



AREA - BASED ASSESSMENT SLOVAKIA

Cities of Bratislava -
Kosice -Nitra - Zilina

FEBRUARY 2023

Slovakia, Bratislava. © UNHCR/Zsolt BALLA

Introduction

As of February 2023, some 8 million refugees have reportedly fled Ukraine and were recorded across Europe, with more than 1.1 million crossings from Ukraine to Slovakia.¹ More than 108.000 refugees registered for Temporary Protection (TP) in the country.¹

To complement the Multi-Sectoral Needs Assessment conducted in Slovakia in August 2022 and to better inform an area-based response led by local authorities as well as humanitarian actors, UNHCR (the UN Refugee Agency) commissioned REACH Impact Initiative to carry out an Area-Based Assessment (ABA). The ABA aims to provide an overview of the humanitarian situation in four specific geographic areas, with a focus on priority needs of the refugee population in terms of access to basic services, social cohesion between refugees as well as host population, and local refugee response mechanisms.

The four geographic areas assigned to the ABA were the cities of Bratislava, Nitra, Zilina and Kosice. Based on the data provided by the Ministry of Interior at the time of designing the assessment (November 2022), those were the areas with the highest number of refugees residing with TP.²

This assessment aims in particular to identify and map the availability and accessibility by refugees of services within the four cities of interest, identify local and external

actors and their role in the local refugee response, and assess the perceptions and expectations of refugees regarding service delivery. In addition, it aims to highlight key gaps and barriers to service provision, and assess the relationship between refugees and host communities. This approach will allow stakeholders to better understand any gaps and challenges in the assessed areas so that they can respond more efficiently in addressing the needs of refugees.

The ABA was designed in such a way that integrates the perspective of the population as well as local authorities and service providers. In this way, the ABA examines both the supply and demand of each selected area, by gathering information on needs in terms of access to services as well as an institutional response capacity to meet those needs. To do so, the key service infrastructure and service provision in education, healthcare, livelihoods, accommodation, and protection sectors were explored through key informant interviews (KIIs) with service providers and municipal authorities. This was complemented by semi-structured focus group discussions (FGDs) with refugees and host community members on perceptions of access to services and the dynamics between host and refugee populations, including integration of refugees, as well as the refugees and host community members living conditions in Nitra, Zilina, Bratislava and Kosice.

Objectives

The ABA provided a comprehensive and evidence-based overview of the four areas to better inform the ongoing humanitarian response activities and planning of UNHCR and partners on:

1. What are the key characteristics of the refugee communities?
 - a. What are the household demographics, incl. geographical locations and accommodation?
2. What are the priority needs of the refugee populations in the four cities in terms of access to basic services?
 - a. What are the barriers to access basic services, such as education, healthcare (including MHPSS), employment, accommodation, and humanitarian assistance and support services?
 - b. What are the current challenges faced and available coping capacities by refugees related to winter preparation?
 - c. How are older persons and families with children affected?
3. What has been the impact of the refugees living in the assessed areas on basic service provision?
 - a. What are the challenges basic service providers face due to the refugee influx?

- b. What needs do local service providers have to respond to the refugee crisis now and in the long term?

4. What is the nature of the relationship between the refugee and host population?
 - a. What is the level of social cohesion between the two groups? What factors fosters/inhibits cohesion between the two groups?
 - b. To what extent are refugees integrating/assimilating in Slovak communities?
 - c. What impact have the refugees had on the local economy?
5. Who are the local and other actors engaged in the refugee response?
 - a. What are their roles?
 - b. What collaboration mechanisms are in place?
 - c. What capacities do these actors have to address these service gaps and to meet the needs of the refugee population?

Methodology

The study used a mixed-methods approach: secondary quantitative and qualitative data collected from local actors and online sources, and primary data (quantitative and qualitative) collected from refugees, host community members and key informants, via quantitative surveys, key informant interviews (KIIs) and focus group discussions (FGDs).

The local and other actors[●] as well as service providers were identified using stakeholder mapping.

The assessment had a consultative component: local authorities were initially consulted prior to the beginning of data collection for their professional overview of the local situation. The information collected through these consultations was used in designing the tools used for the survey and the FGD.

Primary data collection took place between 27 October and 16 December 2022 in the four areas identified.

In each stage of the process a specific methodology was employed according to the type of data collected and the actors involved:

1) Secondary data review:

Government statistics regarding population, displacement, basic services and the local economy were used to

understand the changing situation since the beginning of the crisis. Likewise, data already collected by REACH as part of the inter-agency country-wide Multi-sectoral Needs Assessment (MSNA), UNHCR Protection Profiling and Border Monitoring were used for the preparation and analysis.

2) Refugee household surveys:

A sample of refugees outside of collective sites were surveyed regarding their priority needs (in terms of access to services), social cohesion, and through a quantitative structured questionnaire. In total, 154 refugees were interviewed in Bratislava, 136 in Kosice, 133 in Nitra and 129 in Zilina. The interviews were conducted face-to-face in Ukrainian and Russian languages by trained enumerators.

3) Host household surveys:

A purposive sample of 106 interviews in each four areas were surveyed regarding social cohesion and the impact of the arrival of refugees on the local economy and access to services, through a quantitative structured questionnaire. The interviews were conducted face-to-face in Slovak language by trained enumerators. The sample was purposive, therefore findings can only be considered indicative.

4) Focus Group Discussions (FGDs):

The qualitative method employed included four FGDs with refugees and another four with host community members, one in each of the assessed areas, with 4 to 12 participants.

Groups of participants were diverse, including women and men of different ages and backgrounds. Group discussions were guided by a semi-structure questionnaire and facilitated by UNHCR with the support of REACH staff.

5) Key Informant Interviews (KIIs):

Forty-one KIIs in total were conducted with representatives from business (12 key informants), education (8), civil society and non-governmental organisations (8) and health sectors (6), as well as city level municipal authorities (7). The purpose was to understand the impact of the refugee crisis on each of these sectors, what the response has been so far, as well as how different stakeholders cooperated following a semi-structured questionnaire. Key informants were selected purposively after a stakeholders mapping. All KIIs who gave a consent were recorded.

Challenges and limitations

1) Challenges in the data collection:

Participation of host community members in this assessment was challenging, including by reaching to individuals, also due to the weather conditions, informing about the assessment and receiving positive feedback for participation in the different process. In particular, finding participants from the general population in the four areas of interest willing to participate in the FGDs organised during work hours proved challenging. The FGDs groups were thus smaller than initially planned. The same relates to key informants, which were more difficult to reach than planned. As a result, only one KII was conducted with a representative of the health sector in Nitra and Zilina.

2) Purposive samples:

Temporary Protection data was used to get an estimate of the number of refugees in the four cities assessed. Yet, the samples were determined purposively, and the findings cannot be considered representative of the whole population of interest, but indicative only. Findings should be interpreted as a snapshot of the situation at the time of data collection.

3) Maps are using secondary data:

Maps are mainly based on the results of the secondary data review of the assessment.



A total of 552 refugee households interviews were conducted for this assessment. The sample was largely composed of girls and women (69%), and the average age of refugees was 33 years old. The average household size was 2.8 persons per household, meaning that there were between 2-3 persons per household. Children represented 31% of the total population sample.



The government subsidies for refugee accommodation was perceived as a necessity to survive for most refugees, with 59% of refugees having their rent paid that way. Although more than half of refugees (56%) encountered no barriers in finding long-term accommodation in their area. On the other hand, during the host community FGDs, 17% of Slovaks who have hosted refugees declared requiring financial support to provide long-term accommodation to the Ukrainian refugees.



Although refugees who have registered for Temporary Protection (TP) have free access to Slovak schools^{3,4,5}, **around 14% of children between the ages of 6 and 17 whose household members were surveyed reported not following formal education in Slovakia.** This was said to be due to a lack of available school places and a lack of instructions in the preferred language. A demand for extracurricular activities was reported several times during FGDs - in fact, 17% of households declared having no such activities in close proximity.



Overall, 94% of the households interviewed reported that their members were registered for TP at the time of the interview, with 35% of them coming to Slovakia in March and April 2022. At the time of the interview, registering for TP was providing one the right to stay in Slovakia until 4 of March 2023, as well as providing the right to work, giving access to urgent or necessary health care, and to free education for minors.^{2,4,6,8,9} As a consequence, 69% of the households intended to remain in Slovakia in the next six months after the interview. •



Overall, 49% of the refugees surveyed answered not having a general practitioner nearby their accommodation or being not sure about it. In addition, 54% of the refugees surveyed were not aware of mental health and psychosocial support services nearby. Amongst those who have used medical facilities since their arrival in Slovakia, 85% declared being somewhat satisfied or completely satisfied about these. Still, it appeared from the refugees' FGDs and the key informants of the health sector that there were unmet needs in access to specialised healthcare services, due to a lack of specialist doctors, as well as long waiting times and saturation of some services.



In total, 88% of households interviewed reported to have benefitted from the assistance since they arrived in Slovakia. They received mostly food assistance (88% of the households surveyed), non-food items such as clothes or hygiene items (77%), and cash assistance (66%). They received these supports mainly from UN agencies (64% of the refugees households), from the government (48%), and from religious organisations (28%). In fact, the most pressing needs at the time of their interview were cash assistance for 38% of them, food for 32%, and health for 31%.



Finding sustainable jobs in the formal job market in line with refugees' education and skills was reported to be challenging. Indeed, amongst the refugees who looked for a job in Slovakia, **finding employment was reported as one of the main difficulties in the country**, primarily because of the language barrier. As a consequence, refugees' FGDs often reported that the financial aids were necessary for them to survive. Key informants in the business sector revealed that three sectors were most likely to employ refugees, including the food industry, the production, and the services.

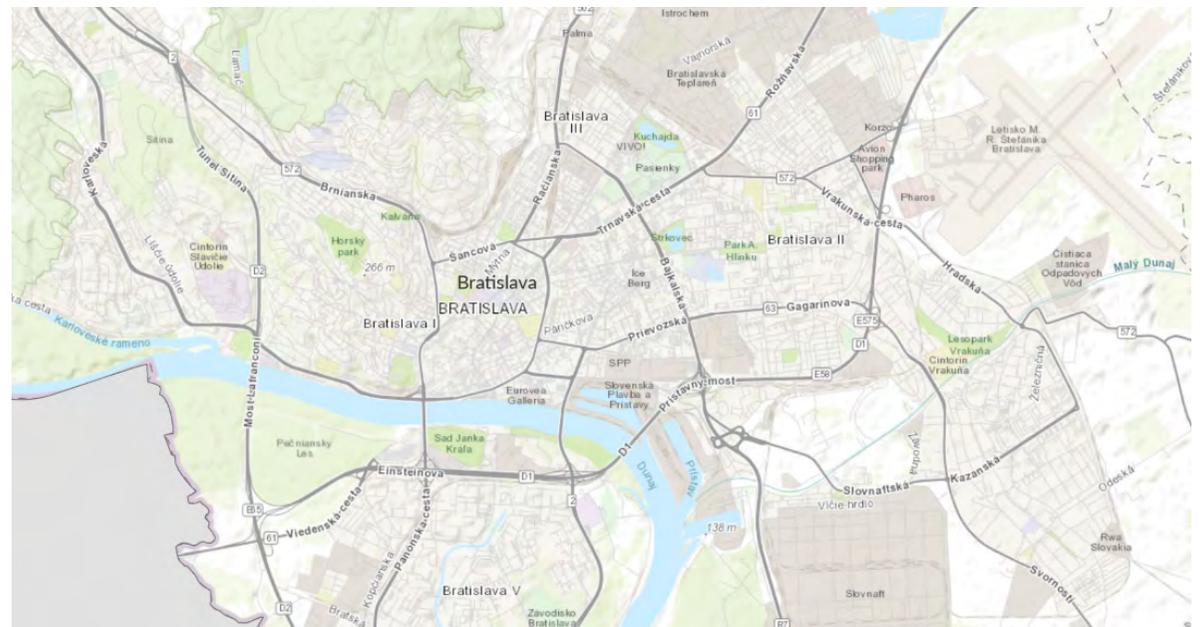


More than 77% of refugees surveyed described the relationship between Ukrainian refugees and Slovaks as good or very good. However, bullying cases at school were reported several times during refugees FGDs and key informants in the education sector. The relationship between older Slovaks and Ukrainians was also reported to be more tense. The quantitative assessment showed that existing tensions were coming mostly from communication difficulties (48%), cultural differences (21%) and competition over jobs (16%). Yet, 80% of refugees were aware of initiatives to promote the integration of refugees, and 57% participated in them.

