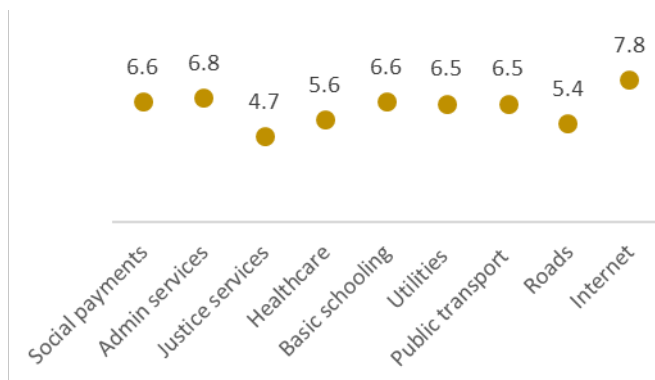
Source: SeeD, 2021

Citizen perceptions of service delivery

The following section seeks to give an overview of citizen perception of public service provision, utilities and infrastructure. Again, SCORE is used as the primary source given their oblast-level findings on perceived efficiency of basic services and infrastructure. This is supplemented by area-based data from IMPACT's 2019/2020 AGORA, and IDP-focused data from the International Organisation for Migration (IOM)'s National Monitoring System (NMS) for IDPs.[7]

The 2021 SCORE survey found that perceived efficiency of public services (such as health, education, administrative and social services) amongst respondents was **slightly lower in the 6 eastern oblasts as compared to the national average** (5.8 out of 10). More specifically, this is true for the 0 – 15 km zone (LoC) in Donetsk and Luhansk (5.3 and 4.8 out of 10 respectively).

In the eastern oblasts, **perceived efficiency of infrastructure (such as utilities like water and electricity, roads and public transport) was lower for three of the eastern oblasts as compared to the national average** (that was equal to 6.1 out of 10). Satisfaction was significantly lower in Luhansk (5.2) as compared to the national average, where satisfaction with infrastructure was lower than satisfaction with services. Two of the ASA-oblasts (Zaporizhzhia and Kherson) also had a low satisfaction score (5.7 respectively).

Infrastructure in the Eastern conflict areas was affected in two primary ways by the events of 2014. Firstly, damage resulting from the hostilities, estimated to be valued at 463 million USD. Further to this, freight and transport infrastructure was disrupted due the restrictions in movement across the LoC. The compounding effects, include aging infrastructure and need for modernization.

Nationally, as seen in Figure 8, the **lowest satisfaction rating amongst respondents to the SCORE survey was recorded for local justice services** (eg. Courts) (4.7 out of 10), followed by roads (5.4) and healthcare (5.6). Reported satisfaction with other services such as social payments, administrative services, or basic education was significantly higher by comparison (6.6, 6.8, and 6.6 respectively).

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[6] 'LoC' is defined for the SCORE Index as the 0 – 15 kilometers zone on the government-controlled side of the LoC. Note this differs from the zones used in humanitarian response (0 – 5 kilometer and 5 – 20 kilometer zones).
[7] See Annex xx for more details on IMPACT's AGORA and IOM's National Monitoring System.

Hromada-level tracking of service access and quality

Given the ongoing decentralisation process and devolution of responsibility for basic services to local government, it is important for information to be available within territorial units on citizen needs and facility capacities. As newly formed territorial units become progressively more responsible for public services, such as those in Figure 9, additional service strengthening support may be required. With this in mind, the AGORA assessment was conceived to increase area-based data availability on service provision and governance (see summary for Donetsk and Luhansk).

As seen in Table 1, according to the AGORA assessment (IMPACT 2019/2020) the proportion of households reporting satisfaction with services varied greatly by hromada.[8] For example, the proportion of households reporting satisfaction with recreational services was as low as 12% in Lysychansk and as high as 38% Bakhmut, within the assessed hromada. Demographic analysis also suggests that satisfaction with services differs by characteristic of household. For example, as compared to the other groups, a lower proportion of IDP households reported satisfaction with education (-4 percentage points (pp) below average), social (-5pp) financial services (-4pp). Households with PwD members have lower than average satisfaction across the greatest number of services (10 out of 13), followed by low-income households (6 out of 13), household with a female head and IDP households (5 out of 13, respectively).

Figure 9 Services for which hromada will take on great responsibility

> **Public Service**: Public transport, Notary, Admin Service Centre, Residence registration, Damage assessment, etc.
> **Health Service:** Targeting local healthcare needs
> **Local Socio-Economic Programs**: Assistance for vulnerable (housing, social services, etc.), Co-financing housing for IDPs
> **Pre-school and School Education:** Targeting local needs
> **Energy Efficiency & Ecology:** Local waste-management, Energy-efficient measures in local agenda
>
> Source: NRC presentation, February 2021

Table 1 Percentage of households reporting satisfaction with services by type, range across assessed hromadas (lowest to highest satisfaction), 2019/2020

Basic Service	Lowest satisfaction	Highest satisfaction
Recreation	12%	38%
Healthcare	23%	56%
Markets - non food	47%	73%
Administrative	54%	75%
Markets - food	54%	79%
Financial	41%	84%
Social	50%	94%
Education	53%	91%
Infrastructure services		
Roads	5%	51%
Public transport	11%	56%
Utilities		
Water	4%	60%
Electricity	46%	88%
Internet	22%	57%

NOTE: shading from lowest to highest satisfaction. Source: IMPACT, 2019/2020

Table 2 Households reporting satisfaction with services by type, percentage points above/below assessment area average, 2019/2020

Basic Service	Average % of HHs	Female HH head	HH head: 18 - 35 years	IDP HHs	Low-income HHs*	HHs inc. PwDs
Recreation	**25%**	-2pp	9pp	7pp	-4pp	-1pp
Healthcare	**37%**	-2pp	0pp	1pp	3pp	-3pp
Markets - non food	**59%**	0pp	6pp	7pp	-1pp	0pp
Administrative	**64%**	-2pp	4pp	7pp	-5pp	-2pp
Markets - food	**64%**	-2pp	5pp	6pp	-3pp	-3pp
Financial	**74%**	1pp	1pp	-4pp	-2pp	-1pp
Social	**76%**	1pp	0pp	-5pp	2pp	-2pp
Education	**80%**	1pp	-1pp	-4pp	1pp	1pp
Infrastructure services						
Roads	**26%**	1pp	0pp	2pp	0pp	0pp
Public transport	**41%**	2pp	-4pp	2pp	1pp	-1pp
Utilities						
Water	**38%**	0pp	3pp	-2pp	1pp	-4pp
Electricity	**71%**	0pp	-2pp	-2pp	3pp	-4pp
Internet	**47%**	-5pp	26pp	6pp	-18pp	-5pp

NOTE: Yellow = one deviation below, tan = below 0%. / Source: IMPACT 2019/2020.

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[8] Note, SCORE and AGORA data on service provision is not directly comparable as 1) the SCORE asks respondents to rate perceived efficiency, while AGORA asks them about satisfaction 2) SCORE analyses data through the calculation of a score rather than percentage.

Basic services needs amongst key conflict-affected groups

This section seeks to summarise levels of service needs and satisfaction amongst key conflict-affected populations. As can be seen in Annex 3, there are a range of overlapping vulnerabilities amongst the **population in direct proximity to the LoC**. For example, 18% of household members were reported to be 60+ years old and have a chronic illness at the same time (REACH 2019). These categories are amongst the beneficiaries of some of the basic social safety nets distributed within Ukraine and that provide: pensions related to age, disability pensions, social pensions (non-age or disability-related), unemployment benefits.

IDP households were generally found to be more satisfied than the average household in the assessed areas (Donetsk and Luhansk) with services, however IDP households reported lower satisfaction with Financial Services (-4 pp below average), Social Services (-5pp) and Educational Services (-4pp) (see previous page). It should be noted that this data is focused on According to the 2020 National Monitoring System for IDPS (NMS) (Round 17), one of the largest reported concerns for IDPs was access to housing (38%). Fifty-five percent (55%) of NMS respondents reported renting either an apartment or house. The cost of housing appeared to be a concern for respondents as 48% of those who reported having changed their accommodation at least once within their settlement (36% of the total), reported that the cost of accommodation had motivated the move. Twenty-seven percent (27%) of those living in rented accommodation reported facing the risk of eviction due to inability to pay. Two percent (2%) of respondents live in collective centres.

Amongst residents of the NGCA traveling to GCA to access services, the lowest proportion of NGCA residents reporting satisfaction in 2019 Eastern SCORE was recorded for justice services (66%), while only 67% were satisfied with healthcare services. According to 2019 Eastern SCORE, amongst the assessed people crossing the LoC, only 69% were satisfied with social services. It was reported in interviews that there were occasional cases of discrimination by the service providers in the GCAs based on residence status (SCORE, 2019).

Table 3 IDPs' and NGCA resident reported level of satisfaction with access to public services

Service type	%
Social Services (Pensions or Social Assistance) (subset = 88)	69%
Administrative Services (subset = 86)	70%
Justice Services (subset = 70)	66%
Healthcare Services (subset = 66)	67%
Education (subset = 60)	77%

Source: SeeD, 2019

Summary

- Perceived efficiency of public services appears to be lower in four (Donetsk, Luhansk, Kherson and Kharkiv) of the six eastern oblasts as compared to national average, while efficiency of infrastructural services was perceived to be lower in three (Luhansk, Zaporizhzhia and Kherson) of the six eastern oblasts as compared to national average.
- Low perception of services and infrastructure (including utilities) efficiency was acutest in the 0 - 20 km zone.
- Perceived efficiency of basic service was lowest for justice services, followed by healthcare services.
- Perceived efficiency of infrastructure was reportedly lowest for local roads.
- Housing was a key concern for IDPs, while satisfaction with financial services, social and educational services was also lower than average amongst this group.

- With the roll out of decentralisation and the devolution of responsibility for basic services to local government, the need for data monitoring, satisfaction and access to services at a localised level will likely increase. This and an area based approach to humanitarian and development response planning may be needed as there is evidence that satisfaction levels range widely by hromada.
- Ongoing close coordination between agencies collecting data on service delivery in eastern Ukraine would help ensure comparability of indicators across the various data collections undertaken and availability of disaggregated data for key demographic and geographic groups.
- Service and infrastructure strengthen activities would perhaps be most beneficial in the zone 0 – 20 km from the LoC in GCA Donetsk and Luhansk.
- Prioritised attention to justice and health services, and housing issues for IDPs, may be beneficial.

IMPACT Shaping practices
Influencing policies
Impacting lives

2.2 Trends in Peacebuilding and human rights (SWG Sub-group 2)

This section provides an overview of key human rights issues as reported by the OHCHR in recent reports on the human rights situation in Ukraine (UNOHCHR s.d.). The section is based on data collected by the International NGO Safety Organisation (INSO) and Organization for Security and Co-operation in Europe (OSCE) for conflict-related data, and the Multisector Needs Analysis (MSNA), SCORE Index, and AGORA for perceptions on security, transitional justice and social cohesion. Overall, the issues identified are related to the conflict's impacts on personal security, freedom of movement, rights to liberty and security of persons, rule of law and civic spaces.

The conflict, entering its 8th year in 2021 and likely to continue with low intensity (OCHA, 2020), continues to affect lives. In 2020, conflict incidents occurred at a low intensity along the LoC as seen in Map 7, with greater intensity in areas north of Horlivka, north and west of Donetsk city, and east of Mariupol. On the 22nd of July 2020, the Trilateral Contact Group on Ukraine (TCG) agreed on a ceasefire that took effect on the 27th of July, which was largely effective through the remainder of 2020. From the January to July 2020, there were 7,200 security incidences resulting in 77 fatalities. From the August to December the number of security incidences decreased to 829 which resulted in 25 fatalities.[9] Although, intensity did flare again in early 2021, the LoC has become relatively fixed in its current location along which the conflict is still largely concentrated (OCHA, REACH 2018).

Personal safety

Since 2016, the number of civilian casualties has decreased as the conflict has entered a protracted phase. However, landmine contamination and ceasefire violations continue to be issues of concern. Figure 10, based on analysis of civilian casualties (OHCHR 2020), shows that while casualties have decreased, injuries from landmines and UXOs were the leading cause of civilian injury or death (51%), followed by shelling (43%) in 2020.

Map 7 Conflict Intensity Map, 2020
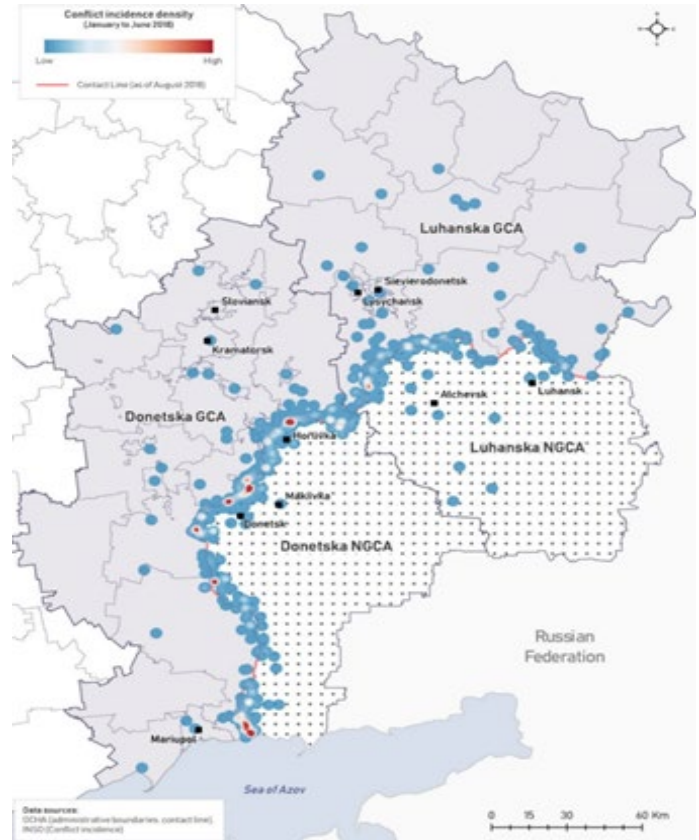
Source: OCHA, International NGO Safety Organization (INSO)

Figure 10 Civilian casualties, 2016 – 2020
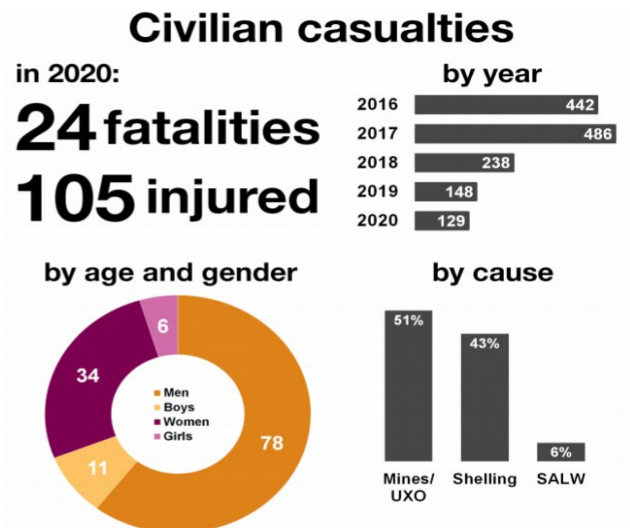
Source: OSCE, 2020 Trends and Observations, 2021.

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[9] Humanitarian Data Exchange (HDX)/ACLED, Ukraine conflict data updated 05/12/2020. Available online

As can be seen in Figure 11, **all six oblasts in eastern Ukraine have a score for pride in safety and security of their locality significantly lower than the national average** (4.8 out of 10). The lowest scores in the east were in Kherson (3.2), Luhansk (3.5) and Donetsk (3.9). Data is not yet available for demographic groups such as youth and women – however, in the 2021 Eastern Ukraine SCORE, the following groups were least likely to be proud of local safety: youth (18 – 35 years) (3.7 compared to the regional average of 4.1), people in towns (3.7) and people in households that reported not always having money for food (3.5).

