

UKRAINE

# Multi-Sector Needs Assessment

Non-Government Controlled Areas of  
Donetsk and Luhansk Oblasts

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**Cover Picture:** People queue at one of the five official entry and exit checkpoints (EECPs) © R2P

### **About REACH**

REACH facilitates the development of information tools and products that enhance the capacity of aid actors to make evidence-based decisions in emergency, recovery and development contexts. The methodologies used by REACH include primary data collection and in-depth analysis, and all activities are conducted through inter-agency aid coordination mechanisms. REACH is a joint initiative of IMPACT Initiatives, ACTED and the United Nations Institute for Training and Research - Operational Satellite Applications Programme (UNITAR-UNOSAT). For more information please visit our website: [www.reach-initiative.org](http://www.reach-initiative.org). You can contact us directly at: [geneva@reach-initiative.org](mailto:geneva@reach-initiative.org) and follow us on Twitter @REACH\_info.

## SUMMARY

April 2020 marked the 6th anniversary of the war in Donbass. Since 2014, this crisis has killed more than 13,000 people, permanently displaced an estimated 800,000 persons, and affected the lives of millions of Donetsk and Luhansk residents. In 2019, the election of Volodymyr Zelensky, a political outsider who campaigned on committing to peace in Donbass, exchange of prisoners and a meeting of the Normandy Format marked a potential turning point in the six-year conflict. This report presents the results from the assessment of humanitarian needs in the non-government-controlled areas (NGCA) of Donetsk and Luhansk that took place between December 2019 and February 2020.

The main findings of the assessment show that the overall humanitarian situation in NGCA in January 2020 slightly improved when compared to 2018. Improvements include: i) a significant decrease in conflict related civilian casualties ii) improvements in crossing times at entry and exist checkpoints (EECPs) and iii) slight decreases in food insecurity in urban settlements. However, in March 2020, Ukraine registered the first confirmed COVID-19 case. As a result of the pandemic the Ukrainian Government closed the EECPs affecting thousands of NGCA residents that need to access pensions, social services, and banks in government controlled areas (GCA). Based on analysis of 2019 flows, an estimated 362,000 persons will not be able to access their pensions and 230,000 will not be able to withdraw cash every month. With most people that cross the Line of Contact (LoC) coming from the urban centers of NGCA, this is likely going to significantly increase urban poverty rates across the area. Therefore, a scale up of humanitarian activities that support household economic security is needed.

The immediate and medium-term health impacts of COVID-19 in NGCA will be mitigated by the relatively higher hospital capacity in NGCA and restrictions of movement that reduce the spread of disease. While the assessment found that limited health inputs in terms of human resources, equipment and supplies was affecting healthcare, most data sources did not report this as a major concern. It is believed that the main impact of COVID-19 will be in the economic sector. A scale up of humanitarian assistance to the area will be required, specifically supporting households that will experience a drop in income due to the COVID-19 economic downturn and restrictions of movement to GCA.

## Methodology

The assessment used a mixed method approach to triangulate results from a variety of data sources:

1. Firstly, REACH reviewed existing secondary data to evaluate the dynamics of conflict using information produced by INSO, OSCE, Right 2 Protection, and IOM. This review focused on understanding conflict dynamics, population flows and challenges for returnees.
2. Secondly, REACH created a flow of four information sources to conduct area based profiling of eight chosen geographic entities (each area includes multiple raions, see map 1, and tables 1 and 2) — random urban household telephone surveys, in-person interviews with NGCA residents at EECPs, Key Informant Interviews (KII) with NGCA resident service users (services in the NGCA) at EECPs, and telephone interviews with NGCA resident households requesting assistance through humanitarian hotlines.

With the objective of gathering representative and comparable information, REACH conducted 800 household interviews by phone with households in urban settlements, 1,950 individual face-to-face surveys of NGCA residents crossing the LoC at EECPs, and 404 key informants were interviewed face-to-face, also at the EECPs. These surveys were conducted between the 9<sup>th</sup> of January and the 24<sup>th</sup> of February. In addition, to understand households' main needs and underlying drivers of vulnerability, REACH in collaboration with Donbas SOS, conducted 2,954 phone interviews with households who had accessed their humanitarian hotline between the 27<sup>th</sup> of December and 14<sup>th</sup> of March. A stratified random sampling was used using the eight chosen geographical entities<sup>1</sup> (95% confidence level and 5% margin of error).

<sup>1</sup> Donetsk City, Donetsk North, Donetsk East and Donetsk South; Luhansk City, Luhansk Centre, Luhansk West and Luhansk South aggregated based on level of urbanization. See Map 1, page 13

## Key Findings

### Security

In total there were 167 civilian casualties in 2019 (27 people killed and 140 injured). This represents a 40% drop compared to 2018 and the lowest annual figures since the beginning of the conflict.<sup>2</sup> The primary cause of death was related to mines and handling of explosive remnants of war, followed by shelling, small arms and weapons fire, which was also the primary cause of injury. It is important to highlight that of 105 Small Arms and Light Weapons (SALW) casualties, 87 of them were in the NGCA. This drop in casualties is aligned with data from OSCE Ceasefire Violations (CFVs). In 2019, the number of CFVs decreased by 4% compared to 2018 and by 35% compared to 2017<sup>3</sup>. Nonetheless, with close to 300,000 CFV recorded in the year 2019 (about 830 per day), the conflict remains very much active in the five hotspots where 90% of CFVs occurred. These include the areas: east of Mariupol, north of Donetsk, north of Horlivka, around the Svitlodarsk arch and near Pervomaisk. According to OSCE data, military confrontations are causing less direct civilian harm with the number of casualties per thousand CFVs dropping from 1.39 in 2016 to 0.49 in 2019.

### Population and Displacement

From a demographic perspective, findings indicate that younger residents have left the NGCA while vulnerable households with limited means to move have remained. The NGCA is a densely built industrial territory with more than 90% of pre-conflict population living in urban settlements. REACH found that close to 70% of internally displaced persons (IDPs) living in GCA were from NGCA, with the large majority coming from the urban centers of Donetsk, Luhansk, Horlivka and Pervomaisk<sup>4</sup>. In addition, as of April 2020 the Ministry of Social Policy has registered more than 1.4 million IDPs, and the Russian Federation hosting an important number of persons in refugee like situations<sup>5</sup>, 75,000 being the last figure reported (2018). However, the Ukrainian figures for registered IDPs include several hundred thousands of NGCA residents that need to be registered as IDPs in GCA in order to access pensions, social benefits, and bank accounts. In the 2020 humanitarian situation overview<sup>6</sup>, from the 1.4 million registered IDPs, 670,000 were considered to be permanently living in the NGCA and commute to GCA to be registered or confirmed as IDPs to access services there.

The demand for these services has created a large-scale commute across the contact line. There are between 479,000 and 649,000 monthly entries to GCA from NGCA<sup>7</sup>. Based on UN population estimates, this means that between 15% and 20% of the NGCA population exits NGCA on a monthly basis to access services in GCA. These movements represent a good opportunity for humanitarian actors to reach NGCA residents when they are in GCA, given the current access restrictions imposed by the de-facto authorities in the NGCA<sup>8</sup>. Results from this study show that NGCA residents go to cities close to the contact line to access pensions, social services and banking. This cities include Stanytsia Luhansk (18%), Mariupol (11%), Zaitseve (11%), Kurakhove (9%), Bakhmut (8%), Novotroitske (7%) and Volnovhaha (7%).

### Accountability to Affected Populations

A lower proportion of assessed households reported having received humanitarian assistance in the 12 months prior to data collection in 2020 (16%) compared to 2018 (19%). This decrease is aligned with a steady reduction of humanitarian funding as reported in the financial tracking service in 2019, which saw a 12% drop in humanitarian funding compared to 2018. Around 25% of people that received assistance reported availability of a complaint

<sup>2</sup> Office of the United Nations High Commissioner for Human Rights, Report on the human rights situation in the Ukraine 16 November 2019 to 15 February 2020. Available [online](#)

<sup>3</sup> Organisation for Security and Cooperation in Europe (OSCE), Special monitoring mission to Ukraine. 2019 Trends and Observations. Available [online](#)

<sup>4</sup> REACH initiative, Inter-agency vulnerability assessment in Luhansk and Donetsk oblasts, Government Controlled Areas of Ukraine, November 2016. Available [online](#)

<sup>5</sup> Groups of persons who are outside their country or territory of origin and who face protection risks similar to those of refugees, but for whom refugee status has for practical or other reasons, not been ascertained.

<sup>6</sup> UNOCHA, 2020 Humanitarian Needs Overview. Available [online](#)

<sup>7</sup> With only 1.3% of people that cross on a more frequent basis than monthly this very much represents unique entries

<sup>8</sup> In 2020, only a limited number of UN agencies, NGOs and the International Committee of the Red Cross (ICRC) are authorized to deliver assistance in NGCA

mechanism, lower than in GCA (33% in 2018, all GCA). This finding shows that efforts to strengthen accountability to affected populations in NGCA is more challenging to implement due to access restrictions.

## Education

The assessment found that education services are available but a high proportion are not fully accessible to people with disabilities (PWD), as reported by most respondents. Assessed KIs rated education services as being of good or very good quality. A slightly higher proportion of assessed households with school-aged children are sending them to education facilities than were in 2018. However, for children living in NGCA education is a key concern due to the lack of recognition of their diploma and the difference in curricula between the GCA and NGCA, which will have lasting consequences on their professional perspectives. There are more than 90,000 students with unrecognized diplomas beyond the NGCA with figures rising each year.

## Food Security, Livelihoods and Economic Security

Economic security was highlighted as a priority need for most people in need of assistance. Using various proxy indicators, the overall economy of NGCA has seen a decrease in activity since 2014. For example, indicators such as concentration of nitrogen dioxide, a pollutant released from coal plants, in Donetsk and Luhansk have registered an 8% decrease in NO<sub>2</sub> concentration since July 2018. The assessment also found that around 8% of assessed urban households were food insecure, which is comparable to last year's figure in the area and comparable to that of GCA urban residents. The assessment also found that there was a large improvement in assessed households multi-sector Coping Strategy Index when comparing 2020 data to 2018. The most vulnerable were identified as females, in almost every category. Interestingly, males with no reported vulnerability had poor scores in many food security indicators, which could imply that humanitarian actors need to consider expanding their targeting scope. The main reported source of income was by far pensions (56%, of which 36% from de-facto authorities and 14% from the Government of Ukraine), followed by salary from state sector (20%) and private sector (16%). With the closure of the LoC due to COVID-19 measures, accessing pensions from the Government of Ukraine will be a challenge for more than 500,000 persons who depend on it. In terms of spending, the main expenditures of NGCA households were food, debt repayment (in Donetsk), and health care. Overall, assessed households spent almost half their income on food, highlighting the strong linkage between food security and broader economic security.

## Health

Overall, access to healthcare was reported to be good with 99% of assessed households in urban settlements reporting that their closest facility was operational, and only 13% reporting facing challenges accessing healthcare. However, departure of medical personnel and disrupted supply chains is affecting the level of access to healthcare in NGCA. The main challenges related to healthcare were identified as lack of specialized personnel, and cost of medicines or treatment. These issues highlight that while the health infrastructure in the region is overall sufficient, health system's components including health workforce and medical products (equipment, medication, supplies) were highlighted as gaps to quality of care provision. However, comparing 2018 and 2020 data, fewer assessed households in 2020 reported the cost as medicines as a problem in accessing healthcare.

## WASH

The assessment found that while 94% of assessed households reported having access to improved water sources, 37% reported that the reliability of the centralized water system has become worse since the beginning of the conflict. The heavy reliance on the fragile regional water systems represents a clear risk especially given the conflict related incidents near critical infrastructure, such as the Donetsk Filter Station. The sanitation situation also showed clear gaps in the assessed area, with rural households reporting needing support for sewage collection and resorting to burning garbage. While burning garbage is a common practice around Ukraine, this practice has clear health and environmental impacts that should be mitigated. Finally, hygiene-related indicators show that only 38% of respondents reported knowing to wash their hands after using the toilet<sup>9</sup>, a low figure that is especially concerning in the context of COVID-19.

<sup>9</sup> WASH Cluster Study of Humanitarian Needs in Eastern Ukraine, August 2019

## Conclusions

Overall, the assessment finds from the data collected in the first quarter of 2020, the situation in NGCA looks to have improved in most sectors when compared to 2018. The drop in ceasefire violations and conflict related civilian casualties indicates an improving security environment. However, due to the fact that the conflict continues along the LoC, it is important to continue mine action and work with conflict parties to advocate for the protection of civilians caught up in it. The continued increase in numbers of individuals crossing the LoC year to year also highlights increase connectedness between NGCA and GCA, with a significant drop of people reporting long lines in EECPs as a concern between 2018 and 2020 (62% to 37%). While this is a valuable improvement for NGCA residents to access critical services in GCA, the closure of EECPs due to COVID-19 will impact an approximate of 300,000 persons' ability to access cash, pension, and social benefits from Ukraine, therefore affecting their economic security.

While at the time of data collection food security was not a major issue being reported, there were a high proportion of assessed households relying on emergency coping strategies. This will need to be closely monitored as the closure of the EECPs due to COVID-19 means that many households are without access to pensions and GCA banking facilities. Households that are already using emergency coping strategies may be pushed to being more food insecure due to their inability to access their cash and income.

The effects of COVID-19 on the population of the NGCA is yet to be known. The lack of access to services in the GCA, the reported lack of job opportunities, the reported lack of medical equipment and doctors, households reportedly relying on one source of water, and the high proportion of vulnerable people in the population could lead to negative socio-economic and health outcomes due to the virus. It is therefore important that the situation is closely monitored and acted on if deteriorating.

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## List of Acronyms

<b>AoO</b>	Area of Origin
<b>DPR</b>	Donetsk People Republic (de-facto Donetsk region NGCA authorities)
<b>EECP</b>	Entry-exit Checkpoints
<b>FCS</b>	Food Consumption Scores
<b>FGD</b>	Focus Group Discussion
<b>FSI</b>	Food Security Index
<b>GCA</b>	Government Controlled Area
<b>GoU</b>	Government of Ukraine
<b>HNO</b>	Humanitarian Needs Overview Ukraine
<b>IDP</b>	Internally Displaced Person
<b>IOM</b>	International Organisation for Migration
<b>KI</b>	Key Informant
<b>KII</b>	Key Informant Interview
<b>LoC</b>	Line of Contact
<b>LPR</b>	Luhansk People Republic (de-facto Luhansk region NGCA authorities)
<b>mCSI</b>	Multi-sector Coping Strategy Index
<b>NFIs</b>	Non-food Items
<b>NGCA</b>	Not Government Controlled Area (areas controlled by armed non-state actors)
<b>PWD</b>	Persons with Disabilities
<b>R2P</b>	Right to Protection
<b>CFV</b>	Ceasefire Violation
<b>TB</b>	Tuberculosis

## Geographical Classifications

<b>Oblast</b>	Highest form of governance below the national level
<b>Rayon</b>	Next highest form of governance after Oblast/Region, normally has the center city/town and near minor settlements
<b>Entry and exit checkpoints</b>	Official checkpoints along the Line of Contact between GCA and NGCA
<b>Line of Contact</b>	The line between GCA and NGCA territories. The actual border between them and the line where conflict proceeds

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## INTRODUCTION

The protracted conflict, now lasting six years, in Eastern Ukraine continues to cause significant human suffering. According to the 2020 Ukraine Humanitarian Response Plan (HRP), there are approximately 3.4 million people in need of humanitarian assistance and protection spread between Government Controlled Areas (GCA) and areas controlled by armed non-state actors, collectively known as Non-Government Controlled Areas (NGCA).<sup>10</sup> The political separation of the area under the control of the GCA and NGCA, divided by the 'Line of Contact' (LoC), has caused significant constraints to the movement of people and goods. This has led to NGCA becoming increasingly isolated, with decreasing access to goods and basic services, which continues to affect the population's ability to meet their basic needs.

The NGCA covers approximately a third of Donetsk and Luhansk oblasts area and includes the most densely populated areas of these oblasts, making up to almost half of the total population of 6.64 million. The current population is unknown; the de facto government reported a population of 3.75 million in 2019.<sup>11</sup> Other estimates report a figure below three million considering the 1.5 million internally displacement persons (IDPs) and 600,000 Ukrainian asylum seekers abroad, most of whom are from the NGCA.<sup>12</sup>

In 2016, 2017 and 2018, REACH conducted a Multi-Sector Needs Assessments in the NGCA. The findings from 2016 indicated that there was significant damage to critical infrastructure due to the conflict, difficulties in meeting basic needs that led to an uptake in negative coping strategies, demand for food assistance and considerable levels of displacement. Findings from 2017 indicated that due to the continued conflict, the NGCA was becoming increasingly isolated and, as a result, the ability of resident populations to recover was limited. Barriers to accessing basic services were increasing along with the population's inability to afford food, non-food items (NFIs) and utilities. Unemployment remained a critical issue and protection concerns saw little improvement. The 2018 Situation Overview found ongoing issues related to access to basic services amongst populations living in the NGCA. Results showed that the majority of people crossing Entry Exit Checkpoints (EECPs) are residents of the NGCA crossing into the GCA for temporary trips, often to access financial and administrative services, particularly relating to receiving pensions and government payments, the issuing of documents, withdrawing cash, and visiting relatives. Security risks still affected much of the highly populated and urbanised region, while mines and Unexploded Ordnance (UXO) also continued to affect the population and were most frequently reported to be located in forests and in the peripheries of the urban centres.

To continue informing the humanitarian and recovery response in NGCA, REACH implemented a follow-up assessment using similar objectives, research questions and data collection method as the previous assessments to understand the humanitarian needs of conflict affected population in the NGCA of Ukraine. The specific objectives were:

- To measure needs in terms of i) housing and access to NFI, ii) water, sanitation and hygiene, iii) food security, iv) education, v) livelihood, vi) protection needs, vii) healthcare in NGCA
- To compare key indicators with data from 2018
- To compare the types and severity of needs facing households in different geographic entities of the NGCA
- To understand main barriers to accessing basic services in the NGCA
- To understand characteristics, motivations, issues facing households that cross the contact line
- To understand where households along the contact line access key services and opportunities for cross contact line programming

Access to the NGCA is restricted and data collection is complex as a result. The cumulative impact of government imposed restrictions on the movement of civilians between NGCA and GCA, continued insecurity and limited humanitarian access have caused a significant gap in humanitarian actors' understanding of the situation in NGCA. To address these information gaps, REACH leveraged its capabilities to gather data from the NGCA, providing other NGOs operating in the country with the means to construct a fact based strategy or advocacy plan.

<sup>10</sup> UNOCHA, 2020 Humanitarian Response Plan. Available [online](#)

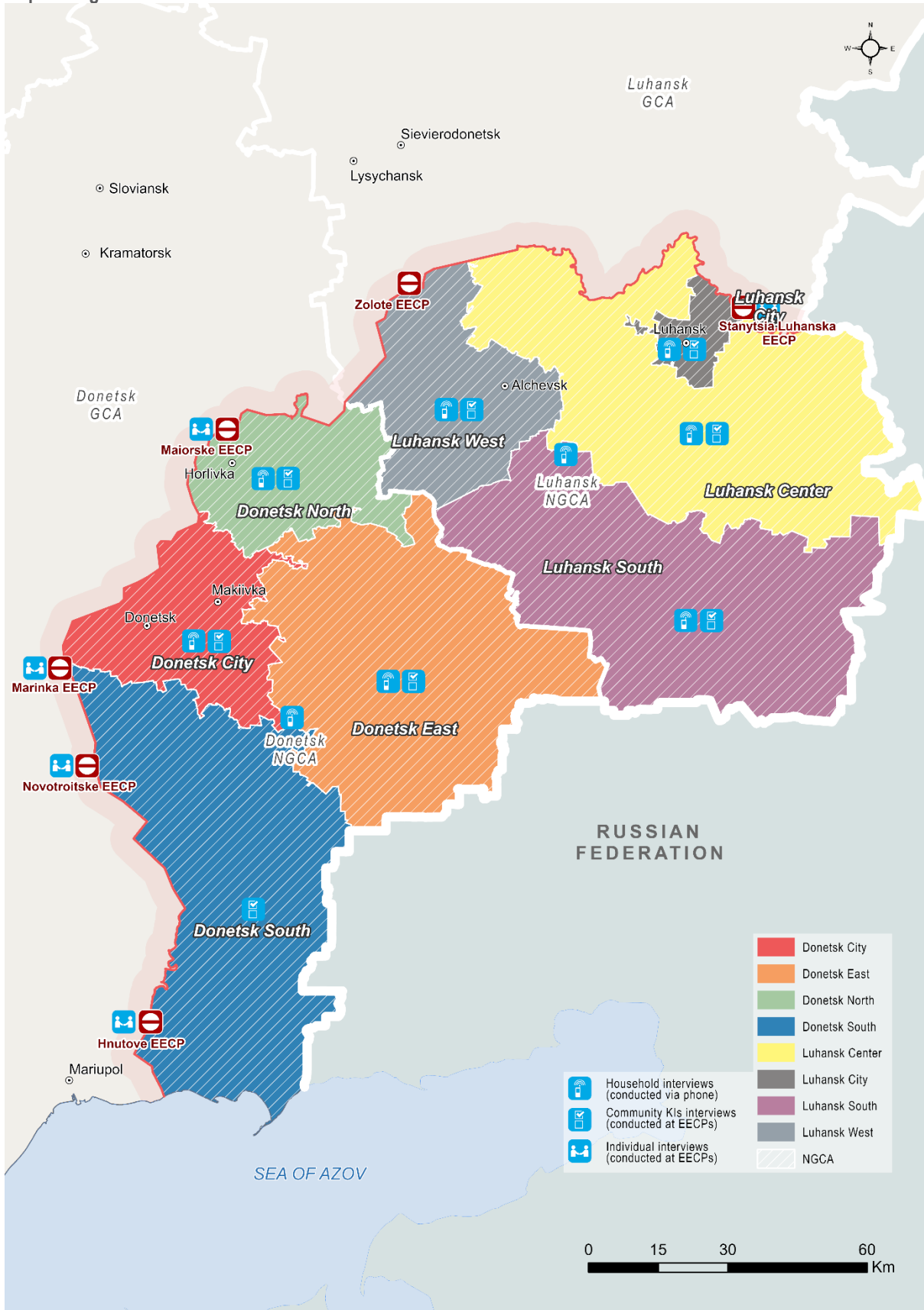
<sup>11</sup> Voa news, How in the Donbas "everyone was counted", 2019. Available [online](#)

<sup>12</sup> The State of the Donbass A study of eastern Ukraine's separatist-held areas, Nikolaus von Twickel. [Available online.](#)

The report is a strategic level document using larger geographic areas (then 2018 MSNA) to create more awareness and understanding of the general situation in the NGCA. As there will be no direct implementation by international NGOs in the NGCA due to restrictions, this method/report could be useful for advocacy purposes.