BRATISLAVA

Bratislava city, with an area of 367.58 km², is the largest city of Slovakia. Bordering Austria and Hungary, it is the only national capital that borders two sovereign states. With a population of 475,577 inhabitants as of January 1, 2022, Bratislava city represents 8.8 % of the total population in Slovakia, with a population density of 1,294 inhabitants per 1 km². Bratislava city is part of the Bratislavský kraj (region), which has an employment rate in age 20 – 64 years of 79.8 %. The average nominal monthly earnings reached EUR 1 704 in the region in 2020, and was the highest in Slovakia. It was by 28% higher than the national average.^{9,10}

Population: 475.577 January 2022
 Area: 367.57 km²
 Employment 79.8%



Data refers to cities and in particular population data to Slovak nationals.

Source: <https://www.citypopulation.de/en/slovakia/admin/>

Map Source: <https://data.humdata.org/> and [OSM](https://www.openstreetmap.org/)

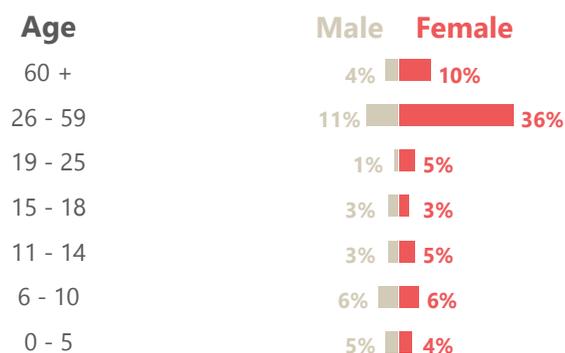
QUANTITATIVE SAMPLE

Refugee survey respondents demographics

154 RESPONDENTS

487 HOUSEHOLD MEMBERS

Refugee households members age and gender distribution



Key characteristics of Ukrainian refugee households

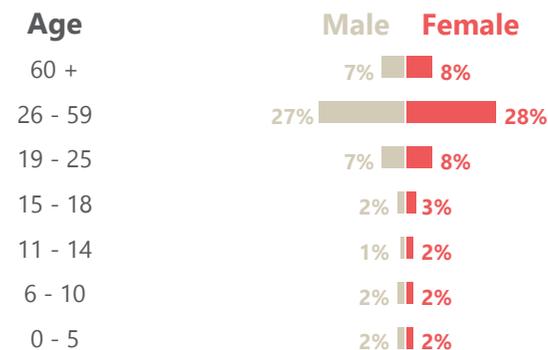
AVERAGE # OF HOUSEHOLD MEMBERS	AVERAGE AGE OF HOUSEHOLD MEMBERS	AVERAGE # OF CHILDREN
3.2	33	1

Host community survey respondents demographics

109 RESPONDENTS

233 HOUSEHOLD MEMBERS

Host community households members age and gender distribution



Key characteristics of host community

AVERAGE # OF HOUSEHOLD MEMBERS	AVERAGE AGE OF HOUSEHOLD MEMBERS	AVERAGE # OF CHILDREN
2.2	36	0.3

QUALITATIVE SAMPLE

1 FGD with Refugees - 5 females | 1 FGD with Host Community - 2 females and 2 males

10 KIIs | 2 Businesses, 2 Education, 2 Health, 2 Local Authorities, 2 NGOs



The section summarizes both the provision and needs on education services (pre-school, primary, secondary, tertiary education as well as vocational training) in Bratislava, presenting the main findings on refugees' educational needs as well as institutional response capacities.

Overall, 72% of children (between 6 and 17 years old) in the households surveyed were attending local schools in Slovakia, followed by online education at a Ukrainian school (40%).

Although refugees who have registered for TP are entitled to free access to Slovak schools,^{3,4,5} 17% of households surveyed reported having a child above 6 who had no access to formal education in Slovakia at the time of the interview. Amongst those, 44% cited a lack of available spaces to follow formal education in their preferred language of instruction, and 39% a lack of sufficient capacity at schools.

According to key informants in the education sector in Bratislava (from kindergarten to university level), overall education needs were met. In such a way, the education sector mostly adapted the information language, for example by including signs in Ukrainian and Russian languages at school.

7%

of children in the households surveyed were not following any formal education

17%

of children (6+ years old) in the households surveyed reported not having access to formal education

According to education key informants, classes were also adapted to these new students and their needs, leading the key informants in the education sector to ask for more personnel, especially language assistants, to better take care of the newcomers.

Hosts community participants in FGD reported that the arrival of refugees created difficulties for the education sector as well. School curriculum had to be adapted to refugees' needs, the funding per student shrank, and the classes were often saturated; thus, driving down the education level of Slovak children. Yet, a participant added that it also allowed universities to open new study programmes, due to the new demand.

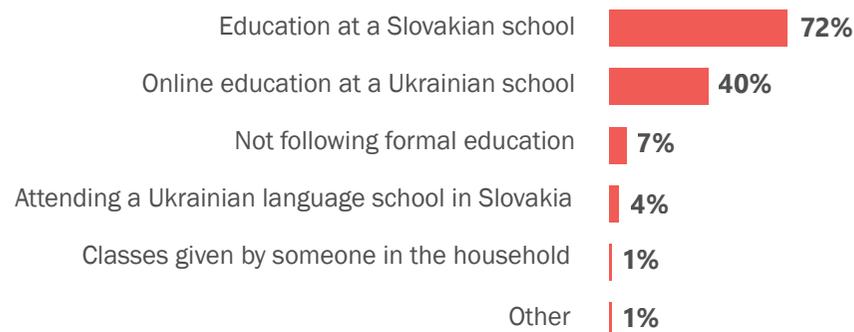
86%

of households interviewed reported that children had a separate space for studying

The participatory consultations with refugees in Bratislava raised concerns about cases of bullying. It was highlighted as one of the primary concerns for Ukrainian parents. Yet, 48% of households reported integration activities for their children at school, with most of them (92%) being completely satisfied with these activities. Refugees suggested more integration activities with both Ukrainian and Slovak kids. Based on the refugees' survey, 71% of households reported having activities such as arts and sports lessons locally. The refugees participating in the FGD in Bratislava also expressed their willingness to have more common activities organised by local actors gathering both Ukrainians and Slovaks, to ease the integration and allow refugees to better understand the way of living of the host community.

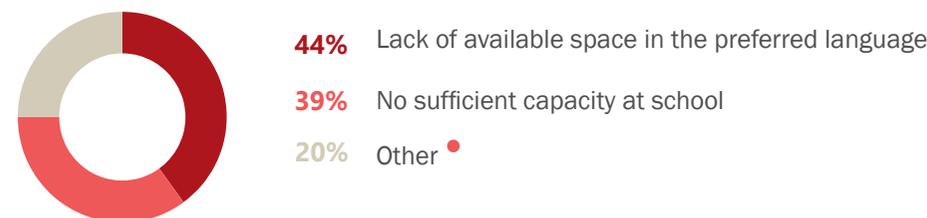
School attendance of refugees children aged 6-17

(out of % children in this age group [107 households surveyed])



Challenges reported accessing formal education (top 3)

(out of % of refugees' children who did not have access to school in Slovakia [18 households surveyed])



• Respondents could select multiple answers

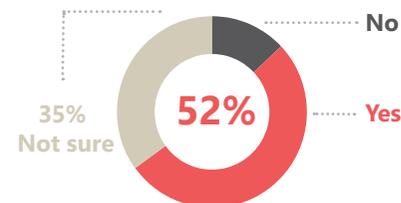
• 6% lacked documentation to register, 6% did not know how to enroll their child at a formal school, 6% had their enrollment refused and 6% had the intention to move to another country or return to Ukraine soon



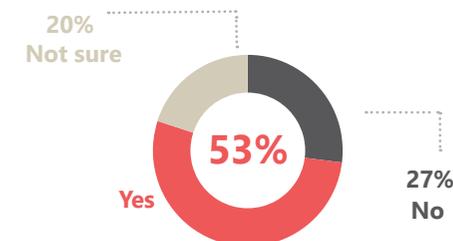
The section summarizes both the provision and needs in connection with healthcare services in Bratislava, presenting the refugees' main healthcare needs as well as institutional response capacities.

Overall, 65% of refugee households surveyed in Bratislava have been using medical facilities at least once in Slovakia since they arrived. The large majority of respondents (87%) were partly or completely satisfied with the medical services they used. Yet, 18% of respondents reported long waiting time to access the healthcare services, which was confirmed by both the refugees' FGD and the key informants. Another major issue in receiving treatment was the language barrier for 13% of refugees surveyed.

Refugee respondents reporting a mental health or psychological service in their vicinity



Refugee respondents reported being aware or knowing a general practitioner in the area



29%
of refugees respondents reported no barriers in accessing healthcare services

Barriers in accessing healthcare services reported by refugees (top 3)

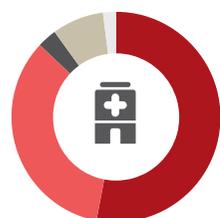
(153 households surveyed)

- | | | |
|---|--------------------------------------|-----|
| 1 | Long waiting time | 18% |
| 2 | Language barrier | 13% |
| 3 | Poor or inadequate service/High cost | 8% |

Finally, the quality of services was a reason not to access those services for 8% of respondents, as well as the high prices. Some refugees reported that they were refused by the doctors, which was linked to discrimination in some cases. Healthcare workers explained that Ukrainians were treated like Slovaks and received treatment depending on the urgency of their needs.

Satisfaction of refugee respondents regarding medical care

(100 households surveyed)



- | | |
|-----|---------------------------|
| 53% | Completely satisfied |
| 34% | Partly satisfied |
| 3% | Partly dissatisfied |
| 8% | Completely dissatisfied |
| 2% | Never used these services |

54%
of refugees respondents did not have health insurance coverage in Bratislava

Main medical facilities refugees reported being aware of in the area where they live

- | | | |
|---|-----------------------------|-----|
| 1 | Public hospital | 82% |
| 2 | Private hospital | 16% |
| 3 | Did not know any facilities | 16% |

Yet, when Slovaks were asked during the host community FGD whether the arrival of refugees had an impact on services in Bratislava, they reported that the healthcare system was sometimes saturated, and that specialists were often not available anymore, which was also a topic of discussion during the refugees' FGD. Overall, only around half the respondents reported the presence of a general practitioner in the area where they live, and 27% affirmed that there was no practitioner at all around their location.

However, when asked about the key types of medical facilities they could find around their accommodation, 82% of respondents cited a public hospital and 16% a private hospital. There was still 16% who did not know what type of facilities there was around their location. With regards to this, one health key informant in Bratislava proposed to put information kiosks in Ukrainian to provide information on their rights and the locations of health services to help refugees better access healthcare facilities.

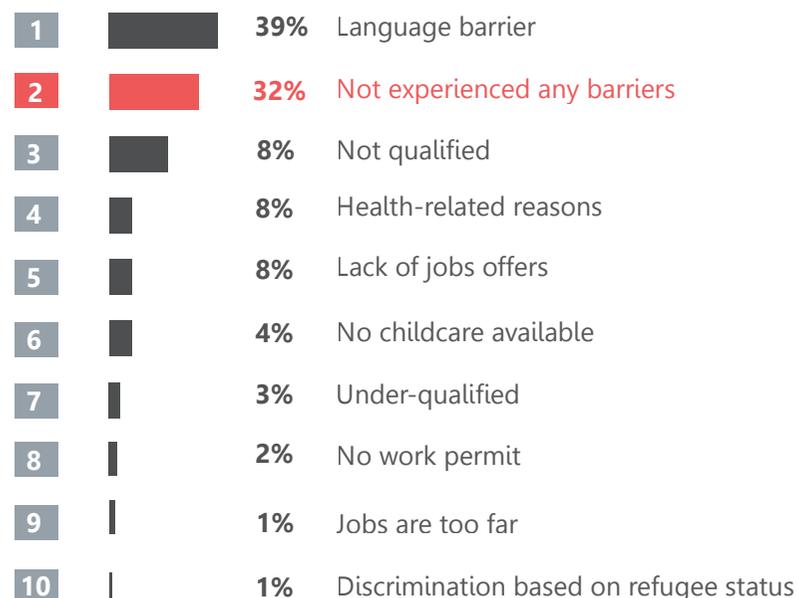


This section summarizes both the provision and needs in connection with services to support refugees' self-reliance available in Bratislava, such as employment services or language courses. It presents refugees' needs as well as institutional response capacities.