Similarly, aside from Luhansk Oblast, the **eastern oblasts had a lower score for feelings of personal security** (i.e. the respondent feels safe from violence in everyday life and that the police will protect them) as compared to the national average (4.7 out of 10). As seen in Figure 12, the lowest scores were in Donetsk (4.2) and Kherson (4.2), followed by Dnipropetrovsk and Kharkiv (4.3 respectively). Response to the AGORA 2019/2020 suggests that feelings of safety varied by hromada, with the lowest recorded proportion of respondents reporting that they felt safe walking at night in Mariinka (30%) and the highest in Zvanivka (79%) (see Table 7). AGORA data showed that households with a female head also felt less safe walking both during the day and at night in comparison to other assessed demographic groups, with their reported feelings of safety at night being -5 pp lower than average (see Table 5).

Figure 11 Pride in safety and security of locality, 2021 (0 = Not at all, 10 = Completely)

Source: SeeD, 2021

Figure 12 Perceived personal security, 2021 (0 = Not at all, 10 = Completely)[10]

Source: SeeD, 2021

Figure 13 Most common reasons for respondents to report feeling unsafe walking at night, 2019/2020

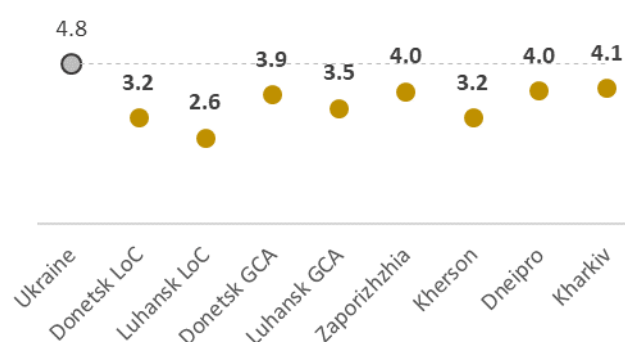|	
Drunk or drug-addict people	**42%**
Lack of street lighting	**40%**
Stray animals	**39%**
Hooligans	**33%**
Lack of sidewalks	**15%**
Robbery	**10%**

Source: AGORA, 2019/2020
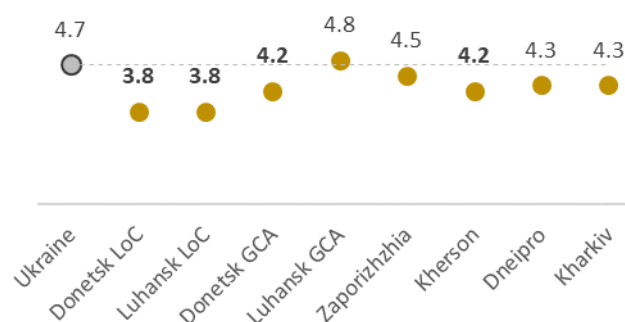
Table 4 Percentage of household representatives reporting that they felt safe when walking in their neighborhood, range across assessed hromadas (lowest to highest satisfaction), 2019/2020

Perceived safety	Lowest	Highest
Feeling safe during the day	77%	98%
Feeling safe during the night	30%	79%

NOTE: shading from lowest to highest satisfaction. Source: AGORA, 2019/2020

Table 5 Household representatives reporting that they felt safe when walking in their neighborhood, percentage points above/below average, 2019/2020

Basic Service	Average % of HHs	Female HH head	HH head: 18 - 35 years	IDP HHs	Low-income HHs*	HHs inc. PwDs
Feeling safe during the day	**92%**	-1pp	0pp	1pp	0pp	-1pp
Feeling safe during the night	**61%**	-5pp	0pp	0pp	-1pp	2pp

NOTE: Yellow= one deviation below, tan = below 0%. / Source: AGORA 2019/2020.

Landmines and other Explosive Remnants of War (ERWs) continue to affect an estimated two million civilians in the GCA. In 2019, Ukraine was reported to be one of 10 state parties to the mine ban treaty that were affected by over 100km^2 of antipersonnel

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[10] Personal security is the degree to which one feels comfortable expressing their political views both collectively and individually without fearing consequences. Kherson had a significantly higher score for feelings of political security.

mine contamination – along with Bosnia Herzegovina, Croatia and Turkey (International Campaign to Ban Landmines & Cluster Munition Coalition 2020). **Ukraine has an estimated 7,000 km² of land contaminated by mines** – although it has been said that even with vast areas having been surveyed, it is impossible to know the full extent of land contamination (OCHA 2020). Since the beginning of the conflict, the HALO Trust, an organization specialized in mine action over the world, has recorded nearly 2,000 casualties directly linked to mine incidents (The HALO Trust s.d.).

Table 6 Proportion of households in the 0 - 20km zone on landmine / UXO presence in their settlement, 2020

	0-5 km urban	0-5 km rural	5-20 km urban	5-20 km rural
Aware of landmines / UXO signs or markings in the settlement	65%	80%	45%	54%
Everyday life severely affected by landmines / UXO	25%	31%	10%	14%
Aware of mine / UXO incident in settlement in previous 12 months	21%	22%	13%	12%

NOTE: shading from highest to lowest proportion of households. Source: REACH, MSNA, 2020

As of 2020, the Multi-sector Needs Analysis (MSNA) found that **households in the 0 – 5 km rural zone were most likely to report awareness of marked landmine / UXOs in their settlement** (80%) or that everyday life was severely affected by landmines or UXOs (31%). Both rural and urban households in the 0 – 5 km zone were more likely to report awareness of a mine / UXO incidence in the settlement in the previous 12 months (22%, 21% respectively). Amongst those households that reported that mines or UXOs change or severely affect their everyday habits (24%), 71% reported that this was due to fear, 40% due to constraints on movement or access and 6% due to reduced income. The presence of landlines in rural areas, may affect household ability to pursue agricultural activities (see Map 15 Change in Cropland Areas between 2013 and 2018 (areas in red show crop land loss between 2013 and 2018)).

Transitional Justice (Access to and perception of justice)

Transitional justice is a set of judicial and non-judicial mechanisms to redress human rights abuses in a post-conflict society (International Centre for Transitional Justice, 2021). It includes prosecution of the guilty, truth-seeking, reparations for victims and institutional reforms. These issues go beyond the scope of this review, which will instead focus on indicators that are complimentary to transitional justice (perceived accountability and confidence in institutions, respect for the rule of law). The sub-section references SCORE and AGORA as the primary sources of data on justice services in the east.

Based on this review, it appears that efforts to strengthen justice services, further address perceived corruption and increase the level of accountability would be beneficial. As reported in the 2021 SCORE survey, **public trust in the police (Figure 14) appears to be quite low nationally**, as is trust in local courts (2.0 out of 10). Trust in the police is still low in all six of the eastern oblasts (ranging from 2.4 out of 10 in Kharkiv to 3.3 in Luhansk), but is particularly low in Luhansk LoC (2.4), Kharkiv oblast (2.4), and in Donetsk LoC (2.6). The 2021 SCORE also found that **perceived level of corruption was relatively high nationally** (6.9) (Figure 15). Kharkiv Oblasts received the highest score amongst the eastern oblasts (7.2), while the lowest score was reported for Luhansk LoC (6.0). Three of the eastern oblasts had a slightly lower than average score for perceived corruption (including Luhansk, Zaporizhzhia, and Kherson).

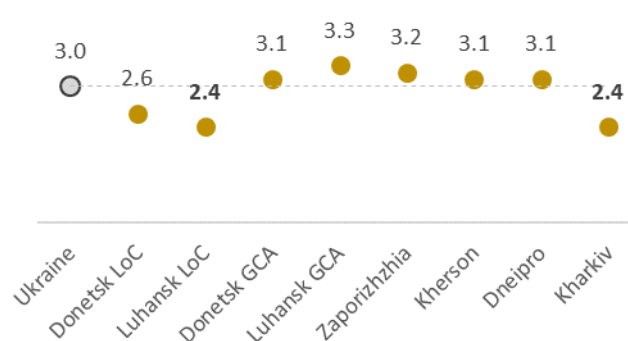**Figure 14 Level of trust in police by distance to LoC and oblast, 2021 (0 = Not at all, 10 = Completely)**

Source: SeeD, 2021

Figure 15 Perceived level of corruption by distance to LoC and oblast, 2021 (0 = Not at all, 10 = Completely)
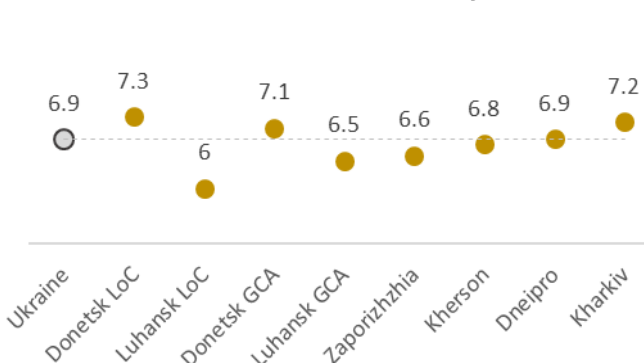
Source: SeeD, 2021

Interpretation of this should perhaps take into consideration the significantly higher scores for tolerance to corruption in the east (National: 3.7, Donetsk GCA: 4.6, Luhansk GCA 4.4, Zaporizhzhia: 4.4, Kherson: 4.0, Dnipropetrovsk: 4.3, Kharkiv: 4.1).

Further to which, Transparency International Ukraine found in 2020 that **accountability mechanisms tended to be inadequately implemented in cities across Ukraine** (as can be seen in Figure 16). With the exception of Sievierodonetsk for which accountability data was not available, oblasts in the east tended to have a particularly low accountability score.

Figure 16 Accountability score for oblasts capitals, 2020 (maximum score = 100)[11]

Source: Transparency International Ukraine, 2020

Data for demographic variation in the SCORE has not yet been released, however in data from the 2019/2020 AGORA found that low income households were less trusting of police then other groups (-2 pp less likely than average to trust the police and -3pp less likely to trust the courts) (see . Low-income households were also more likely to report that going to court was inaffordable (13pp more than average). According to the AGORA assessment of 24 hormada in Donetsk and Luhansk, trust in police 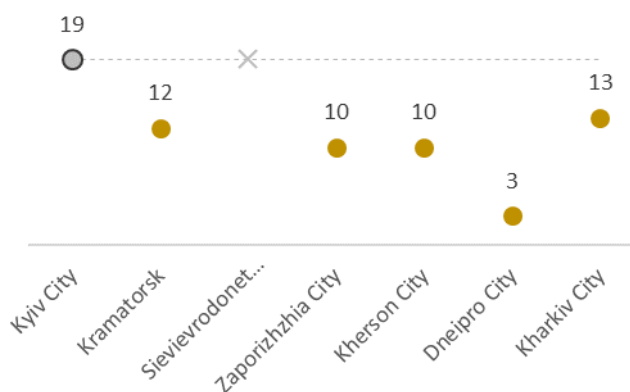ranged between 26% of households in the hormada with lowest satisfaction to 48% in the hormada with high satisfaction. Further, the multisector needs analysis highlights that issues in accessing justice services appear to be most in areas closest to the LoC. In the 2020 MSNA, 65% of respondents within the 0 – 5 km rural zone reported not being able to access and afford civil/criminal justice services as compared to 61% in the 5 – 20 km rural zone.

Figure 17 Perceived outcomes of encounters with the police or law enforcement agencies in the 12 months prior to interview, 2019/2020

Treat you fairly	**50%**
Address your problem quickly	**23%**
Backed a more influential person	**13%**
Lack of reaction from the police	**11%**
Rude attitude	**6%**
Ask you to pay anything	**5%**

Source: AGORA, 2019/2020

Table 7 Percentage of household representatives reporting trust in justice services and affordability of going to court (lowest to highest satisfaction), 2019/2020

Trust in justice services	Lowest	Highest
Trust in the police	26%	48%
Trust in the courts	17%	41%
Perceived affordability of going to court (including fees and legal costs) amongst those who had gone to court		
Unaffordable	9%	60%

NOTE: shading from lowest to highest satisfaction. Source: AGORA, 2019/2020

Table 8 Household representatives reporting that they felt safe when walking in their neighborhood, percentage points above/below average, 2019/2020

Basic Service	Average % of HHs	Female HH head	HH head: 18 - 35 years	IDP HHs	Low-income HHs*	HHs including PwDs
Trust in the police	37%	1pp	5pp	6pp	-2pp	-1pp
Trust in the courts	26%	0pp	7pp	5pp	-3pp	0pp
Perceived affordability of going to court (including fees and legal costs) amongst those who had gone to court						
Unaffordable	33%	1pp	-1pp	0pp	13pp	0pp

NOTE: For trust indicators yellow = one deviation below, tan = below 0%. For affordability yellow = one deviation above, tan = above 0%. / Source: AGORA 2019/2020.

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[11] The Transparency International Ukraine Accountability scores are based on a number of criteria such as information availability on the work of local government, procurement, the functioning of public housing processes, the existence of feedback forms on social service quality, budget allocations, etc – more information is available here).

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Social cohesion and dialogue

Social cohesion refers to the extent of connectedness and solidarity among groups in society, which can be impacted by inequality, socioeconomic disparities and fractures in the society (Michalos 2014). It has two main dimensions: the sense of belonging of a community and the relationships among members within the community itself. In the context of eastern Ukraine, population displacement and interruption to service delivery and economic networks may lead to increased pressure on social ties.

The 2021 Ukraine SCORE suggests that **social treat from other groups was felt at relatively low levels nationally and within eastern Ukraine**. Nationally, the score for perceived social threat was 2.8 (where 10 = all people feel completely threatened). Amongst the eastern oblasts only Zaporizhzhia (3.3), Kharkiv (3.2) and Dnipropetrovsk (2.9) exceeded this.

Conversely, the level of **readiness for dialogue was relatively low both nationally and in the east**, (readiness for dialogue meaning the respondent reported that people from different groups would hear one's arguments and be ready to discuss matters) (see Figure 19). Nationally, the readiness for dialogue score was 4.2 out of 10. Lower scores were recorded for Luhansk LoC (3.7), Luhansk GCA (3.9), Zaporizhzhia (3.7), and Kharkiv oblast (3.8).

Similarly, based on the scores for political security, **it appears that people in areas close to the line of contact may have a lower level of comfort in expressing their political views for fear of the consequences** (see Figure 20). While nationally the political security score was 6.5 out of 10, in areas close to the LoC scores were significantly lower (Donetsk LoC: 4.1; Luhansk LoC: 4.1; Donetsk GCA: 4.8; Luhansk GCA: 4.5).

Based on these trends, it appears that while perceived threats from other groups may be low in the east of Ukraine, social cohesion and dialogue may still need further attention in eastern Ukraine. This is particularly evident in terms of freedom of expression.