# METHODOLOGY

Map 1: Target areas and methods of data collection



Based on a modified methodology from the 2018 MSNA, REACH used a wider perspective, looking at areas rather than settlements<sup>13</sup>. Donetsk and Luhansk were each divided into four geographic entities containing multiple raions. Using this improved approach REACH compiled area based profiles looking at the specific needs and circumstances of an area. The data collected provides a fuller, more complete picture of conditions in the NGCA, increasing knowledge of area level circumstances and understanding of conditions. This information can be used by humanitarian actors when planning interventions, adding to their knowledge of present needs, and aiding interpretation of the causes and prepare for probable future needs.

The assessment used a mixed method approach to triangulate results from a variety of data sources:

3. Firstly, REACH reviewed existing secondary data to evaluate the dynamics of conflict using information produced by INSO, OSCE, Right 2 Protection, and IOM. This review focused on understanding conflict dynamics, population flows and challenges for returnees.
4. Secondly, REACH created a flow of four information sources to conduct area based profiling of eight chosen geographic entities (each area includes multiple raions, see map 1, and tables 1 and 2) — random urban household telephone surveys, in-person interviews with NGCA residents at entry-exit checkpoints (EECP), Key Informant Interviews (KII) with NGCA resident service users, and telephone interviews with NGCA resident households requesting assistance through humanitarian hotlines.

For the purpose of this assessment, the NGCA was divided into eight geographic entities<sup>14</sup>, four in Donetsk and four in Luhansk, based on level of urbanization. With this method REACH assessed the specific needs of an area rather than using a settlement approach, which can be too narrowly focused for strategic level planning.

## Household and individual surveys

### 1. Urban household telephone surveys

REACH collected a sample of 800 households in urban settlements of Donetsk and Luhansk NGCA using the Kyiv International Institute for Sociology's (KIIS) database of mobile phone numbers from prior to the beginning of the conflict. The sample is representative of urban households in Donetsk and Luhansk NGCA with a 95% confidence level and 5% margin of error.

The questionnaire was designed focusing on core data necessary for strategic level planning including: demographics, food security scores, income and expenditures, humanitarian assistance, and utility challenges. The questionnaire was asked to the head of household, or someone able to respond on behalf of the household, and was limited to 30 minutes per interview. Data collection took place between 15th of January and 21st of February 2020. Depending on the type of question the recall period was either in the last month, last quarter or last year.

### 2. Household surveys with NGCA residents crossing at EECPs

REACH conducted 1,950 household surveys of residents crossing the LoC at the five official EECPs between the 9<sup>th</sup> of January and the 24<sup>th</sup> of February. A confidence level of 95% and a margin of error of 5% for people crossing the LoC was used. Simple random sampling was used to select individuals at the five EECPs, who were then surveyed about their household characteristics, core humanitarian indicators, as well as individual motivations for crossing. Enumerators were instructed to go to each EECP on at least three days (one morning, one afternoon and one evening to try to get as wide a sample as possible), approach every fifth person in line and request them to take a survey (approximately fifteen minutes to complete). If the respondent refused then the enumerator asked the next fifth person in line. The objective of these surveys was to gather representative and comparable information to the household survey conducted with the urban population.

### 3. Household surveys with NGCA residents who have accessed a humanitarian hotline <sup>15</sup>

<sup>13</sup> See Annex I for raions that were included in the eight geographic areas

<sup>14</sup> The geographic entities were defined through a consultative process involving members of GIS, Data and Assessment team, including members of national NGOs who have experience working and engaging with residents of the NGCA. Entities were purposely designed so as to have coverage of areas close to the contact line, as well as internal areas, sporadically inhabited areas as well as built up areas (including the responding infrastructure built-up in both). The entities were also defined so as to ensure more ease of data collection by allowing more NGCA residents to be part of the survey. Not being too settlement specific, as in 2018, many NGCA residents were not included in survey, thus excluding potentially valuable data.

<sup>15</sup> See Annex II for number of interviews in each geographic area



REACH partnered with Donbas SOS, an organisation who provides a hotline servicing the NGCA population to request humanitarian aid. Using the eight chosen geographical entities from the research design strategy, Donbas SOS used a stratified random sampling approach (the strata being the eight geographic entities) to conduct 2,954 phone interviews (with head of households or a household member able to respond on behalf of household) to understand the main needs and underlying drivers of vulnerability amongst households who had called the humanitarian hotline seeking assistance (95/5 confidence level and margin of error). The households were randomly chosen from Donbas SOS' database of service users. The survey was limited to 20 minutes. Data was collected between 27 December and 13 of March. Due to the difficulties in contacting people residing in Donetsk South, the data for this area is indicative rather than generalizable.<sup>16</sup>

### Key Informant Interviews<sup>17</sup>

#### 1. Community key informants (KIs)

REACH conducted key informant interviews with residents crossing the LoC between the 9<sup>th</sup> of January and the 24<sup>th</sup> of February, to describe access to basic services from their area of knowledge (raion and city level). KIs were selected purposively at each of the five EECPs to speak about the availability and quality of services available in their settlements. KIs were selected based on the following criteria: i) respondent is regularly resident in one of the settlements in the scope of the assessment in NGCA, ii) respondent reports being generally knowledgeable about the availability and quality of services available in their settlement, iii) willingness to participate. The questionnaire was limited to 10 minutes and focus was given to functionality of critical services including: transport, education, health, utilities, and availability of employment opportunities in their raion. In addition, REACH explored movement dynamics by enquiring about area of origin and destination after crossing.

### Limitations

Each of the data collection methods explained above are representative of different NGCA populations. Readers should be aware that:

1. The household-level telephone survey using KIIS data focuses on urban centres in Luhansk and Donetsk NGCA. As such, results do not represent people living in rural areas or total population figures for the NGCA.
2. A further limitation to this method is that due to the limited availability of data in the telephone number database, household interviews were conducted exclusively over mobile phones. These telephone numbers were collected prior to the conflict, and do not include numbers from new service providers that are run by de-facto authorities and are incapable of connecting to the Ukrainian phone networks. Due to this, both households without access to mobile phone service and households that have switched providers within the six years prior to assessment are likely to be underrepresented in the sample. However, the assessment focuses on urban settlements with much higher rates of mobile phone penetration than in rural areas, and therefore there is less risk of bias than there would be in a study including rural areas.
3. The in-person individual survey of people crossing EECPs is representative of NGCA residents crossing EECPs from NGCA to GCA but not of the entire NGCA population.
4. Community KIs at EECPs were conducted with residents of the assessed settlements; however, all indicators from these interviews assess issues on the settlement level rather than on the household level. KI responses are not generalisable to the population but rather are indicative and an overview of the situation in the assessed settlements in the area.
5. The telephone surveys of populations who have accessed a humanitarian hotline are representative of populations that access humanitarian hotlines and not of the entire NGCA population. These populations reside in both urban and rural settlements, however, the analysis does not differentiate by settlement size or whether respondent is from an urban or rural settlement.

<sup>16</sup> See annex IV for Donetsk South indicative results

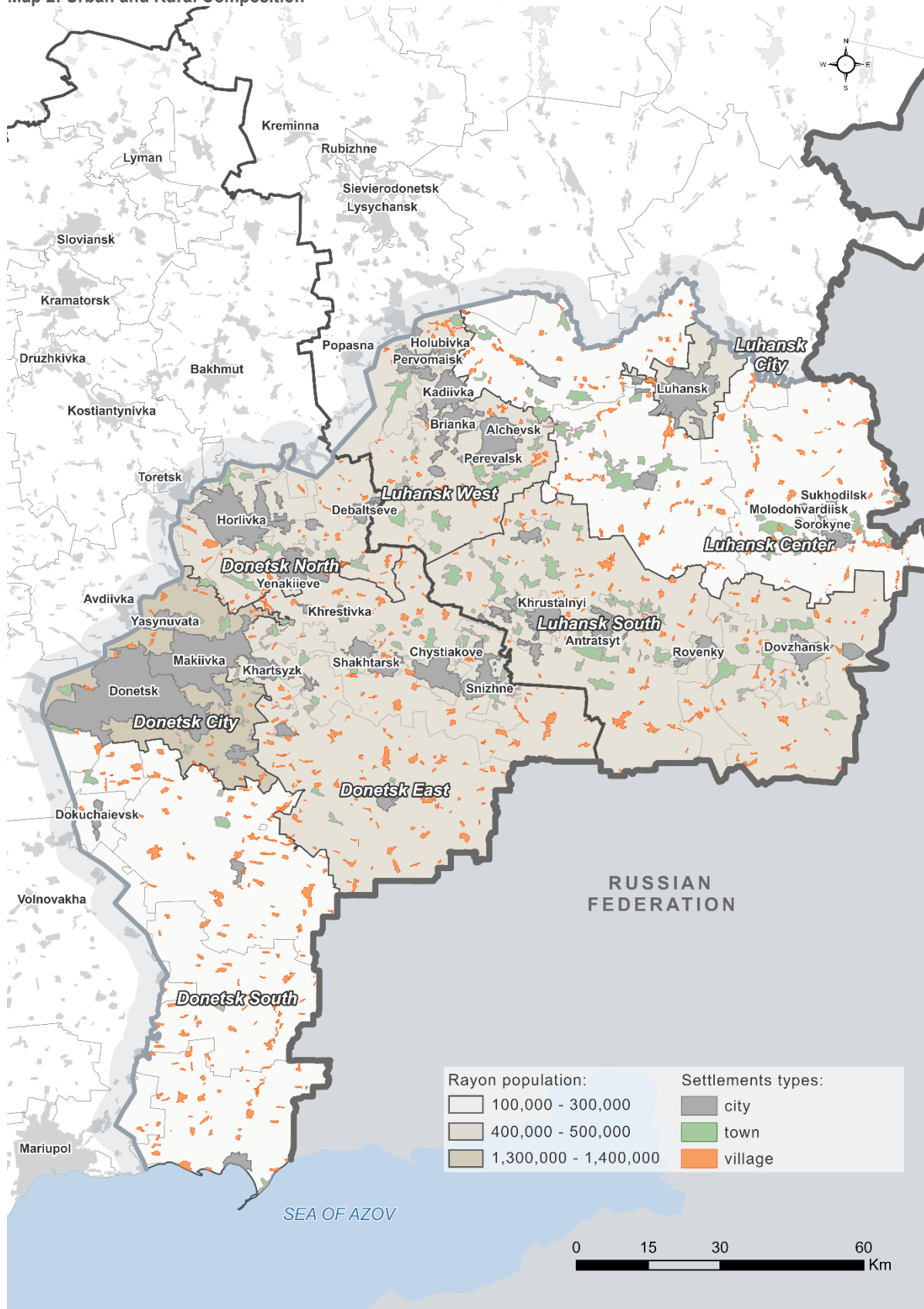
<sup>17</sup> See Annex II for number of KIs interviewed from each of the eight geographic locations.

6. Due to the difficulty in contacting residents in Donetsk South, this data is to be read as indicative rather than generalisable to the population living in this area. These findings are omitted from the main body of the report but can be found in Annex IV.
7. All findings should have been read keeping in mind that access to the NGCA is restricted and data collection is complex. The data was collected before the COVID-19 pandemic began and restrictions put in place but these need to be considered when the reader is analysing the data.
8. Some key indicators are not possible to compare to 2018 data due to restructuring of surveys

FINDINGS

Demographics and Cross Sectoral Findings

Map 2: Urban and Rural Composition



This section presents the main findings on the demographic composition in the NGCA, with a particular focus on population-level data that overarches the other findings of the report. Findings indicate that a high proportion of assessed head of households were female and, on average, were of pre-retirement age.<sup>18</sup> It finds that a large proportion of assessed head of households in urban settlements were educated to a high level. Over 50% of all assessed households reported having at least one vulnerability, most reported vulnerability was being a pensioner, but also a relatively high proportion reported having a disability (12% - 17% of head of assessed households), and/or a chronic illness (7% - 24%). COVID-19 restrictions and the closure of the EECs has the potential to cause severe economic hardship for the populations of the NGCA as a high proportion of those crossing stated that their most important source of income was their pension from the GCA, and that the reason they were crossing was to confirm or collect their pension. As of the 22<sup>nd</sup> of March, when the EECs closed, these assessed households cannot access their stated most important source of income. Addressing the financial transfer barriers that affect NGCA residents accessing their GCA pensions would support these vulnerable households. The majority of people that cross the LoC reside in the NGCA, and the majority also reported crossing to GCA once every two months, aligned with verification measures of Ukraine social services. Humanitarian actors could also consider looking at interventions to assist service providers in the five destination cities in GCA.

## Population Profile and Displacement

The NGCA makes up approximately a third of Donetsk and Luhansk oblasts but it includes the most densely populated areas that made up almost half of the total population of 6.64 million. The current population is unknown; the de facto government reports the figure at 3.75 million. Other estimates show figures below three million taking into account the 1.5 million Internally Displaced Persons (IDPs) and 600,000 Ukrainian asylum seekers abroad, most of whom are from the NGCA.<sup>19</sup>

Donetsk and Luhansk oblasts are highly urbanised areas with 91% and 87% of the population in Donetsk and Luhansk living in an urban area, respectively.<sup>20</sup> Therefore, the LoC cuts through one of the most developed urban clusters of Ukraine and, apart from Kyiv, the NGCA in Donetsk and Luhansk oblasts are the most industrialised regions of the country. In Donetsk oblast, three of the most populous pre-conflict cities are now in NGCA, with Donetsk city representing 22% of the pre-conflict oblast. Within this context, the NGCA has a significantly higher proportion of residents living in urban centres (94%) compared to the GCA (78%).<sup>21</sup> The urban density illustrated in Map 2 shows that Luhansk is much more rural than Donetsk, that Donetsk NGCA is the most densely populated area, followed by Luhansk NGCA, Donetsk GCA and Luhansk GCA. It also shows that the main urban centres of Donbas are now located in the NGCA.

Since the beginning of the conflict in 2014 there have been 1,439,838 registered IDPs, with half of these registered in the Donetsk and Luhansk GCA. From this, 62% of IDPs registered in Donetsk and 72% registered in Luhansk are registered as pensioners.<sup>22</sup> It is possible that a proportion of these pensioners are residing in the NGCA but have registered as IDPs in the GCA to collect a Government of Ukraine (GoU) pension. Persons from the NGCA can only receive GoU pensions only if they travel to the GCA to register as an IDP and undergo a verification procedure. According to the International Organisation for Migration (IOM), 60% of this total of registered IDPs moved from their Area of Origin (AoO) in Donetsk oblast, 37% moved from Luhansk oblast, and the remaining 3% from Crimea.<sup>23</sup>

REACH data from urban settlements informs that 14% of assessed households have at least one member currently displaced, while a further 14% of assessed households reported having at least one member who was displaced for at least three months but has returned. The most cited reasons for returning were to be closer to family and friends (41%) and for free or cheap accommodation (33%), while 11% of assessed households in Luhansk and 4% in Donetsk reported that the improved security situation was one of the reasons they returned to their AoO. The

<sup>18</sup> Retirement age for men is 60, and for women is 59.5, but this can vary depending on numbers of years the person has worked.

<sup>19</sup> The State of the Donbass A study of eastern Ukraine's separatist-held areas, Nikolaus von Twickel. [Available online](#).

<sup>20</sup> State statistics service of Ukraine, Statistical yearbook of Ukraine for 2018.

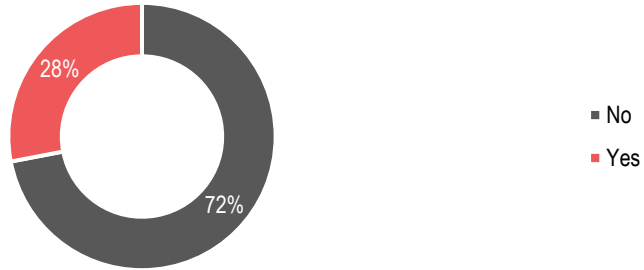
<sup>21</sup> State Statistics Service of Ukraine. Available [online](#).

<sup>22</sup> UNHCR, Registration of internal displacement, February 2020, available [online](#)

<sup>23</sup> IOM, National monitoring system report on the situation of internally displaced persons, September 2019. Available [online](#)

data shows a decrease in the proportion of assessed households being displaced from 2014 onwards, 77% of those who experienced displacement were displaced in 2014, 17% in 2015, down to 1% in 2018.

Figure 1. Proportion of assessed households in urban settlements who have experienced displacement for at least three months since the beginning of the conflict



Figures 2 and 3<sup>24</sup> show that a high proportion of assessed households in the NGCA have at least one member with at least one vulnerability.

Figure 2: Proportion of assessed head of households who accessed a humanitarian hotline by vulnerability type of at least one member of household, by NGCA of residence.

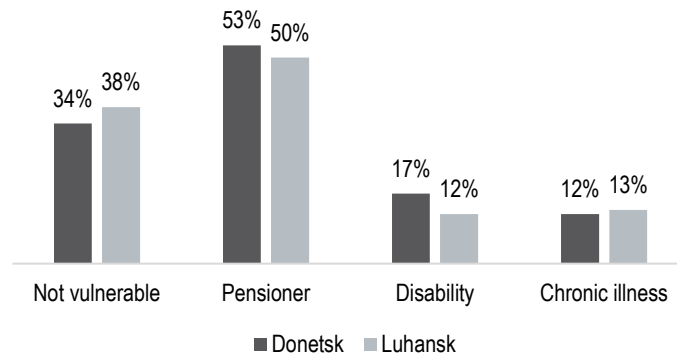
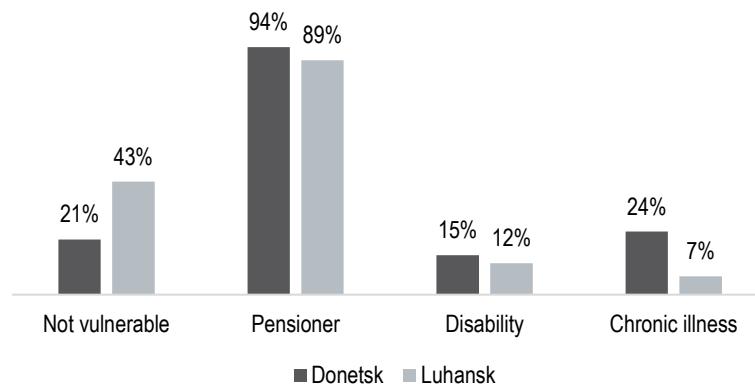


Figure 3: Proportion of assessed NGCA residents crossing Donetsk and Luhansk EECPs by vulnerability type of at least one member of household, by NGCA of residence.