Close to a third of refugees reported no barriers to employment in Bratislava (32%). Yet, those who encountered barriers reported mainly the language barrier (39%). This is in line with the feedback from both the refugees and host community FGD, as well as the KIIs, who cited the language barrier as the main source of difficulties reported by refugees in finding a job and trying to integrate.

21% of refugee respondents were not looking for a job in Bratislava

Main barriers in finding employment reported by refugees (149 households surveyed)



Refugees participating in the FGD reported that one of the main sources of their household's income was the financial aid from humanitarian assistance, and notably the Government subsidies for refugee accommodation. They added that, on average, their salaries decreased since their arrival in Slovakia, thus making them vulnerable to the current economic situation despite their employment.

Refugees' economic situation & complaints (Refugees' FGD in Bratislava)

- Rely on humanitarian assistance
- Decreasing salaries
- Seeking employment

They also reported a necessity to increase the number of language trainings and create one resource providing all the necessary information to support their integration in Slovakia (about the Slovak law, availability of jobs, healthcare facilities' locations, among others).

On the other hand, the host population often reported difficulties in employing refugees due to their diploma not being recognized in Slovakia, notably in the health sector. This implies that refugees must often get Slovak certifications before they can be employed in their sector.

According to the key informants in the business sector from Bratislava, the production sector, hotels and restaurants, as well as services were the three main sectors with the better capacity to potentially employ refugees. Yet, a discussion during the host FGD pointed to the fact that Ukrainians looking for jobs were also a source of tensions. Employers often proposed them lower salaries, which appeared to decrease the average salary of the Slovaks.

Most cited employment sectors able to employ refugees in Bratislava according to business key informants

- 1 Production
- 2 Hotels and restaurants
- 3 Services
- 4 Food industry
- 5 Administration



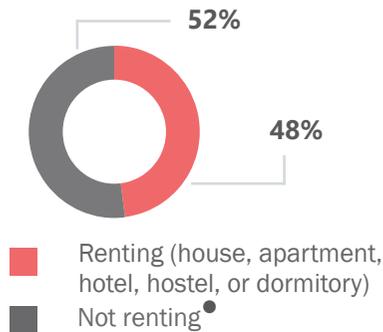
This section summarizes both the provision and needs on housing in Bratislava, presenting the main findings on refugees' needs as well as institutional response capacities. When asked about the accommodation opportunities in Bratislava to the refugees during the FGD, participants often cited the Government subsidies for refugee accommodation as necessary for them to find accommodation.⁶ These Government subsidies for refugee accommodation were put in place by the Slovak State at the start of the refugees' arrivals, and is providing funding for Slovaks if they host refugees. Renting with kids and animals was also reported to be challenging.

Inflation, and limited housing options, made finding accommodation more difficult at the time of data collection than at the start of the refugees' arrivals in March 2022. This was confirmed by 18% of respondents who cited high rent as the main barrier in finding accommodation.

 **84%**
of refugees' households interviewed were not hosted by a Slovakian family

Still, 84% of households surveyed were not hosted by a Slovak family at the time of the interview, leading to 48% of refugees renting a place on their own. The average expected length of stay in their accommodation was at least six months for 89% of them. On average, there were 3.6 people living in each accommodation, which translates into 1.9 people per bedroom. In addition, the vast majority of households had a separate study space for children in their accommodation (86%).

Refugees renting accommodation in Bratislava

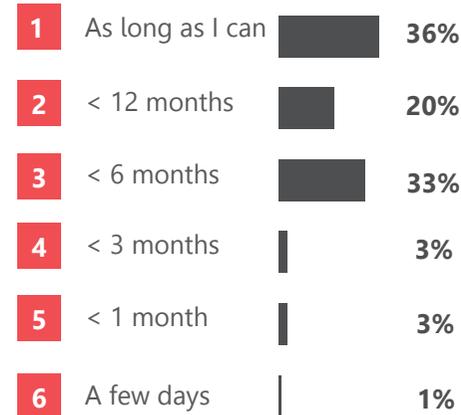


3.6
Average # of people per accommodation

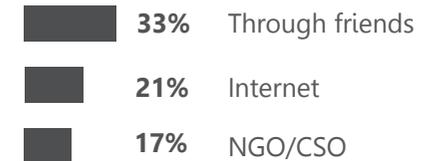
1.9
Average # of people per bedroom

86%
of HH reported having a separate space for studying

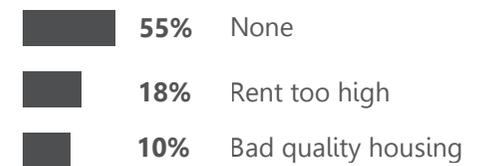
Length of time refugees intend to stay at their current accommodation



Most common means for refugee respondents to find accommodation (top 3)



Barriers refugees reported encountering in finding long-term accommodation (top 3)



On the other hand, over the 109 Slovak respondents, only 4 households had hosted refugees, with an average of 1.8 people hosted. All of them had their own apartment or house. Among those respondents, 2 were sharing the living space with the refugees, and 2 knew them before hosting them. Those who did not know the persons they hosted found them mostly through social media and volunteer organisations, with the desire to help as the main reason to host them. The relationship with the hosted refugees was noted as good or very good for 3 out of 4 hosts. Yet, among the 3 hosts who would reconsider hosting refugees, 1 said he could not afford it anymore due to a lack of financial support to provide long-term accommodation.

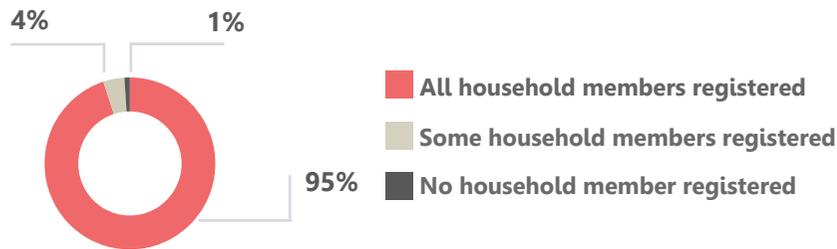
 **42%**
of refugee households who were NOT hosted by a Slovak family reported not having to pay for any accommodation

 **96%**
of Slovak households interviewed in Bratislava had not hosted any refugees since the start of the conflict

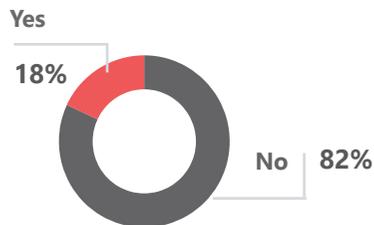
This section summarizes both the provision and needs on protection services available to refugees in Bratislava such as registration for temporary protection, support obtaining legal documentation, legal advice and legal counselling, among others. This section presents the main findings on refugees' needs as well as institutional capacities to respond to those needs.

Temporary protection status provides immediate and temporary protection to persons fleeing the conflict in Ukraine, and giving them immediate right to access work, housing, healthcare, education and other types of support.^{2,3,6,7,8} Almost all households (95%) had all of their household members registered, and an additional 4% had at least one registered member.

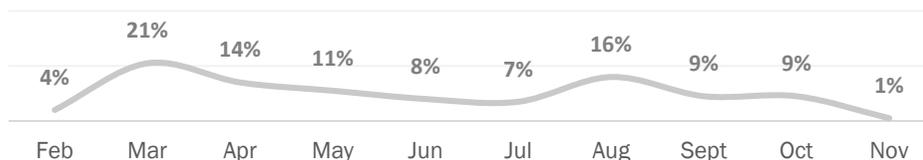
Refugee households surveyed that reported being registered for temporary protection



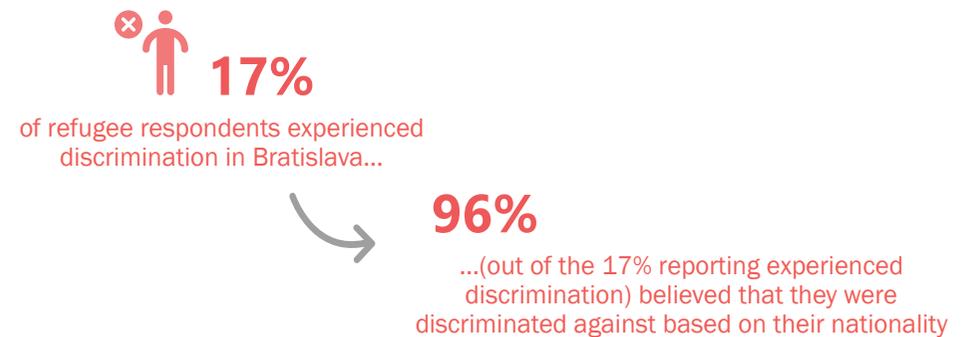
Share of refugee respondents who spent time at collective sites since arriving in the city before staying in their current accommodation



Month of departure from residence of refugee respondents, 2022

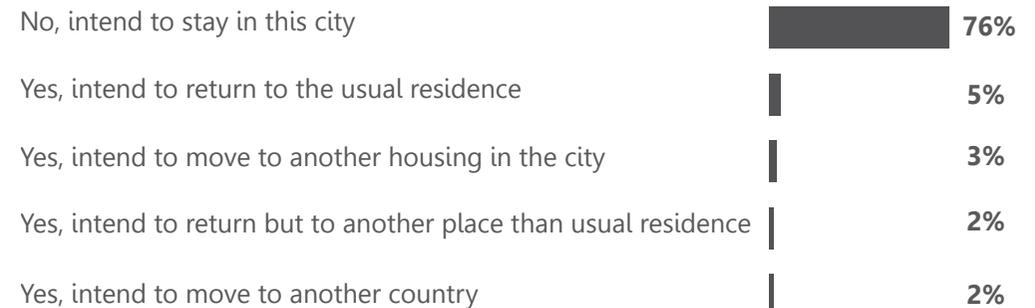


A significant share of 17% of respondents reported **discrimination** against them at some point since their arrival in Slovakia, 96% of which were **discriminated based on nationality** (26 individuals). The main reasons for staying in Bratislava were economic prospects in the city (36% of households), the proximity to the residence in Ukraine (33%), and knowing people in the city (32%).



Overall, **76% of households reported that they intended to stay in the city for the next six months**, and only 12% intended to move. Their choice of movement appeared to be primarily linked to the availability of permanent accommodation, of employment and to the presence of friends and relatives.

Movement intentions over the next 6 months (top 5)





This section provides an overview of the humanitarian assistance available to Ukrainian refugees in Bratislava, how it complements institutional services in education, healthcare, housing, and livelihoods. It presents both the provision and needs, as well as indicates how humanitarian actors compliment public services.

87%
of refugees respondents in Bratislava reported having benefitted from the assistance

Eighty seven percent of refugees' households surveyed had benefitted from assistance in Bratislava. UN agencies provided mostly food and cash assistance, as well as non-food items (such as clothes, hygiene items). Key informants from non-governmental organisations in Bratislava had to open new services in Bratislava to support recreational activities and courses, accommodation services, food assistance as well as the provision of psychological assistance and healthcare. In fact, according to those NGOs, the most requested services by the refugee community were language courses, accommodation services, employment assistance, ensuring fair treatment of refugees, long-term social assistance, psychosocial support, and legal assistance as well as legal counselling. Local authorities key informants also reported providing translation services and assistance for the relocation to temporary accommodation.

These local and other actors in Bratislava coordinated to provide legal services as well as financial assistance to the refugees. At the city level, the local authorities KIIs reported that the humanitarian assistance was coordinated by the UNHCR, People in Need, and by the city itself.