Figure 18 Perceived social threat from different groups by distance to LoC and oblast, 2021 (0 = Not at all, 10 = Completely)[12]
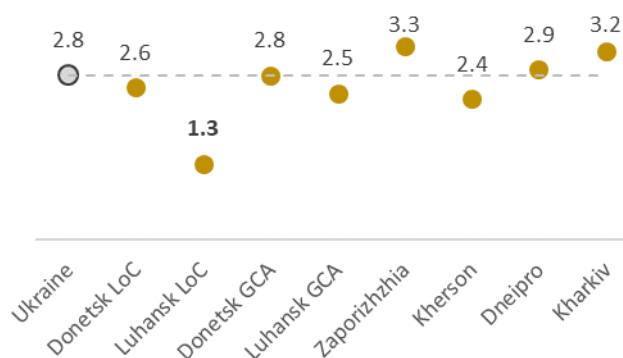
Source: SeeD, 2021

Figure 19 Readiness for dialogue with different groups by distance to LoC and oblast, 2021 (0 = Not at all, 10 = Completely)[13]
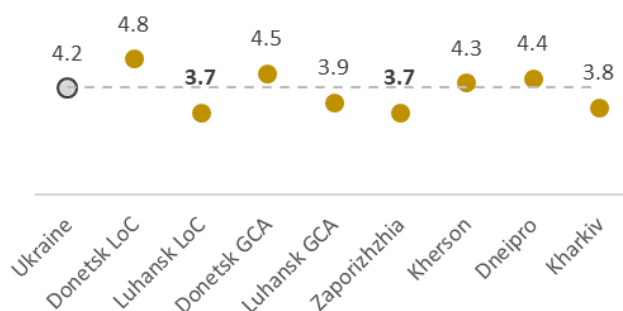
Source: SeeD, 2021

Figure 20 Political security by distance from LoC and oblast, 2021 (0 = Not at all, 10 = Completely)[14]
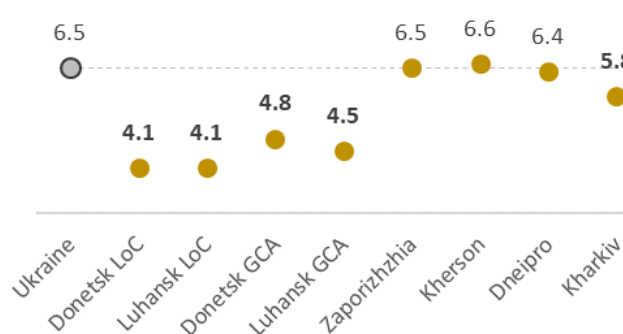
Source: SeeD, 2021

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[12] The degree to which one feels that different socio-demographic groups may undermine the unity of their community (i.e. IDPs, ATO/JFO military personnel, people from western Ukraine, people from eastern Ukraine, pro-EU and pro-Russia oriented people, people living in NGCA, Ukrainian nationalists, people who support separation of NGCA).

[13] Readiness for dialogue is the belief that people from different groups would hear one's arguments and be ready to discuss matters and also have a mutual benefit from engaging in dialogue (i.e. IDPs, ATO/JFO military personnel, people from western Ukraine, people from eastern Ukraine, pro-EU and pro-Russia oriented people

[14] The degree to which one feels comfortable expressing their political views both collectively and individually without fearing consequences.

Looking specifically at conflict-affected groups, a small proportion of IDP and residents of NGCA reportedly experience discrimination. In the 2020/2021 'National monitoring system for IDPs', 8% of IDPs reported feeling discriminated (IOM 2019), mostly in the health, employment, housing, social interaction and administrative spheres. In the 2019 Eastern SCORE, residents of NGCA reported in focus groups discussions that they experienced some discrimination from staff while visiting service facilities in GCA. At the national level, a majority of people (70%) do not report negative stereotypes either about people from Eastern Ukraine or IDPs (SeeD 2018). Higher proportions of respondents reporting negative stereotypes about these groups are from Western Ukraine.

Related to social cohesion, hate crimes still take place in Ukraine, usually at the occurrence of far-right groups. Registered hate and discrimination crimes principally include crimes against ethnic minorities as well as lesbian, gay, bisexual and transgender (LGBT) people and activists (Human Rights Watch 2019). Law enforcement efforts are much needed, in particular during public events. Some other key priorities include continuing raising awareness on and ensuring protection of conflict-related sexual violence, and more broadly, sex-based discriminations.

Table 9 Hate crime reporting in Ukraine, 2015 - 2019

Year	Hate crimes recorded by police	Prosecuted	Sentenced
2019	256	235	4
2018	178	149	6
2017	163	94	3
2016	144	76	2
2015	157	79	3

Source: (OSCE 2020)

Summary

- While the number of conflict-related causalities decreases year-on-year, the impact of landmines and UXOs continues to have a significant impact on the lives of people living in proximity to the line of contact. These security concerns appeared to be experienced most acutely within 0 - 5 km of the LoC.

- More generally, feelings of personal safety and pride in local safety and security was generally lower in all eastern oblasts as compared to the national average.

- Households with a female head of household were more likely to report feeling unsafe walking during the day and at night.

- Turning to considerations around transitional justice, at a national level, trust in the police and courts was low (including in the eastern oblasts), and the perceptions of corruption were high. This may suggest that ongoing work in lifting trust and lowering perceived corruption is still required nationally. Within the eastern conflict area, the lowest scores for trust and the highest score for perceived corruption was recorded in Kharkiv. This may warrant further investigation.

- Ongoing action on increasing perceived personal safety may be benefitial in the eastern oblasts, with an focus on increasing feelings of safety amongst female headed households.

- Ongoing action to decrease the proportion on people in the 0 – 20 km zone of GCA reporting that landmines and UXOs significantly impact their everyday life would be beneficial.

- Actions aimed at increasing trust in justice services in the eastern oblasts, particularly Khariv.

- Efforts to increase levels of perceived political security (the ability to express one's onionion without fear of consequence) may be best directed towards Donetsk and Luhansk.

2.3 Trends in Livelihoods and Economic Recovery (SWG Sub-group 3)

This section seeks to provide an overview of livelihoods and the economy in Eastern Ukraine. The section is broken into a general overview of perceived economic wellbeing in the East, a review of livelihoods and household economy for internally displaced and host community, and a brief exploration of rural livelihoods in eastern Ukraine. The section includes an acknowledgement of environmental trends linked to economic activies, including industrial hazard and climate.

The **cumulative economic losses to Donetsk and Luhansk Oblasts in terms of Gross Regional Product (GRP) per capita (from 2013 to 2016) are estimated to be a staggering 42% and 52% respectively**, as compared to a simulated estimate of GRP had the conflict not occurred (Valente 2019). Nationally, the estimated impact on the Gross Domestic Product (GDP) was a 22% drop.

The conflict has **significantly disrupted supply chains and markets in Eastern Ukraine**, affecting many aspects of the economy. The LoC interrupted economic networks within the region that, prior to the conflict, was a highly integrated industrial zone (REACH 2019). The LoC primarily impacted economic activity in three ways:

1) **Existing road and rail networks of Eastern Ukraine were interrupted by the LoC** (Map 8). Prior to the conflict, Donetsk and Luhansk cities were highly frequented transport nodes, connecting regions within the East of Ukraine to the main nodes for national and international markets. By 2016, Luhansk, Donetsk and Zaporizhzhia Oblasts had lost up to 44% of the volumes that used to transit in these areas in 2012 (The World Bank 2018).

2) **Mining, industrial and service infrastructure on the NGCA side of the LoC** no longer contributes to the generation of economic activity and jobs. Prior to 2014, a large proportion of GRP in Donetsk and Luhansk was generated in areas now not in government-control (USAID 2017). This partially contributed to the drop in GRP between 2014 and 2021.

3) **Producers in government-controlled areas lost access to the large regional market centres** (Donetsk, Horlivka, and Luhansk cities). Respondents to REACH's 2017 Area-based Assessment reported these as the primary locations for the sale of their product (Map 9).

In consideration of these systemic changes, this section explores how trends in production, export, and business confidence have evolved in the last years through an analysis of state statistics.
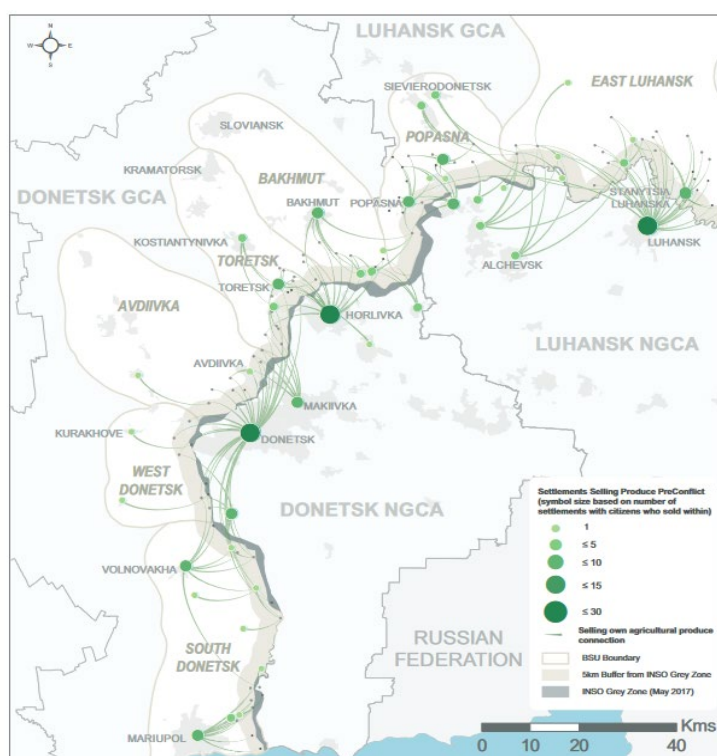
Map 8 Key Transport Infrastructure in Donetsk and Luhansk Oblasts, interrupted by the LoC
Source: REACH, MSNA, 2019

Map 9 Primary Local Markets for Producers in the GCA in 2013, before the establishment of the LoC
Source: REACH, Area-based Assessments, 2017

Economic recovery

The following section briefly outlines a summary of economic recovery trends based on data from the State Statistics Service of Ukraine. The SSSU data was selected as a source due the volume of regularly-updated, publicly-available data on the regional economic activity.

Following the events of 2014, the eastern oblasts have continued to face economic challenges (see Figures 21 – 23). While on average between 2017 and 2019, Ukraine experienced 3% growth in gross domestic product (measured in constant USD), **the eastern oblasts averaged a lower annual rate of change in gross regional product.** Kharkiv had the highest average annual growth rate amongst the six eastern oblasts between 2017 and 2019 (1.7%). The average annual growth rate was -0.8% in Donetsk, -4.8% in Luhansk, -0.8% in Zaporizhzhia, and 1.6% in Kherson and Dnipropetrovsk.

Similarly, **the eastern oblasts had a lower annual rate of change in export value** between 2017 and 2019 as compared to the nation (see Figure 22). While on average Ukraine achieved a 2% increase annually in export value (measured in constant USD) between 2017 and 2019, the value of exports reduced by -7% in Luhansk, -3% in Zaporizhzhia, and -2% in Kherson and Kharkiv. The average annual value of exports from Dnipropetrovsk did not change, while in Donetsk they slightly increased (1%).

Prior to COVID-19, in Quarter 4 of 2019, a **lower proportion of businesses responding to the Business Outlook Survey (BOS) in the eastern oblasts reported the expectation that sales would increase** (NBU, 2020). Nationally, 37% of BOS-responding businesses reported the expectation that sales would increase in the 12 months following the survey, while only 32% of businesses in Zaporizhzhia, 23% in Kherson, and 26% in Dnipropetrovsk reported the same (Figure 23). Kharkiv was an exception with 43% of businesses expecting an increase. This was also the case in Quarter 2 2021 following the outbreak of COVID-19 (NBU 2021). Data is not available for Donetsk or Luhansk during either periods.

The factors reported more frequently for expecting limited growth were high energy prices (in Zaporizhzhia, according to 62% of businesses), raw material prices (Kherson: 62%, Zaporizhzhia: 52%), political situation (Kherson: 54%), lack of working assets (Zaporizhzhia: 48%, Kharkiv: 47%) and shortage of qualified staff (Kherson: 46%) (NBU 2019).

Figure 21 Average annual change in gross regional product (in constant prices, 2010 USD) by oblast, 2017 – 2019: average % (+ / -) per year
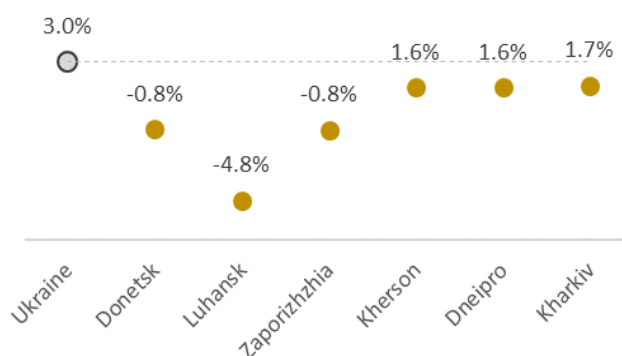
Source: SSSU, 2020

Figure 22 Average annual change in export value (in constant prices, 2010 USD) by oblast, 2017 – 2019: average % (+ / -) per year
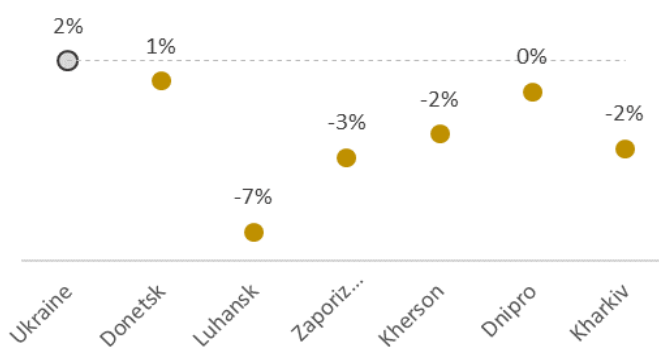
Source: SSSU, 2020

Figure 23 Proportion of enterprises reporting the expectation that sales would increase in the 12 months following data collection by oblast, Quarter 4 2019
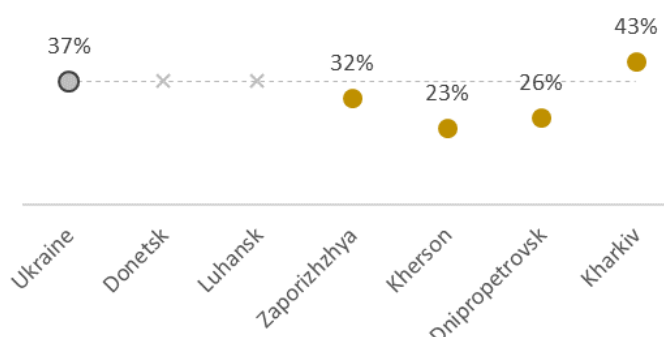
Source: National Bank of Ukraine, Business Outlook Survey

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Further suggesting that financial considerations may be a concern for enterprises in the east, **the value of capital investment per working person was somewhat lower in four of the six eastern oblasts** as compared to the national average (65,523 UAH – see Figure 24). Investment was highest in the highly industrialised oblast, Donetsk (90,660 UAH) and Dnipropetrovsk (79,713 UAH). It is perhaps worth noting that SMEs in Ukraine are disproportionally focused on trade and individual services, where space for productivity gains is small. Access to finance is difficult for many SMEs, which forces them to rely primarily on self-funding for working capital and investment in equipment ([Institute for Economic Research and Policy Consulting](#) 2017).

Business development

Historically, eastern Ukraine has been a highly industrialised region with economic activity concentrated in coal, mining and associated value chains (USAID 2017).

Perhaps unsurprisingly given the slightly lower increase or reduction in GRP and export value during this period, **the eastern oblasts also experienced a lower rate of change in the number of enterprises registered in their territory** in comparison to the national average (Figure 25). While nationally the number of enterprises grew on average by 8% per year between 2017 and 2019, the highest rate of growth in the east was 7% (Dnipropetrovsk and Kharkiv). In oblasts closest to the LoC, the rate was much lower (Donetsk: 0% and Luhansk: 2%).