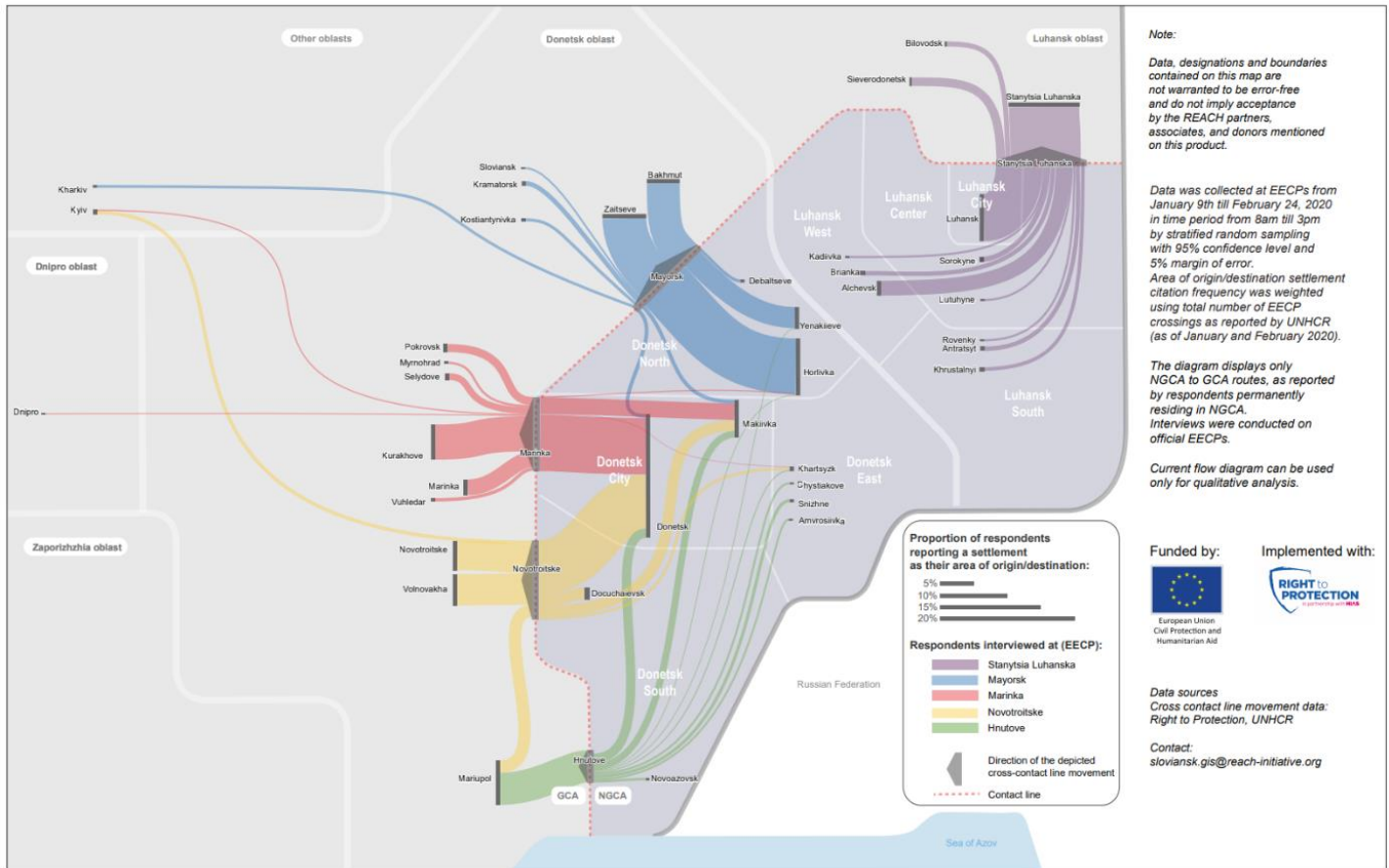


Further breakdown of the data for figures 2 and 3 informs that of those reporting having a disability, 81% (figure 2), and 78% (figure 3) stated that it was a physical disability.

<sup>24</sup> Multiple options were allowed

## EECP Crossing Dynamics

Map 3: Crossing dynamics from NGCA to GCA



Source: REACH GIS Department

Map 3 illustrates population flows from settlements in NGCA to settlements in GCA, showing the primary areas of origin and areas of destination for populations crossing. The map indicates that the majority of people cross to the nearest settlements in the GCA, with relatively small proportions traveling to Kharkiv, Kyiv or Zaporizhzhia. This would correlate with the data showing that a large proportion of respondents reported crossing for the purposes of their pensions. The main change from 2019 was the increase in the number of crossings to Zaitseve as a result of the opening of an Oschadbank in this settlement close to the LoC. This correlates with the data showing that many KIs reported not being able to transfer money to/from the GCA was an issue in accessing financial facilities in their settlements. Map 3 is a useful tool for humanitarian actors to understand where populations from the NGCA travel to in the GCA, which can then be used in the development of their humanitarian programmes to reach NGCA residents.

As of the 22<sup>nd</sup> of March, EECPs in Donetsk and Luhansk remained closed due to restrictions imposed while attempting to curtail the spread of COVID-19. The full effects that this closure will have on the population of the NGCA remain to be known, but as Table 1 (page 21) tells us, a high proportion of those crossing the LoC were doing so for economic reasons (confirm pensions/social benefits, collect benefits, and withdraw cash). Considering the high proportion of an older population living in the NGCA, the small average household size, the decreasing population of working age people in most assessed areas (see Map 6, page 42), and the high proportion of respondents who reported benefits as their most important source of income (see Table 25, page 40), the closures of the LoC has the potential to lead to extreme economic hardship. According to the United Nations High Commissioner for Refugees (UNHCR), the number of crossings at the five official EECPs<sup>25</sup> was 1,070,343 in January 2020. Of these, 543,171 (51%) were crossings into the GCA and 527,172 (49%) were crossings into the NGCA. Stanytsia Luhanska was the busiest EECP with 294,016 crossings, possibly due to being the only EECP in

<sup>25</sup> The five EECPs are: Stanytsia Luhanska, Mayorsk, Marinka, Novotroitske and Hnutove.

Luhansk oblast.<sup>26</sup> The Organisation for Security and Co-operation in Europe (OSCE), using State Border Guard Service (SBGS) of Ukraine data, reports that there were 8.56 million crossings in 2016, 11.84 million in 2017, 13.62 million in 2018, and 10.58 million from the 1<sup>st</sup> of January to the 30<sup>th</sup> of September 2019.<sup>27</sup>

Table 1: Reported reasons to travel to GCA reported by assessed NGCA residents crossing the LoC<sup>28</sup>

NGCA residents reported reasons for travel to GCA	Donetsk					Luhansk				
	City	East	North	South	Oblast	Centre	City	South	West	Oblast
Confirm pension/social benefits	61%	70%	59%	67%	63%	52%	42%	61%	56%	51%
Collecting benefits (pensions, social payments)	54%	59%	48%	52%	53%	32%	33%	37%	30%	33%
To visit family/friends	26%	25%	21%	28%	25%	13%	20%	15%	33%	22%
Buy goods/food	21%	20%	10%	19%	18%	13%	14%	13%	15%	14%
Withdrawing cash	18%	12%	21%	5%	16%	41%	29%	33%	24%	30%
Issues with documents	12%	12%	7%	11%	11%	29%	22%	19%	21%	22%
Postal service	5%	4%	2%	2%	4%	5%	10%	6%	2%	6%
Health care	2%	3%	1%	7%	3%	5%	5%	4%	9%	6%

According to the Ministry for the Reintegration of the Temporarily Occupied Territories of Ukraine, 593,814 persons crossed the contact line in the East of Ukraine in both directions; 415,193 using the EECs in Donetsk Oblast, and 178,621 used the Stanytsia Luhansk EEC in March<sup>29</sup>. This represents a decrease of 52% compared to February, most likely due to COVID-19 restrictions and precautionary actions taken by populations.

Looking at Right to Protection's (R2P) data, in January and February 2020<sup>30</sup> we can see that 64% of crossings were made by females and 63% of crossings were made by persons aged 60+. Females aged 60+ made up 41% of those crossing the LoC. In fact, in all age brackets there was a higher proportion of females than males crossing the LoC.<sup>31</sup>

Ninety-seven percent (97%) of those crossing reported living in the NGCA before the conflict, and 92% stated that they currently reside in the NGCA. Interestingly, of those currently residing in the NGCA, 59% stated that they resided over 20 km from the LoC. It should be noted that this high average proportion of residents reporting living beyond 20 km of the LoC is due to a large proportion of those crossing at Stanytsia Luhanska EEC and Hnutove EEC reporting living beyond 20 km of the LoC, 89% and 86% respectively. This is possibly due to Stanytsia Luhansk being the only EEC in Luhansk oblast and Hnutove EEC servicing a mainly rural area that is sparsely populated located in the south of Donetsk oblast.

A large proportion of persons (63%) crossing reported that they crossed once every two months. This could relate to the fact that the GoU requires pensioners from the NGCA to register as IDPs in the GCA, and these pensioners are at risk of losing their benefits if they spend more than 60 consecutive days in the NGCA. In fact, 90% of those aged 60+ crossing the LoC stated that they were crossing to recover a pension. What is of interest, and possibly indicates the reality on the ground, is that while the GoU requires a person to be registered as an IDP to receive a pension, and that 90% of those aged 60+ reported they crossed to recover a pension, 90% of those aged 60+ also

<sup>26</sup> UNHCR. Checkpoints: People's monthly crossings, February 2020. Available [online](#).

<sup>27</sup> OSCE Special monitoring mission to Ukraine. Thematic Report: Checkpoints along the contact line: Reasons why civilians cross and the challenges they face, January 2018 – October 2019. November 2019. Available [online](#).

<sup>28</sup> Multiple responses permitted

<sup>29</sup> Ministry for the Reintegration of the Temporarily Occupied Territories of Ukraine, 30.04.2020. [Online](#)

<sup>30</sup> Crossing the contact line: Snapshots. Available [online](#)

<sup>31</sup> 60+ (41% female, 22% male), 35-59 (16% female, 11% male), 18-34 (6% female, 3% male).

reported never having been displaced. This is not the just the case for pensioners. Many persons residing in the NGCA have to register as an IDP with the GoU to access many services, including banking services, even though they do not consider themselves to be displaced nor IDPs.

R2P's data also tells us that the EECF checkpoints on the NGCA side take much longer to pass through than those on the GCA side (see Table 2). These are significant duration times, especially at the NGCA EECFs, which explains why the majority of individuals crossing EECFs reported that their biggest concern while crossing was the long lines. In addition, it is important to consider that the majority of those crossing are aged 60+.

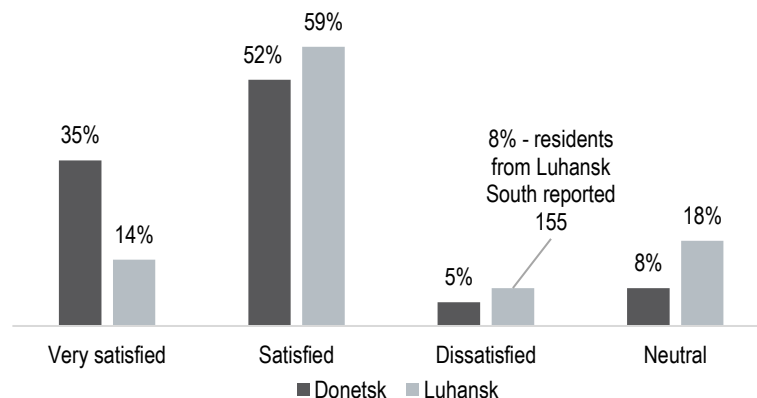
**Table 2: Proportion of individuals crossing GCA and NGCA EECFs who reported their average duration of crossing in February 2020<sup>32</sup>**

	GCA	NGCA
<30 min	18%	0.40%
30 minutes - 1 hour	50%	3%
1 - 2 hours	29%	39%
2 - 3 hours	1.50%	45%
3 - 4 hours	0%	10%
4 - 5 hours	0%	2%

Source: Right to Protection

The GoU has taken some measures to reduce the burdens faced by persons wanting to cross the LoC. Since 28 March 2019, electronic permits (required to enter GCA and previously issued on an annual basis) no longer have expiry dates and have instead unlimited validity.<sup>33</sup> This facilitates administrative procedures for these residents that cross the LoC and significantly reduces the burden of the crossings, hence improving the lives of the millions of people that cross yearly.

**Figure 4: Satisfaction with services accessed in GCA, as reported by assessed NGCA residents crossing the LoC**



Fewer assessed NGCA residents from Luhansk stated that they were satisfied or very satisfied with the services they had accessed in the GCA than assessed NGCA residents from Donetsk oblast. The higher rate of dissatisfaction, when compared to Donetsk, could be due to the existence of only one EECF in Luhansk oblast, Stanytsia Luhanska, which was the busiest of all EECFs in January 2020 with 294,016 crossings, along with the long waiting times at NGCA EECFs, as shown in Table 2. The distance and remoteness of Luhansk West and South, and the high numbers of people traveling from over 20 km of the LoC, also means people traveling from here would arrive later at the EECF (or have to leave their AoO very early in the morning) and possibly not having the time to conduct all required business in the GCA. Fifty-four percent (54%) of assessed NGCA residents returning to NGCA reported coming from Stanytsia Luhanska settlement, and 95% of these reported that had had accessed services there. This volume of people from the NGCA accessing services, along with permanent residents

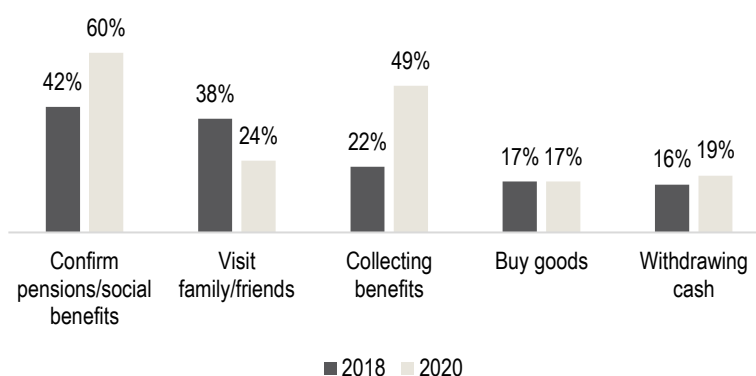
<sup>32</sup> Crossing the contact line: February Snapshot. Available [online](#)

<sup>33</sup> OSCE Special monitoring mission to Ukraine. Thematic Report: Checkpoints along the contact line: Reasons why civilians cross and the challenges they face, January 2018 – October 2019. November 2019. Available [online](#).



of Stanytsia Luhansk, puts a lot of strain on service providers, leads to long queues and delays, and possibly a higher rate of dissatisfaction.

Figure 5: Proportion of assessed NGCA residents at the LoC reporting their reason for crossing to the GCA, 2018 and 2020



When comparing results from 2018 to those from 2020 (see Figure 5), results show an increase in the proportion of NGCA residents stating that their reason for crossing the LoC is to confirm pensions/benefits and to collect their benefits.

## Main Concerns

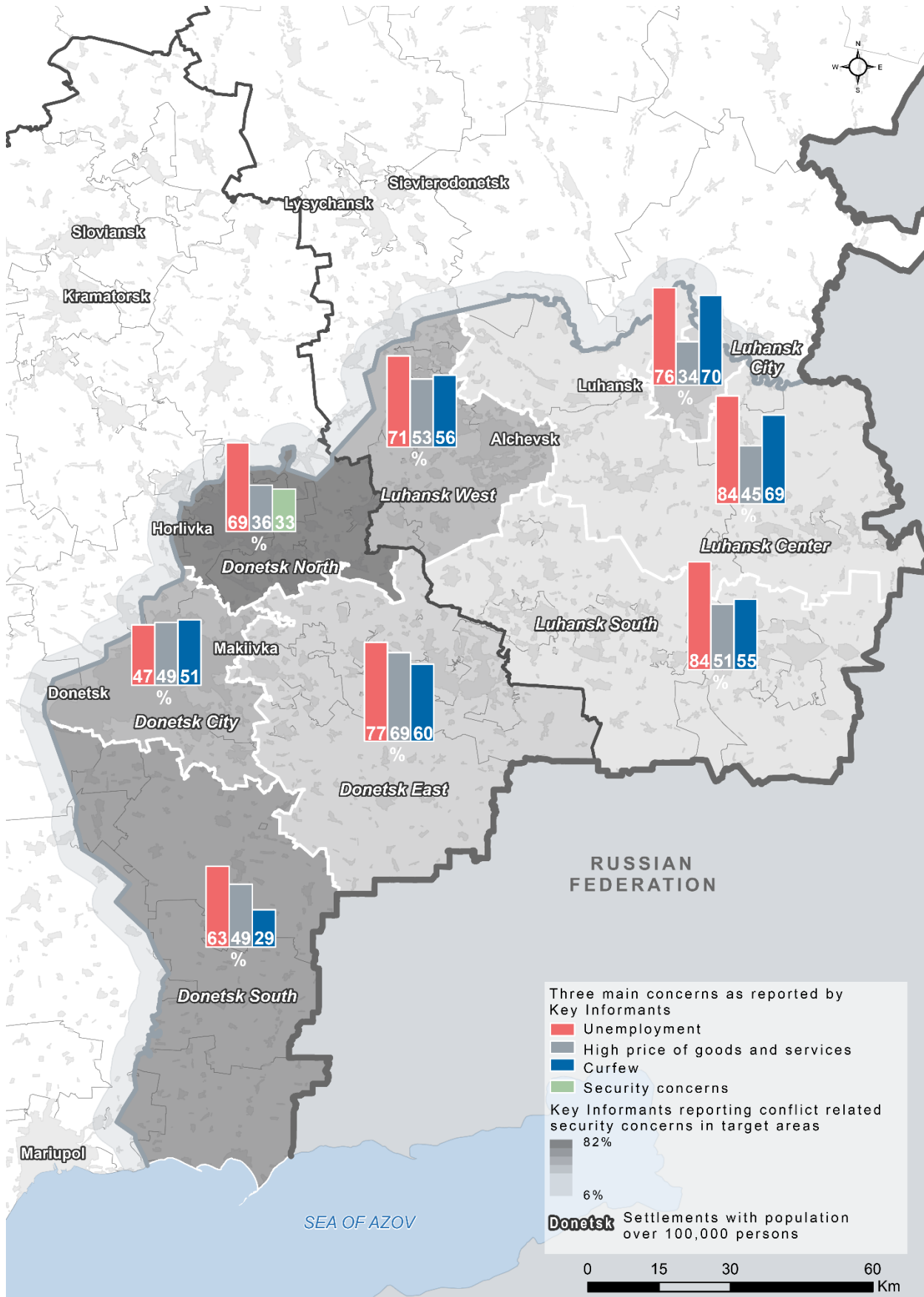
Map 4 and Table 3 tells us that socio-economic concerns are a higher priority to the population than conflict related security concerns. Humanitarian actor's efforts should be focused on the economic well-being of the residents of the NGCA, as the data throughout this report suggests that a high proportion of residents in the NGCA are relying on supports from the authorities in the GCA and the NGCA, and that they are reducing essential expenditures. Security should be mainstreamed into all assistance programmes, and it is an essential component of any project implemented within the context of a conflict, but to improve and maintain security access to livelihoods is required.

Table 3: Main concerns as reported by KIs<sup>34</sup>

	Unemployment	Curfew	High prices	Inadequate healthcare	Security concerns
Luhansk Centre	84%	69%	45%	31%	8%
Luhansk South	84%	55%	51%	14%	14%
Luhansk City	76%	70%	34%	4%	22%
Luhansk West	71%	56%	53%	15%	38%
Donetsk East	77%	60%	69%	8%	6%
Donetsk North	69%	24%	36%	5%	33%
Donetsk South	63%	29%	49%	20%	22%
Donetsk City	47%	51%	49%	2%	12%

<sup>34</sup> Multiple responses permitted

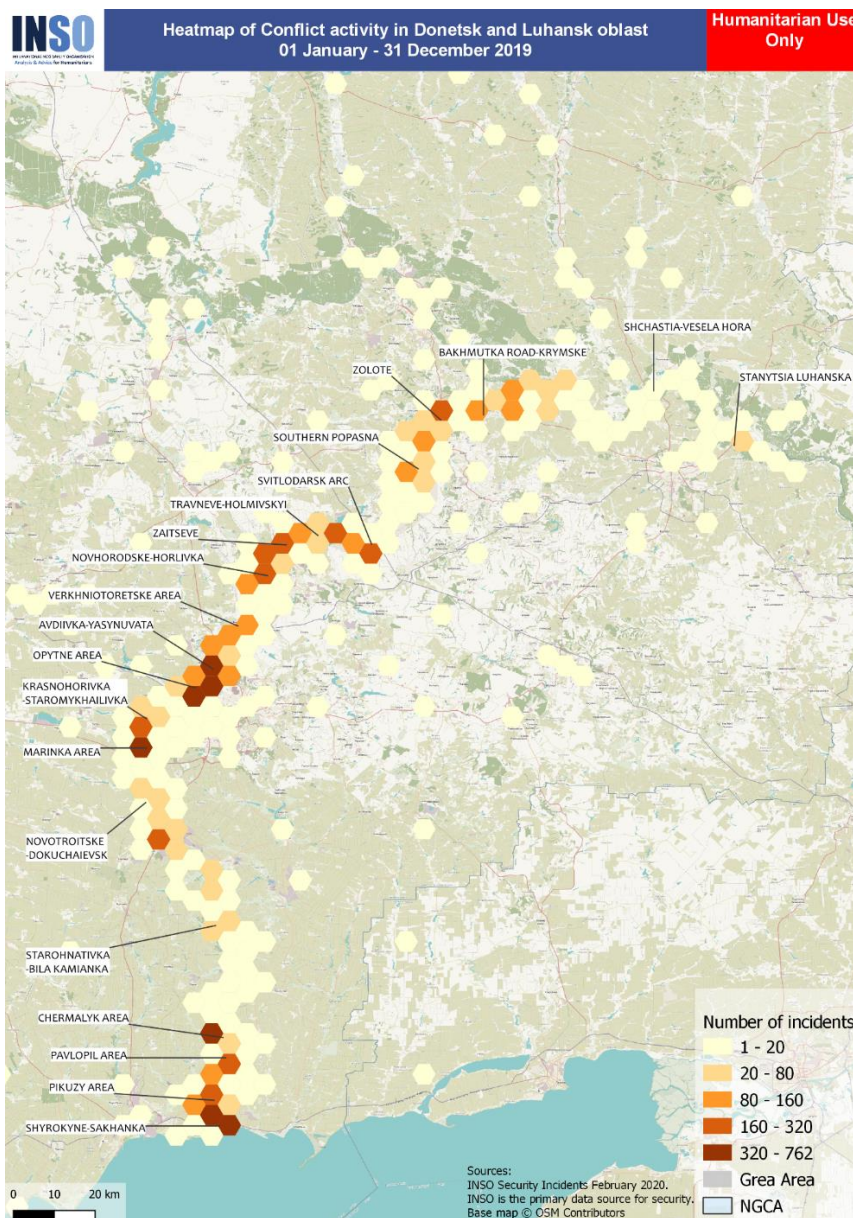
Map 4: Top three main concerns as expressed by KIs, and proportion of KIs who expressed security concerns, by geographic area



## Protection

This section examines the physical and social protection issues faced by populations in the NGCA, and those faced by persons crossing at the EECs. This section will also look at access to humanitarian aid, remaining gaps concerning aid delivery, and Accountability to Affected Populations (AAP). Although the conflict is still very active (167 civilian casualties in 2019), the main concerns of the population are around economic security and their ability to afford goods. As could be expected, the data finds that populations in areas closer to the LoC report more security concerns, including shelling in the vicinity of their settlement. This report shows that while most areas have social service facilities (the lowest being in Donetsk South where 61% of KIs reported their existence), many of these are not fully accessible to People with Disabilities (PWDs), a demographic who could be more in need of social services than the general population. Humanitarian actors should mainstream disability in their prospective development programmes allowing for the integration of entire populations in any interventions. With regards to housing, the main issue found was the low proportion of assessed households who had documents proving ownership or rental agreements that are recognized by both the GoU and the de-facto authorities in the NGCA. Humanitarian actors may have an opportunity to advocate on behalf of civilians caught up in the conflict for the recognition of their housing rights and documents by the GoU and the de-facto authorities, while respecting any concerns authorities might have that recognition of documents could imply recognition of authority.