Most reported types of assistance received

(by % refugees HH that reported receiving assistance [134 households surveyed])

1	Non-food items	84%
2	Food	81%
3	Cash	75%
4	Accommodation	22%
5	Health	16%

Most reported sources of assistance

(by % refugees HH that reported receiving assistance [134 households surveyed])

1	UN agencies	75%
2	Government	46%
3	Religious organisations	20%
4	Local authorities	16%
5	International NGOs	15%

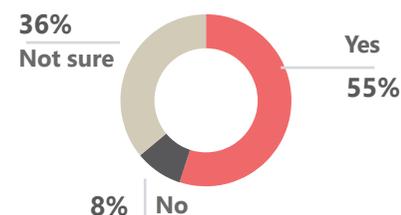
In addition to receiving language courses which was cited during all FGDs, refugees needed economic, employment, health, and long-term accommodation assistance the most. This is confirmed by the refugees' FGD. Yet, there is striking differences in terms of access to these services depending on the sector. While 92% of respondents had access to cash assistance, only 36% had it when it comes to employment services. However, when it comes to healthcare, 85% of the respondents reported having access to those services. This is supported by the health key informants, who confirmed providing healthcare to whoever needed it. However, the high demand increased the waiting time to access healthcare specialists, explaining the 29% of refugees reported being in need of healthcare assistance.

Services: needs and access of refugee households

	Reported needs	Reported having access	
1	Cash assistance	40%	92%
2	Employment	33%	36%
3	Health	29%	85%
4	Long-term accommodation	29%	59%
5	Education	23%	56%

Specifically, legal counselling and advice was available for 55% of respondents near their accommodation. This was mostly provided by the government (61%), followed by local NGOs (5%). Overall, in Bratislava, 48% of respondents were satisfied by these services, which represents almost all of those who have used them. Regarding the information needs, 27% of refugees expressed a need to know how to get more financial support and employment, 21% of refugees needed information on how to receive healthcare attention, 10% on how to access accommodation and how to register for humanitarian assistance, and 6% on how to enroll children at school.

Legal counselling and advice available



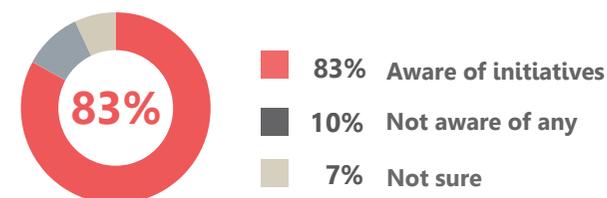


Eighty three percent of refugee households surveyed were aware of initiatives to promote their integration in Bratislava. In fact, 57% of those who were aware of these initiatives reported having participated in them, and 9 out of 10 found these initiatives useful or very useful. Most of those who knew about these initiatives, but did not participate, reported not having time for them (69%), followed by those who did not think these events would be useful (15%) and those who did not wish to integrate (6%). The initiatives that the refugees were aware of were organised primarily by the refugee community itself (19% of households reported this organiser), but also by the government and local authorities. Yet, during the refugees' FGD, most participants suggested to have more activities organised together with Slovak citizens, and not only for refugees.

Such activities was seen as an opportunity to get to know better the Slovak activities and way of living, and thus ease their integration. It would also need to be adapted to all ages, as hosts reported during their FGD that younger people were integrating better. Older persons were said to remain often in their own community, and sometimes less welcoming towards refugees. In the other hand, key informants representing NGOs reported tense situation among children, which was supported by parents and education workers who flagged cases of bullying at school multiple times.



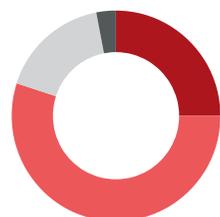
Refugees' awareness of integration initiatives in Bratislava



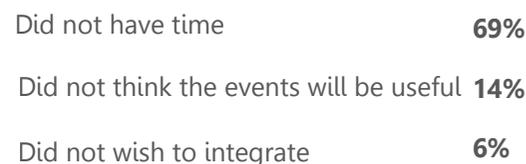
Perception of the inter-community dynamics

(by % of refugee households)

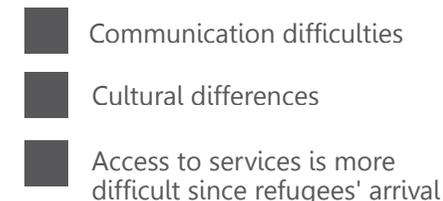
(by % of host households)



Reasons for not participating in integration initiatives (among refugees who did not participate (51 households surveyed))

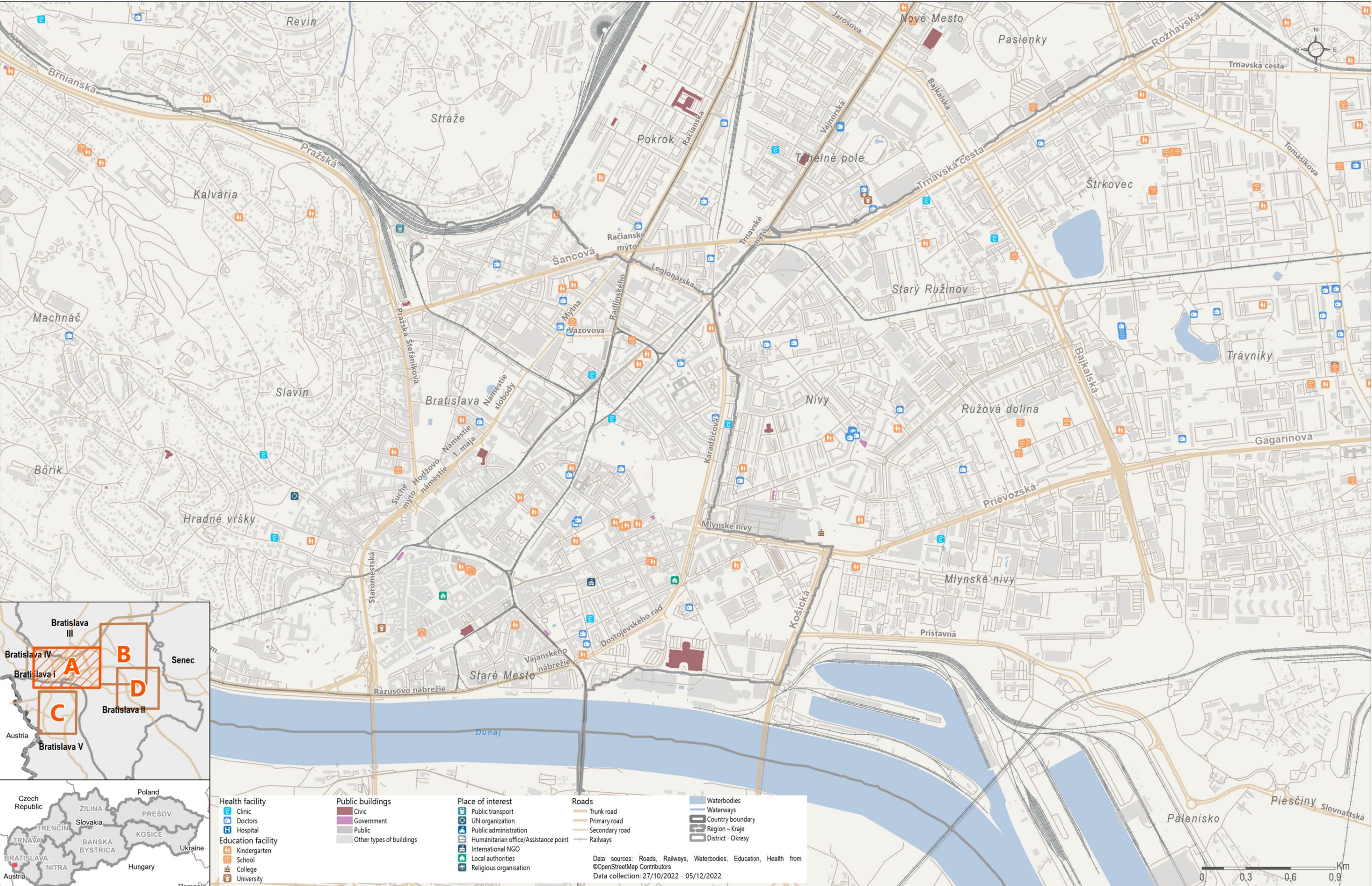


Most reported reasons for tensions (cited by refugees (3 households surveyed) and/or hosts (5 households surveyed))



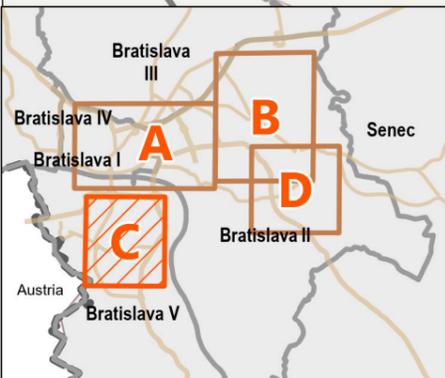
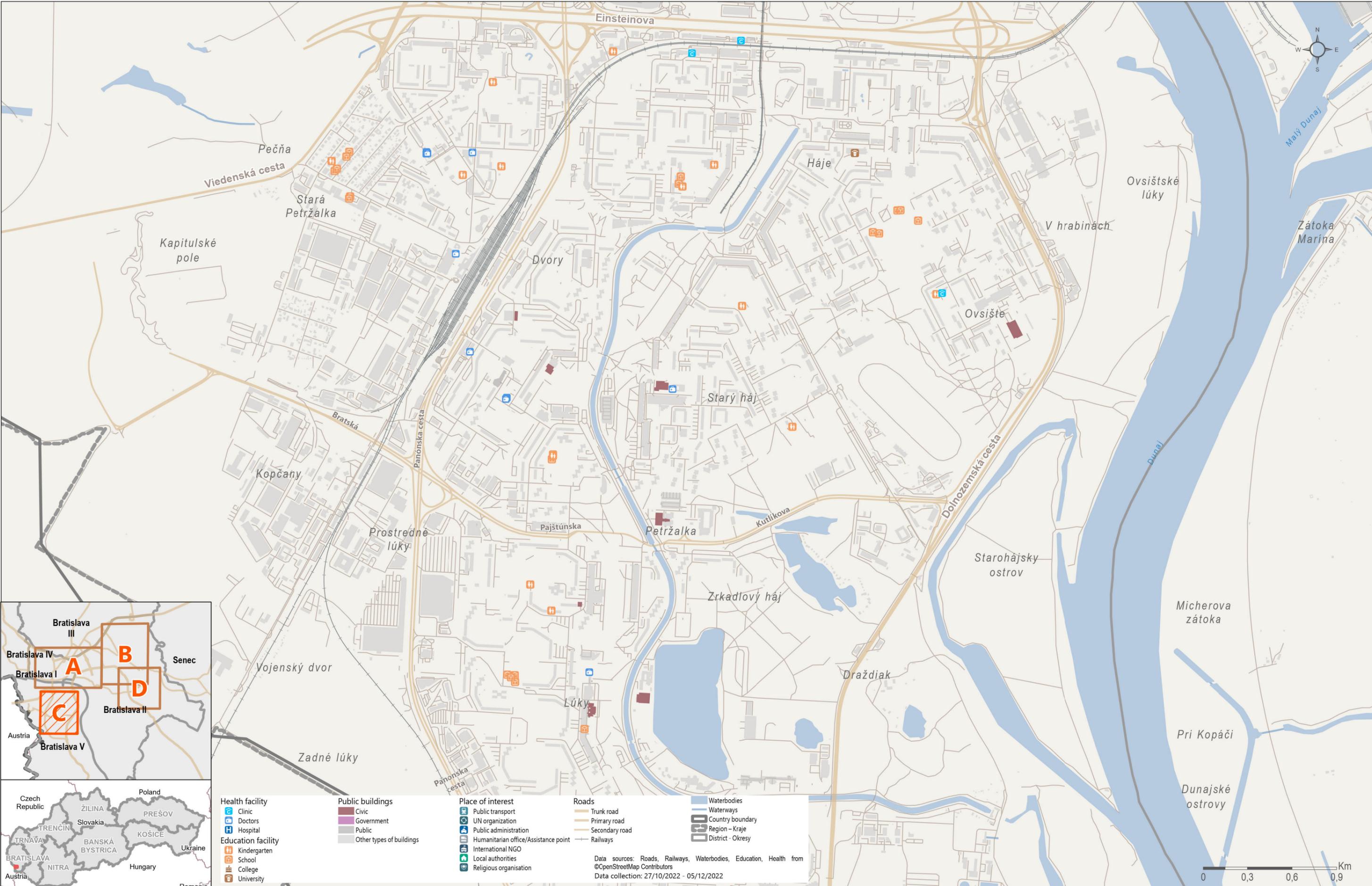
SLOVAKIA - Bratislava A