As seen in Figure 26, the **number of registered small businesses per 1,000 people is significantly lower in Donetsk** (4.8) and Luhansk (4.8) as compared to the national average (8.5). The number in Kherson was slightly below average (7.6). This suggests that support to small business should prioritise the areas of Donetsk and Luhansk.

Figure 24 Average value of capital investment per employee of large, medium and small enterprises, by oblast, 2019, UAH
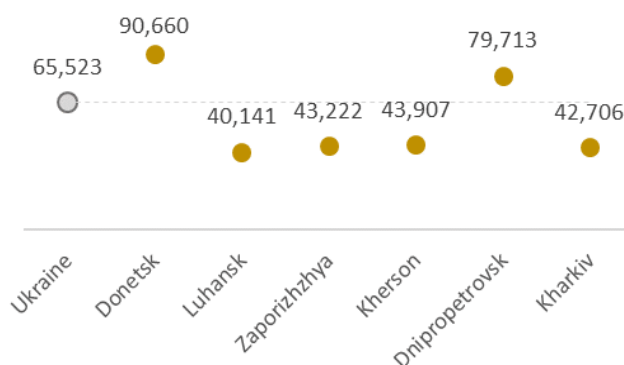
Source: SSSU, 2020

Figure 25 Average annual change in number of registered businesses, by oblast, 2017 – 2019: average % (+ / -) per year
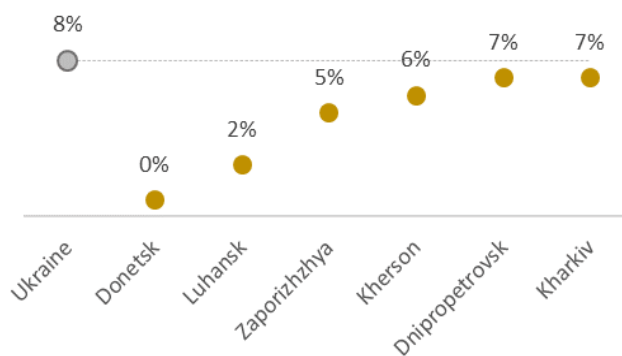
Source: SSSU, 2020

Figure 26 Registered small businesses per 1,000 people, by oblast, 2020
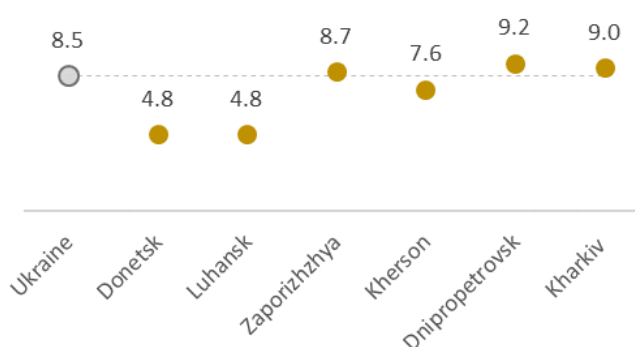
Source: SSSU, 2020 / NOTE: the calculation for Donetsk and Luhansk is inclusive of GCA populations and businesses only.

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Change in top value-adding sectors

The following subsection attempts to highlight the current sectors of the economy that are most value adding in the six eastern oblasts, and the degree to which their value has changed between 2015 and 2019. The section draws on data published by the State Statistics Service of Ukraine.

In comparison to the national average, the eastern oblasts had a higher concentration of production in a few sectors. For example, while the top-two value-adding sectors in Ukraine in 2019 accounted for 26% of GDP, **in the eastern oblasts the top two-value adding sectors accounted for 35% (Dnipropetrovsk) to 45% (Donetsk) of GRP** (with the exception of Kharkiv (24%)).

In 2019, the most value adding sectors in the eastern oblasts were: the processing **industry** (Donetsk 23% of GRP; Zaporizhzhia 26%; Kharkiv 12%), **agriculture, marine or forestry** (Luhansk 20%, Kherson 27%) and **mining** (Dnipropetrovsk 21%).

The **value-add of certain sectors to regional economies has changed between 2015 and 2019**. For example,

Processing industry: the proportion of value attributable to the processing industry declined in Luhansk (-4pp), Zaporizhzhia (-2pp), Dnipropetrovsk (-2pp) and Kharkiv (-3pp). It did not change however in Donetsk and Kherson (0pp).

Agriculture: The proportion of value added by agriculture also declined in Zaporizhzhia (-5pp); Kherson (-11pp); Dnipropetrovsk (-2pp) and Kharkiv (-5pp). It did not change however in Luhansk 0 pp.

Other significant changes included**, a decrease in transport and warehousing (-8pp) and increase in mining (8pp) in Donetsk**, and **decrease of mining in Luhansk** (2015: 16%, 2019: 2%).

Table 10 Top 4 value-adding sectors, % GRP and change in % between 2015 and 2019

Donetsk (2019 & change (+/-) since 2015)

▪	Processing industry	(23%	▪	0pp)
▲	Mining	(22%	▲	8pp)
▼	Wholesale retail and motor repair	(7%	▼	-2pp)
▼	Transport and warehousing	(5%	▼	-8pp)

Luhansk (2019, change (+/-) since 2015) *

▪	Agriculture, marine or forestry	(20%	▪	0pp)
▲	Public administration	(18%	▲	7pp)
▲	Wholesale retail and motor repair	(10%	▲	5pp)
▼	Processing industry	(9%	▼	-4pp)

Zaporizhzhia (2019 & change (+/-) since 2015)

▼	Processing industry	(26%	▼	-2pp)
▲	Wholesale retail and motor repair	(12%	▲	1pp)
▼	Agriculture, marine and forestry	(10%	▼	-5pp)
▼	Electricity, gas, energy production	(9%	▼	-1pp)

Kherson (2019, change (+/-) since 2015)

▼	Agriculture, marine and forestry	(27%	▼	11pp)
▲	Wholesale retail and motor repair	(11%	▲	1pp)
▪	Processing industry	(10%	▪	0pp)
▲	Public administration	(10%	▲	3pp)

Dniepro (2019, change (+/-) since 2015)

▲	Mining	(21%	▲	2pp)
▼	Processing industry	(14%	▼	-2pp)
▪	Wholesale retail and motor repair	(12%	▪	0pp)
▼	Agriculture, marine and forestry	(7%	▼	-2pp)

Kharkiv (2019, change (+/-) since 2015)

▼	Processing industry	(12%	▼	-3pp)
▲	Mining	(12%	▲	3pp)
▼	Wholesale retail and motor repair	(11%	▼	-2pp)
▼	Agriculture, marine and forestry	(9%	▼	-5pp)

* Mining was the second largest value-adding sector in Luhansk in 2015, representing 16% of GRP. It decreased to 2% by 2019.

Source: SSSU, 2020

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Environmental Risks

This section provides a brief overview of key environmental risks in the eastern conflict areas particularly in relation to economic activities. As the SWG Sub-working group 3 works towards formulating priority plans for economic recovery and livelihoods development in eastern Ukraine, the evidence reviewed suggests that environmental and industrial risk, environmental protections and climate mitigation planning may be important themes for consideration.

Overall, the review has found that as a densely built industrial area, eastern Ukraine is highly exposed to both natural hazards and anthropogenic (man-made) ones (IMPACT 2020 - Area-based risk assessments). The breakdown in communication and responsibilities for monitoring and mitigating environmental risks has reduced the capacity of the region to address disasters that need to be tackled (IMPACT 2020). These rapid onset disaster risks come on top of slow onset ones such as high air pollution, base water contamination and increase in severe weather events (cold spells and heatwaves) leading to wildfires and floods (see IMPACT 2020).

Owing to the region's industrial prevalence/composition, Donetsk and Luhansk Oblasts are home to hundreds of potentially hazardous sites related to man-made activities including coal mines, chemical manufacturing facilities, metallurgy plants, energy supply sites, water processing facilities and other sites. The OSCE-supported Donbas Environment Information System (Map 11) lists more than 300 such sites across the two Oblasts (on both sides of the LoC). The main threat relates to flooding of mines and inadequate draining that could lead to severe water contamination throughout the Sea of Azov rivers basin district and the Siverskyi Donets river basin which transcends man-made boundaries. The main direct impacts would mostly be air and water contamination particularly around poorly maintained hazardous sites.
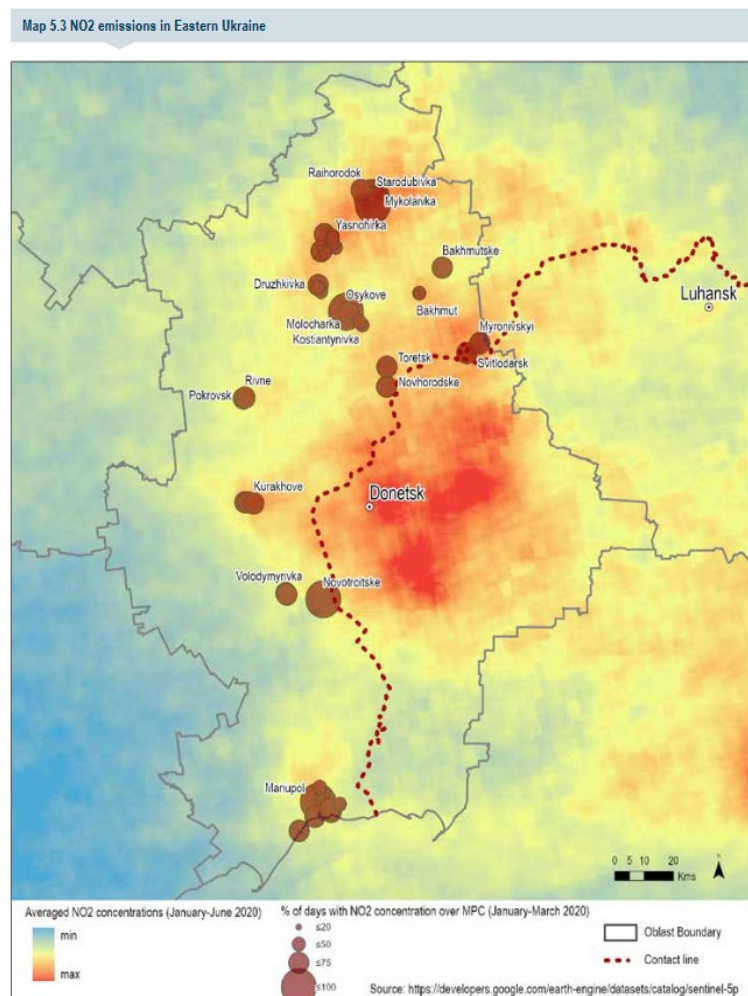
Map 11. Environmental Risks in Donetsk and Luhansk Oblasts
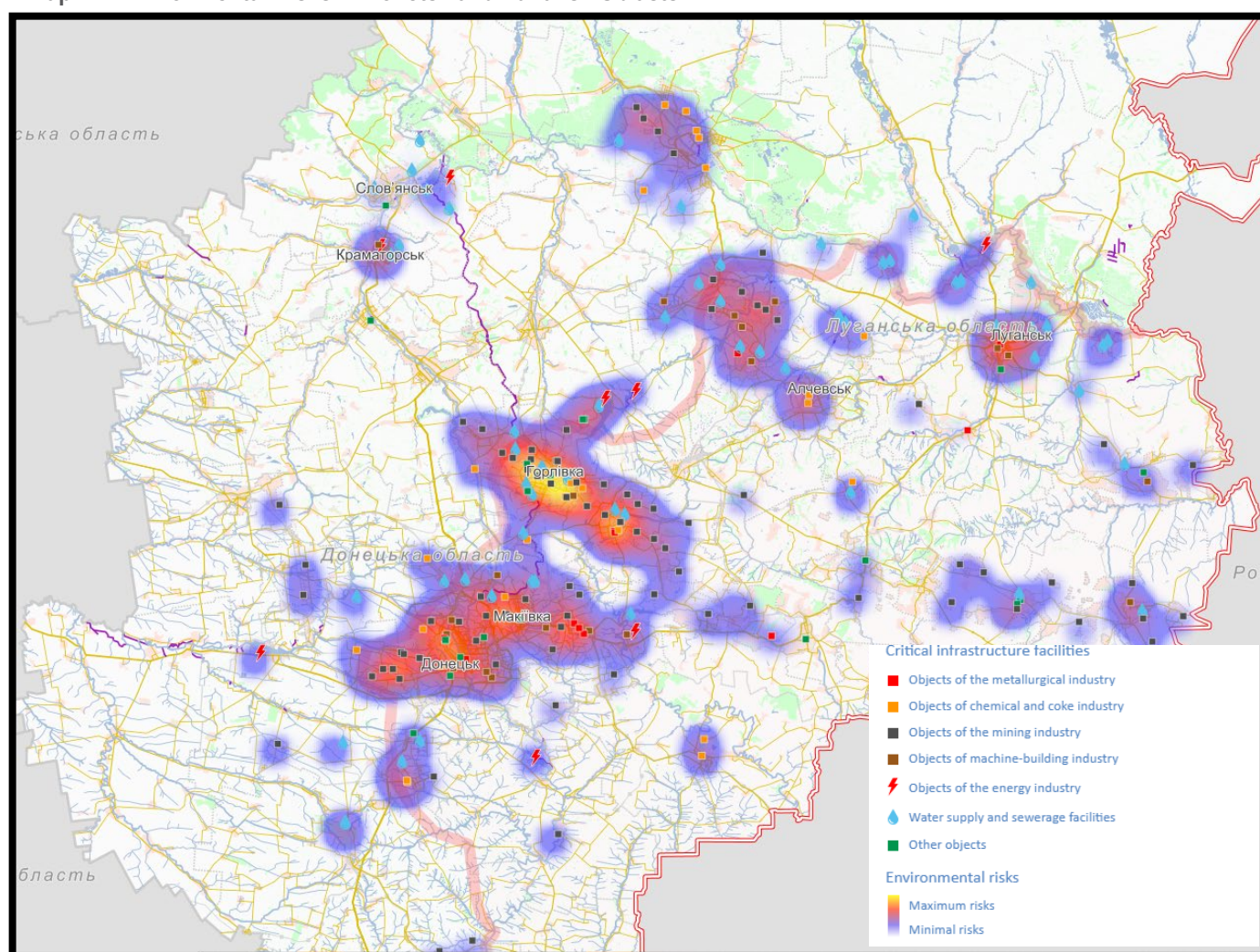
Source: The Donbas Environment Information System

Initiatives to address various industrial hazards, particularly those in proximity to the line of contact, may be beneficial both to short term and long term disaster risk reduction.

Map 12. Satellite Imagery of Donetsk Oblast Showing NO2 Emissions

Source: IMPACT 2020

The second major issue facing the region relates to the emission of pollutants as a result of economic activities. Donetsk and Luhansk were historically, and continues to be, a heavily industrialized region with a large coal and metallurgical industry. As a result, it suffers from the highest levels of air pollution in Ukraine. According to the World Health Organisation (WHO), air pollution poses a major threat to health and climate, causing around seven million premature deaths annually, primarily due to stroke, heart disease, chronic obstructive pulmonary disease, lung cancer and acute respiratory infections. Since July 2018, the European Space Agency Sentinel-5P satellite mission has been collecting global atmospheric data on Nitrogen dioxide (NO2), Sulphur dioxide (SO2), Carbon monoxide (CO) and aerosol concentrations in the atmospheric column. In combination with on-ground air monitoring posts, it is an effective tool to detect primary pollution sources and assess settlement-level pollution risk. As atmospheric emissions can spread over large areas, 6-month averaged satellite data from January-June 2020 were used as anthropogenic hazard exposure to identify protracted emission sources in the region. SO2 MPC was exceeded on >50% of days at all observation points in the Donetsk region. At Pokrovsk and Volodymyrivka, SO2 MPC exceedance was recorded on 100% of days, and on >90% of days in 7 settlements (Svitlodarsk, Mariupol, Soledar, Bakhmut, Mykolaivka, Novotroitske and Kurakhove). Air pollution sources include gases (e.g., ammonia, carbon monoxide, sulphur dioxide, nitrous oxides, methane and chlorofluorocarbons), particulates and biological molecules. Both human activity and natural processes generate air pollution.