Map 5: Heat map of conflict activity in Donetsk and Luhansk oblasts January 1<sup>st</sup> to December 31<sup>st</sup> 2019



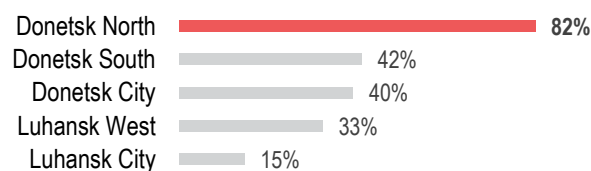
According to the International NGO Safety Organisation (INSO), there were 8,897 security incidents in 2019, compared to 2018 when there were 11,438 security incidents. There were also fewer military and civilian casualties in 2019 than in 2018.<sup>36</sup> The use of heavy weapons also decreased, 1,938 incidents in 2018 to 1,415 in 2019. However, January 2020 saw an increase of armed incidents, from 496 to 547, compared to December 2019. There was also an increase in the use of heavy weapons, from 44 incidents in December 2019 to 67 incidents in January 2020. In January and February 2020, there were forty-five incidences of property damage, twenty-nine of which were in residential areas in the NGCA.

Considering the high volume of crossings at the EECPs, the ongoing conflict presents many security risks and challenges for people, including mines, unexploded ordnance (UXO), and ceasefire violations. According to the Special Monitoring Mission of the OSCE, there were nearly 22,000 ceasefire violations within 5 km of the EECPs and corresponding checkpoints between January 2018 and October 2019.<sup>37</sup> However, both interestingly and worryingly, only 6% of respondents to R2P surveys<sup>38</sup> of persons at EECPs reported the risk of shooting or shelling as a most frequent concern, while 62% reported long lines as a most frequent concern. This possibly signifies the normalization of the ongoing conflict and the population's acceptance of the associated risks.<sup>39</sup>

## Security

The proportion of KIs reporting shelling in the vicinity of their settlement as their main security concern correlates with the geographic positioning of their area along the line of conflict as shown in Map 5, the heatmap of conflict activity in Donetsk and Luhansk oblast. Donetsk North, Donetsk City, and Donetsk South had the highest concentration of security incidences according to INSO, and these were the areas that the highest proportion of KIs reported shelling as a main concern. A lower proportion of KIs from Donetsk East (10%) reported shelling in the vicinity of their settlement as their main security concern. Fewer incidences were also reported in this area (see Map 5). This is also seen in Luhansk oblast, where only 6% of KIs from Luhansk Centre and Luhansk South reported shelling in the vicinity of their settlement as a main security concern. While further investigation as to why there are less security incidences and less KIs reporting shelling as security concern in Luhansk Centre, the reason explaining this for Donetsk East and Luhansk South is more likely due to their distance from the LoC.

Figure 6 Proportion of KIs reporting shelling in the vicinity of their settlement as their main security concern



## Social Protection

Figures 7 and 8 highlight the issue with social services being inaccessible for people with disabilities. This is especially concerning in the context that between 12% and 17% of assessed households reported at least one member in their household having a disability (Figures 2 and 3, page 19). As we see later in the report, education facilities have a similar issue with accessibility for people with disabilities. Considering the relatively high proportion of people with disabilities and the relatively low number of facilities that are fully accessible for people with disabilities, any prospective programme development will need to be disability inclusive.

<sup>36</sup> In 2018, there were 1,010 military casualties from both parties to the conflict, and 788 in 2019. There were 360 civilian casualties in 2018 and 200 in 2019.

<sup>37</sup> OSCE Special monitoring mission to Ukraine. Thematic Report: Checkpoints along the contact line: Reasons why civilians cross and the challenges they face, January 2018 – October 2019. November 2019. Available [online](#).

<sup>38</sup> Conducted monthly throughout 2019.

<sup>39</sup> R2P/UNHCR, Eastern Ukraine checkpoint monitoring 2019. Available [online](#).

Figure 7: Proportion of KIs reporting existence of social services in their settlement and reported as fully accessible to PWD, in Donetsk oblast by area

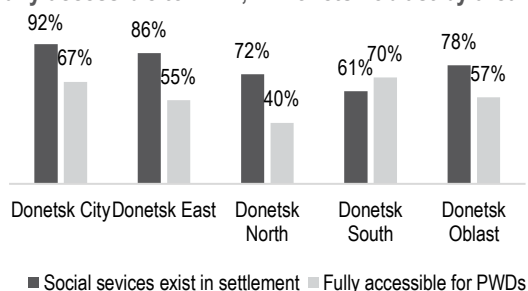
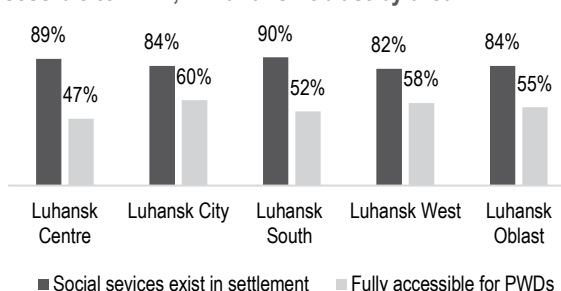


Figure 8: Proportion of KIs reporting existence of social services in their settlement and reported as fully accessible to PWD, in Luhansk oblast by area



## Accountability to Affected Populations (AAP)

There is no discernible pattern in the results concerning AAP and humanitarian assistance. In urban settlements, the highest proportion of humanitarian aid was reportedly provided by de-facto authorities (Table 4). Across NGCA of both Oblasts, the highest proportion of assessed households who accessed a humanitarian hotline who reported receiving humanitarian assistance reported they received it from local NGOs, as can be seen in Tables 5 and 6. While a high proportion of assessed households, both in urban areas and in general across the NGCA of both Oblasts, received aid since 2014, a low proportion received any in the twelve months prior to data collection. Consultation with populations regarding the aid preferred or required is limited, as is providing populations with a complaint response mechanism. Most assessed households reported preferring cash as their aid modality, yet most assessed households received food. Humanitarian actors have reported having more difficulties working in the NGCA but, as seen in the winterization assistance, the de-facto authorities are willing to cooperate with humanitarian actors.

Table 4: AAP as reported by assessed households in urban settlements, Donetsk and Luhansk

	Donetsk NGCA	Luhansk NGCA	Total
1 Received assistance since beginning of crisis	81%	68%	76%
2 In the 12 months prior to data collection (subset of 1)	11%	23%	16%
More than two months ago (subset of 2)	37%	46%	42%
3 Between one and two months ago (subset of 2)	22%	23%	22%
Between one and four weeks ago (subset of 2)	25%	18%	21%
Less than a week ago (subset of 2)	8%	13%	11%
4 <b>Type of aid received (subset of 2)</b>			
Food	82%	71%	76%
Other non-food items	11%	26%	19%
Cash	11%	5%	8%
5 <b>Preferred modality of aid (Overall)</b>			
Cash	63%	63%	63%
In-kind (i.e. receive goods)	14%	13%	14%
No needs	16%	24%	20%
6 <b>Received from (subset of 2)</b>			
Institutions of DPR/LPR	41%	27%	34%
International Humanitarian organization	30%	26%	28%
Religious institutions	8%	0%	4%
Local Humanitarian agencies	0%	6%	3%
Household was <b>not</b> consulted before aid distribution (subset of 2)	74%	87%	81%

Household was **not** informed of a complaints response mechanism (subset of 2)

59%

76%

68%

Table 4 shows that while a large proportion of assessed households in urban areas reported receiving humanitarian assistance since the beginning of the conflict, a much smaller proportion received assistance in the twelve months prior to data collection. Amongst this same group of households, 63% stated that their preference would be to receive cash as aid, in contrast to only 8% having received cash as a form of aid in the twelve months prior to data collection. In addition to this, 45% of all assessed households reported that they required additional aid. The majority of assessed urban households received their assistance from the de-facto authorities in the NGCA, which highlights the difficulties humanitarian actors may have in influencing where aid is distributed, to whom, and the modality of assistance. A large proportion of assessed households were not consulted before aid was distributed, nor were they informed of a complaint's response mechanism.

**Table 5: AAP as reported by assessed NGCA resident households who have accessed a humanitarian hotline, Donetsk**

	Donetsk City	Donetsk East	Donetsk North	Donetsk Oblast
<b>1</b> Received assistance since beginning of crisis	66%	66%	66%	66%
<b>2</b> In the 12 months prior to data collection (subset of 1)	15%	6%	13%	11%
More than two months ago (subset of 2)	90%	96%	95%	93%
<b>3</b> Between one and two months ago (subset of 2)	3%	2%	2%	2%
Between one and four weeks ago (subset of 2)	7%	1%	3%	4%
Less than a week ago (subset of 2)	0%	1%	0%	0%
<b>4</b> <b>Type of aid received (subset of 2)</b>				
Food	62%	36%	66%	59%
Hygiene needs	27%	14%	29%	26%
Other non-food items	19%	7%	11%	14%
Baby food / baby products / baby clothes	22%	29%	11%	19%
Winterization items	16%	0%	6%	9%
Cash	8%	21%	6%	9%
Medical help	11%	7%	6%	8%
<b>5</b> <b>Preferred modality of aid (Overall)</b>				
Cash	30%	33%	40%	34%
Medical help	28%	28%	33%	30%
Food	22%	22%	21%	22%
Legal assistance	14%	9%	13%	12%
No needs	31%	38%	32%	34%
<b>6</b> <b>Received from (subset of 2)</b>				
Institutions of DPR/LPR	9%	9%	12%	10%
International Humanitarian organization	16%	20%	20%	19%
Religious institutions	9%	7%	12%	9%
Local Humanitarian agencies	71%	74%	70%	72%
Household was <b>not</b> consulted before aid distribution (subset of 2)	86%	89%	88%	88%
Household was <b>not</b> informed of a complaints response mechanism (Overall population)	49%	54%	57%	53%

Tables 5 and 6 suggest, when compared to Table 4, that a lower proportion of households have received humanitarian assistance outside of urban settlements since the beginning of the conflict. While, it appears that the de-facto authorities have concentrated their assistance on the population of urban settlements, local humanitarian organisations are the main providers of humanitarian assistance to populations outside of these settlements. While,

it appears that a relatively large proportion of assessed households who received aid (Donetsk: 11%; Luhansk: 11%) received it in the form of baby products (19%, 27% respectively), this appears to be in line with the proportion of assessed households who reported having pregnant and/or lactating women in their household (2%). None (0%) of assessed households reported baby products as a preferred modality of aid. As mentioned above, a large proportion of assessed households were not consulted before aid was distributed, nor were they informed of a complaints response mechanism. Again, it can be seen that assessed households preferred modality of aid is cash but the majority of those who received aid received food. A relatively high proportion of all assessed households reported not needing any humanitarian assistance, over a third in both Donetsk and Luhansk. Also noticeable is the proportion of assessed households that reported a need for legal assistance.

**Table 6: AAP as reported by assessed NGCA resident households who have accessed a humanitarian hotline, Luhansk**

	Luhansk Centre	Luhansk City	Luhansk South	Luhansk West	Luhansk Oblast
1 Received assistance since beginning of crisis	50%	60%	46%	48%	51%
2 In the 12 months prior to data collection (subset of 1)	11%	11%	13%	12%	11%
More than two months ago (subset of 2)	92%	95%	93%	97%	94%
Between one and two months ago (subset of 2)	7%	1%	3%	2%	3%
3 Between one and four weeks ago (subset of 2)	1%	3%	3%	2%	2%
Less than a week ago (subset of 2)	1%	1%	2%	0%	1%
4 <b>Type of aid received (subset of 2)</b>					
Food	57%	50%	48%	57%	53%
Hygiene needs	5%	19%	12%	9%	12%
Other non-food items	0%	19%	28%	13%	16%
Baby food / baby products / baby clothes	38%	27%	32%	13%	27%
Winterization items	0%	4%	4%	0%	2%
Cash	0%	8%	4%	9%	5%
Medical help	0%	12%	0%	0%	3%
5 <b>Preferred modality of aid (Overall)</b>					
Cash	30%	32%	32%	36%	32%
Medical help	27%	29%	34%	32%	31%
Food	20%	22%	20%	21%	21%
Legal assistance	12%	12%	10%	12%	11%
No needs	38%	35%	35%	35%	36%
6 <b>Received from (subset of 2)</b>					
Institutions of DPR/LPR	26%	13%	24%	19%	20%
International Humanitarian organization	26%	23%	23%	31%	26%
Religious institutions	10%	9%	17%	15%	12%
Local Humanitarian agencies	43%	56%	46%	42%	47%
Household was <b>not</b> consulted before aid distribution (subset of 2)	86%	87%	91%	93%	89%
Household was <b>not</b> informed of a complaints response mechanism (Overall population)	52%	59%	53%	54%	55%

Table 7 shows that there has been a decrease in the proportion of assessed urban households who reported needing humanitarian assistance in 2020 compared to 2018, an eight percentage point decrease in Luhansk. This

could correlate with a higher proportion of households reporting GCA pensions as a source in income, more households reporting being in full-time employment, and less households reporting problems in accessing employment in 2020 than in 2018. However, more households also reported pensions as their most important source of income in 2020. These patterns would require further research to fully understand this, but it is possible that the cost of living in the NGCA is lower than the GCA and, therefore, GCA pensions can cover much of a household's expenses.

**Table 7: Proportion of assessed households in NGCA urban settlements who reported needing humanitarian assistance, by type of assistance needed, 2018 and 2020**

Household needs humanitarian assistance	2018			2020		
	Donetsk	Luhansk	Overall	Donetsk	Luhansk	Overall
No	12%	16%	13%	16%	24%	20%
Yes						
Food needs	64%	58%	62%	51%	32%	41%
Hygiene needs	39%	39%	39%	8%	14%	11%
Medical needs	32%	31%	32%	22%	13%	17%
Needs related to livelihoods	31%	26%	30%	22%	16%	19%
Health/nutrition needs	13%	18%	15%	19%	8%	13%
Shelter and utilities	10%	18%	13%	11%	8%	9%



## Education

This section examines access to education in the NGCA to identify the primary issues facing populations and to provide a geographic context to understand which areas experience greater need. The report finds that the main issues with regards to education are the recognition by the GoU of education certificates issued to students by the de-facto authorities in the NGCA, thus hindering the further educational and economic opportunities of this demographic. The quality of the education students receive does not seem to be an issue, with a large proportion of KIs stating that it was of good or very good quality. Findings also indicate that children with disabilities could be marginalized as a low proportion of education facilities in all eight geographic areas were reported as fully accessible for PWDs.

Humanitarian actors active in the NGCA could work towards ensuring educational facilities are accessible to all people, especially children. While being sympathetic to the context of the conflict, humanitarian actors could advocate for the GoU to recognize educational certificates (without implying recognition of the de-facto authorities) obtained by students studying in the NGCA, if the education system and curriculum is of a high enough standard. Children who are not party to the conflict should not see their future opportunities diminished due to the conflict.

The HNO Ukraine<sup>40</sup> estimates that there are 303,000 people in need of education assistance, of which 212,000 reside within 20 km of the LoC and 91,000 reside beyond 20 km of the LoC. Due to the conflict and the separation of Donetsk and Luhansk oblasts territories into the GCA and NGCA, there has been a growing fragmentation of education systems. The education cluster estimates that there are 436,900 children and teachers on both sides of the LoC within 20 km. Of these, 275,200 reside in the NGCA.<sup>41</sup> Due to the separation of territories and fragmentation of the education system, the GoU does not recognize NGCA certificates, and students have difficulty getting their NGCA certificates validated for use outside of the NGCA. Adding to this psychological burden for children, the HNO states that children born in the NGCA risk being stateless as only 44% of children born between 2016 and 2018 received birth certificates issued by Ukrainian authorities. Certificates issued by the de-facto authorities in the NGCA are not recognized by the GoU, or most other countries.

Table 8, using data from the state statistics office of Ukraine<sup>42</sup>, shows the decrease in the number of educational institutions from 2010 to 2018 in both Donetsk and Luhansk GCA.<sup>43</sup> This highlights the splintering of the education system affecting many thousands of students. With the geographical territory of Ukraine, there are now three separate education systems in place, one for the GCA, one under the control of the Donetsk People's Republic (DPR), and another under the control of the Luhansk People's Republic (LPR).<sup>44</sup> Not only are the curriculums different, where the DPR and LPR have incorporated elements of the Russian education system, but the language of instruction is also different in the GCA (Ukrainian) and the NGCA (Russian). Most importantly for students is the non-recognition of school certificates awarded to children by the NGCA authorities. According to the education cluster, this is putting children at risk with higher education and job opportunities outside of the NGCA being inaccessible to them. The division of the physical territory and education system of Ukraine could lead to the division of the psychological and cultural territory of its people.

**Table 8: Number of educational institutions<sup>45</sup> and s students enrolled in Donetsk and Luhansk oblasts in the years 2010, 2015 and 2018**

Year	Educational Institutions			Enrolled		
	2010	2015	2018	2010	2015	2018
Donetsk Oblast	1,233	580	549	508,500	173,500	194,700
Luhansk Oblast	770	320	292	281,400	71,800	75,900

<sup>40</sup> United Nations Office for the Coordination of Humanitarian Affairs (UNOCHA), Humanitarian Needs Overview Ukraine, 2020. Available [online](#).

<sup>41</sup> Ukraine Education Cluster, Children, Teachers and education Facilities in Donetsk and Luhansk Oblasts – Education Cluster estimate as of start of 2018/2019 school year. Available [online](#).

<sup>42</sup> State statistics service of Ukraine, Statistical yearbook of Ukraine for 2018.

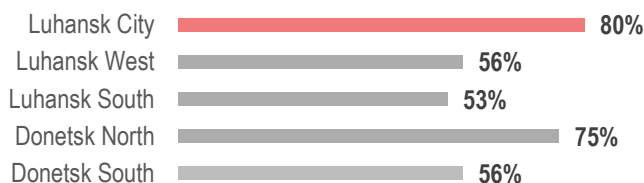
<sup>43</sup> Prior to the conflict beginning in 2014, all of Donetsk and Luhansk oblasts were under government of Ukraine control.

<sup>44</sup> [https://reliefweb.int/sites/reliefweb.int/files/resources/1\\_ukraine\\_education\\_cluster\\_strategy\\_final\\_23.09.2019\\_eng.pdf](https://reliefweb.int/sites/reliefweb.int/files/resources/1_ukraine_education_cluster_strategy_final_23.09.2019_eng.pdf)

<sup>45</sup> Educational institutions include: general secondary; colleges, technical secondary and vocational; universities, academies and institutes.

The majority of KI's reported that education facilities exist in their settlements (93%). Figure 9 shows the proportion of these KI's that stated that the quality of the education facilities in their settlements was good or very good. Only 2% of KI's reported the quality as poor or very poor.

Figure 9: Proportion of KI's reporting the quality of education facilities in their settlement as good or very good



Figures 10 and 11 show that while most settlements in areas had education facilities, a low proportion of these were fully accessible for PWD. According to UNICEF, there are approximately two children with disabilities for every 100 students. Using these figures, the education clusters approximation of 120,000 children who received school certificates in 2019, and the lack of education facilities that are fully accessible to PWD, there are potentially thousands of school aged children being marginalized and unable to access their education facility. More in-depth research is required to discover the true numbers. It should be noted that overall, 27% of KI's stated that they did not know if the education services in their settlement was fully accessible to PWD.