Area Based Assessment - Location of main stakeholders



SLOVAKIA - Bratislava C

Area Based Assessment - Location of main stakeholders



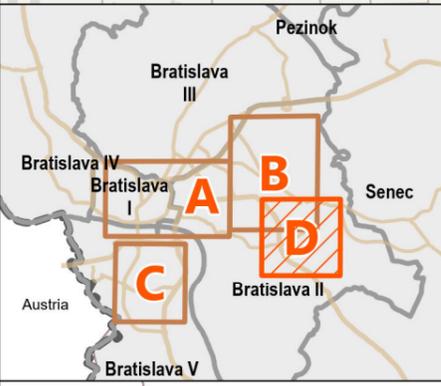
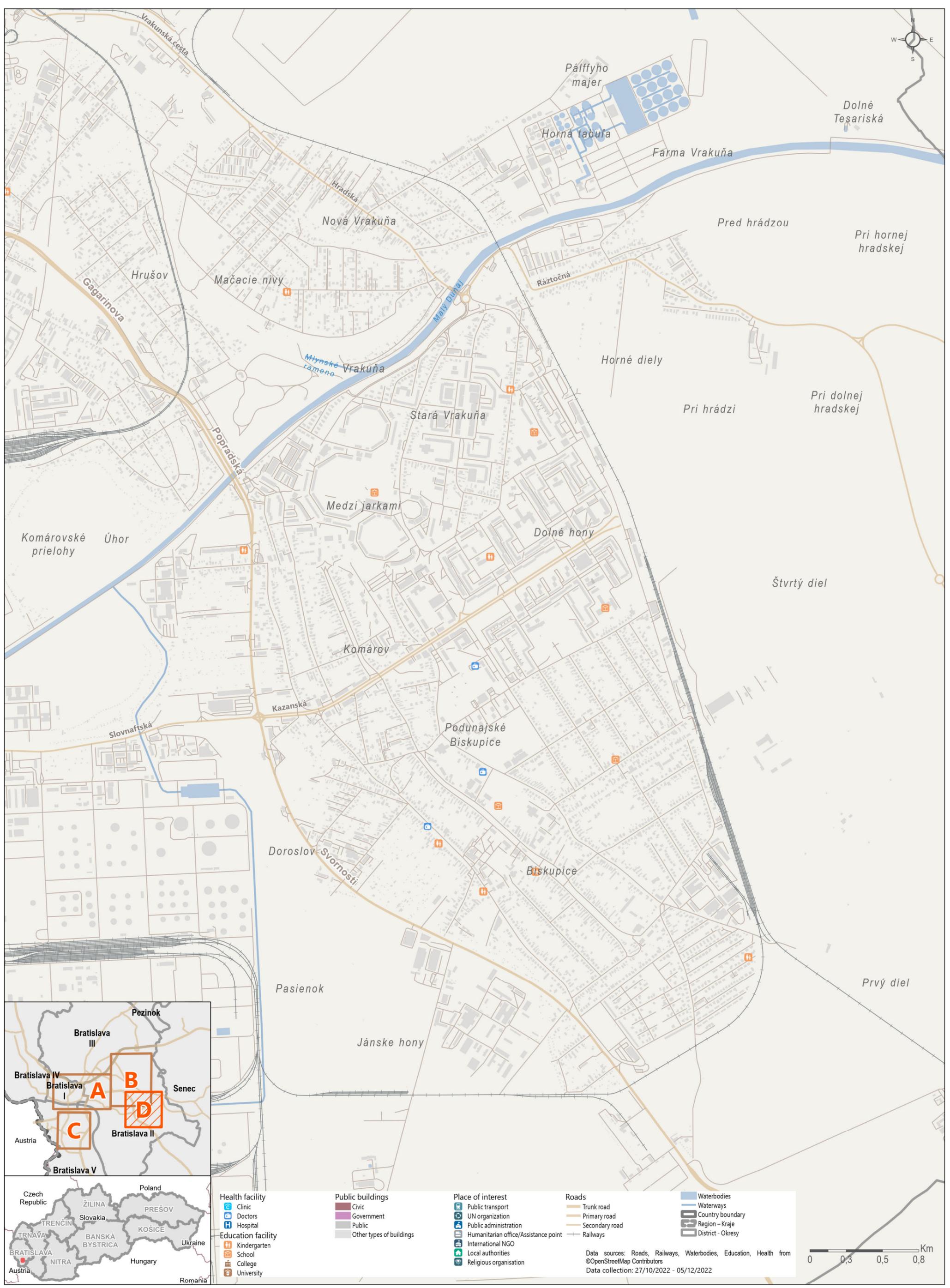
Health facility Clinic Doctors Hospital	Public buildings Civic Government Public Other types of buildings	Place of interest Public transport UN organization Public administration Humanitarian office/Assistance point International NGO Local authorities Religious organisation	Roads Trunk road Primary road Secondary road Railways	Waterbodies Waterbodies Waterways Country boundary Region - Kraje District - Okresy
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Data sources: Roads, Railways, Waterbodies, Education, Health from ©OpenStreetMap Contributors
 Data collection: 27/10/2022 - 05/12/2022



SLOVAKIA - Bratislava D

Area Based Assessment - Location of main stakeholders



Health facility Clinic Doctors Hospital	Public buildings Civic Government Public Other types of buildings	Place of interest Public transport UN organization Public administration Humanitarian office/Assistance point International NGO Local authorities Religious organisation	Roads Trunk road Primary road Secondary road Railways	Waterbodies Waterways Country boundary Region - Kraje District - Okresy
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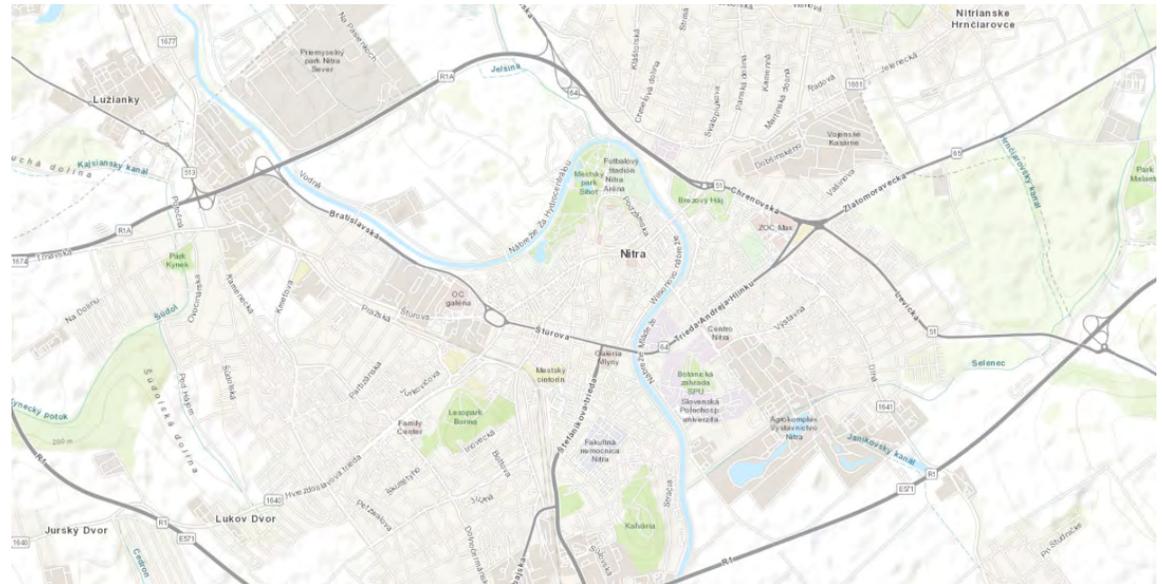
Data sources: Roads, Railways, Waterbodies, Education, Health from ©OpenStreetMap Contributors
 Data collection: 27/10/2022 - 05/12/2022



NITRA

Nitra city, with an area of 870.4 km², occupies 1.8% of the country's territory. It is located in the south western part of the Slovak Republic, bordering the Republic of Hungary in the South, Banskobystrický kraj in the East, Trenčiansky kraj in the North and Trnavský kraj in the West. There was 164,580 inhabitants in Nitra city as of January 1, 2022, which corresponded to 3 % of the Slovak population. The population density per 1 km² was 189.09 inhabitants. Nitra city is part of the Nitriansky kraj, which has an employment rate in age 20 – 64 years of 72.8 %. The average monthly earnings in that region was EUR 1 191, thus 10.7 % lower than the national average.^{9,10}

Population: 164.580 January 2022
Area: 870.4 km²
Employment: 72.8%



Data refers to cities and in particular population data to Slovak nationals.

Source: <https://www.citypopulation.de/en/slovakia/admin/>

Map Source: <https://data.humdata.org/ and OSM>

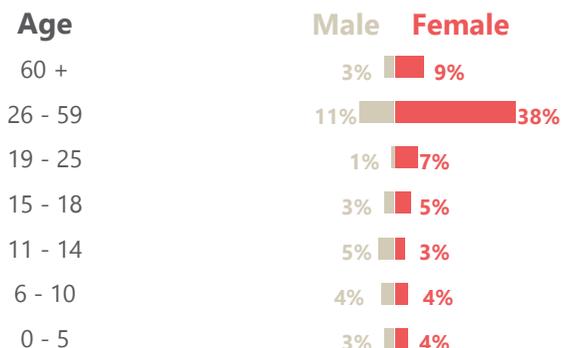
QUANTITATIVE SAMPLE

Refugee survey respondents demographics

133 RESPONDENTS

351 HOUSEHOLD MEMBERS

Refugee households members age and gender distribution



Key characteristics of Ukrainian refugee households

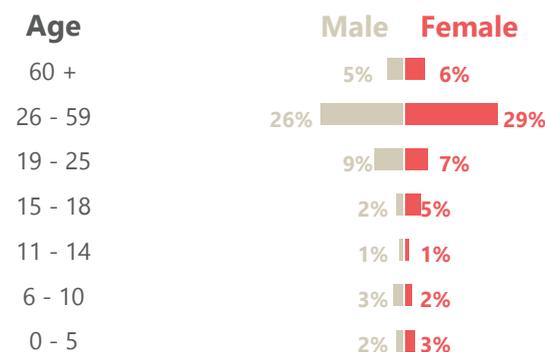
AVERAGE # OF HOUSEHOLD MEMBERS	AVERAGE AGE OF HOUSEHOLD MEMBERS	AVERAGE # OF CHILDREN
2.6	32.7	1

Host community survey respondents demographics

110 RESPONDENTS

216 HOUSEHOLD MEMBERS

Host community households members age and gender distribution



Key characteristics of host community households

AVERAGE # OF HOUSEHOLD MEMBERS	AVERAGE AGE OF HOUSEHOLD MEMBERS	AVERAGE # OF CHILDREN
2	34.2	0.3

QUALITATIVE SAMPLE

1 FGD with Refugees - 7 females | 1 FGD with Host Community - 3 females and 4 males

11 KIIs | 4 Businesses, 2 Education, 1 Health, 2 Local Authorities, 2 NGOs

The section summarizes both the provision and needs on education services (pre-school, primary, secondary, tertiary education as well as vocational training) in Nitra, presenting the main findings on refugees' educational needs as well as institutional response capacities.

Overall, 72% of children (between 6 and 17 years old) in the households surveyed were attending local schools in Slovakia, followed by online education at the Ukrainian school (56%).

Although refugees who have registered for TP are entitled to free access to Slovak schools,^{3,4,5} 9% of households surveyed reported having a child who had no access to formal education in Slovakia at the time of the interview. Amongst those (5 refugees), 40% cited a lack of capacity at school, and another 40% were planning to move to another country or return to Ukraine.