To fulfil Ukraine's obligations in the EU Association Agreement, the Ukraine Cabinet of Ministers amended the Procedure for State Monitoring of Air Quality in August 2019. To implement the requirements of Directives 2008/50/EC and 2004/107/EC, the list of pollutants that must be monitored was defined and maximum permissible concentrations (MPC) of airborne substances was set according to European Commission (EC) Directives. The Donetsk Oblast Automated Environmental Monitoring System includes 44 air quality monitoring posts and was established in 2017.

A third consideration in terms of the environment and long-term economic recovery in eastern Ukraine, particularly in relation to agricultural activities, may be climate preparedness and sustainable land stewardship. As seen overpage, this may include addressing soil quality and water scarcity issues.

Around 17% of land in Ukraine degraded between 2001 and 2018, whilst 24% improved (IMPACT, 2021). In areas in the east, degradation has been much higher. **In Donetsk for example, 28% has degraded, whilst just 12% has improved.** Land degradation involves a long-term decline in the ecosystem's function, causing increased erosion rates and lower fertility. For agriculture, this means smaller yields and lower productivity. As seen in Map 13, areas in the east of Ukraine around Luhansk are most affected by soil erosion – more than 80% of soils in areas in dark brown are affected.

Map 13. Soil Erosion in Ukraine
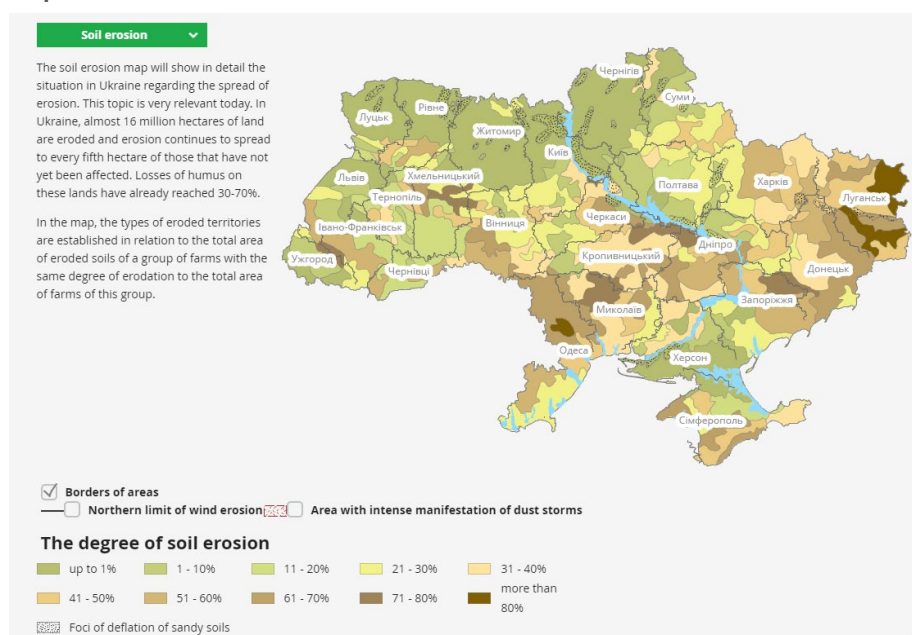
Source: Super Agronom s.d.

Further**, a** [**UNEP-GRID study**](#) **(2011) showed that regions in the east of Ukraine suffer from high water stress, for example parts of Donetsk, Zaporizhzhia, Kherson and Dnipropetrovsk oblasts** (Map 14). The study identifies competition for water (agriculture, industry, and households) as a reason for water stress in south-eastern Ukraine.

Handling both land degradation and water scarcity will have implications for the future of agriculture in the east.

Map 14. UNEP-GRID water scarcity index
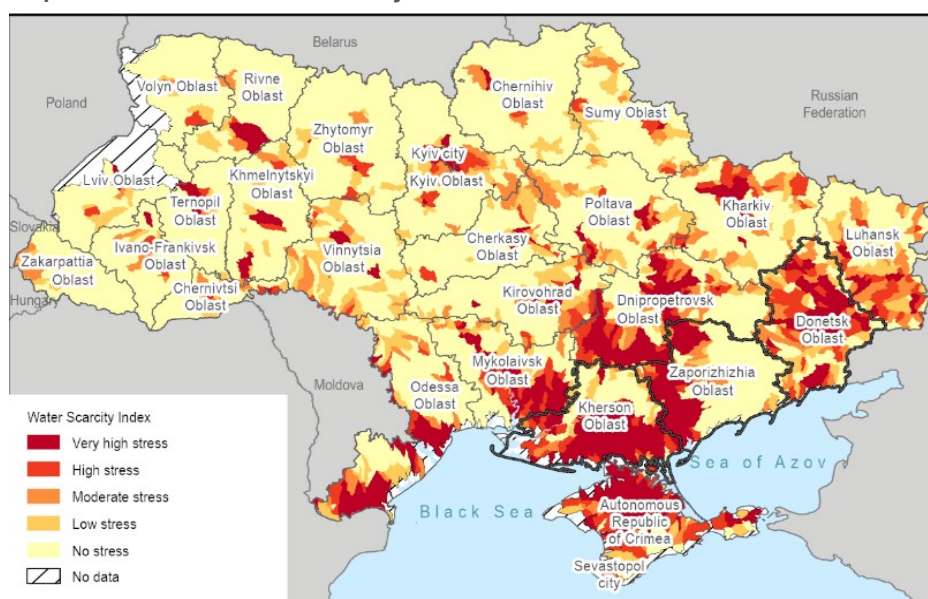
Source: (UNEP-GRID 2020)

The onset of conflict in 2014 also appears to have impacted agricultural activities and livelihoods. Following the onset of conflict in Donetsk and Luhansk Oblasts, **the rural unemployment rate increased significantly from 12% in the whole of Donetsk Oblast to 16% in Donetsk GCA and from 5% Luhansk Oblast to 14% in Luhansk GCA**. Rather than suggesting a large scale shift toward agriculture within the workforce, it is likely that the increase resulted from the change in the geographic coverage of employment statistics provided by the SSSU. As can be seen in the land use in map (grey sections in Map 15), **cropland was concentrated in the areas of the two oblasts prior to 2014 that are in GCA as of 2021**, while non-crop lands that were concentrated in the territories are in the NGCA. While the unemployment rate stabilized in 2016, disruption of supply chains and markets, as well as contamination of soil, have hampered the recovery of agriculture and farming livelihoods.

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The conflict significantly disrupted cropland utilisation. A study by Frontiers in Earth Science (2019) found high concentrations of crop land loss along the LoC (red highlights in Map 15 a/b). It may be that ongoing security concerns (such as landmines and UXOs) are in part responsible for this, as 81% of 2020 MSNA respondents in the rural 0 – 5 km zone of GCA reported the presence of landmines/UXOs in their settlement and 31% reported them severely affecting everyday life (Map 15). The Frontiers in Earth Science study estimated that up to 46% of the cropland areas in NGCA were abandoned, compared to 2013, and had in 2018 returned to natural vegetation (red highlights in Map 15).

Map 15 Change in Cropland Areas between 2013 and 2018 (areas in red show crop land loss between 2013 and 2018)

Source: Frontiers in Earth Science, 2019

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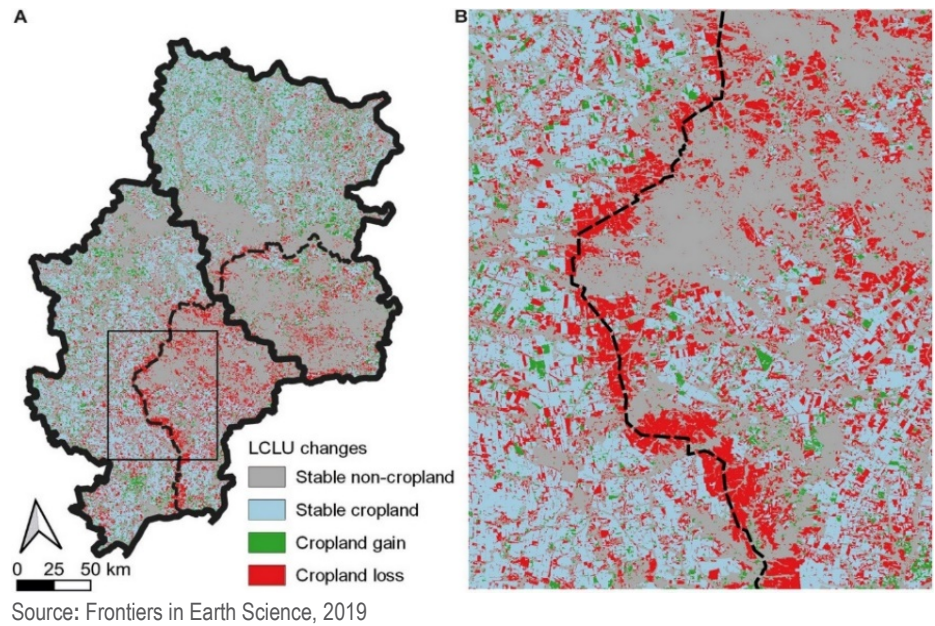
Livelihoods, income and wages

The following subsection seeks to provides an overview of labour market dynamics and household economy in the six eastern oblasts and for key demographic groups. The section draws on data made available through the SSSU and IOM's National Monitoring System (NMS) for IDPs.

As seen in Figure 27, the **dynamics between average wage and average employment rate varied widely by oblasts** in 2019. For example:

- While Donetsk had a higher than average monthly wage (12,647 UAH), it had a significantly lower average employment rate (59%).

- Conversely, while Kherson had significantly lower average wage (9,354 UAH) and higher than average employment rate (72%).

- Luhansk, similarly, had a low average wage (10,182 UAH), and average employment rate (67%).

Women had a lower than average rate of employment (53%) and wage (10,373 UAH). IDPs and youth (aged 15 – 34 years) had a lower rate of employment (57% and 58% respectively), wage data is not available for these groups.

The **unemployment rate in oblasts in close proximity to the LoC was high in comparison to the national average** (8%). In both Donetsk and Luhansk the unemployment rate was 14% in 2019, while in the ASA it was also slightly higher (10% in both Zaporizhzhia and Kherson). In neighbouring oblasts, the unemployment rate was 8% (Dnipropetrovsk) and 5% (Kharkiv). **Youth, between 15 and 24 years, had a high rate of reported unemployment (15%),** while the rate for women and IDPs was close to the national average (8%, 7%).

It is, perhaps, also worth noting that nationally 50% of informal workers are reported to be unskilled or without a profession (SSSU, 2019). As seen in Figure 29, **Luhansk, Zaporizhzhia, and Kherson had a larger proportion of their workforce engaged in informal work** in 2019, while the more industrialised areas like Donetsk, Dnipropetrovsk and Kharkiv had a lower than average proportion of the workforce in informal employment. **IDPs reported a significantly higher than average engagement in informal work** (32%), while youth were engaged in informal employment to a slightly higher degree (23%).

Figure 27 Average wage and employment rate, 2020
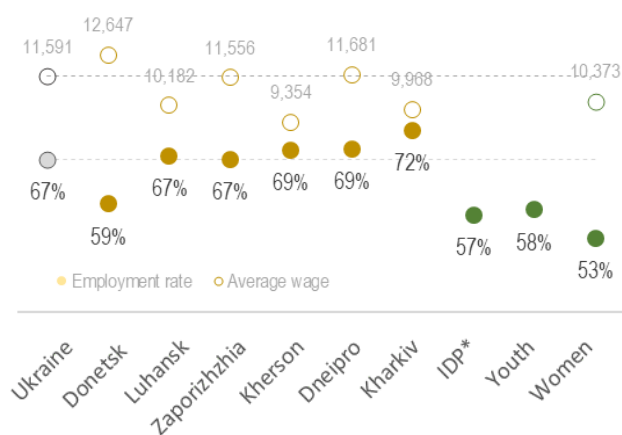
Source: SSSU and IOM (*), 2020

Figure 28 Unemployment rate (ILO definition), population 15 – 70 years, 2019
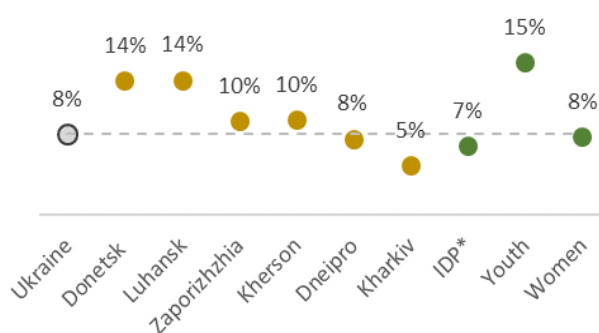
Source: SSSU and IOM (*), 2020

Figure 29 Proportion of working age people (15 - 70) in informal employment, 2019
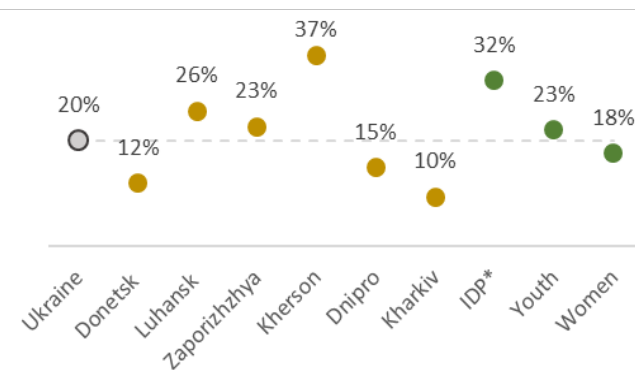
Source: SSSU and IOM (*), 2020

Figure 30 Proportion of registered unemployed reported to be unskilled or without profession by oblast, 2019

Source: State Employment Service, 2020

Figure 31 Proportion of registered unemployed reported to be process or machine workers by oblast, 2019

Source: State Employment Service, 2020

Figure 32 Level of education by oblast, 2021 (0 = Not at all and 10 = Completely)[15]

Source: SCORE 2021

Nationally, in 2019, **14% of those who were unemployed and registered with state employment services were reported to be unskilled or without profession (Figure 30).** This group made up a 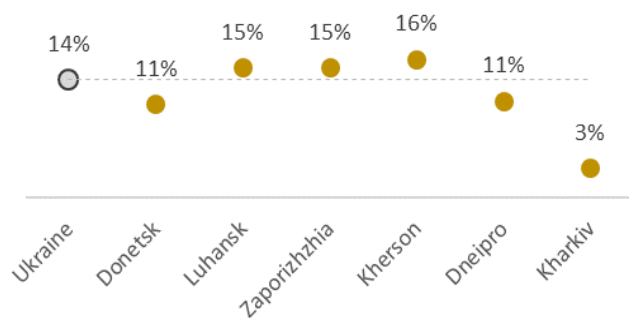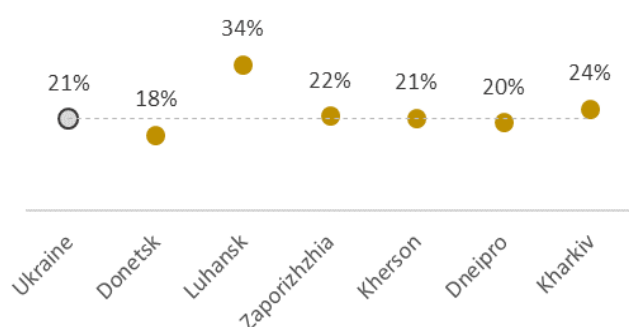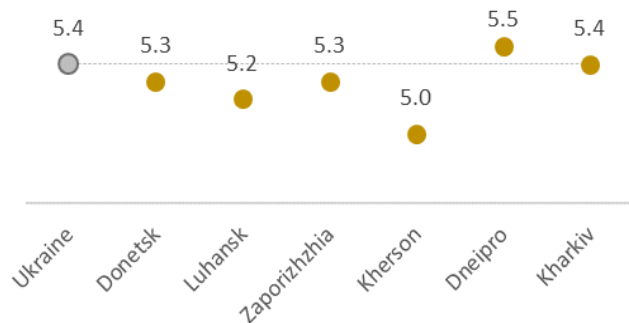slightly larger proportion of people registered as unemployed in Luhansk, Zaporizhzhia, and Kherson oblasts (15%, 15%, 16% respectively).