Figure 10: Proportion of KI's reporting existence of education services in their settlement, and proportion of those which are fully accessible to PWD, in Donetsk oblast by area

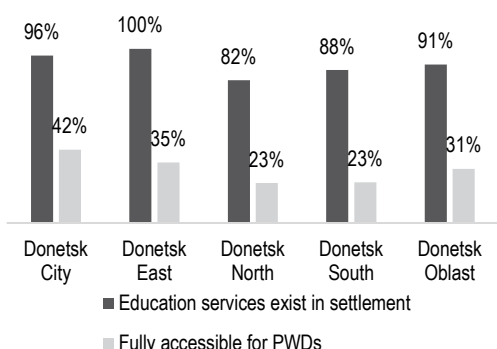


Figure 11: Proportion of KI's reporting existence of education services in their settlement, and proportion of those which are fully accessible to PWD, in Luhansk oblast by area

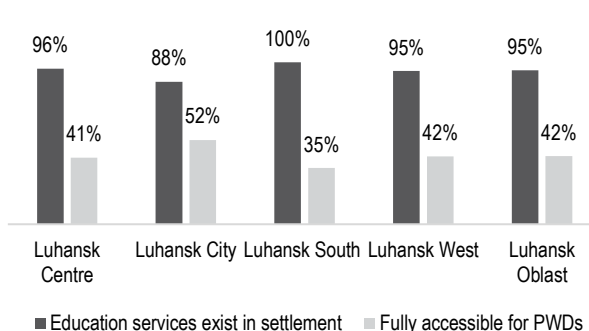
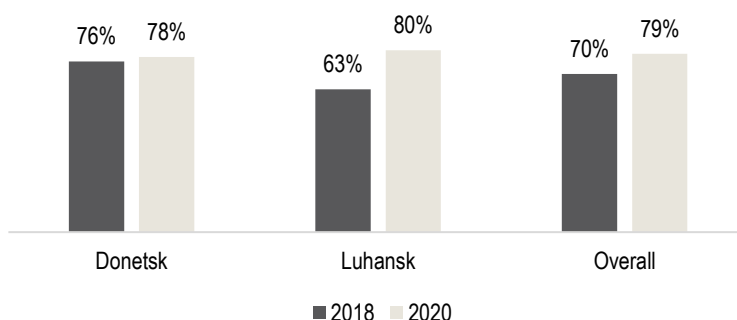


Figure 12 shows that a higher proportion of assessed households in urban settlements enrolled all their children between the ages of 2 to 17 in an educational facility in 2020 than in 2018.

Figure 12: Proportion of assessed households in urban settlements who reported all children in their household aged from 2 to 17 were enrolled in educational facilities in the school year prior to data collection, 2018 and 2020



## Food Security, Livelihoods and Economic Security

This section examines food, livelihoods and economic security with a focus on more at-risk sections of society, including household's Food Consumption Scores (FCS), Food Security Index (FSI), and multi-sector Coping Strategy Index (mCSI). Issues relating to employment and livelihoods as well as access to markets and the related physical infrastructure are also considered. The findings show that generally females score worse at all levels of measurement in all indicators, and vulnerability status has a much higher effect on the proportions of females that are in need of some assistance than males. These indicators cannot be looked at in a vacuum, but should be seen as a baseline in the context of the COVID-19 outbreak. Findings should be read taking into account the high proportion of people who stated that pensions from the GCA were their most important source of income, while currently the EECs are closed and therefore access to their pensions. The lack of employment opportunities reported in most areas, and even if there were opportunities, the reported decrease in working age people and the high proportion of pensioners should also be taken into account. All of these factors combined will lead to a more severe food security crisis in the coming months. It is important that humanitarian actors monitor levels of food security, and advocate the GCA and the NGCA authorities to allow delivery of humanitarian assistance in areas within the NGCA, where the food security crisis is believed to emerge.

Of interest, and what would require more investigation and awareness by humanitarian actors, is that for some of the food security and coping strategy indicators men without a vulnerability score the worst. This is possibly due to men without a pre-defined vulnerability will never be considered for humanitarian aid. When the data is broken down by marital status, men who are separated or divorced also score badly in the indicators. However, these men would usually not be classified as vulnerable and therefore not likely to receive any assistance. The analysis also shows that a relatively large proportion of assessed households with no vulnerability are moderately food insecure, or are using crisis coping strategies, which may highlight the lack of employment opportunities or the low pay of those working, alongside the high cost of produce in the markets.

### Food Security

While the data shows that proportionally there are relatively few assessed households that have poor FCS, or are severely food insecure, the proportion is higher for those assessed households using emergency coping strategies. This should be closely monitored by humanitarian actors as when these coping strategies deplete the proportion of those that have poor FCS or are severely food insecure may begin to increase<sup>46</sup>.

The HNO Ukraine 2020<sup>47</sup> estimates that there are 657,000 people residing in the NGCA in need of food security and livelihoods support, of which 456,000 reside within 20 km of the LoC and 201,000 reside beyond 20 km of the LoC. It estimates that the number of food insecure people in the NGCA is 285,000 people and relevant clusters have estimated that 40% of beneficiaries experience financial difficulties when purchasing food.

For the purposes of this assessment, REACH followed the World Food Programme (WFP) Consolidated Approach to Reporting Indicators (CARI) methodology for calculating indicators relating to food security.<sup>48</sup>

Table 9 shows that being a female with a vulnerability correlated with being less likely to have an acceptable food consumption score, when compared to females who had no vulnerability, and to males who either did or did not have a vulnerability. The demographic most likely to have a poor food consumption score were females with a disability (3%), while females with a chronic illness were the most likely to have a borderline FCS (17%).

<sup>46</sup> FCS, FSI, and mCSI for the general population please see annex II

<sup>47</sup> United Nations Office for the Coordination of Humanitarian Affairs (UNOCHA), Humanitarian Needs Overview Ukraine, 2020. Available [online](#).

<sup>48</sup> More information on the CARI methodology can be found [here](#)

**Table 9: Proportion of assessed NGCA resident households in Donetsk who have accessed a humanitarian hotline by FCS<sup>49</sup> category, sex, vulnerability status and vulnerability type**

Food Consumption Score	Not vulnerable		Vulnerable		Pensioner		Disability		Chronic illness	
	34%		66%		53%		17%		12%	
	male	female	male	female	male	female	male	female	male	female
Acceptable	93%	92%	94%	87%	94%	86%	93%	87%	93%	83%
Borderline	7%	7%	6%	11%	6%	13%	7%	10%	7%	17%
Poor	0%	1%	0%	1%	0%	2%	0%	3%	0%	0%

Table 10 shows that the population in Luhansk has similar FCS to the one in Donetsk. Males with a chronic illness were the most likely to have a poor FCS (2%), and overall females with a vulnerability were twice as likely to have a borderline FCS than males with a vulnerability. A higher proportion of females with a vulnerability in Donetsk were likely to have a poor FCS than females with a vulnerability in Luhansk.

**Table 10: Proportion of assessed NGCA resident households in Luhansk who have accessed a humanitarian hotline by FCS<sup>50</sup> category, sex, vulnerability status and vulnerability type**

Food Consumption Score	Not vulnerable		Vulnerable		Pensioner		Disability		Chronic illness	
	38%		62%		50%		12%		13%	
	male	female	male	female	male	female	male	female	male	female
Acceptable	96%	95%	94%	87%	95%	85%	89%	79%	91%	86%
Borderline	4%	5%	5%	12%	5%	14%	11%	20%	7%	13%
Poor	0%	0%	1%	1%	1%	1%	0%	1%	2%	1%

Similarly, Table 11 shows that women with a vulnerability in Donetsk are much more likely to require some form of assistance than women without a vulnerability, or men either with or without a vulnerability. Females with a disability were the most likely demographic to be severely food insecure (2%), while females with a disability, females with a chronic illness, and males without a vulnerability were the most likely to be moderately food insecure, all at 17%.

**Table 11: Proportion of assessed NGCA resident households in Donetsk who have accessed a humanitarian hotline by FSI<sup>51</sup> category, sex, vulnerability status and vulnerability type**

Food Security Index	Not vulnerable		Vulnerable		Pensioner		Disability		Chronic illness	
	34%		66%		53%		17%		12%	
	male	female	male	female	male	female	male	female	male	female
Food secure	53%	51%	54%	40%	55%	39%	44%	34%	41%	29%
Marginally food secure	30%	37%	41%	47%	41%	48%	49%	47%	51%	52%
Moderately food insecure	17%	11%	5%	13%	4%	12%	7%	17%	7%	17%
Severely food insecure	0%	1%	0%	1%	0%	1%	1%	2%	0%	1%

Table 12 (Luhansk) shows similar results to Donetsk. Again, there is a high proportion of males without a vulnerability who are moderately food insecure.

<sup>49</sup> Recall period of 7 days prior to data collection

<sup>50</sup> Recall period of 7 days prior to data collection

<sup>51</sup> Recall period of 7 days prior to data collection

**Table 12: Proportion of assessed NGCA resident households in Luhansk who have accessed a humanitarian hotline by FSI<sup>52</sup> category, sex, vulnerability status and vulnerability type**

	Not vulnerable		Vulnerable		Pensioner		Disability		Chronic illness	
	38%		62%		50%		12%		13%	
	male	female	male	female	male	female	male	female	male	female
<b>Food Security Index</b>										
Food secure	53%	58%	52%	39%	54%	40%	40%	28%	51%	30%
Marginally food secure	28%	34%	40%	49%	39%	49%	49%	55%	39%	56%
Moderately food insecure	18%	8%	8%	11%	7%	11%	10%	16%	9%	12%
Severely food insecure	1%	0%	1%	0%	1%	1%	1%	1%	2%	1%

Table 13 again shows that being a female, especially one with a vulnerability, means you are more likely to require some form of assistance. Nonetheless, the demographic with the highest proportion of people in an emergency situation were males without a vulnerability (14%). Looking at the vulnerability types, a higher proportion of females were at emergency and crisis levels when compared to males, more than double in some instances.

**Table 13: Proportion of assessed NGCA resident households in Donetsk who have accessed a humanitarian hotline by mCSI<sup>53</sup> category, sex, vulnerability status and vulnerability type**

	Not vulnerable		Vulnerable		Pensioner		Disability		Chronic illness	
	34%		66%		53%		17%		12%	
	male	female	male	female	male	female	male	female	male	female
<b>multi-Sector Coping Strategy Index</b>										
None	56%	55%	57%	44%	59%	44%	47%	37%	44%	33%
Stress	13%	16%	17%	16%	16%	16%	21%	6%	17%	15%
Crisis	17%	21%	23%	34%	23%	37%	28%	47%	37%	46%
Emergency	14%	8%	3%	6%	2%	5%	5%	10%	2%	7%

Results from Luhansk (Table 14) are similar to results from Donetsk, although a higher proportion of males than females are in the emergency category when compared to results from Donetsk. The reasons for this would require further research.

**Table 14: Proportion of assessed NGCA resident households in Luhansk who have accessed a humanitarian hotline by mCSI<sup>54</sup> category, sex, vulnerability status and vulnerability type**

	Not vulnerable		Vulnerable		Pensioner		Disability		Chronic illness	
	38%		62%		50%		12%		13%	
	male	female	male	female	male	female	male	female	male	female
<b>multi-Sector Coping Strategy Index</b>										
None	54%	61%	54%	44%	57%	46%	45%	36%	54%	34%
Stress	13%	16%	14%	14%	13%	13%	14%	8%	11%	11%
Crisis	16%	17%	27%	38%	26%	39%	35%	53%	30%	52%
Emergency	17%	6%	6%	4%	5%	3%	6%	3%	5%	3%

When looking towards the future, 11% of all assessed households in Donetsk and 9% in Luhansk reported not having sufficient preserved food for the coming winter. A further 20% in Donetsk and 18% in Luhansk did not know

<sup>52</sup> Recall period of 7 days prior to data collection

<sup>53</sup> Recall period of 30 days prior to data collection

<sup>54</sup> Recall period of 30 days prior to data collection

if they would have enough. Without careful monitoring of assessed households food security situation in the coming months, and with no appropriate assistance from humanitarian actors, a food security crisis may ensue.

FCS have remained relatively unchanged since 2018. Although within the margin of error, results show a decrease in the proportion of females with an acceptable FCS and increase in the proportion of male and females with a poor FCS in 2020 when compared to 2018 (Table 15).

**Table 15: Proportion of assessed households in NGCA urban settlements by FCS<sup>55</sup> category, by oblast, sex and overall, 2018 and 2020**

Food Consumption Score	2018					2020				
	Donetsk	Luhansk	Overall Male	Overall Female	Overall	Donetsk	Luhansk	Overall Male	Overall Female	Overall
Acceptable	91%	94%	94%	91%	92%	90%	93%	95%	89%	91%
Borderline	7%	4%	5%	6%	6%	7%	5%	4%	8%	6%
Poor	2%	2%	1%	2%	2%	2%	2%	2%	3%	2%

Comparing FSI between 2018 and 2020 results report an increase in the proportion of assessed households in urban settlements who are food secure. However, data from both years show that females are more likely to have food security problems and, although well within the margin of error, the proportion of females who are severely food insecure has increased since 2018 (Table 16).

**Table 16: Proportion of assessed households in NGCA urban settlements by FSI<sup>56</sup> category, by oblast, sex and overall, 2018 and 2020**

Food Security Index	2018					2020				
	Donetsk	Luhansk	Overall Male	Overall Female	Overall	Donetsk	Luhansk	Overall Male	Overall Female	Overall
Food secure	26%	32%	27%	30%	28%	34%	40%	42%	33%	36%
Marginally food secure	61%	60%	63%	56%	61%	58%	54%	52%	58%	56%
Moderately food insecure	11%	8%	8%	13%	10%	8%	6%	5%	8%	7%
Severely food insecure	2%	0%	1%	0%	1%	1%	1%	1%	1%	1%

Looking at Table 17, the data shows a large decrease in the proportion of assessed urban households who are using emergency coping strategies in 2020 when compared to 2018. While the reasons for this are beyond the scope of this assessment it is possible correlated with the larger proportion of households reporting having a member in full-time employment, less problems in accessing employment and having a GCA pension as a source of income. However, due to COVID-19, these improvements may be lost and therefore will need further monitoring.

**Table 17: Proportion of assessed households in NGCA urban settlements by mCSI<sup>57</sup> category by oblast, sex and overall, 2018 and 2020**

multi-Sector Coping Strategy Index	2018					2020				
	Donetsk	Luhansk	Overall Male	Overall Female	Overall	Donetsk	Luhansk	Overall Male	Overall Female	Overall
None	31%	32%	35%	29%	31%	50%	51%	54%	48%	50%
Stress	12%	19%	15%	14%	14%	16%	21%	23%	15%	18%
Crisis	40%	35%	29%	43%	38%	32%	26%	21%	35%	30%
Emergency	18%	14%	21%	14%	16%	2%	2%	2%	2%	2%

<sup>55</sup> Recall period of 7 days prior to data collection

<sup>56</sup> Recall period of 7 days prior to data collection

<sup>57</sup> Recall period of 30 days prior to data collection

## Food Markets

Findings show that the issue is not so much about the existence of food markets or the availability of food in these markets, but it is the high cost of available foods. Ongoing monitoring of the situation is required in the context of the closure of the EECs and much of the population being unable to access their GoU pensions, withdraw cash, and as seen later in Table 28 (page 43), the inability to send or receive money to/from the GCA. In light of COVID-19 and restrictions on movements, we can expect populations to have much more difficulty in accessing food markets, and in turn, may lead to a decrease in food security scores.

According to the Joint Marketing Monitoring report (August – September 2019)<sup>58</sup>, which surveyed eleven retailers in seven locations of the NGCA, food prices increased in Donetsk city by 16% and in Luhansk city by 8% compared to the previous year. The food item with the largest annual increase was flour, a 64% increase in Donetsk and a 30% increase in Luhansk. Data from August 2019 indicates that food prices in semi-periphery<sup>59</sup> markets were more expensive than in sub-centre<sup>60</sup> markets of Luhansk and Donetsk.

The Joint Marketing Monitoring report informs that, on average, food products were 4% more expensive in Donetsk NGCA and 10% less expensive in Luhansk NGCA than in GCA sub-centres.

**Table 18: Percentage increase of prices of food items since August 2018**

	Donetsk and Luhansk
Potato (1kg)	40%
Eggs (10)	39%
Buckwheat (1kg)	21%

Source: Joint Market Monitoring, ACCESS Consortium

**Table 19: Percent by which some food items are more expensive in semi-periphery markets than sub centre markets**

	Donetsk and Luhansk
Cabbage (1kg)	63%
Onions (1kg)	58%
Carrots (1kg)	57%

Ninety-three percent (93%) of all KIs reported that there was a functional food market in their settlements. Seventy-six percent (76%) of these reported that their food markets were of good or very good quality (17% reported very good quality).

**Table 20: Proportion of assessed NGCA resident households who have accessed a humanitarian hotline that reported problems accessing markets, and of these, the main issues reported, Donetsk and Luhansk<sup>61</sup>**

	Donetsk				Luhansk				
	City	East	North	Oblast	Centre	City	South	West	Oblast
Problems accessing food markets	48%	39%	35%	41%	36%	41%	40%	34%	38%
Items too expensive	72%	73%	79%	74%	74%	77%	76%	76%	76%
Items poor quality	45%	44%	36%	42%	39%	39%	34%	34%	36%

## Livelihoods

According to the United Nations, there were 1,278,200 pensioners registered in the NGCA of East Ukraine, as of August 2014. In November 2019, only 622,200 pensioners with residence registration in the NGCA continued to receive pensions, less than 50% since 2014<sup>62</sup>. The administrative division between the GCA and NGCA has had considerable implications on NGCA residents' ability to receive their Ukrainian pensions, as the GoU requires pensioners (whose area of origin is in the NGCA) to register as IDPs if they are to receive the GoU pensions.

<sup>58</sup> Joint Market Monitoring, Situation in critical markets along the line of contact in Donetsk and Luhansk GCA. August – September 2019, ACCESS Consortium.

<sup>59</sup> Semi-periphery: villages or small towns in 5 km area or further from the line of contact that represent low-level centres of their respective market areas.

<sup>60</sup> Sub-centre: towns or cities outside of 5 km area with high multi-sectoral market capacity, which are the centres of the respective market areas including peripheral and semi-peripheral localities.

<sup>61</sup> Multiple responses permitted

<sup>62</sup> United Nations Ukraine Briefing Note: Pensions for IDPs and persons living in the areas not controlled by the government in the east of Ukraine. January 2020.

Pensioners risk losing their pension if they spend more than 60 consecutive days in the NGCA. Ninety-five percent (95%) of KIs reported access to employment in their settlement as an issue. Map 6 (page 43) highlights the main challenges faced when accessing employment as reported by KIs. When KIs were asked if the population of working aged people in their settlement had changed in the last year, 70% reported that this population had somewhat or significantly decreased.

As tables 21 and 22 show, pensions from the GCA and NGCA were reported by a high proportion of all assessed households as the most important source of income for their household. Among all assessed households, except those in urban settlements, a higher proportion stated that pensions from the GCA were their most important source of income rather than pensions from the NGCA. Sixty-one percent (61%) of assessed NGCA residents crossing the EECPs in Donetsk and 58% of those crossing the EECP in Luhansk reported that at least one member of their household was receiving social benefits from the DPR or LPR authorities, highlighting the vulnerability within assessed households.

**Table 21. Proportion of assessed NGCA resident households who have accessed a humanitarian hotline or who crossed the LOC reporting their most important source of income<sup>63</sup> in the 30 days prior to data collection, Donetsk and Luhansk<sup>64</sup>**

	Donetsk City		Donetsk East		Donetsk North		Donetsk South		Donetsk Oblast	
	Hotline	LoC	Hotline	LoC	Hotline	LoC	Hotline	LoC	Hotline	LoC
Salary	37%	23%	32%	17%	41%	17%	N/A	19%	37%	20%
Pensions (NGCA)	22%	4%	29%	5%	22%	7%	N/A	6%	24%	5%
Pensions (GCA)	25%	67%	26%	71%	29%	70%	N/A	69%	26%	69%
	Luhansk City		Luhansk Centre		Luhansk South		Luhansk West		Luhansk Oblast	
	Hotline	LoC	Hotline	LoC	Hotline	LoC	Hotline	LoC	Hotline	LoC
Salary	45%	37%	44%	45%	31%	28%	36%	33%	39%	35%
Pensions (NGCA)	20%	5%	20%	2%	22%	10%	23%	10%	21%	7%
Pensions (GCA)	19%	51%	24%	48%	33%	57%	31%	50%	27%	51%

**Table 22: Proportion of assessed households in urban settlements reporting their most important source of income<sup>65</sup> in the 30 days prior to data collection, Donetsk and Luhansk**

	Donetsk	Luhansk	Total
Salary	36%	57%	45%
Pensions (NGCA)	36%	24%	31%
Pensions (GCA)	14%	4%	10%

A somewhat interesting item the data shows is that among assessed NGCA residents crossing the EECPs in Donetsk, 4% stated that a family member had moved to the Russian Federation for work, while 15% of assessed NGCA residents crossing the EECP in Luhansk reported such. This would seem to correlate with Map 6, which shows that areas in Luhansk are experiencing a high reduction in the population of working age people compared to Donetsk, and that a higher proportion of KIs reported a lack of *relevant* vacancies as a challenge to accessing employment in Luhansk compared to Donetsk. A possible reason why they moved to the Russian Federation instead of to the GCA is the existence of only one EECP in Luhansk (Stanytsia Luhansk) and that a high proportion of assessed NGCA residents from Luhansk reported living beyond 20km of the LoC, which means that the travelling time to get through the EECPs to GCA is significantly long.