According to key informants in the education sector in Nitra (from kindergarten to university level), overall, education needs were met without any major changes in the access of this service.

In such a way, the education sector mostly adapted the information language, for example by including signs in Ukrainian and Russian languages at school. The teaching process was also simplified, and Slovak language classes were put in place.

According to education key informants, classes were thus adapted to these new students and their needs, leading the key informants in the education sector to ask for more personnel, especially language assistants, to better take care of the newcomers.

Refugees tended to be well integrated in Nitra. The language barrier appeared as the main issue for integration. During both refugees and host community FGD, Slovak classes and meetings between children refugees' parents and Slovak parents were cited as a priority need for refugees to integrate in the community. Host FGD participants reported that the arrival of refugees created difficulties for the education sector. School curriculum had to be adapted to refugees' needs, the funding per student shrank, and the classes were often saturated.

The participatory consultations with refugees in Nitra raised concerns about cases of bullying. It was highlighted as one of the primary concerns for Ukrainian parents. Yet, 64% of households reported that their children have participated in integration activities at their schools, with most of them (94%) being somewhat satisfied or completely satisfied with these activities. Refugees suggested more integration activities involving both the Ukrainian and Slovak communities.

Based on the refugees' survey, 54% of refugee households reported having activities such as arts and sports lessons locally. The refugees participating in the FGD in Nitra also expressed their willingness to have more common activities organised by local actors gathering both Ukrainians and Slovaks, to ease the integration and allow refugees to better understand the way of living of the host community.

3%
of children in the households surveyed were not following any formal education

9%
of children (6+ years old) in the households surveyed reported not having access to formal education

76%
of households interviewed reported that children had a separate space for studying

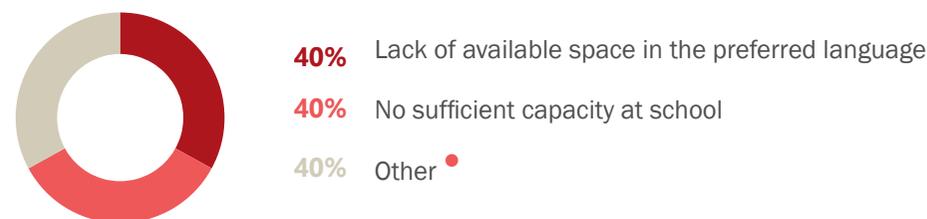
School attendance of refugee children aged 6-17

(out of % children in this age group [71 households surveyed])



Challenges reported accessing formal education (top 3)

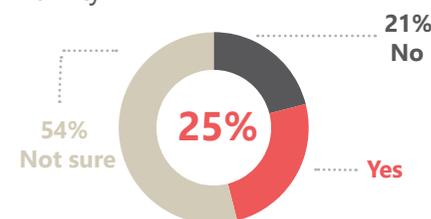
(out of % of refugees' children who did not have access to school in Slovakia [5 households surveyed])



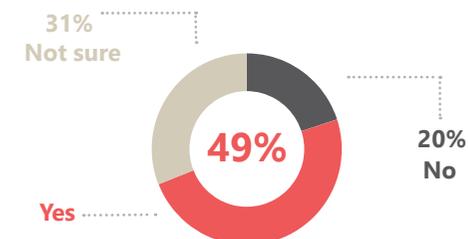
The section summarizes both the provision and needs in connection with healthcare services in Nitra, presenting the refugees' main healthcare needs as well as institutional response capacities.

Overall, 47% of refugee households surveyed in Nitra have been using medical facilities at least once since they arrived in Slovakia. The majority of respondents (87%) were partly or completely satisfied with the medical services they used. Yet, 17% of respondents reported that the language barrier was affecting their access to those services, and 16% reported long waiting time, which was confirmed by both the refugees' FGD and key informants. Another major issue in receiving treatment was the quality of services for 9% of refugees surveyed.

Refugee respondents reporting a mental health or psychological service in their vicinity



Refugee respondents reported being aware or knowing a general practitioner in the area



30%
of refugees respondents reported no barriers in accessing healthcare services

Barriers in accessing healthcare services reported by refugees (top 3)

(133 households surveyed)

- 1** Language barrier **17%**
- 2** Long waiting time **16%**
- 3** Poor or inadequate service/High cost **9%**

51%

of refugee respondents did not have health insurance coverage in Nitra

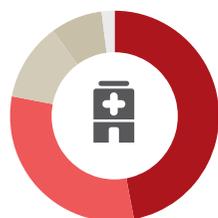
Main medical facilities refugees reported being aware of in the area where they live

- 1** Public hospital **71%**
- 2** Private hospital **21%**
- 3** Maternity hospital **2%**

Finally, 8% of the refugee respondents reported being refused by the doctors, which was linked to discrimination in some cases. Healthcare workers stated that Ukrainians were treated like Slovaks and received treatment depending on the urgency of their needs.

Satisfaction of refugee respondents regarding medical care

(62 households surveyed)



- 47%** Completely satisfied
- 31%** Partly satisfied
- 13%** Partly dissatisfied
- 8%** Completely dissatisfied
- 2%** Never used these services

Yet, when Slovaks were asked during the host FGD whether the arrival of refugees had an impact on services in Nitra, they reported that the healthcare system was sometimes saturated, and that specialists were often not available, which was also a topic of discussion during the refugees' FGD.

Overall, around half the respondents reported the presence of a general practitioner in the area where they live, and 20% affirmed that there was no practitioner at all around their location. However, when asked about the key types of medical facilities they could find around their accommodation, 71% of respondents cited a public hospital and 21% a private hospital. There was still 23% who did not know what type of facilities there was around their location, hence supporting their need for more information. One health key informant in Nitra proposed to open more language classes to support refugees in their understanding of the health system, and to have a better communication on the different services proposed.

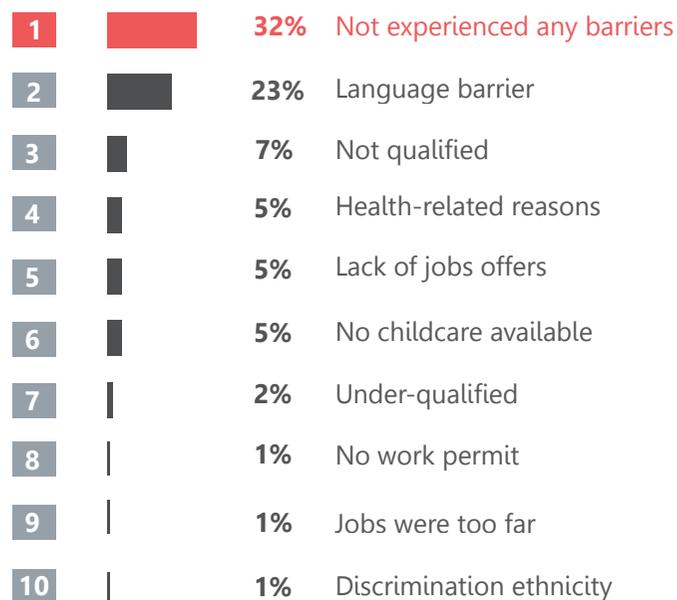


This section summarizes both the provision and needs in connection with services to support refugees' self-reliance available in Nitra, such as employment services or language courses. It presents the refugees' needs as well as institutional response capacities.

Close to a third of refugees surveyed reported no barriers to employment in Nitra (32%). Yet, those who encountered barriers reported mainly the language barrier (23%). This is in line with the feedback from both the refugees and host community FGD, as well as the KIIs, who cited the language barrier as the main source of difficulties reported by refugees in finding a job and trying to integrate. They also added that there was a necessity to increase the number of language trainings and create one resource providing all the necessary information to support their integration in Slovakia (about the Slovak law, employments availability, healthcare facilities' locations, among others). Finding an employment was also said to be difficult due the lack of long-term available employees.

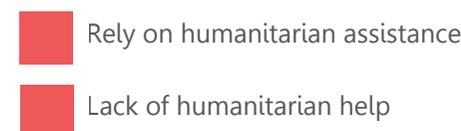
25% of refugee respondents were not looking for a job in Nitra

Main barriers in finding employment reported by refugees
([130 households surveyed])



Refugees participating in the FGD reported that one of the main sources of their household's income was the financial aid from humanitarian assistance, and notably the Government subsidies for refugee accommodation. On average they tended to work in lower skills jobs than their qualifications with hard working conditions.

Refugees' economic situation & complaints
(Refugees' FGD in Nitra)



They added that working means losing the humanitarian assistance, thus making them vulnerable to the current economic situation, and that language barrier was an issue to finding employment, as well as a general lack of information. The employment was also often not adapted to disabilities and health issues.

On the other hand, the key informants in the business sector surveyed in Nitra reported the lack of new jobs created and adapted to Ukrainians, a lack of information in refugees' languages and a lack of financial help from the State to decrease employers' taxes and contributions, and help them in hiring Ukrainians.

Still, according to these key informants, the production sector, the beauty related industry, as well as the services and food industries were the four main sectors with a better capacity to potentially employ refugees.

Most cited employment sectors able to employ refugees in Nitra according to business key informants



This section summarizes both the provision and needs on housing in Nitra, presenting the main findings on the refugees' needs as well as institutional response capacities. When asked about the accommodation opportunities in Nitra to the refugees during the FGD, participants often cited the Government subsidies for refugee accommodation as necessary for them to find accommodation⁶, as well as being helped by other individuals. These Government subsidies for refugee accommodation were put in place by the Slovak State at the start of the refugees' arrivals, and is providing funding for Slovaks if they host refugees.

Yet, it was also reported that some Slovaks refused to rent accommodation to households with children, that the rents were too high, that they lack information on where to look for accommodation, and reported that the housing agencies were discriminating the Ukrainians. They added that housings were often not suited for their needs, which forced them to relocate.

 **89%**
of refugees' households interviewed were not hosted by a Slovakian family

Still, 89% of households surveyed were not hosted by a Slovak family at the time of the interview, leading to a situation where 26% of refugees were renting a place on their own. The average expected length of stay in their accommodation was at least six months for 62% of them. On average, there were 3.2 people living in each accommodation, which translates into 1.8 people per bedroom. In addition, the majority of households had a separate study space for children in their accommodation (76%).

Refugees renting accommodation in Nitra



 Renting (house, apartment, hotel, hostel, or dormitory)
 Not renting

3.2
Average # of people per accommodation

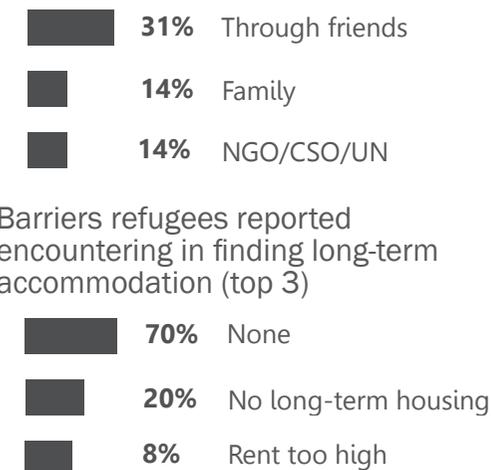
1.8
Average # of people per bedroom

76%
of HH reported having a separate space for studying

Length of time refugees intend to stay at their current accommodation



Most common means for refugee respondents to find accommodation



On the other hand, over the 110 Slovak respondents, only 4 households had hosted refugees, with an average of 2.8 people hosted. All of them had their own apartment or house. Among these respondents, 2 were sharing the living space with the refugees, and 3 knew them before hosting them. The respondent who did not know the persons hosted found them through local NGOs or a volunteer organisation, with the desire to help as the main reason to host them. The relationship with the hosted refugees was noted as good or very good by all the hosts respondents. Yet, among the 3 hosts who would reconsider hosting refugees, 1 wished to regain privacy in his or her own house.