Perhaps associated with the decreasing value of industry in the regional economics, a **relatively high proportion of the registered unemployed were reported to be process or machine workers** (responsible for the maintenance, operation and control of technological equipment, or assembly of equipment and machinery): 21%, or close to 1 in 5 people. In Luhansk, 34% of those registered as unemployed were process or machinery workers.

Further, since 2015, the **main sector of employment in Luhansk, Zaporizhzhia, and Dnipropetrovsk has shifted from industry to wholesale, retail and motor repair** (see Table 11). Industry remained the top sector of employment in Donetsk oblast, although the proportion of jobs attributed to it decreased by 5pp.

This sample of evidence suggests that further training unskilled workers or retraining workers with skills for working in a different sector may be beneficial. A focus on Luhansk and the ASA oblasts may be beneficial to boost employment opportunities in eastern oblasts, given the higher rate of unskilled labourers and lower educational attainment recorded in the areas.

In terms of general education and training, the results of the 2021 Ukraine SCORE showed the population in four of the six eastern oblasts to be slightly lower than the national average in educational attainment (see Figure 32). This included Kherson (5.0), Luhansk (5.2), Zaporizhzhia (5.3) and Donetsk (5.3).

Table 11 Sector providing the highest proportion of jobs, by oblast, % in 2016 and 2019

	2016				2019	
Ukraine	Wholesale, retail, motor repair	22%	▪	23%	Wholesale, retail, motor repair
Donetsk	Industry	31%	▼	26%	Industry
Luhansk	Industry	28%	≠	28%	Wholesale, retail, motor repair
Zaporizhzhia	Industry	22%	≠	22%	Wholesale, retail, motor repair
Kherson	Agriculture	30%	▪	30%	Agriculture
Dnipropetrovsk	Industry	25%	≠	26%	Wholesale, retail, motor repair
Kharkiv	Wholesale, retail, motor repair	24%	▪	24%	Wholesale, retail, motor repair

Source: SSSU 2020

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[15] The level of one's education based on the highest level of education completed from primary / unfinished secondary education to postgraduate degree or higher.

Figure 33 Average monthly household income by oblast, 2019
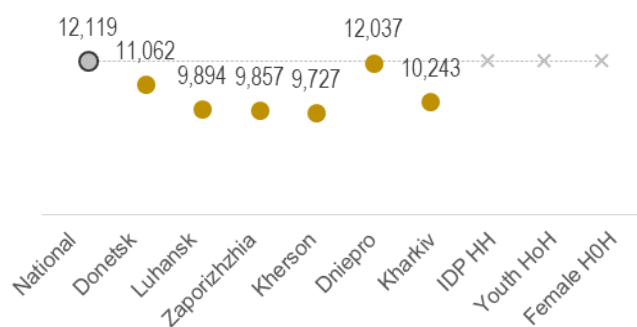
Source: SSSU, 2020

Figure 34 Proportion of population with monthly per capita income under actual subsistence level by oblast, in 2019 (3,661 UAH)
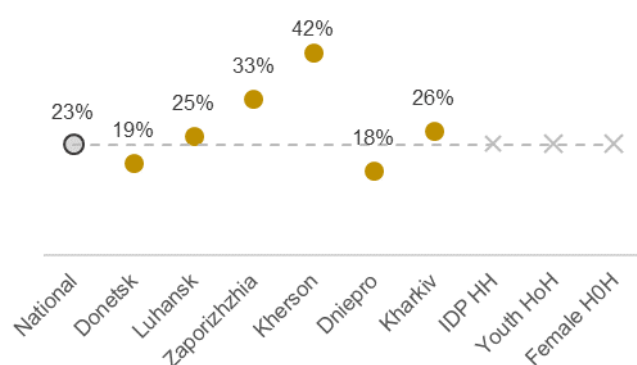
Source: SSSU, 2020

Figure 36 Proportion of the households reporting that they had only enough money for food or only enough for essential items, by oblast, 2019
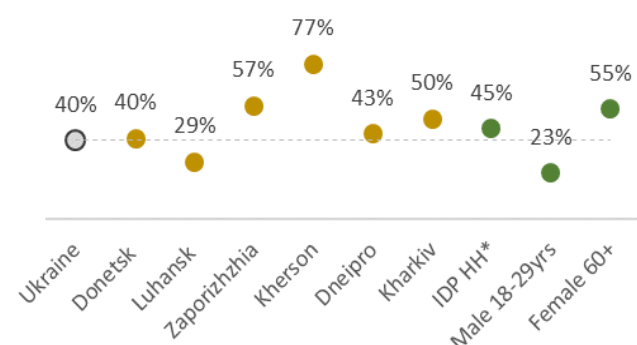
Source: SSSU and IOM (*), 2020

Table 12 Proportion of households reporting use of crisis and emergency coping strategies by proximity to LoC, 2020

GCA 0-5	GCA 5-20	GCA 20+
46%	38%	34%

Source: REACH, 2020

Turning to household economy – in 2019, prior to COVID-19 -, monthly **household incomes were lower in all six eastern oblasts as compared to the national average** (12,119 UAH) (see Figure 33). Incomes were lowest in Kherson (9,727 UAH), followed by Zaporizhzhia (9,857 UAH) and Luhansk (9,894 UAH). Compared to the national average, households in Dnipropetrovsk were on a par (12,037 UAH).

Following on from this, a **high proportion of the population both in the east and nationally were reported in 2019 to have an income per capita below the subsistence level**. This is particularly true for Luhansk, Zaporizhzhia and Kherson where the proportion was above average (25%, 33% and 42% respectively).

Comparable data on the average monthly income or proportion of the population with an income under subsistence is currently not publicly available for of female headed households (HoH), youth HoH or IDP households (HH). However, the IOM's NMS showed that **12% of IDP households have an average monthly income of under 3,000 UAH in 2019**.

Similarly, the proportion of households by oblast reporting that they had only enough money for food, or for essential items was relatively high nationally (SSSU 2020). **Lack of money for food and essential items was particularly reported as a problem by households in Zaporizhzhia, Kherson and Kharkiv oblasts (57%, 77% and 50% respectively) and households headed by women over 60 years of age (55%).**

Households in **areas closest to the LoC may also experience a higher level of financial stress as 46% of households in the 0 – 5 km zone reported having used crisis or emergency level coping strategies** when surveyed for the 2021 MSNA, as compared to 34% in the 20+ km zone (see s can be seen in Table 12).

Figure 35 Proportion of households reporting use of crisis and emergency coping strategies by head of household characteristic, 0–20 km GCA, 2020
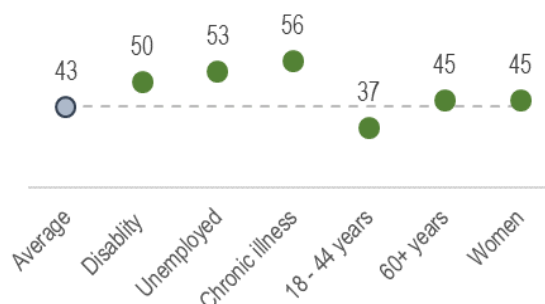
Source: HERA, REACH, 2020

Summary

- Economic recovery post-conflict appears to be low in both the oblasts along the LoC (Donetsk, Luhansk), the ASA (Zaporizhzhia, Kherson) and NGCA, in comparison to the rest of Ukraine.

- Areas in these regions (excluding NGCA for which no data is available) have lower GRP growth, and a higher proportion of low-income households (under 4,000 UAH).

- Regions in closest proximity to the conflict areas appear to be most affected, as a higher proportion of households in the 0 – 5 km zone are reported to have relied on crisis or emergency coping strategies in REACH's 2020 MSNA and HERA.

- Business confidence seems to remain low in the area. Amongst three of the four eastern oblasts included in the NBU survey from 2021, a lower proportion of enterprises reported the expectation that sales would increase in comparison to the national average. Capital investment in the region continues to be lower than the national average (with the exception of Donetsk and Dnipropetrovsk).

- There appears to have been changes to the freighting and trade network. In the ASA, over 50% of goods are freighted via the rail network (SSSU, 2020). Following the establishment of the LoC some cities, such as Mariupol, became more isolated as their primary rail line intersected with the LoC.

- This seems to have led to a shift within the economic structure of regional economy in Luhansk and Donetsk following the onset of the conflict – with the value of wholesale, retail and motor repair having increased in Luhansk between 2015 and 2019, while the value of the processing industry and mining has decreased. Similarly, in Donetsk the value added by transportation and warehousing decreased between 2015 and 2019, while mining has increased in the same period.

- Concern around political instability continues to be voiced by enterprises in the area (NBU's Business Outlook survey).

- The proportion of households with a low income (under 4,000 UAH) is lower in Donetsk, Luhansk and the ASA oblasts as compared to the national average. It appears that households in the Donetsk, Luhansk and in the ASA oblasts report most frequently that they experience a shortage of money affecting their ability to buy food or other essential items. Households in the 0 – 20 km zone and or with members with disability, unemployment, or chronic illness appear to more frequently report the use of crisis or emergency coping strategies than the general population in the 20+ km zone.

- Given high rates of soil erosion and high risk of water scarcity, agriculture (is now a key sector for Luhansk and Kherson) will potentially be impacted in the future. In addition to which landmine contamination impacts agricultural activities along the LoC.

- It may be that most beneficial to direct actions aimed at boosting economic recovery towards oblasts adjoining the LoC and along the Azov Sea coastline (Donetsk, Luhansk, Zaporizhzhia and Kherson).

- Investing in adjustments to the infrastructural network that supports economic development may be beneficial to those areas that have experienced reduced connectivity as a results of the conflict (disruption due to the LoC, damage to infrastructure such as the railway).

- Further assessment of the changes to the regional economy and consequences for the labour markets would be beneficial. Identifying skills gaps given these changes and promoting retraining for unskilled workers registered as unemployed, may also be beneficial.

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2.4 Sub-group on Media and Information (SWG Sub-group 4)

This section provides an overview of media consumption and literacy. It also identifies and suggests room for important opportunities for change on the general approach to public communication, as well as for engagement with residents from both sides of the LoC. The section draws on data collected in the 2020 Media Consumption Survey (MCS) (an annual poll by InMind for Internews Ukraine and USAID) and 2021 SCORE, as this is one of the primary source of data on civic behaviours and skills in Ukraine.

Ukraine media profile is characterized by a high access to traditional and online media, with a high Internet penetration rate (93%) and with social media taking over as the most used source of news in 2019 and 2020 (MCS 2020). The MCS shows a 33% decrease in the use of TV as a source of news from 2015 to 2020, and an increase of 11% per cent for social media. In 2020, the survey found that 95% of Ukrainians used a form of media to receive news in the 30 day prior to the interview, with social media

being the most commonly reported source (62%), followed by television (52%), news websites (48%), the radio (13%) and printed press (8%). The survey found that online media and social media are more popular among Ukrainians aged 18-35, while Ukrainians aged 46+ prefer TV. The proportion of media consumers reporting use of national news sources decreased between 2019 and 2020 (TV: 99% to 95%; online: 89% to 84%; print: 56% to 45%; radio: 91% to 82%), while the proportion reporting use of international media sources increased (TV: 4% to 10%; online: 11% to 19%; print: 2% to 7%; radio: 2% to 6%).

In terms of the public's ability to digest media content, the 2021 SCORE suggests that critical thinking skills are more prevalent in the areas closest to the LoC as compared to the national average (Ukraine: 6.5, Donetsk: 6.9, Luhansk: 7.4). Areas in other parts of eastern Ukraine are slightly lower than average (Zaporizhzhia: 6.2, Kharkiv: 6.3). This would seem to suggest that additional efforts to increase the public ability to critically engage with news items may best be directed towards Zaporizhzhia and Kharkiv. While demographically disaggregated data has not yet been made available on critical thinking, the 2018 SCORE suggests that women (4.3), people aged 60 years plus (4.3) and people in low -income groups (4.2) have lower critical literacy as compared to the national average (4.4).

Trust in the media is reportedly low in most parts of eastern Ukraine as compared to the national average (Ukraine: 4.4, Donetsk: 3.9, Luhansk: 3.9, Zaporizhzhia: 4.0, Kharkiv: 4.0) (SCORE 2018). Trust was also higher for women (4.5) and youth (4.5). This would suggest that increasing the critical literacy of women may be most effective. Findings of the MCS also indicate an erosion of trust of certain media with the television, radio and printed press (Internews, 2020). The main reason for distrust was the perceived unreliability due to political biases - 77% of the respondents are aware that disinformation exists. The majority of those who are aware - 58% - do not think that this is an urgent problem. In terms of the type of media that has the highest levels of trust, the

Figure 37 Forms of media used to receive news, 2015 - 2020
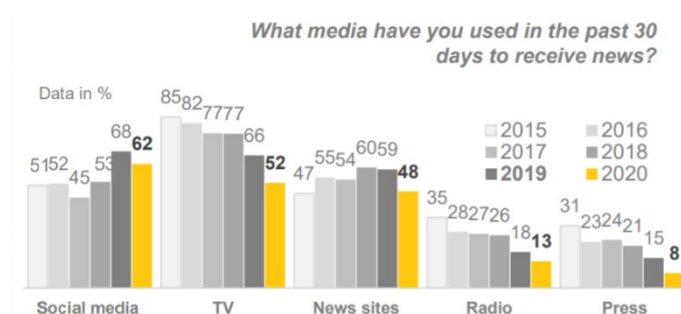
Source: Internews, 2020

Figure 38 Level of critical thinking skills, 2021
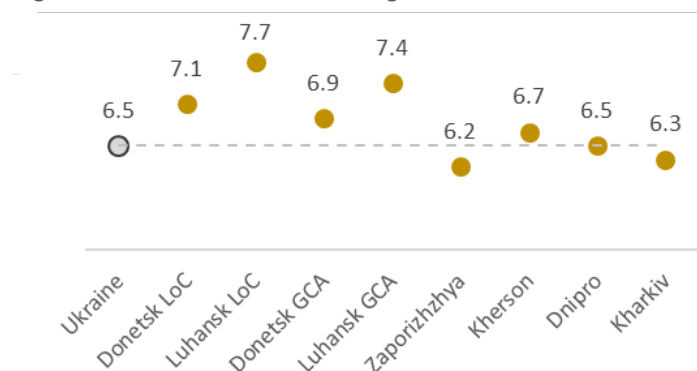
Source: SeeD, 2021

Figure 39 Trust in the media, 2021
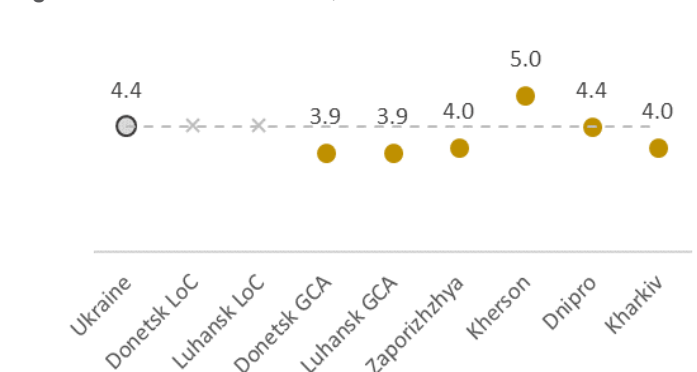
Source: SeeD, 2021

results from 2020 Internews' Media Consumption Survey suggest that confidence in both eastern and southern Ukraine is highest in both regional and national online media, as opposed to TV news (see Map 16 and Map 17).