<sup>63</sup> Low proportions that selected other main sources of income are not shown

<sup>64</sup> Donetsk South not included as the findings from this area are indicative rather than generalizable

<sup>65</sup> Low proportions that selected other main sources of income are not shown



**Table 23: Proportion of assessed NGCA resident households who have accessed a humanitarian hotline or who crossed the LoC reporting their employment status, Donetsk and Luhansk<sup>66</sup>**

	Donetsk City		Donetsk East		Donetsk North		Donetsk South		Donetsk Oblast	
	Hotline	LoC	Hotline	LoC	Hotline	LoC	Hotline	LoC	Hotline	LoC
Pensioner/Retired	54%	73%	56%	78%	54%	76%	N/A	75%	54%	75%
Employed full-time	24%	13%	21%	11%	30%	11%	N/A	10%	25%	12%
Unemployed	12%	6%	12%	7%	8%	7%	N/A	10%	11%	7%
Employed from time to time	4%	5%	4%	3%	6%	4%	N/A	4%	4%	4%
Employed part-time	2%	1%	3%	0%	2%	1%	N/A	2%	3%	1%
	Luhansk City		Luhansk Centre		Luhansk South		Luhansk West		Luhansk Oblast	
	Hotline	LoC	Hotline	LoC	Hotline	LoC	Hotline	LoC	Hotline	LoC
Pensioner	41%	55%	46%	54%	59%	64%	57%	61%	51%	58%
Employed full-time	30%	19%	27%	25%	24%	21%	26%	22%	27%	21%
Unemployed	13%	7%	14%	4%	9%	3%	9%	5%	11%	5%
Employed from time to time	6%	10%	6%	5%	6%	6%	3%	4%	5%	7%
Employed part-time	6%	5%	4%	9%	2%	6%	3%	6%	4%	6%

Table 23 shows the high proportion of pensioners and the low proportion of full-time workers residing in the NGCA. It is expected to see a higher proportion of pensioners in the assessed households crossing the EECPs than in households that were surveyed while being in the NGCA, as the majority of those crossing the EECPs were doing so to confirm or collect their pensions. A lower proportion of household's representatives reporting being full-time employed than those surveyed while being in the NGCA is also expected. The participation rate of the population in the labour force for the all GCA of Ukraine was 63.4% in 2019<sup>67</sup>, a much higher rate than in the NGCA.

**Table 24: Proportion of assessed NGCA households who accessed a humanitarian hotline and residents who crossed the LoC reporting their employment status, 2018 and 2020**

	2018		2020	
	Hotline	LoC Crossings	Hotline	LoC Crossings
Overall				
Full-time employed	19%	10%	26%	14%
Unemployed	14%	10%	11%	7%
Pensioner	50%	72%	52%	71%

Table 24 shows that the situation regarding employment seems to have improved, proportion of full-time employed has increased while proportion of unemployed has decreased since 2018. However, the quality of the jobs or if the employers pay a living wage would need further research.

<sup>66</sup> Donetsk South not included as findings from this area are indicative rather than generalizable

<sup>67</sup> For full data set see [here](#)

**Table 25: Proportion of assessed NGCA households who accessed a humanitarian hotline, residents who crossed the LoC, and households in urban settlements by most important source of income in the 30 days prior to data collection, 2018 and 2020**

	2018			2020		
	Hotline	LoC Crossings	Urban	Hotline	LoC Crossings	Urban
NGCA pensions	32%	Not available	29%	23%	6%	31%
GCA pensions	15%	Not available	5%	27%	65%	10%
Salary	37%	Not available	51%	37%	23%	45%

Both Table 24 and 25 show an increase in the proportion of those in full-time employment and of those reporting their GCA pension as their most important source of income. This could reflect an increase in the proportion of pensioners residing in the NGCA, but it could also be a reflection of low salaries paid to those in full-time employment.

**Figure 13: Proportion of assessed households in urban settlements who reported by employment sector or reliance on pension, 2018 and 2020**

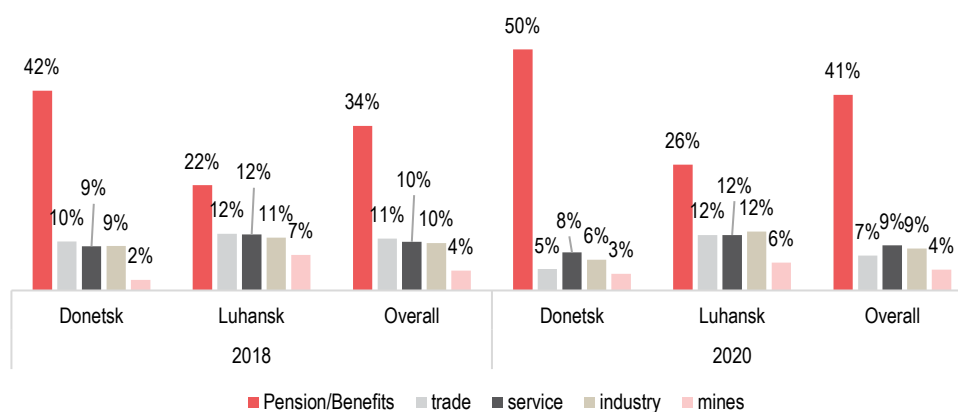


Figure 13 shows that the proportion of assessed urban households reported receiving a pension has increased since 2018. In Donetsk, results show a decrease in the proportion of employed households in almost all employment sectors.

**Table 26: Assessed households in urban settlements reporting at least one member of household having difficulties finding employment, and the main reason why<sup>68</sup>, 2018 and 2020**

	2018			2020		
	Donetsk	Luhansk	Overall	Donetsk	Luhansk	Overall
Difficulty finding employment	32%	30%	31%	20%	19%	20%
Main reason						
Lack of work places	45%	43%	44%	31%	40%	34%
Employer closed	15%	18%	16%	11%	17%	13%

Table 26 indicates that a lower proportion of assessed households in urban settlements reported at least one member of their household having difficulties in finding employment in 2020 when compared to 2018, and that a lower proportion of households reported a lack of work places as a difficulty in finding employment. Interestingly, but outside the scope of this report, is that Table 25 informs that a higher proportion of households rely on a pension as a main income in 2020 than in 2018, yet Table 26 shows that a lower proportion of households have difficulty finding employment in 2020 than 2018. A possible reason is that while there is less difficulty in finding employment

<sup>68</sup> Subset of households who reported difficulty in finding employment

the salary may be low when compared to GCA pensions (which a higher proportion in 2020 reported being their most important source of income than in 2018).

**Table 27: Expenditure as percent of total income as reported by assessed households in urban settlements in the 30 days prior to data collection, Donetsk and Luhansk**

	Donetsk Oblast	Luhansk Oblast	Total
Rent	1%	1%	1%
Utilities	8%	6%	7%
Heating in winter	5%	6%	6%
Food	44%	40%	42%
Health care and medicines	17%	15%	16%
Education	1%	2%	2%
Transport	5%	6%	6%
Hygiene items	4%	3%	3%
Clothes	7%	9%	8%
Household items	3%	5%	4%
Debt repayment	21%	3%	12%

**Figure 14: Total expenditure as a percent of total income as reported by assessed households in urban settlements in the 30 days prior to data collection, Donetsk and Luhansk**

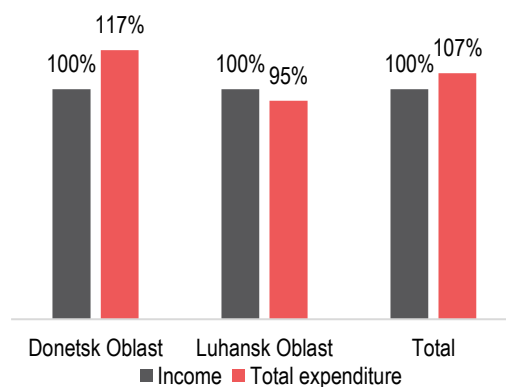
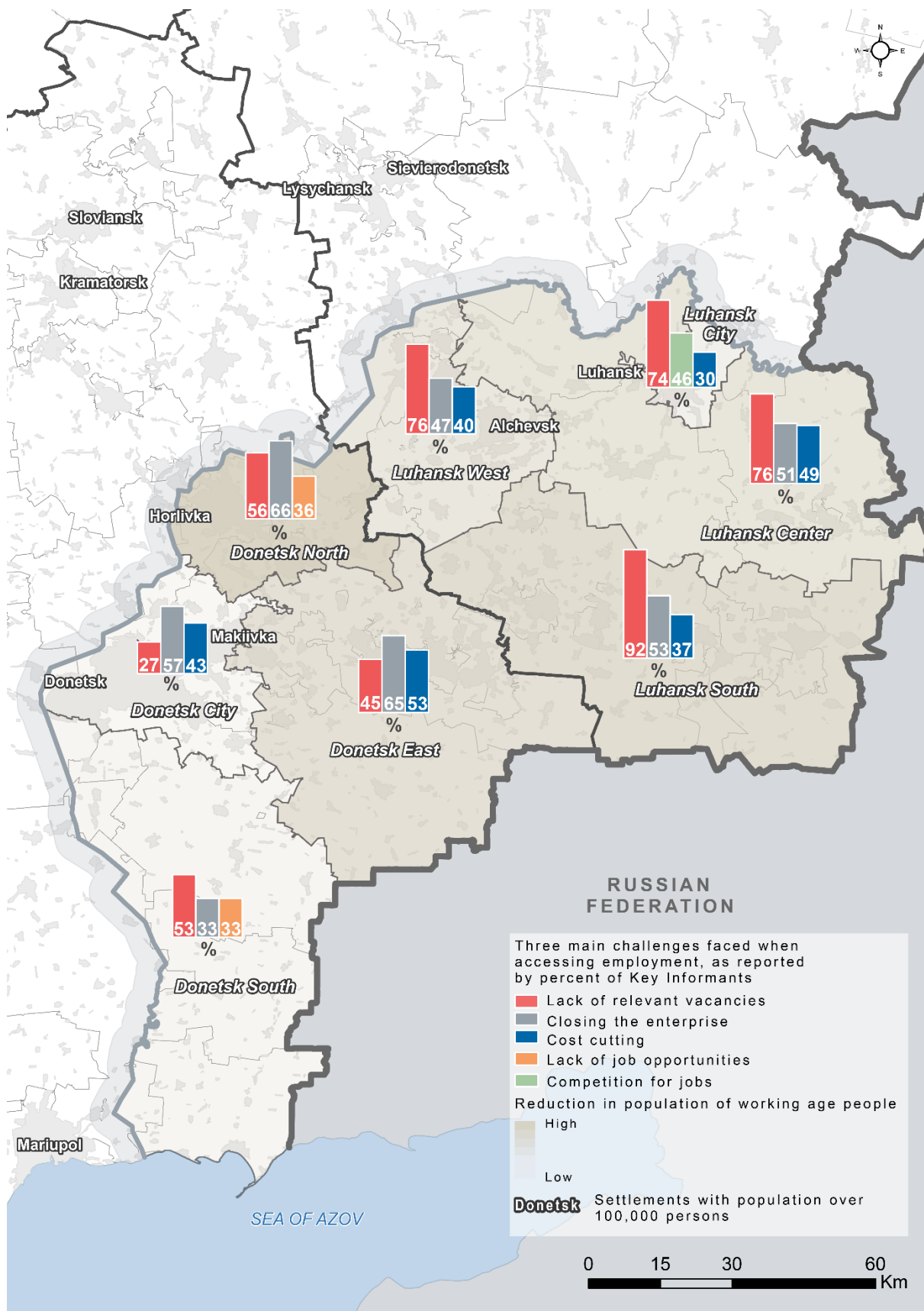


Table 27 highlights that food was the highest expenditure as a percent of income for assessed households in urban settlements, reported as 42% of their income. As a comparison, the EU average was 12.1% in 2018.<sup>69</sup> In Donetsk, this was followed by repaying debt, reported as 21% of their income. Figure 14 shows that expenditure exceeds income for assessed households in urban settlements in Donetsk, possibly related to their debt repayments. This is possibly keeping these assessed households in debt. Expenditures on healthcare and medicines was also a high proportion of household's income, reported as 16% of their total income. This is significantly higher than the EU average in 2017, which was estimated as 9.8%.<sup>70</sup>

<sup>69</sup> Eurostat, 'How much are households spending on food?' 2019. [Online](#)

<sup>70</sup> Eurostat, Healthcare expenditure statistics, 2018. [Online](#)

Map 6: Three main challenges to accessing employment by area, as reported by KIs



## Financial Services

Table 28: Proportion of KIs who reported the existence of financial services in their settlement, and of these, the main difficulty reported when accessing financial services, Donetsk and Luhansk

	Donetsk					Luhansk				
	City	East	North	South	Oblast	Centre	City	South	West	Oblast
<b>Financial services exist</b>	<b>96%</b>	<b>94%</b>	<b>74%</b>	<b>65%</b>	<b>82%</b>	<b>82%</b>	<b>84%</b>	<b>92%</b>	<b>84%</b>	<b>85%</b>
Inability to send/receive money from GCA	50%	50%	30%	63%	47%	41%	44%	51%	41%	44%

According to a large proportion of KIs, there were no reported issues with the quality of the financial services in their settlements. However, as we can see from Table 28, a large proportion of KIs stated that an inability to send or receive money from the GCA was a difficulty. During normal times, the inability to send remittances from the GCA to the NGCA must cause hardship for families, and means that populations have to cross the LoC more often. This hardship could increase due to the restrictions in place because of COVID-19 and the closures of the EECs.

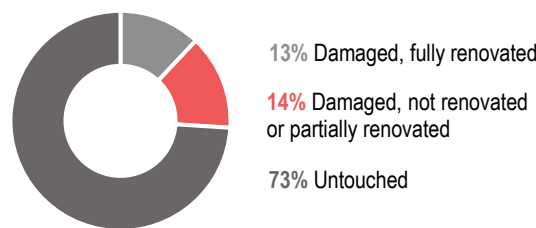
## Shelter and NFIs

This section examines issues affecting shelter and access to NFIs in the NGCA to identify the primary issues facing populations and to provide geographic context in order to understand which areas experience greater need. Findings show that over a quarter of shelters were damaged, and over 90% of these were damaged due to the conflict. This section also finds that the main winterization support that assessed households require is repair to their shelters, with many having cracks in their walls, leakage when it rains, and missing doors or windows. Humanitarian actors could prioritize shelter repairs before the coming winter. The majority of household's report having the necessary winter clothes and NFIs. Assessed households in urban settlements were much more likely to report no issues in accessing NFI in markets compared to assessed households who accessed a humanitarian hotline, possibly due to higher levels of employment among the assessed population, more competition among traders, and a lower cost of transporting goods to urban settlements than elsewhere in the NGCA.

### Shelter

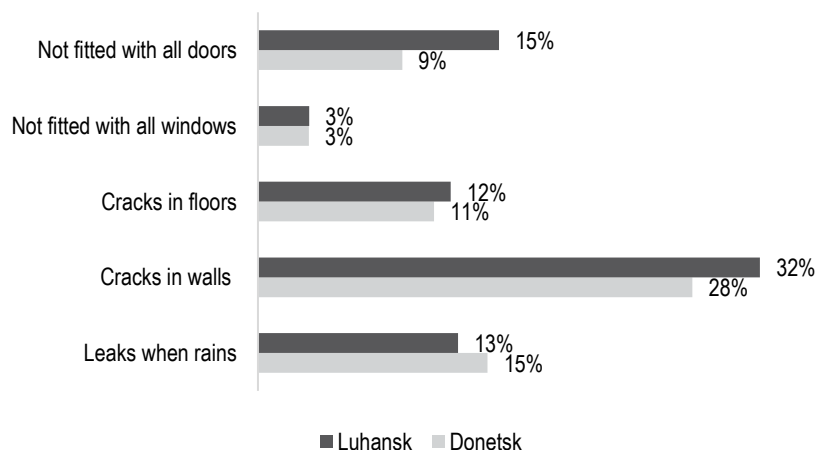
According to the Ukraine HNO 2020<sup>71</sup>, there are approximately 256,000 people in NGCAs within 20 km of the LoC in need of shelter and NFI support. This is more than double the number of people with shelter and NFI needs in the GCA within 20 km of the LoC (121,000). It further adds that, according to experts, the number of buildings damaged or destroyed in the NGCA is in the tens of thousands, however, there is no estimation on the number of people living in those buildings.

Figure 15: Proportion of assessed households from urban settlements by housing damage status



Overall, 0% of assessed households reported that their current shelter was fully destroyed. Of the 27% of assessed households who reported partial damage, 94% stated that the damage was due to the conflict.

Figure 16: Proportion of assessed households in urban settlements reporting issues with their shelter, Donetsk and Luhansk<sup>72</sup>



<sup>71</sup> United Nations Office for the Coordination of Humanitarian Affairs (UNOCHA), Humanitarian Needs Overview Ukraine, 2020. Available [online](#).

<sup>72</sup> Multiple responses permitted

## Non-Food Items

The joint marketing monitoring report informs that hygiene items<sup>73</sup> increased in price from August 2018 to August 2019 by 6% in Donetsk city and 11% in Luhansk. Overall, on average, hygiene items were 25% more expensive in NGCA sub-centres than in GCA sub-centres.<sup>74</sup>

The shelter cluster Ukraine reported that approximately 54,200 households (in private houses and apartments) were in need of winterization support in Donetsk and Luhansk oblasts NGCA during the 2019/2020 winter. Of these, 26,603 households had winterization needs as a priority. The de facto authorities in Donetsk and Luhansk NGCA do support some of the population with supply of solid fuel, and work in coordination with humanitarian actors active in the NGCA. However, in Donetsk, approximately 14,603 vulnerable households would not receive this assistance, probably because humanitarian actors operating in the area have a coverage capacity of only 6,000 households, leaving 8,603 vulnerable households without assistance. According to the shelter cluster, the de facto authorities in Luhansk announced for the 2019/2020 winter that their coverage would be limited and requested humanitarian actors to assist in the response. It was believed that 9,000 households would need support from humanitarian actors, but that humanitarian actors had a coverage capacity of 5,500 households, a further 3,500 vulnerable households remaining without assistance.<sup>75</sup>

REACH data showed that over 90% of assessed households in both Donetsk and Luhansk reported having at least one of each item from a list of winterisation items for each member of the household<sup>76</sup>. Ninety-eight percent (98%) of assessed households reported having a refrigerator, stove, soap, shampoo, and kitchen utensils. Forty-four percent (44%) stated that their household had a movable heater in both Donetsk and Luhansk.

## Access to Markets

Table 29: Proportion of KIs reporting the existence of markets in their settlements, and the main challenges in accessing these markets, Donetsk and Luhansk <sup>77</sup>

	Donetsk City	Donetsk East	Donetsk North	Donetsk South	Donetsk Oblast
<b>Food markets exist</b>	<b>98%</b>	<b>100%</b>	<b>84%</b>	<b>100%</b>	<b>95%</b>
<b>NFI market exists</b>	<b>96%</b>	<b>100%</b>	<b>82%</b>	<b>94%</b>	<b>93%</b>
Goods too expensive	45%	78%	39%	59%	55%
Quality of goods	18%	39%	22%	35%	28%
Range of goods	14%	22%	12%	20%	17%
Availability of goods	8%	2%	12%	6%	7%
	Luhansk Center	Luhansk City	Luhansk South	Luhansk West	Luhansk Oblast
<b>Food markets exist</b>	<b>94%</b>	<b>86%</b>	<b>96%</b>	<b>87%</b>	<b>91%</b>
<b>NFI market exists</b>	<b>90%</b>	<b>84%</b>	<b>96%</b>	<b>84%</b>	<b>88%</b>
Goods too expensive	38%	35%	45%	52%	42%
Quality of goods	30%	33%	36%	44%	36%
Range of goods	24%	20%	34%	31%	27%
Availability of goods	10%	6%	13%	13%	11%

Table 29 show that a large proportion of KIs reported the existence of a NFI market in their settlement, but the price of the goods and their quality were reported as challenges in accessing these markets.

<sup>73</sup> Hygiene items: Diapers (infant), soap bar, soap laundry bar, washing powder, toothpaste, and hygiene pads.

<sup>74</sup> Joint Market Monitoring, Situation in critical markets along the line of contact in Donetsk and Luhansk GCA. August – September 2019, ACCESS Consortium.

<sup>75</sup> Shelter Cluster Ukraine, Winterisation Recommendations 2019-2020.

<sup>76</sup> Items include: Mattress, blanket, warm jacket, pair of socks, bed sheets, towel, warm underwear, and pair of winter shoes.