 **68%**
of refugee households who are NOT hosted by a Slovak family reported not having to pay for any accommodation expenses

 **96%**
of Slovak households interviewed in Nitra has not hosted any refugees since the start of the conflict

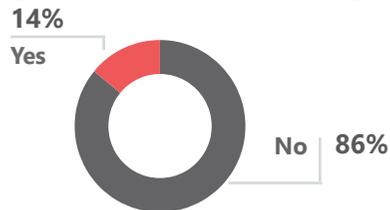
This section summarizes both the provision and needs on protection services available to refugees in Nitra such as registration for temporary protection, support obtaining legal documentation, legal advice and legal counselling, among others. This section presents the main findings on refugees' needs as well as institutional capacities to respond to those needs.

Temporary protection status provides immediate and temporary protection to persons fleeing the conflict in Ukraine, and giving them immediate right to access work, housing, healthcare, education and other types of support.^{2,3,6,8} Almost all households (93%) had all of their household members registered, and an additional 7% had at least one registered member.

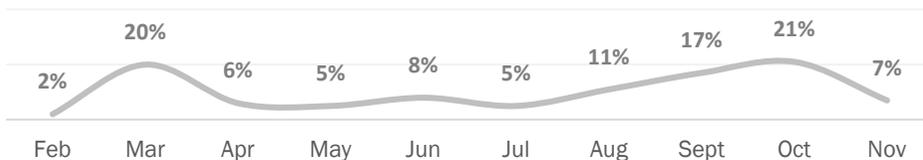
Refugee households surveyed that reported being registered for temporary protection



Share of refugee respondents who spent time at collective sites since arriving in the city before staying in their current accommodation



Month of departure from residence of refugee respondents, 2022



A significant share of 15% of respondents reported discrimination against them at some point since their arrival in Slovakia, all of which were discriminated based on nationality (20 individuals), and a few of them based on their gender or disability.



15% of refugee respondents experienced discrimination in Nitra...



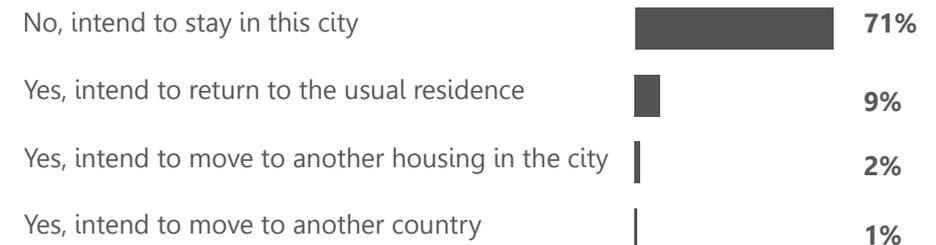
100%

.....(out of the 15% reporting experienced discrimination) believed that they were discriminated against based on their nationality

The main reasons for staying in Nitra were knowing people in the city before arriving (36% of households), having family in Nitra already (28%), being close to their residence in Ukraine (19%), and economic prospects in the city (19%).

Overall, 71% of households reported that they intended to stay in the city for the next six months, and only 12% intended to move. Their choice of movement appears to be primarily linked to the presence of friends or relatives, to the availability of permanent accommodation, and to the availability of employment.

Movement intentions over the next 6 months (top 5)





This section provides an overview of the humanitarian assistance available to Ukrainian refugees in Nitra, how it complements institutional services in education, healthcare, housing, and livelihoods. It presents both the provision and needs, as well as indicates how humanitarian actors compliment public services.

87%

of refugees respondents in Nitra reported having benefitted from the assistance

Eighty seven percent of refugees' households surveyed had benefitted from assistance in Nitra. UN agencies provided mainly non-food items (such as clothes, hygiene items) and cash assistance. NGOs provided language courses and other types of classes, different cultural activities, material, housing, as well as social and food assistance. In fact, according to those NGOs, the most requested services by the refugee community in Nitra were language courses and food assistance.

At the city level, it was reported during the local authority KII that the humanitarian assistance in Nitra was coordinated by the State, international aids, NGOs and by the city itself.

Most reported types of assistance received

(by % refugees HH that reported receiving assistance [115 households surveyed])

1	Food	90%
2	Non-Food items	73%
3	Cash	64%
4	Accommodation	41%
5	Health	10%

Most reported sources of assistance

(by % refugees HH that reported receiving assistance [115 households surveyed])

1	UN agencies	57%
2	Government	50%
3	Religious organisations	24%
4	Local authorities	13%
5	International NGOs	7%

Key informants representing local authorities reported having a high demand among refugees for employments, accommodations, and medical services. In addition to receiving language courses, refugees needed economic, employment, health, long-term accommodation, and education assistance the most. Yet, there were striking differences in terms of access to these services depending on the sector.

While 88% of respondents had access to cash assistance, only 38% had access to employment services. However, 72% of the respondents reported having access to healthcare services. This is supported by the health key informants, who confirmed providing healthcare to whoever needed it. However, the high demand increased the waiting time to access healthcare specialists, often making such appointments impossible, which can explain that 29% of refugees reported being in need of healthcare assistance.

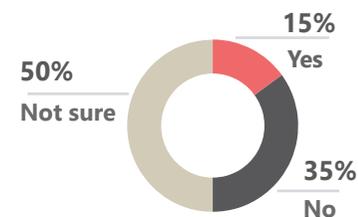
Services: needs and access of refugee households

	Reported needs	Reported having access	
1	Cash assistance	38%	88%
2	Employment	23%	38%
3	Health	29%	72%
4	Long-term accommodation	27%	90%
5	Education	10%	45%

Specifically, legal counselling and advice was available for 15% of respondents near their accommodation.

This was mostly provided by UN agencies (57%), the government (50%), followed by religious organisations (24%). Overall, in Nitra, all the respondents who used these services reported being satisfied by them. Regarding the information needs, 17% of refugees would like to know where to get healthcare and medical attention, 14% how to find work, 12% how to register for humanitarian assistance, and 11% how to get more economic assistance, among other needs.

Legal counselling and advice available

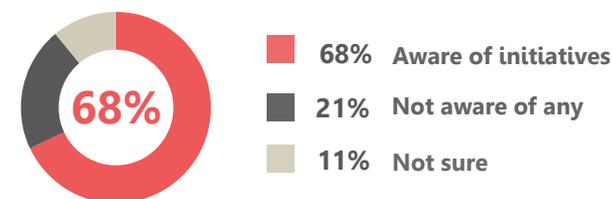


Sixty-eight percent of refugee households surveyed in Nitra were aware of initiatives to promote their integration. In fact, 47% of those who were aware of these initiatives reported having participated in them, and more than 9 out of 10 found these initiatives useful or very useful.



Most of those who knew about these initiatives but did not participate reported not having time for them (60%), followed by those who did not wish to integrate (17%) and those who did not think the event would be useful (10%). The initiatives that the refugees were aware of were organised primarily by local authorities (26% of households reported this organiser), but also by the government and NGOs. Yet, during the refugees' FGD, most participants suggested to have more activities organised together with Slovak citizens, and not only for refugees.

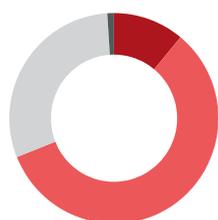
Refugees' awareness of integration initiatives in Nitra



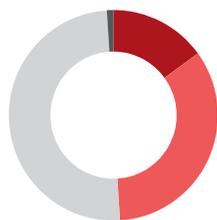
Perception of the inter-community dynamics

(by % of refugee households)

(by % of host households)



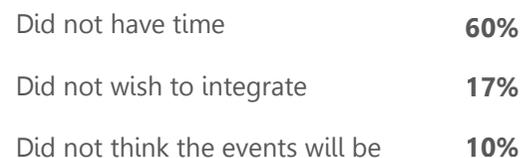
Very good	11%
Good	57%
Neutral	29%
Bad	1%
Very bad	0%



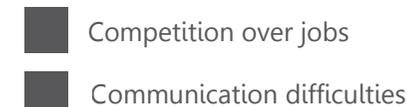
Very good	14%
Good	33%
Neutral	49%
Bad	1%
Very bad	0%

Such activities was seen as an opportunity to get to know better the Slovak activities and way of living, and thus ease their integration. It would also need to be adapted to all ages, as hosts reported during their FGD that younger people tended to integrate better. Older persons were said to remain often in their own community, and sometimes less welcoming towards refugees. In the other hand, key informants representing NGOs reported tense situation among children, which was supported by parents and education workers who flagged cases of bullying at school multiple times.

Reasons for not participating in integration initiatives (among refugees who did not participate (42 households surveyed))

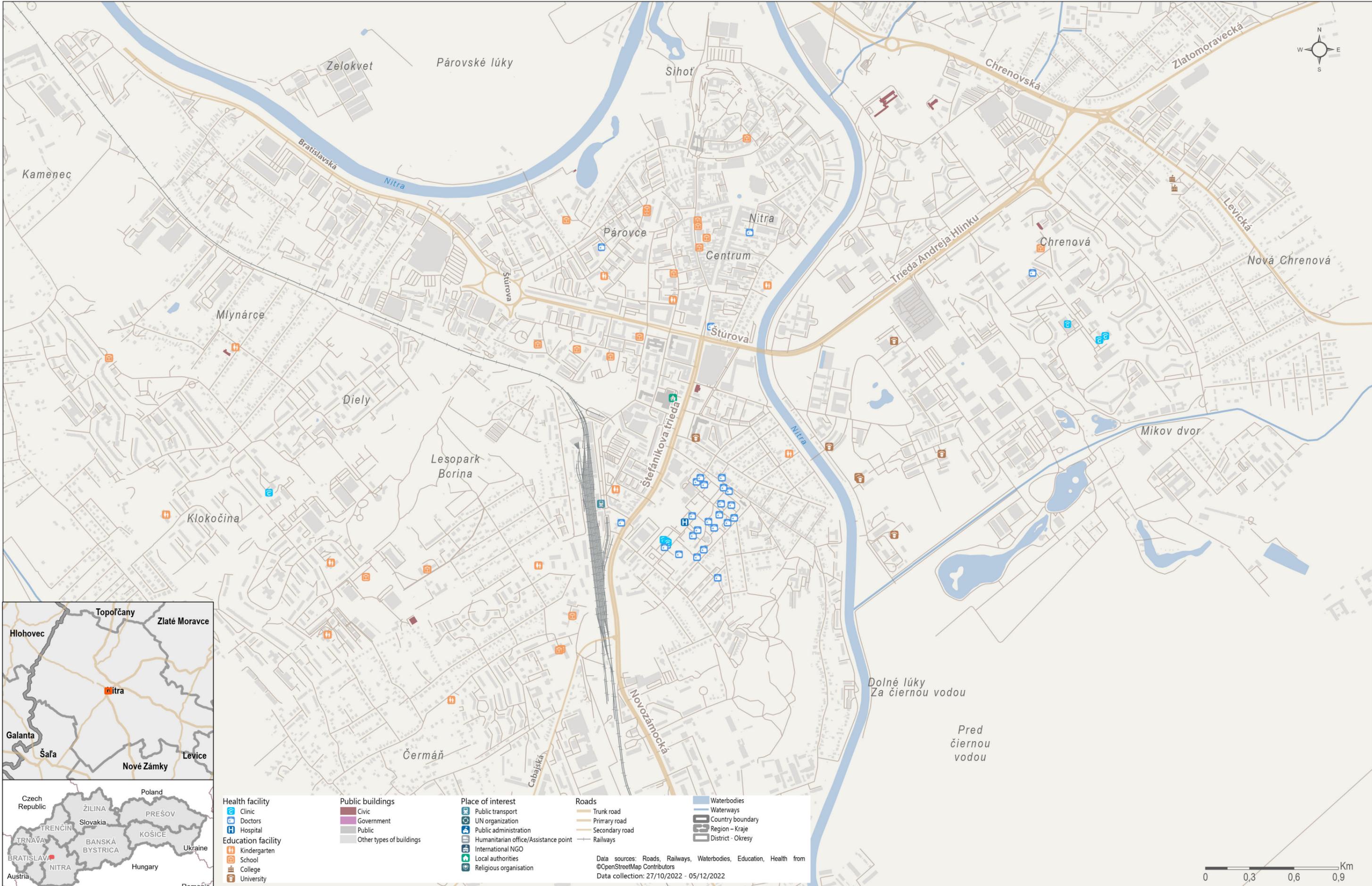


Most reported reasons for tensions (cited by refugees (1 households surveyed) and/or hosts (1 households surveyed))