Map 16 Confidence in national new by type (TV and online media), 2020
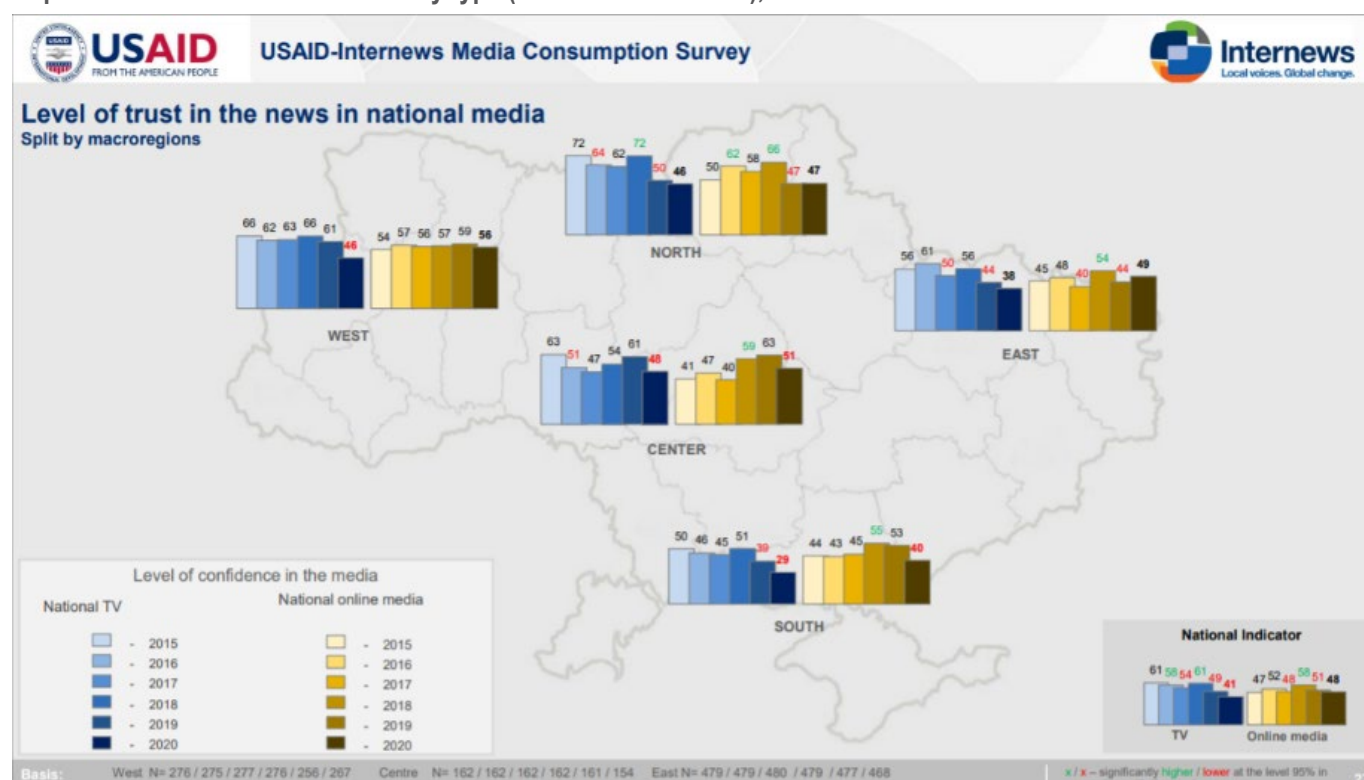
Map 17 Confidence in regional news media by type (TV and online media), 2020
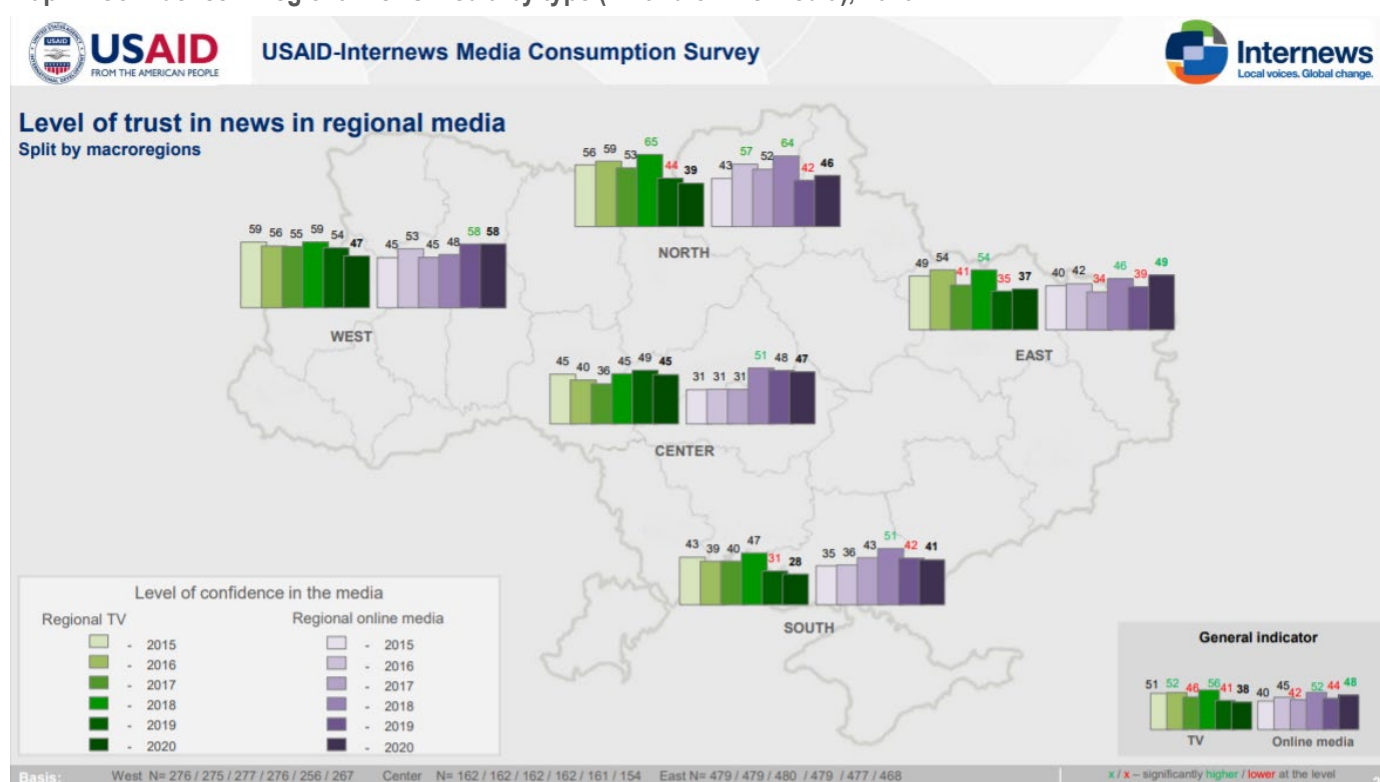
The media could also be a powerful tool to connect with the largest audience and **promote social cohesion. As a public information system, social media may to play an increasing role in framing and determining people's approach** to an issue and influence how the general public interpret the ongoing conflict. While communication on the conflict is hardly ever neutral and not leading, the main current risks are those of information war (this applies to both 'sides' of the conflict), dehumanization

processes, and polarizing debates while losing sight of the needs and problems of the conflict-affected population, which has received little to no coverage ([OSCE](), 2016).

Further to this, the Media Ownership Monitor suggests a **need for increased diversity of funding in the media landscape**, with public authorities expected to play a larger role and diversify funding across all types of media listed above (Institute of Mass Information 2020). The monitor points particularly to high risks in the area of safeguards around ownership concentration and control over media funding. Strengthening of the media landscape to provide a pluralistic and safe information public system may be beneficial.

Table 13 Indicators of risk to media pluralism
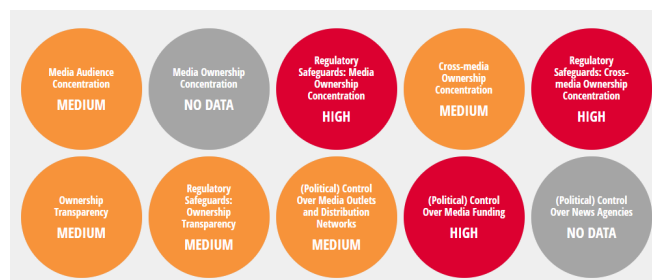
Source: (Institute of Mass Information 2020)

Figure 40 Registered incidence of use of force against journalists, 2020

Source: National Union of Journalists

Freedom of the press

Specific problems identified around personal data protection and the security of journalists, in particular ([Media Landscapes]() s.d.).The environment for media in Ukraine remains unsafe, with crimes against whistle-blowers and journalists still taking place. There is a need for accrued protection to journalists and whistle-blowers against harassment and intimidation. The necessity to ensure their safe access to sources of information has been highlighted ([Freedom House]() 2019).

Seventy-seven cases of the use of force against journalists in Ukraine were recorded in 2020 within the framework of the Index of Physical Security of Journalists, which the [National Union of Journalists of Ukraine]() (NUJU) conducts jointly with partner organizations. At the same time, the total number of injured media workers is even higher - 101, as attacks on film crews or groups of journalists, are often recorded. In 2020, 77 incidents of use of force against journalists were recorded (NUJU 2020) (see Figure 40). Physical aggression against journalists in 2020 was most prevalent in the Kyiv region (26 cases), followed by Odessa region (9 cases), in Lviv and Kharkiv - 6 each, in Dnipropetrovsk and Kherson - 5 each.

Some positive developments in this direction are to be acknowledged though, with Zelensky's administration making progress on protection to whistle-blowers via a new legal framework and operationalizing a new public

Figure 41 Violations of freedom of speech by type and location, 2020

Source: Institute of Mass Information, 2020.

Summary

- It has been suggested that increased diversity in media funding is needed.

- Additional efforts to increase the public ability to critically engage with news items may best be directed towards Zaporizhzhia and Kharkiv, and women and people aged 60 years plus.

- The number of registered cases of physical aggression against journalists in 2020 was higher in Kharkiv, Dnipropetrovsk and Kherson as compared to other oblasts in the east.

3. Conclusions

With limited perspectives for a short to medium-term political solution to the crisis ([United Nations (UN)](#) 2020), **developing a joint needs analysis that captures both humanitarian and development priorities is regarded as being critical** by both state authorities and external partners to ensure that exogenous interventions from aid actors are aligned with priorities of communities and national and local authorities (see Sector Working Group (SWG) below on Recovery and Reintegration).

This publication seeks to improve the information available by summarizing selected indicators across key annual data collections (REACH's MSNA, SeeD's SCORE, SSSU's EAS, InterNews' Media Consumption Survey) and other large data collections in eastern Ukraine. It has attempted to provide a summary of information across sectors relevant for the work of development and state organizations in Ukraine, and to provide an initial basis for defining a common understanding of the current challenges and opportunities faced in Ukraine.

As highlighted throughout the document, operationalizing the humanitarian, peace and development nexus in eastern Ukraine entails developing program strategies that meet the priority needs of the three main groups of conflict-affected populations: i) displaced persons ii) communities directly affected by conflict and iii) residents of NGCA. While the review has highlighted the priority needs of all three groups individually by all sectors identified in the SWG strategy (Governance and Service Provision, Peace-building and Human-rights, Economic recovery and Livelihoods, and Media and Information), there are sectors and areas where these priorities converge. This operationalization of the nexus can take place through the choice of sectors, geographies and modalities that international cooperation agencies, in close cooperation with national and local state authorities, will select in their programming.

Figure 42 Degrees of recovery and reintegration utility, by affected population
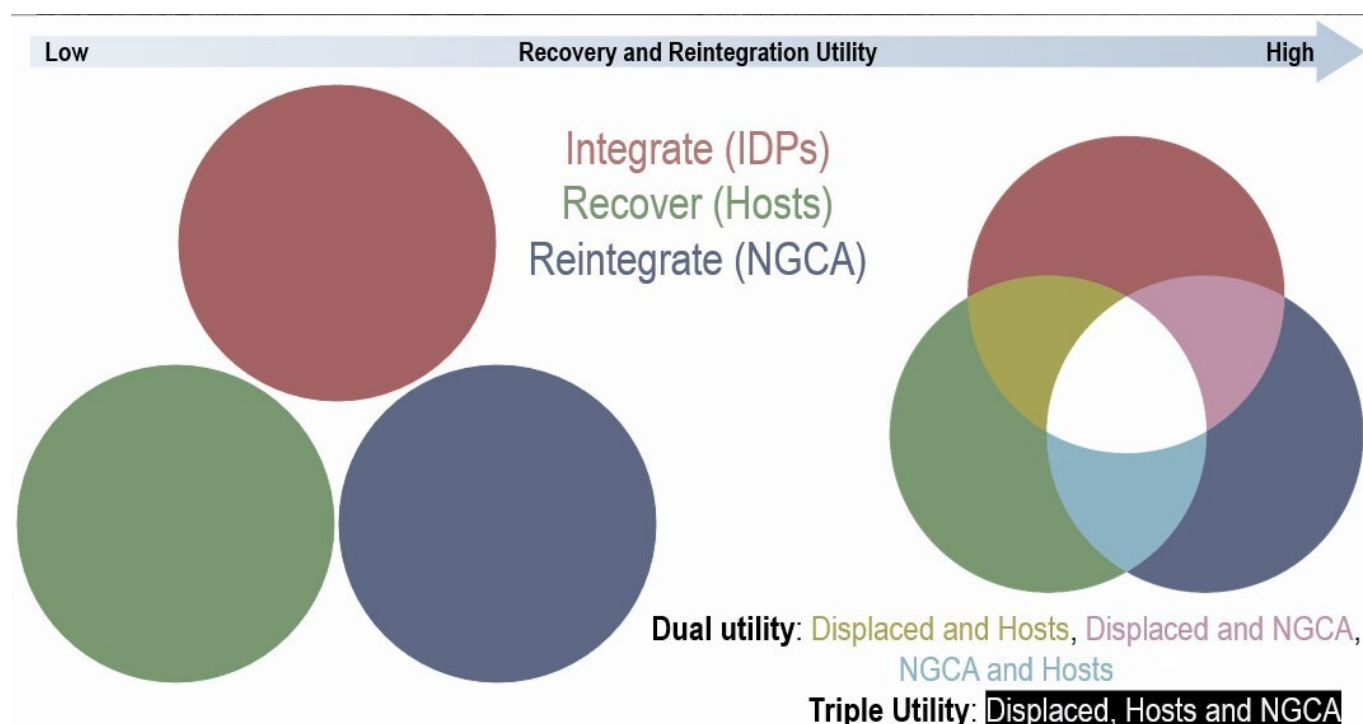
Source: IMPACT, 2021 (authors of the report constructed this visual following consultations with the SWG).