<sup>77</sup> Multiple responses permitted

Table 30: Proportion of assessed households in urban settlements who reported problems in accessing markets, and their reasons why, 2018 and 2020

	2018			2020		
	Donetsk	Luhansk	Overall	Donetsk	Luhansk	Overall
Problems accessing markets	14%	13%	13%	8%	7%	7%
Main reason						
Items too expensive	9%	7%	8%	2%	1%	2%

Table 30 shows that there has been an improvement in the proportion of NGCA households in urban settlements reporting problems in accessing markets, 13% in 2018 down to 7% in 2020. There has also been a decrease in the proportion of those reporting a problem stating that the items were too expensive, from 8% in 2018 to 2% in 2020.



## Water, Sanitation and Hygiene (WASH)

This section examines issues relating to WASH comparing key indicators to previous REACH assessments. The findings show that while the majority of assessed households experience water shortages, this could be seen as an inconvenience in normal times rather than an emergency situation as the majority of assessed households also reported storing and having enough capacity to store water to cover any shortages. However, assessed households do report that water shortages have increased since the conflict began, and a higher proportion of assessed households are now spending money on bought bottled water than before the conflict. In light of the COVID-19 pandemic, the proportion of assessed households with access to only one source of water and the volume of water shortages could lead to serious health implications as hand washing is essential to prevent the spread of the virus. Due to the closure of the EECs, more households may not treat their water as they may not have access to the required funds, and assessed households who reported purchasing bottled water may no longer be able to afford to. Such negative coping strategies could lead to further health implications. WASH should be closely monitored during the pandemic, especially indicators such as household's water storage and storage capacity, access to soap, and treatment of water intended for drinking purposes. Map 7 (page 50) details the water and electricity infrastructure and shows how interconnected the GCA and NGCA are regarding water supply. It overlays this with security incidences along the LoC which have a high probability of disrupting the water network.

The WASH cluster reported<sup>78</sup> that 51% of assessed households have access to only one source of water, which leaves them particularly vulnerable to shocks or disruptions (such as conflict related damage) to their water supply.

Figure 17: Proportion of households with access to only one source of water

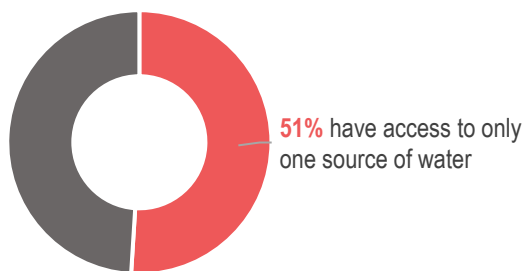
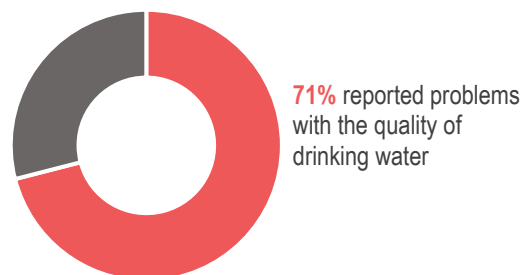


Figure 18: Proportion of households reporting problems with the quality of drinking water



Source: Ukraine WASH cluster

The WASH cluster also conducted online chats with residents of the NGCA where many participants stated the interruptions to centralized water supply had become more frequent because of accidents or destroyed water systems, and that tap water was supplied on a schedule.

The WASH cluster also reported quality of water as an issue, with 71% of households reporting problems with the quality of drinking water, 65% reported purifying their water, while an additional 5% reported needing to purify their water but not having the financial resources to do so. The report also finds that 20% of households need assistance in the sanitation sector<sup>79</sup>. Disaggregating by urban/rural we see that 66% of households residing in villages need assistance while 17% of households residing in cities/towns need assistance. It should be noted that the high proportion of households residing in villages needing assistance in the sanitation sector is mainly due to inadequate disposal of solid waste. Two final points worth mentioning from the WASH cluster report; 9% of females aged 13 – 59 use unhygienic menstrual hygiene products (such as rag pads), and only 38% of respondents reported knowing to wash their hands after using the toilet.

The Ukraine HNO 2020<sup>80</sup> informs that there are 1,455,000 people in need of WASH assistance, 1,000,000 of these within 20 km of the LoC and 455,000 beyond 20 km of the LoC. The water system in East Ukraine does not recognize the LoC and it is high interconnectivity between the GCA and the NGCA. Damage to one water facility

<sup>78</sup> WASH cluster, Study of humanitarian needs in Eastern Ukraine, August 2019.

<sup>79</sup> Problems in the sanitation sector includes: problems related to pumping out individual sewerage/pit latrine, removal or burning of garbage by households, and have no access to improved sanitation conditions.

<sup>80</sup> United Nations Office for the Coordination of Humanitarian Affairs (UNOCHA), Humanitarian Needs Overview Ukraine, 2020. Available [online](#).

on either side of the LoC could mean loss of access to water for the populations on both sides of the LoC. The HNO gives the example of the First Lift pumping station of the South Donbas Water Way, which is located on the LoC and provides water to 1.1 million people on both sides. This station has been affected more than 40 times due to the conflict in 2019. The high density of landmines in the area, the ongoing and active conflict, and political issues prevents maintenance workers from accessing damaged infrastructure to conduct needed repairs.

Both NGCA and GCA of Donetsk and Luhansk oblasts have a high concentration of environmentally hazardous installations and facilities. Conflict in this region is therefore hazardous for the environment. The issues of surface and ground water pollution are critical. Frequent disruptions to the operation of water supply and water disposal systems have resulted in repeated discharges of pollutants into freshwater sources. There have been multiple reports of damaged infrastructure and power outages at coal mines, leading to the shutdown of mine-water drainage systems, and in a number of cases, resulting in the full-scale flooding in the mines. Large scale flooding of mines will result in both surface flooding and subsidence of the surrounding area, rendering buildings unusable and gas lines, sewage and water systems inoperative.<sup>81</sup>

**Table 31: Proportion of assessed settlements in where KIs reported having unavailable services, per type of services, Donetsk and Luhansk**<sup>82</sup>

	Donetsk				Luhansk			
	City	East	North	South	Centre	City	South	West
Piped water	0%	2%	0%	18%	4%	0%	6%	5%
Electricity	0%	0%	0%	0%	0%	0%	2%	0%
Municipal waste collection	0%	4%	2%	22%	6%	0%	10%	5%
Centralised gas system	4%	6%	6%	18%	2%	0%	4%	2%
Central heating system	2%	10%	4%	37%	47%	0%	22%	24%

Table 31 shows that the majority of KIs reported access to utility services in their settlements, the exception being Donetsk South, where approximately a fifth reported having no access to piped water, a centralized gas system, and municipal waste collection, while over a third reported having no access to a central heating system. A high proportion of KIs in Luhansk Centre, South and West also reported having no access to a central heating system.

Table 32 shows that a higher proportion of assessed households reported having access to piped water before the conflict began, and that now a higher proportion reported having an added expenditure of bottled water than they did before the conflict. These were the main changes in assessed households' means of accessing water prior to the conflict and at the time of data collection.

**Table 32: Changes in primary sources of drinking water from pre-conflict as reported by assessed households in urban settlements, Donetsk and Luhansk**

	Donetsk		Luhansk		Total	
	Pre-conflict	During data collection	Pre-conflict	During data collection	Pre-conflict	During data collection
Piped water	68%	55%	50%	38%	61%	48%
Bottled water (bought)	21%	32%	18%	27%	20%	30%
Tube well/borehole	3%	3%	18%	18%	9%	9%
Dug well	4%	4%	6%	6%	5%	5%
Water truck	2%	3%	5%	7%	3%	4%

<sup>81</sup> Assessment of environmental damage in eastern Ukraine and recovery priorities, Organization for Security and Co-operation in Europe, 2017. [Available online](#)

<sup>82</sup> Multiple responses permitted

Spring water 2% 2% 2% 2% 2% 2%

Figures 19 and 20 tells us that over half of assessed households in urban settlements in Donetsk and almost half in Luhansk treat their water before consumption, but 6% in Donetsk and 9% in Luhansk reported not treating their water as they cannot afford to. However, of the 49% who do not treat their water, 83% reported that there was no need to treat it.

Figure 19: Water treatment as reported by assessed households in urban settlements, Donetsk

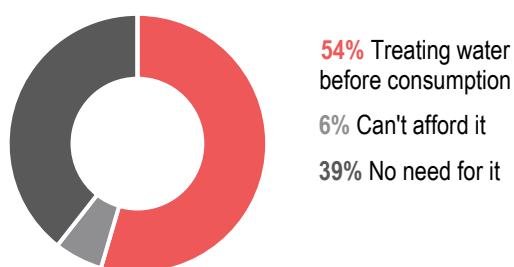
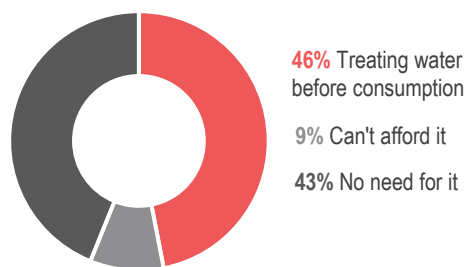


Figure 20: Water treatment as reported by assessed households in urban settlements, Luhansk

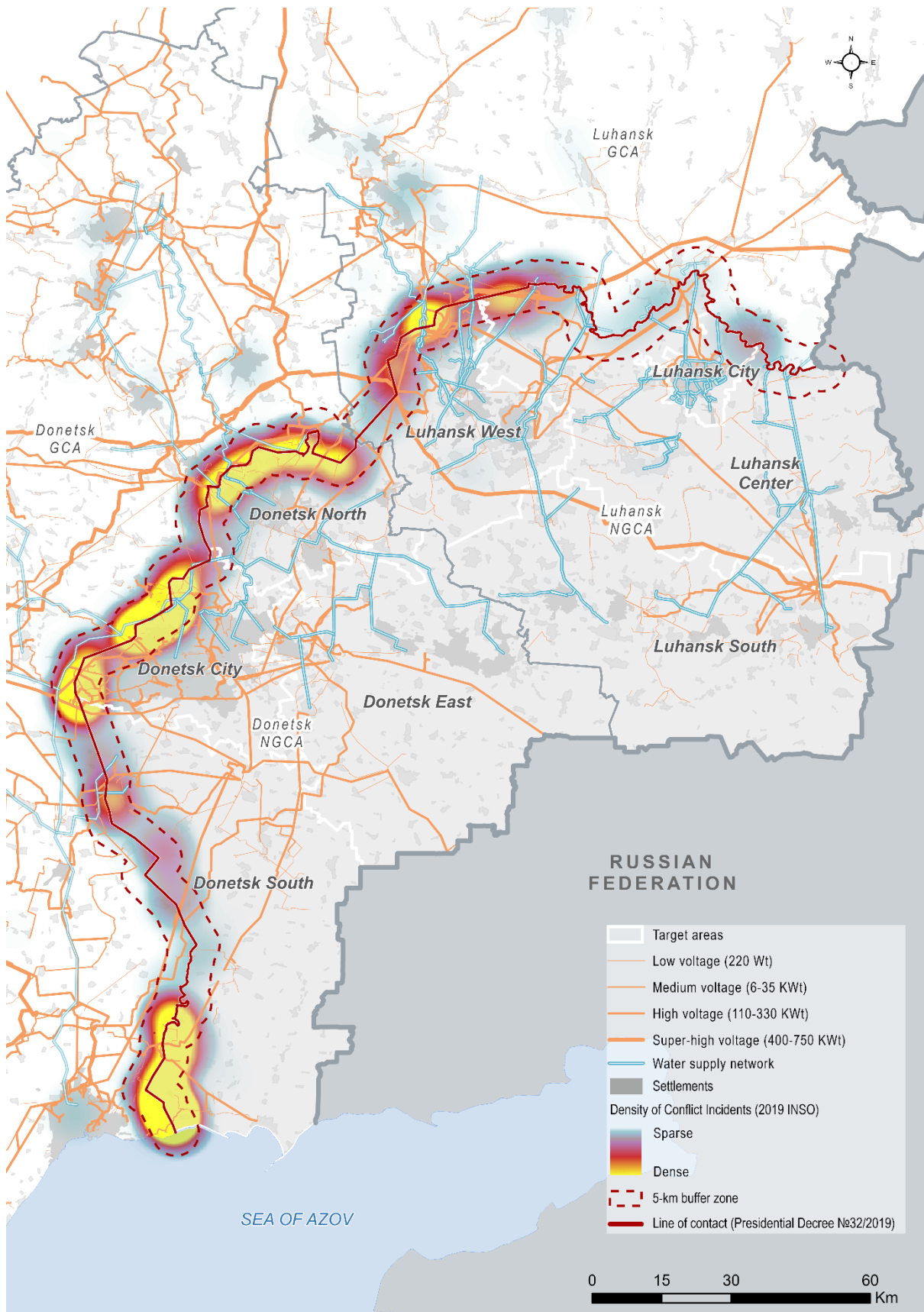


While Table 33 details that a large proportion of assessed households experience shortages, the majority of assessed households reported storing water as a coping strategy (65% in Donetsk and 66% in Luhansk) and reported having sufficient water storage capacity to bridge any water shortages (89% in Donetsk and 88% in Luhansk). In regards to the type of toilets used, 74% of assessed households in Donetsk and 60% in Luhansk stated that they had access to a flush toilet, 17% and 19% to a pit latrine, 8% and 20% to a composting toilet, while 99% of all assessed households reported that only their household uses their toilet.

Table 33: Proportion of households experiencing water shortages, and of these, the frequency of water shortages and the longest shortage, in the 12 months prior to data collection as reported by assessed households in urban settlements, Donetsk and Luhansk

	Donetsk water shortages		Luhansk water shortages		Total	
	28%		58%		40%	
	Up to 3 hours	More than 3 hours	Up to 3 hours	More than 3 hours	Up to 3 hours	More than 3 hours
2-3 times a month	10%	8%	4%	4%	8%	6%
2-3 times a week	7%	9%	13%	23%	9%	17%
Daily	13%	14%	13%	31%	13%	24%
Irregularly	50%	58%	44%	30%	48%	41%
Monthly	17%	8%	17%	8%	17%	8%
Weekly	3%	3%	9%	5%	5%	4%
	Longest shortage		Longest shortage		Longest shortage	
3-6 hours	16%		7%		11%	
6-12 hours	14%		9%		11%	
12-24 hours	26%		9%		16%	
1-3 days	26%		25%		25%	
more than 3 days	18%		51%		38%	

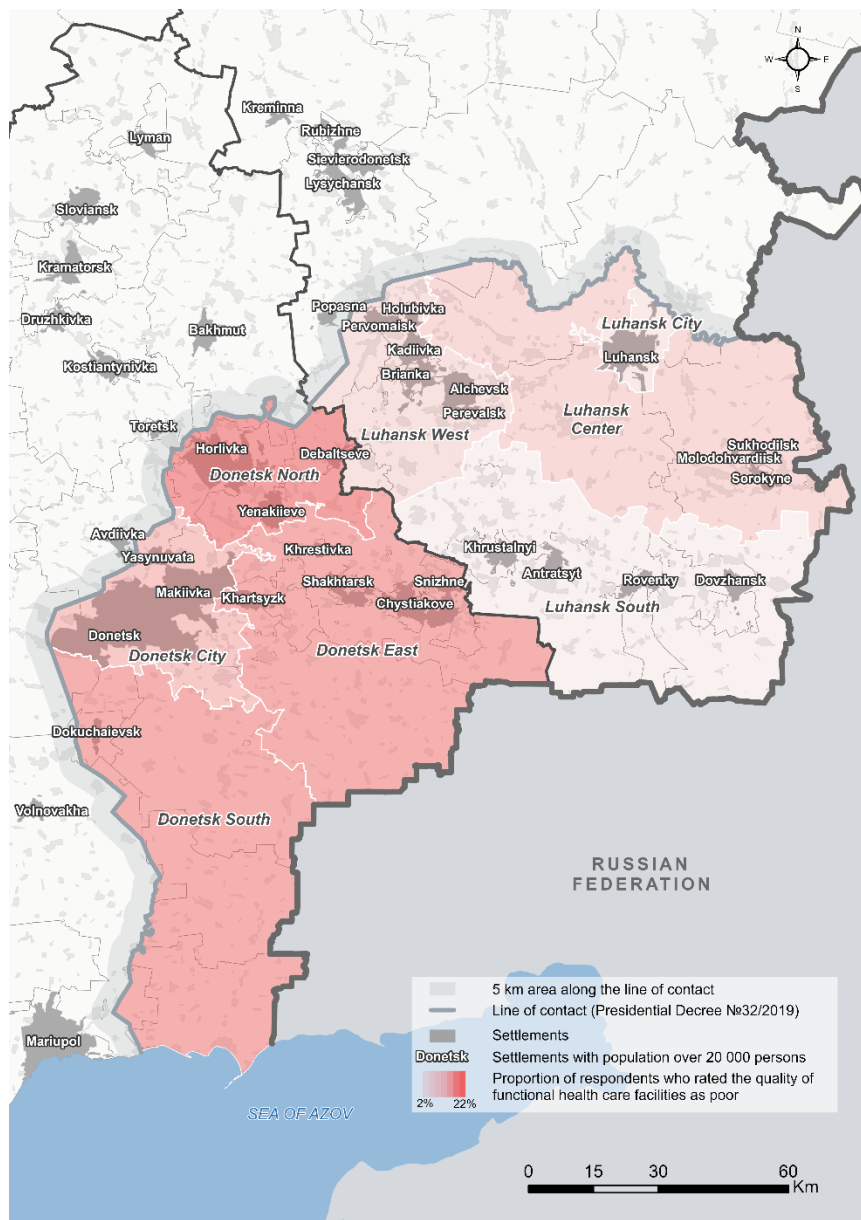
Map 7: Water and Electricity network with security incidences between 01/01/2019 to 31/12/2019



## Health

This section examines access to health care in the NGCA to identify primary issues faced by the populations and to provide geographic context to triangulate areas experiencing increased needs. The findings show that while most settlements had health facilities, the lack of adequate facilities was reported as a concern. Map 8 shows that a higher proportion of KIs reported health facilities in their settlement to be of poor quality than reported other facilities (education, social services) to be of poor quality. The lack of medical staff, high cost of medicine, high cost of service and lack of equipment were all reported as challenges in accessing healthcare. Over a fifth of all assessed households also reported reducing essential healthcare expenditure in the 30 days prior to data collection. In the context of COVID-19, health facilities must be a priority for humanitarian actors. The reported lack of equipment by a large proportion of KIs is alarming. The GCA and NGCA authorities must allow safe passage for medical staff, medical equipment and medicines into the areas that require these the most. More data must be collected about clusters of COVID-19 outbreaks, and humanitarian actors should attempt to work with the de-facto authorities to prevent the spread of the virus and the possible loss of life.

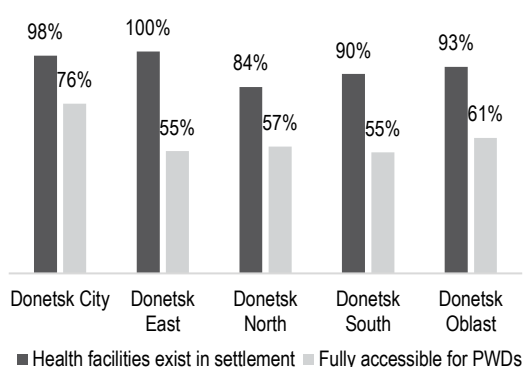
Map 8: Proportion of KIs who reported the health care facilities in their settlement as poor quality



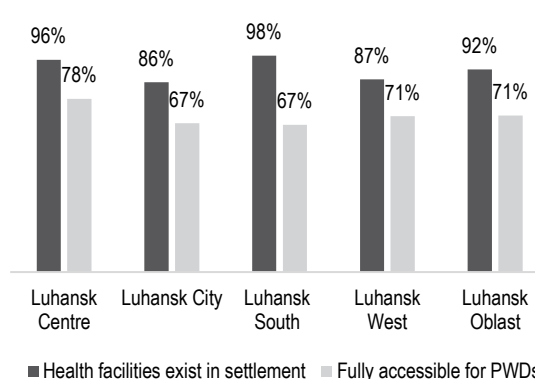
According to the HNO 2020<sup>83</sup>, there are 643,000 people in need of health assistance within 20 km of the LoC. It states that, according to humanitarian agencies operating in the NGCA, there is a shortage of medication for diabetes, cardiovascular conditions, cancer, renal condition, and other non-communicable diseases. On specific diseases, it notes that there is an estimated 35,000 people living with HIV, of which only 16,000 know their status and access health facilities because of it. More than 1,500 new cases of TB are registered in Donetsk NGCA each year, of which more than 30% are multidrug-resistant TB cases.

Figures 21 and 22 show the proportion of KIs reporting the existence of health service facilities in their settlements, and the proportion who reported these facilities as being fully accessible to PWDs. A higher proportion of KIs from Luhansk than Donetsk reported facilities to be fully accessible, and a high proportion in both reported full accessibilities when compared to education facilities.

**Figure 21: Proportion of KIs reporting existence of health facilities in their settlement, and proportion of those which are fully accessible to PWD, in Donetsk oblast**



**Figure 22: Proportion of KIs reporting existence of health facilities in their settlement, and proportion of those which are fully accessible to PWD, in Luhansk oblast**



It must be noted that while the majority of KIs reported the existence of a health facility, 13% of all KIs reported the lack of adequate health facilities as a concern. Of this, 31% of KIs were from Luhansk Centre, followed by 20% in Donetsk South, 15% in Luhansk West, and 14% in Luhansk South. A relatively high proportion of KIs from Luhansk Centre and Donetsk South reported a lack of adequate health facilities as a concern (31% and 20%, respectively).

**Table 34: Proportion of KIs reporting existence of health facilities in their settlements and challenges they face accessing health facilities, Donetsk and Luhansk oblasts<sup>84</sup>**

	Donetsk City	Donetsk East	Donetsk North	Donetsk South	Donetsk Oblast
<b>Health facilities exist in settlement</b>	98%	100%	84%	90%	93%
Lack of medical staff	49%	71%	59%	77%	64%
Price of medicine	57%	63%	41%	52%	53%
Lack of equipment	25%	41%	22%	59%	36%
Price for service	31%	31%	18%	18%	25%
Lack of variety of medicine	20%	20%	12%	20%	18%
Lack of referral system	0%	2%	0%	0%	1%
	<b>Luhansk Centre</b>	<b>Luhansk City</b>	<b>Luhansk South</b>	<b>Luhansk West</b>	<b>Luhansk Oblast</b>
<b>Health facilities exist in settlement</b>	96%	86%	98%	87%	92%
Lack of medical staff	71%	41%	65%	71%	62%

<sup>83</sup> United Nations Office for the Coordination of Humanitarian Affairs (UNOCHA), Humanitarian Needs Overview Ukraine, 2020. Available [online](#).

<sup>84</sup> Multiple responses permitted

Lack of equipment	51%	12%	58%	49%	43%
Price of medicine	41%	31%	33%	39%	36%
Lack of variety of medicine	22%	12%	33%	31%	25%
Price for service	18%	10%	25%	20%	18%
Lack of referral system	6%	2%	6%	12%	7%

Table 34 shows that the main challenge accessing health facilities, as reported by the majority of KIs, was the lack of medical staff followed by the price of medicine. Lack of equipment, and price for service were also reported as challenges. Almost a quarter of assessed households (22%) in both Donetsk and Luhansk reported reducing essential health expenditures in the 30 days prior to data collection possibly due to the prohibitive costs and households already high expenditure to income ratio.

**Table 35: Proportion of assessed households in NGCA urban settlements who reported problems accessing healthcare and of those who reported problems the reasons why<sup>85</sup>, 2018 and 2020<sup>86</sup>**

	2018			2020		
	Donetsk	Luhansk	Overall	Donetsk	Luhansk	Overall
Did anyone in your household have problems in accessing health care?						
Yes	21%	20%	20%	13%	12%	13%
Why?						
Unable to afford medicines	50%	37%	45%	29%	14%	23%
Too expensive to see doctor	17%	12%	15%	21%	12%	18%
Irregular presence of doctor	8%	18%	12%	13%	18%	15%
Pharmacy or health care facility inaccessible to PWD	8%	3%	6%	4%	2%	3%

Table 35 indicates that a lower proportion of assessed households in urban settlements reported problems accessing healthcare in 2020 than in 2018. For those who reported that they experienced problems, there were small increases in households who stated that it was too expensive to see a doctor and that the doctor was present at irregular times, but decreases in households who reported that they were unable to afford medicines and that the pharmacy or health care facility were inaccessible to PWD.

<sup>85</sup> Low proportions that selected other reasons for problems accessing healthcare are not shown

<sup>86</sup> Multiple options allowed

## CONCLUSION

This MSNA attempts to provide humanitarian actors in Donetsk and Luhansk oblasts with a snapshot of the current humanitarian situation in the NGCA as the conflict enters its sixth year. The intention of this report is to create more awareness and understanding of the general situation for households residing in the NGCA, and to highlight any key areas or sectors of concern in which households may need assistance or require more monitoring.

Under the umbrella of COVID-19, the findings of this report warn of a potential humanitarian crisis unfolding in the future. Considering the lack of job opportunities, relevant vacancies and prohibitive cost of goods, as reported by respondents, the population in severe categories of the FCS, FSI and mCSI scores may increase considerably as a relatively high proportion are already using emergency coping strategies (although a far lower proportion than in 2018), which when exhausted will lead to worsening food security. It also must be noted that results show that being female meant you had more chance of being food insecure, having poor food consumption scores or using emergency coping strategies. There is a larger proportion of females than males in the NGCA, and therefore higher numbers of the population suffering during any food security crisis.

A large proportion of the population are pensioners, and respondents stated that at least one member of their household had a vulnerability, both of which are considered to be 'at-risk' from COVID-19. Exacerbating this is the large proportion of KIs who stated that the health facility in their settlement was of poor quality, that there was a lack of medical staff and a lack of equipment, that the cost of medicines and service was too high, and who reported reducing expenditure on essential health care as a coping strategy.

Many households reported having water shortages, but many reported storing water or having enough storing capacity for any future shortages. Ongoing monitoring will need to be continued to understand if households' circumstances change due to the pandemic. Of more immediate concern, and what links WASH to economic security, is the proportion of assessed households who reported purchasing bottled drinking water and the proportion of those stating that they treat their water before drinking. It is important to monitor the coping strategies these assessed households will use if they no longer have access to a GCA pension or if they have no employment opportunities, and assess if these strategies will further exacerbate any health or food security issues that these assessed households may already have.

With regards to shelter, many assessed households stated that they did not hold ownership or rental documents recognised by both the GCA and the NGCA authorities, which places these households in a precarious situation. Many assessed households also stated that their shelters had cracks, missing doors or missing windows, therefore requiring winterisation assistance before the coming winter.

The splintering of the education system leaves young adults in a position of uncertainty, possibly unable to further their education needs, or risk being unable to find relevant employment anywhere outside of the NGCA. The effect the closures of education facilities in response to the pandemic on children, and on their families, will need further research. This should be of concern to all humanitarian actors, but especially the protection cluster and education cluster, as it is known in other countries the incidences of domestic abuse has increased as people are told to remain in their homes.

However, while in the light of COVID-19 the negatives are emphasised, in general most respondents reported satisfaction with the quality of services in their settlements, health facilities being the exception. The unemployment rate was approximately the same as that in the GCA of the whole of Ukraine, and food security indicators were no worse than those in GCA of Donetsk and Luhansk oblast. The report shows that the populations of the GCA and the NGCA of Donetsk and Luhansk have the same worries and issues, lack of employment opportunities, reducing essential health expenditure, relying on pensions, an aging population and decreasing working age demographic, and the high cost of goods and services. Always in the background, like the subconscious of the area, are the security concerns due to the active conflict. Possibly due to the longevity of the conflict these concerns have been pushed to the background. Survival in the sense of having enough income to meet their households' expenditures takes precedent.

This report uses a data driven approach to providing important and timely information on the NGCA using limited data collection methods. The findings not only highlight the populations current needs but also point in the direction of where these needs might go in the context of the surrounding circumstances.



Each year lessons are learned and the data collection methods are refined, increasing the quality of the information that results, becoming more useful to the humanitarian actors interested in the situation that the population live with in the NGCA. As stated, follow-up research would be required to truly understand the effects of the global pandemic on the population of the NGCA. While in normal times the populations of the GCA and NGCA share similar issues, in times of a pandemic, restrictions, and closure of checkpoints, the isolation of the de-facto authorities by the international community could mean the consequences of the virus will be far worse for the NGCA populations than for those in the GCA.

## ANNEXES

## Annex I: Donetsk and Luhansk geographic areas and raions

Table 36: Donetsk geographic areas and raions

Donetsk City	Donetsk East	Donetsk North	Donetsk South
Donetska	Amvrosiivskyi	Bakhmutskyi	Boikivskyi
Makiivska	Khartsyzka	Debaltsevska	Dokuchaievska
Marinskyi	Kirovska	Horlivska	Marinskyi
Starobeshivskyi	Makiivska	Shakhtarskyi	Novoazovskyi
Yasynuvatska	Shakhtarska	Yasynuvatskyi	Starobeshivskyi
Yasynuvatskyi	Shakhtarskyi	Yenakiivska	Volnovskyi
	Snizhnianska		
	Torezka		
	Yenakiivska		
	Zhdanivska		

Table 37: Luhansk geographic areas and raions

Luhansk City	Luhansk Center	Luhansk West	Luhansk South
Luhanska	Kirovska	Alchevska	Anratsyivskyi
	Krasnodonska	Briankivska	Anratsytska
	Luhanska	Kirovska	Dovzhanskyi
	Lutuhynskyi	Perevalskyi	Krasnolutska
	Novoaidarskyi	Pervomaiska	Rovenkivska
	Slovianoserbskyi	Popasnianskyi	Sverdlovska
	Sorokynskyi	Stakhanovska	
	Stanychno-Luhanskyi		

## Annex II: Number of KIs, households who accessed a humanitarian hotline and households in urban settlements surveyed

Table 38: Number of KIs surveyed by area of residence

Area Name	Target	Completed
Donetsk City	50	51
Donetsk East	49	49
Donetsk North	50	50
Donetsk South	49	49
Luhansk Center	49	51
Luhansk City	50	50
Luhansk South	49	49
Luhansk West	49	55
Total	395	404

Table 39: Number NGCA resident households who have accessed a humanitarian hotline surveyed by geographic areas

	Donetsk					Luhansk				
	City	East	North	South	Total	Centre	City	South	West	Total
Conducted surveys	415	406	403	110	1,334	400	405	413	402	1,620

Table 40: Number of households surveyed in urban settlements by settlement

Donetsk NGCA	Households surveyed	Luhansk NGCA	Households surveyed
Oblast centre Donetsk	160	Oblast centre Luhansk	111
Makiivka	60	Alchevsk	29
Horlivka	43	Khrustalnyi	22
Yenakieve	14	Kadiivka	20
Torez	10	Dovzansk	17
Khartsyzk	10	Antrazyt	14
Shakhtarsk	9	Rovenky	13
Snizhne	8	Brianka	13
Yasynuvata	6	Sorokine	12
Khrestivka	5	Pervomaysk	10
Debaltseve	4	Holubivka	7
Dokuchayevsk	4	Perevalsk	7
Small settlements beyond 20km	67	Molodohvardiysk	6
Total Donetsk	400	Sukhodilsk	6
		Small settlements beyond 20km	113
		Total Luhansk	400
		Grand total	800

## Annex III: Food Security tables<sup>87</sup>

### Urban settlements

Table 41: Proportion of assessed urban households by FCS, by oblast

Food Consumption Score	Donetsk NGCA	Luhansk NGCA
Acceptable	90%	93%
Borderline	7%	5%
Poor	2%	2%

Table 42: Proportion of assessed urban households by FSI, by oblast

Food Security Index	Donetsk NGCA	Luhansk NGCA
Food secure	34%	40%
Marginally food secure	58%	54%
Moderately food insecure	8%	6%
Severely food insecure	1%	1%

<sup>87</sup> Recall period of 7 days prior to data collection for Food Consumption Scores, and 30 days for multi-sector Coping Strategy Index

Table 43: Proportion of assessed urban households by mCSI<sup>88</sup>, by oblast

multi-sector Coping Strategy Index	Donetsk NGCA	Luhansk NGCA
None	50%	51%
Stress	16%	21%
Crisis	32%	26%
Emergency	2%	2%

Table 44: Proportion of assessed urban households by FCS<sup>89</sup>, by sex and marital status, Donetsk

Donetsk Food Consumption Score	Overall		Married		Divorced		Widowed		Single	
	male	female	male	female	male	female	male	female	male	female
	100%		51%		11%		28%		7%	
Acceptable	78%	89%	93%	93%	78%	89%	94%	86%	100%	76%
Borderline	11%	8%	6%	7%	11%	6%	0%	12%	0%	6%
Poor	11%	3%	1%	0%	11%	6%	6%	2%	0%	18%

Table 45: Proportion of assessed urban households by FCS<sup>90</sup>, by sex and marital status, Luhansk

Luhansk Food Consumption Score	Overall		Married		Divorced		Widowed		Single	
	male	female	male	female	male	female	male	female	male	female
	100%		59%		12%		12%		10%	
Acceptable	97%	90%	97%	95%	94%	84%	99%	78%	89%	88%
Borderline	2%	7%	2%	3%	6%	13%	0%	17%	11%	10%
Poor	1%	3%	1%	3%	0%	3%	0%	5%	0%	3%

Table 46: Proportion of assessed urban households by FSI<sup>91</sup>, by sex and marital status, Donetsk

Donetsk Food Security Index	Overall		Married		Divorced		Widowed		Single	
	male	female	male	female	male	female	male	female	male	female
	100%		51%		11%		28%		7%	
Food secure	39%	31%	43%	33%	23%	20%	39%	32%	10%	35%
Marginally food secure	53%	60%	49%	61%	55%	66%	55%	57%	90%	47%
Moderately food insecure	6%	9%	8%	6%	11%	14%	0%	11%	0%	12%
Severely food insecure	2%	0%	0%	0%	11%	0%	6%	0%	0%	6%

<sup>88</sup> Recall period of 30 days<sup>89</sup> Recall period of 7 days<sup>90</sup> Recall period of 7 days<sup>91</sup> Recall period of 7 days

Table 47: Proportion of assessed urban households by FSI<sup>92</sup>, by sex and marital status, Luhansk

Luhansk	Overall		Married		Divorced		Widowed		Single	
	100%		59%		12%		12%		10%	
Food Security Index	male	female	male	female	male	female	male	female	male	female
Food secure	46%	36%	50%	41%	39%	32%	50%	22%	22%	34%
Marginally food secure	51%	55%	47%	56%	56%	55%	50%	58%	67%	53%
Moderately food insecure	3%	8%	3%	3%	6%	13%	0%	20%	11%	9%
Severely food insecure	0%	1%	0%	1%	0%	0%	0%	0%	0%	3%

Table 48: Proportion of assessed urban households by mCSI<sup>93</sup>, by sex and marital status, Donetsk

Donetsk	Overall		Married		Divorced		Widowed		Single	
	100%		51%		11%		28%		7%	
multi-Sector Coping Strategy Index	male	female	male	female	male	female	male	female	male	female
None	56%	47%	63%	52%	56%	29%	56%	47%	0%	53%
Stress	19%	15%	16%	13%	22%	9%	6%	17%	70%	18%
Crisis	22%	37%	18%	33%	22%	60%	33%	32%	30%	29%
Emergency	3%	2%	3%	2%	0%	3%	5%	3%	0%	0%

Table 49: Proportion of assessed urban households by mCSI<sup>94</sup>, by sex and marital status, Luhansk

Luhansk	Overall		Married		Divorced		Widowed		Single	
	100%		59%		12%		12%		10%	
multi-Sector Coping Strategy Index	male	female	male	female	male	female	male	female	male	female
None	52%	50%	56%	51%	44%	55%	50%	50%	33%	38%
Stress	27%	16%	24%	17%	28%	13%	37%	15%	34%	19%
Crisis	20%	31%	20%	28%	28%	32%	13%	35%	11%	41%
Emergency	1%	3%	0%	4%	0%	0%	0%	0%	22%	3%

## Households who accessed a humanitarian hotline

Table 50: Proportion of assessed households who accessed a humanitarian hotline, by FCS<sup>95</sup>, Donetsk

Food Consumption Score	Donetsk City	Donetsk East	Donetsk North	Donetsk Oblast
Acceptable	89%	91%	92%	91%
Borderline	11%	8%	7%	9%
Poor	0%	1%	1%	1%

<sup>92</sup> Recall period of 7 days

<sup>93</sup> Recall period of 30 days

<sup>94</sup> Recall period of 30 days

<sup>95</sup> Recall period of 7 days

Table 51: Proportion of assessed households who accessed a humanitarian hotline, by FCS<sup>96</sup>, Luhansk

Food Consumption Score	Luhansk Centre	Luhansk City	Luhansk South	Luhansk West	Luhansk Oblast
Acceptable	93%	92%	92%	91%	92%
Borderline	6%	7%	8%	8%	7%
Poor	0%	1%	0%	0%	0%

Table 52: Proportion of assessed households who accessed a humanitarian hotline, by FSI<sup>97</sup>, Donetsk

Food Security Index	Donetsk City	Donetsk East	Donetsk North	Donetsk Oblast
Food secure	46%	52%	44%	47%
Marginally food secure	44%	36%	42%	41%
Moderately food insecure	10%	11%	13%	11%
Severely food insecure	0%	0%	1%	1%

Table 53: Proportion of assessed households who accessed a humanitarian hotline, by FSI<sup>98</sup>, Luhansk

Food Security Index	Luhansk Centre	Luhansk City	Luhansk South	Luhansk West	Luhansk Oblast
Food secure	47%	54%	43%	49%	48%
Marginally food secure	41%	34%	44%	41%	40%
Moderately food insecure	12%	11%	13%	9%	11%
Severely food insecure	1%	1%	0%	1%	1%

Table 54: Proportion of assessed households who accessed a humanitarian hotline, by mCSI<sup>99</sup>, Donetsk

multi-sector Coping Strategy Index	Donetsk City	Donetsk East	Donetsk North	Donetsk Oblast
None	52%	56%	45%	51%
Stress	17%	14%	17%	16%
Crisis	26%	24%	29%	26%
Emergency	6%	6%	9%	7%

Table 55: Proportion of assessed households who accessed a humanitarian hotline, by mCSI<sup>100</sup>, Luhansk

multi-sector Coping Strategy Index	Luhansk Centre	Luhansk City	Luhansk South	Luhansk West	Luhansk Oblast
None	49%	58%	47%	52%	51%
Stress	16%	12%	14%	15%	14%

<sup>96</sup> Recall period of 7 days<sup>97</sup> Recall period of 7 days<sup>98</sup> Recall period of 7 days<sup>99</sup> Recall period of 30 days<sup>100</sup> Recall period of 30 days

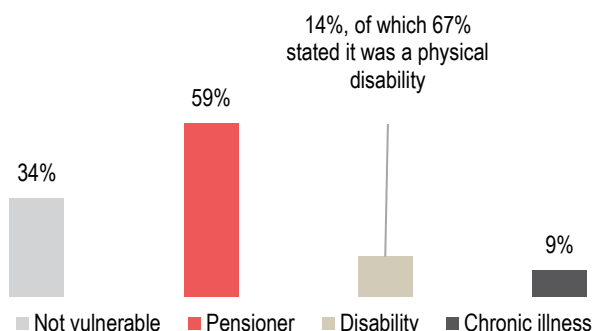
Crisis	27%	23%	30%	28%	27%
Emergency	8%	8%	9%	5%	7%

## Annex IV: Donetsk South Indicative data

### Demographics

Forty-seven percent (47%) of head of households were female, with an average age of 60. The remaining 53% of males had an average age of 54.

Figure 23: Proportion of head of assessed households from Donetsk South by vulnerability type



### Accountability to Affected Population

Table 56: Accountability to Affected Populations as reported by assessed households who accessed a humanitarian hotline, Donetsk South

	Donetsk South
1 Received assistance since beginning of crisis	76%
2 In the 12 months prior to data collection (subset of 1)	7%
More than two months ago (subset of 2)	94%
3 Between one and two months ago (subset of 2)	4%
Between one and four weeks ago (subset of 2)	2%
Less than a week ago (subset of 2)	0%
4 <b>Type of aid received (subset of 2)</b>	
Food	50%
Baby food / baby products / baby clothes	50%
Other non-food items	33%
Agriculture	17%
Hygiene needs	17%
Winterization items	0%
Cash	0%
Medical help	0%
5 <b>Preferred modality of aid (Overall)</b>	
Medical help	35%
Cash	33%
Food	19%
Legal assistance	12%
Employment support	8%

	No needs	27%
6	<b>Received from (subset of 2)</b>	
	Local Humanitarian agencies	56%
	International Humanitarian organization	23%
	Institutions of DPR/LPR	15%
	Religious institutions	5%
	Household was <b>not</b> consulted before aid distribution (subset of 2)	96%
	Household was <b>not</b> informed of a complaints response mechanism (Overall population)	69%

## Food Security

Table 57: Proportion of assessed households who accessed a humanitarian hotline who reported problems accessing markets, and of these, the main issues reported, Donetsk South

	Donetsk South
Problems accessing food markets	53%
Items too expensive	69%
Items poor quality	38%

Table 58: Food Consumption Score, Donetsk South

Food Consumption Score	Donetsk South
Acceptable	90%
Borderline	9%
Poor	1%

Table 59: Food Security Index, Donetsk South

Food Security Index	Donetsk South
Food secure	51%
Marginally food secure	37%
Moderately food insecure	12%
Severely food insecure	0%

Table 60: multi-sector Coping Strategy Index, Donetsk South

multi-Sector Coping Strategy Index	Donetsk South
None	52%
Stress	16%
Crisis	29%
Emergency	3%

*Twenty-five percent (25%) of households reported reducing expenditure on essential medical health care.*



## Income

Table 62: Most important source of income

	Donetsk South
Salary	35%
Pensions (GCA)	28%
Pensions (NGCA)	24%

Table 61: Employment status of head of household

	Donetsk South
Pensioner	59%
Employed full-time	25%
Unemployed	12%
Employed from time to time	3%
Employed part-time	0%