While reviewing publications, sources, statistical and other secondary data, IMPACT has compiled and identified the most relevant recommendations that apply to each sub-group thematic priorities under the SWG on Recovery & Reintegration. Some are listed below, but this list is by no means attempting to provide a comprehensive overview; rather a selection to be assessed against the specific conditions and targets pertaining to their area of concern and implementation. Additionally, the provision of programmatic recommendations lies outside IMPACT's core area of expertise.

Recommendations by thematic group:

Governance and service provision

On governance and social service provision, priorities could aim at **strengthening services in areas that host displaced people, that were directly affected by conflict, and that serve NGCA residents**. According to recent REACH assessments, cities where the realisation of this kind of measures could be particularly important include Mariupol, Bakhmut, Stanytsia Luhanska, Volnovakha and Vuhledar, being the top five destinations for NGCA residents, who, as a consequence of the LoC, have lost access to key neighbouring socio-economic urban hubs (REACH [Protection Assessment](#) 2019; REACH [Economic Security Assessment](#) 2019; REACH [Household Economic Resilience Assessment](#) 2021). Strengthening services could include both hard and soft components such as infrastructure repairs, implementation of e-governance services and capacity-building of local government staff to address the specific requests of conflict-affected populations, especially as they relate to vital needs such as housing and compensation, civil documentation, pensions and social safety nets, access to banking services and education. For utilities, priority areas are the protection of critical water infrastructure that serves Eastern Ukraine residents across both sides of the LoC, improvement of energy supply in Luhansk Oblast and upgrade of heating provision to improve energy efficiency.

Peace building and human rights

On social stability, priorities could aim at first **reducing the drivers of instability** (rights violations, lack of accountability and divisive media environment) **to promote meaningful exchanges and cohesion among the affected populations**. For example, ensuring that Ukrainian authorities guarantee the same rights to non-IDPs, securing NGCA residents' access to their pensions and social safety nets ([United Nations Ukraine](#) 2020), or supporting households to get adequate compensation for conflict-induced loss of or damage in assets ([Protection Cluster](#) 2020) would enable to reduce the risk of grievances development for each of the three groups. An underlying source of dissatisfaction is also the perceived corruption ([Transparency International](#) 2020). The implementation of targeted corruption reduction activities could also reduce grievances concerning the provision of economic and social services ([Transparency International](#) 2020). Finally, peace in the region could also be achieved through the establishment of transitional justice mechanisms that would include judicial and non-judicial measures to redress grievances and rights abuses. Examples of such measures include criminal prosecution, truth seeking processes, reparations and reforms ([Lachowski](#) 2017).

Economic recovery and livelihoods

On economic growth, priorities could aim at **reconnecting markets and supply chains which have been disrupted as a result of both the LoC and drop in trade with the Russian Federation**. The highly industrialized area that is eastern Ukraine and its predominant role in export markets have reduced following to the conflict and the region struggles to recover economically. Overall, the loss in industrial production capacities, that are now largely concentrated in the NGCA, the high investment risk perception related to the active conflict, and the low diversification of economic activities entail that economic recovery for Eastern Ukraine conflict areas has to include a significant overhaul that implies: diversifying markets and supply chains to reconnect the areas with the rest of Ukraine and Europe, creating an enabling investment environment that supports the diversification of the economy with appropriate supports to small and medium enterprises (SMEs) through increased availability of financing, and lastly, restoring and adapting the labour force through skills development activities ([World Bank](#) 2017).

Media and information landscape

Furthermore, promoting a cohesive media environment and improving media literacy could mitigate the impact of negative narratives that seek to divide various population groups ([Reporters Without Borders](#) 2021). By reducing underlying causes of instability, programs could focus on promoting meaningful interaction and dialogue between the three most affected groups. Interventions aimed at improving participation and exchanges at the community-level, such as cultural events that highlight the unity of eastern Ukraine rather than its divisions would help peacebuilding narratives that are critical for longer term reintegration ([Protection Cluster](#) 2018).

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Annex 1: List of indicators

The following is a summary of indicators used in this report to summarise humanitarian and development trends, by SWG sub-thematic. A complete list including information on source, frequency of data collection and geographic / demographic disaggregation will be released by the authors as a separate document in the months following publication.

Theme	Indicator used in the report
Governance and service provision	Level of civic optimism, 2021 (0 = Not at all, 10 = Completely)
	Level of perceived trust in local authorities (0 = Not at all, 10 = Completely)
	Level of support for decentralization reform (0 = Not at all, 10 = Completely)
	Level of satisfaction with public services (0 = Not at all, 10 = Completely)
	Education
	Social
	Administrative
	Healthcare
	Justice services
	Markets - food
	Markets - non food
	Recreation
	Financial
	Housing
	Level of satisfaction with infrastructural services (0 = Not at all, 10 = Completely)
	Public transport
	Roads
	Utilities
	Electricity
	Internet
	Water
Peacebuilding and human rights	Pride in safety and security of locality, 2021 (0 = Not at all, 10 = Completely)
	Perceived personal security, 2021 (0 = Not at all, 10 = Completely)
	Trust in police, 2021 (0 = Not at all, 10 = Completely)
	Trust in courts, 2021 (0 = Not at all, 10 = Completely)
	Perceived level of corruption (0 = Not at all, 10 = Completely)
	Proportion of households reporting on inability to access and afford justice services, 2020
	Social threat from different groups, 2021 (0 = Not at all, 10 = Completely)
	Readiness for dialogue with different groups, 2018 (0 = Not at all, 10 = Completely)
	Political security, 2021 (0 = Not at all, 10 = Completely)
Economic recovery and livelihoods	Average annual change in gross regional product (in constant prices, 2010 USD), 2017 – 2019: average % (+ / -) per year
	Average annual change in export value (in constant prices, 2010 USD), 2017 – 2019: average % (+ / -) per year
	Registered small businesses per 1,000 people, 2020
	Proportion of enterprises reporting the expectation that sales would increase in the 12 months following data collection, Quarter 4 2019
	Average annual change in number of registered businesses, 2017 – 2019: average % (+ / -) per year
	Capital investment per employee of large, medium and small enterprises, 2019, UAH
	Average wage rate, 2020
	Average employment rate, 2020
	Unemployment rate (ILO definition), population 15 – 70 years, 2019
	Registered pensioners per hundred people in employment, 2019
	Proportion of registered unemployed reported to be unskilled or without profession, 2019
	Proportion of working age people (15 - 70) in informal employment, 2019
	Annual income, total value for oblast (million UAH)
	Annual disposable income, per capita (UAH)
	Proportion of the population with monthly income per capita income under 3,000 UAH, 2019

	Proportion of population with monthly per capita income under actual subsistence level in 2019 (3,6600 UAH)
	Proportion of the households reporting that they had only enough money for food or only enough for essential items
	Use of crisis and emergency coping strategies by HHH characteristic
Media and information	Level of critical thinking skills, 2021
	Trust in the media, 2021
	Main form of media consumption - social media
	Main form of media consumption - print media
	Main form of media consumption - TV/Radio media
	Main form of media consumption - most consumed sources (channels, new paper titles, radio programmes)
	Reported incidence of use of force against journalist
	Reported incidence involving freedom of speech

Annex 2: Sources of data

State Statistics Service of Ukraine (SSSU s.d.)

The State Statistics Service collects both administrative and the survey data on a monthly, quarterly and annual basis. These include the Economic Participation Survey, the Living Standards Survey, as well as detailed data on businesses registered in Ukraine.

The Centre for Sustainable Peace and Democratic Development (SeeD)

SCORE Eastern Ukraine 2021 is a joint initiative funded by the USAID, UNDP and the EU, implemented by by the Centre for Sustainable Peace and Democratic Development (SeeD). The data was collected from January to May 2021, and consists of a nationally representative sample of 7,280 face-to-face interviews: 4,325 interviews from Luhansk and Donetsk oblasts (GCA), including Contact Line. 3,600 interviews from an Urban component collected from 18 cities and communities. 500 interviews of ATO/JFO veterans in 5 oblasts.

500 interviews of youth and children in 5 oblasts. 300 interviews of people with disabilities in 3 oblasts. From the Azov and Black Sea Area, a further 1,500 interviews were collected. From the non-government-controlled areas (NGCAs) a sample of 638 interviews were collected used CATI methodology.

REACH/IMPACT Initiatives (IMPACT)

Multi-sector needs assessment

To support an evidence base for the planning of humanitarian assistance as part of the Humanitarian Programme Cycle (HPC) for 2021, REACH conducted a Multi-Sectoral Needs Assessment (MSNA), building on assessments conducted in 2016, 2017, 2018 and 20197 in collaboration with the Humanitarian Country Team (HCT), the Inter-Cluster Coordination Group (ICCG), and OCHA.

The data was collected between 29 July and 15 August 2020, through a stratified sample of 1,610 households. The sample of households was selected to be statistically representative of populations in each settlement type (rural and urban) and by distance to the contact line (0-5 km and 5-20 km) with a 95% confidence level and 5% margin of error for each stratum (subsets may have a larger margin of error).

AGORA (Hormada Capacity and Vulnerability Assessment)
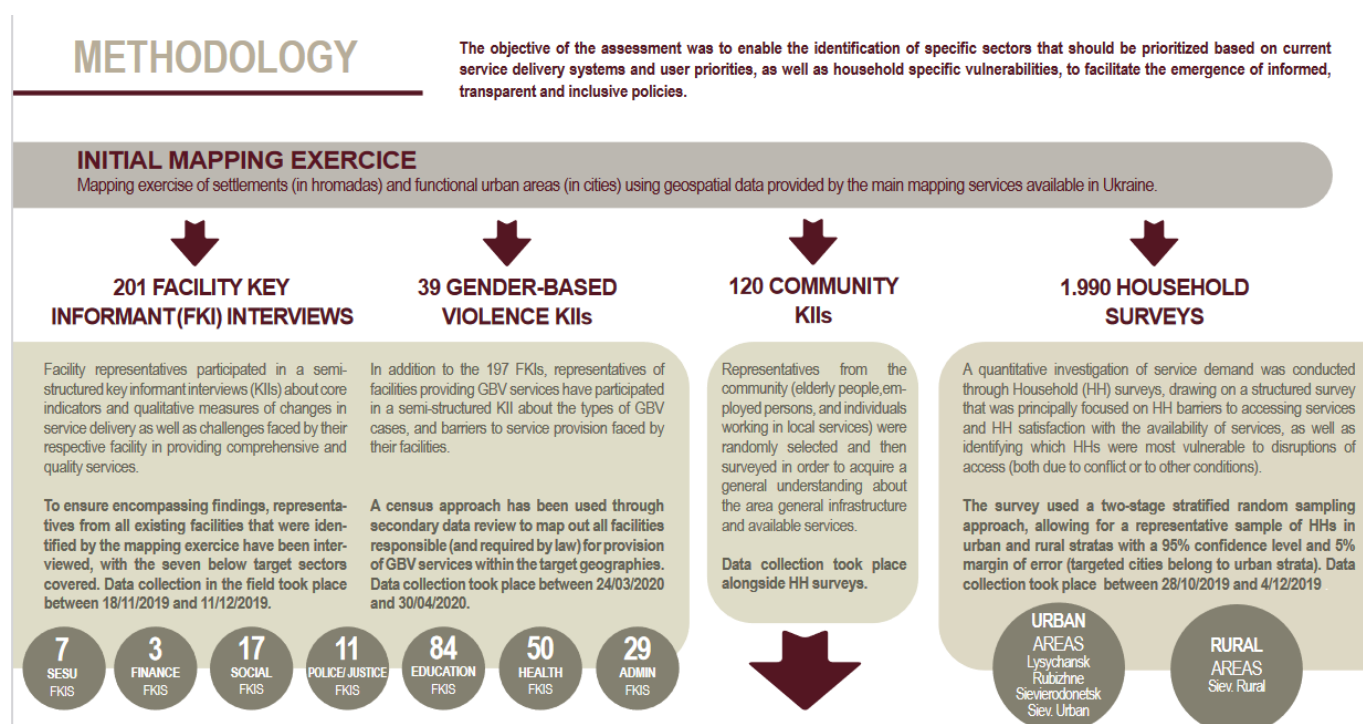
The International Organisation for Migration (IOM)

The National Monitoring System (NMS) is based on the Displacement Tracking Matrix (DTM) approach designed by IOM at the global level. Consisting of the mobility tracking, registration, flow monitoring and survey components, the DTM is designed to capture, process, and disseminate information to provide a better understanding of the movements and evolving needs of displaced populations. IOM Ukraine adapted the DTM to the Ukrainian context via the NMS to collect and process data as well as disseminate information on the displaced populations in Ukraine. The main objective of the NMS is to support the Government of Ukraine and nongovernment stakeholders in collecting and analysing information on the socioeconomic characteristics of IDPs and their households to design evidence-based policies and programmatic responses on IDPs.

Two surveys were undertaken. During the first survey, a total of 2,401 IDPs were interviewed via telephone in 300 randomly selected territorial units across the country in May–June 2020. The sampling of territorial units was devised for all government controlled areas of Ukraine and distributed in proportion to the number of registered IDPs. During the second survey, a total of 3,708 individuals registered in the Unified Information Database of Internally Displaced Persons maintained by the Ministry of Social Policy of Ukraine were interviewed by IOM using telephone interviews between April and June 2020. Out of these, 2,963 interviews were with IDPs residing in the government-controlled areas (GCA), and 745 interviews were with returnees to the non-government controlled areas (NGCA).

The United Nations High Commissioner for Refugees (UNHCR), and

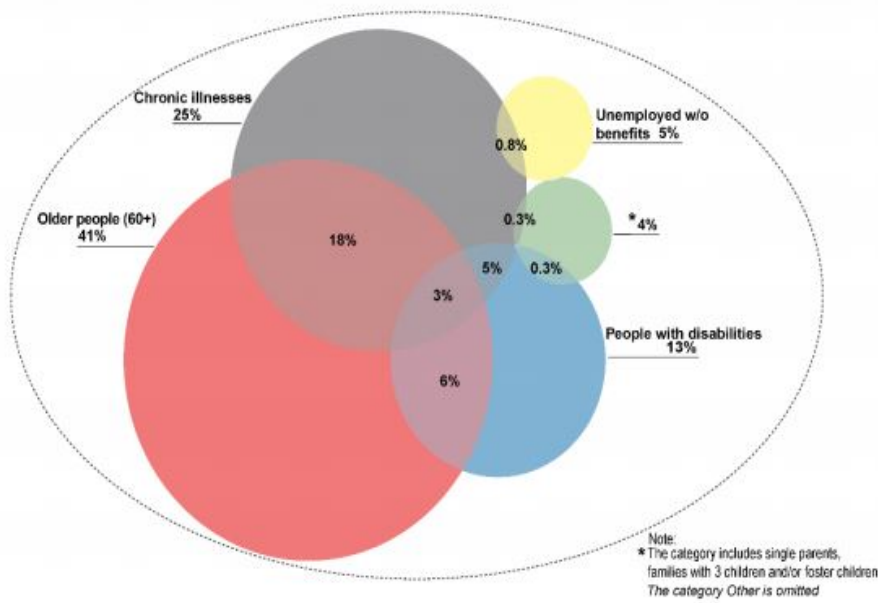**USAID-Internews (Internews).**

General sample ~4,000 interviews/wave, out of which 300 interviews in 12 regions: Kyiv, Vinnytsia, Dnipro, Donetsk, Zaporizhzhia, Lviv, Mykolayiv, Odesa, Poltava, Sumy, Kharkiv, Kherson.

Representative part ~ 1,630 interviews/wave. To ensure representation special statistical scales have been built that brought the structure of massive data in correspondence with the data of the State Statistical Service according to the following parameters: region, settlement type, gender, age.

Sampling error with probability 0.95 does not exceed 2.5%.

Annex 3: Overlapping vulnerabilities in Donetsk and Luhansk

Source: IMPACT 2019