SLOVAKIA - Nitra

Area Based Assessment - Location of main stakeholders



Health facility Clinic Doctors Hospital	Public buildings Civic Government Public Other types of buildings	Place of interest Public transport UN organization Public administration Humanitarian office/Assistance point International NGO Local authorities Religious organisation	Roads Trunk road Primary road Secondary road Railways	Waterbodies Waterbodies Waterways Country boundary Region - Kraje District - Okresy
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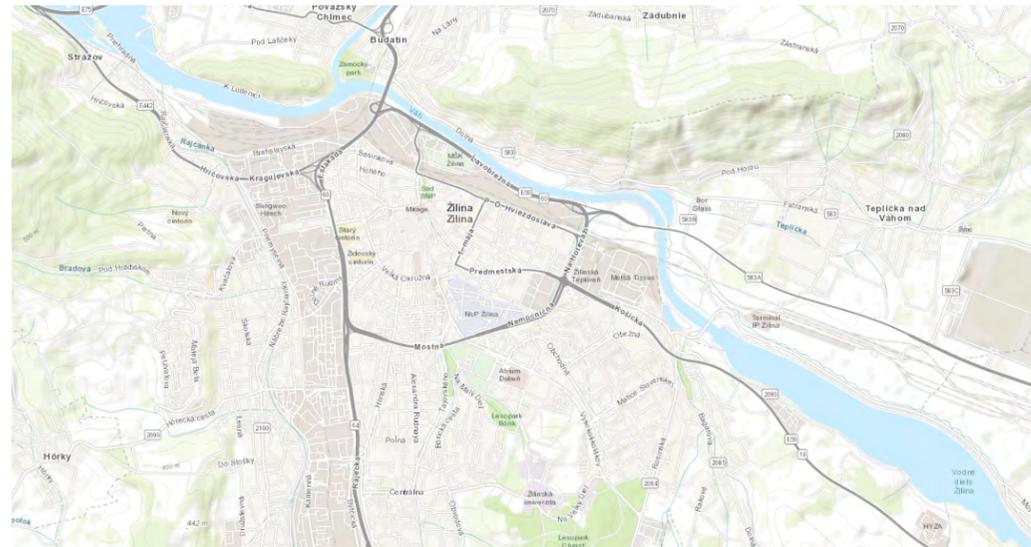
Data sources: Roads, Railways, Waterbodies, Education, Health from ©OpenStreetMap Contributors
 Data collection: 27/10/2022 - 05/12/2022



ZILINA

Zilina city is located in the North-Western part of Slovakia. The city is spread over an area of 814.8 km². It occupies 3% of the Slovak territory. As of January 1, 2022 there was an estimated 161,052 inhabitants, representing 3% of the Slovak population. Zilina city is part of the Žilinský kraj, which shares a border in the North with the Czech Republic and the Republic of Poland. The region is one of the most important economic regions in Slovakia, and has an employment rate in age 20 – 64 years of 72.8 %. The average nominal monthly earnings in 2020 was EUR 1 238, thus lower by 7.1% than the national average.^{9,10}

Population: 161.052 January 2022
Area: 814.8 km²
Employment: 72.8%



Data refers to cities and in particular population data to Slovak nationals.

Source: <https://www.citypopulation.de/en/slovakia/admin/>

Map Source: <https://data.humdata.org/> and [OSM](https://www.openstreetmap.org/)

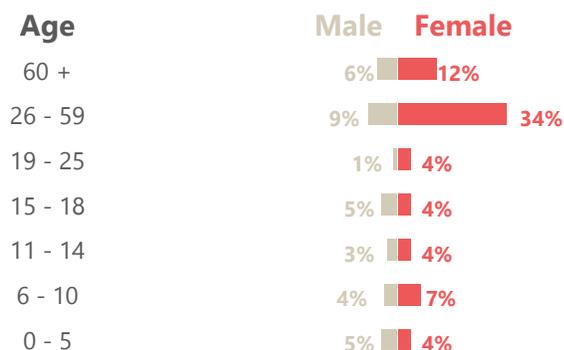
QUANTITATIVE SAMPLE

 Refugee survey respondents demographics

129 RESPONDENTS

329 HOUSEHOLD MEMBERS

Refugee households members age and gender distribution



Key characteristics of Ukrainian refugee households

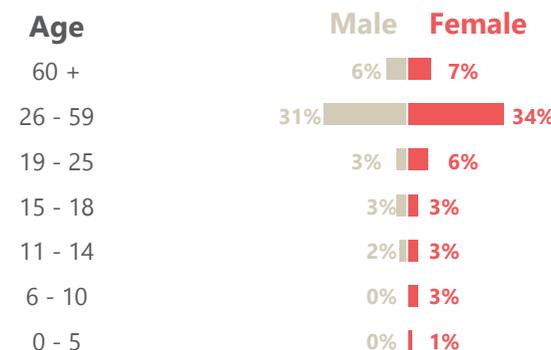
AVERAGE # OF HOUSEHOLD MEMBERS	AVERAGE AGE OF HOUSEHOLD MEMBERS	AVERAGE # OF CHILDREN
2.6	34	0.8

 Host community survey respondents demographics

106 RESPONDENTS

200 HOUSEHOLD MEMBERS

Host community households members age and gender distribution



Key characteristics of host community households

AVERAGE # OF HOUSEHOLD MEMBERS	AVERAGE AGE OF HOUSEHOLD MEMBERS	AVERAGE # OF CHILDREN
1.9	41	0.2

QUALITATIVE SAMPLE

 1 FGD with Refugees - 3 females | 1 FGD with Host Community - 3 females

 8 Kils | 2 Businesses, 2 Education, 1 Health, 1 Local Authority, 2 NGOs

The section summarizes both the provision and needs on education services (pre-school, primary, secondary, tertiary education as well as vocational training) in Zilina, presenting the main findings on refugees' educational needs as well as institutional response capacities.

Overall, 73% of children (between 6 and 17 years old) in the households surveyed were attending online education at a Ukrainian school, followed by education at a Slovakian school (52%).

Although refugees who have registered for TP are entitled to free access to Slovak schools,^{3,4,5} 11% of households surveyed reported having a child above 6 who had no access to formal education in Slovakia at the time of the interview. Amongst those 7 households, 43% had their enrolment refused, and 29% reported no sufficient capacity at school.

In fact, one of the key informants in the education sector in Zilina reported that education needs were not met, while another stated the opposite. In the same way, one key informant stated that primary and secondary schools were not prepared to the arrival of refugees, while the second one thought that they were prepared.

2%
of children in the households surveyed were not following any formal education

11%
of children (6+ years old) in the households surveyed reported not having access to formal education

The education sector mostly adapted the information provided to be in Ukrainian and Russian languages, and simplified the teaching process.

The two education key informants in Zilina reported that the city supported them well to adapt to these new students and their needs, and therefore did not request any additional support. The key informant representing local authority suggested to increase capacities at schools.

83%
of households interviewed reported that children had a separate space for studying

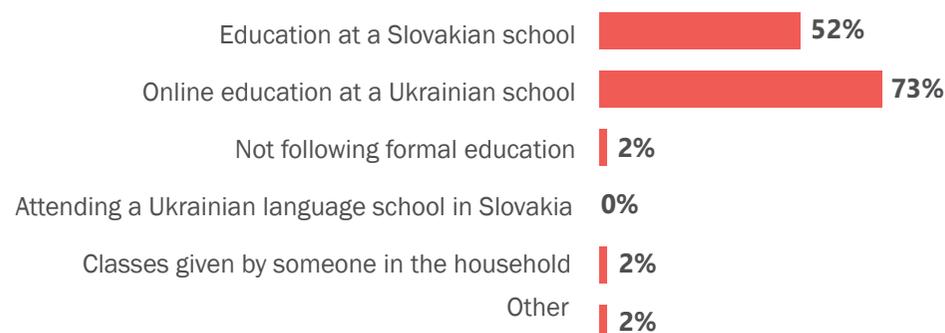
During the participatory consultations with refugees in Zilina, Slovak classes and common activities between refugees and the host community were cited as a priority need for refugees to help them integrate in the community.

Overall, the participatory consultations with refugees in Zilina reported good relationships between the refugees and host communities, except for some isolated cases of tensions. In that way, 83% for some isolated cases of tensions. Also, 83% of refugees' households reported that their children have participated in integration activities at their schools, with most of them (90%) being completely satisfied with these activities.

Based on the refugees' survey, 69% of refugees households reported having activities such as arts and sports lessons in their area.

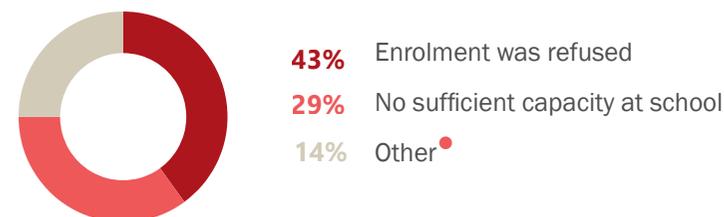
School attendance of refugee children aged 6-17

(out of % children in this age group [71 households surveyed])



Challenges reported accessing formal education (top 3)

(out of % of refugees' children who did not have access to school in Slovakia [7 households surveyed])



The section summarizes both the provision and needs in connection with healthcare services in Zilina, presenting the refugees' main healthcare needs as well as institutional response capacities.

Overall, 61% of refugees' households surveyed in Zilina have been using medical facilities at least once in Slovakia since they arrived. The majority of respondents (79%) were partly or completely satisfied with the medical services they used. Yet, 23% of respondents reported long waiting time to access the healthcare services. Another major issue in receiving treatment was the language barrier for 19% of refugees surveyed.

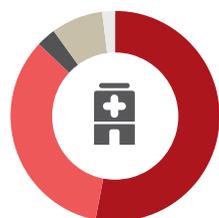
31%
of refugees respondents reported no barriers in accessing healthcare services

Barriers in accessing healthcare services reported by refugees (top 3)
(129 households surveyed)•

- | | | |
|----------|--------------------------------------|------------|
| 1 | Long waiting time | 23% |
| 2 | Language barrier | 19% |
| 3 | Poor or inadequate service/High cost | 9% |

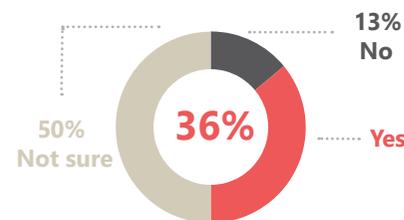
Finally, the quality of services was a reason not to access those services for 9% of respondents, as well as the high prices for 5% of the respondents. Healthcare workers explained that Ukrainians were treated like Slovaks, and were thus receiving treatment depending on the urgency of their needs. It was also reported that, in some instances, services were saturated.

Satisfaction of refugee respondents regarding medical care ([78 households surveyed])

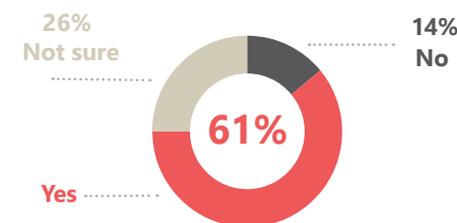


- 58%** Completely satisfied
- 21%** Partly satisfied
- 12%** Partly dissatisfied
- 9%** Completely dissatisfied
- 1%** Never used these services

Refugee respondents reporting a mental health or psychological service in their vicinity



Refugee respondents reported being aware or knowing a general practitioner in the area



57%

of refugees respondents did not have health insurance coverage in Zilina

Main medical facilities refugees reported being aware of in the area where they live•

- | | | |
|----------|--------------------|------------|
| 1 | Public hospital | 89% |
| 2 | Private hospital | 16% |
| 3 | Maternity hospital | 1% |

Around 60% of the respondents reported the presence of a general practitioner in the area where they live, and 14% affirmed that there was no practitioner at all around their location. However, when asked about the key types of medical facilities they could find around their accommodation, 89% of respondents cited a public hospital and 16% a private hospital.

There was still 9% who did not know what type of facilities there was around their location. The health key informant in Zilina suggested to have more language classes for refugees to help them accessing healthcare services.

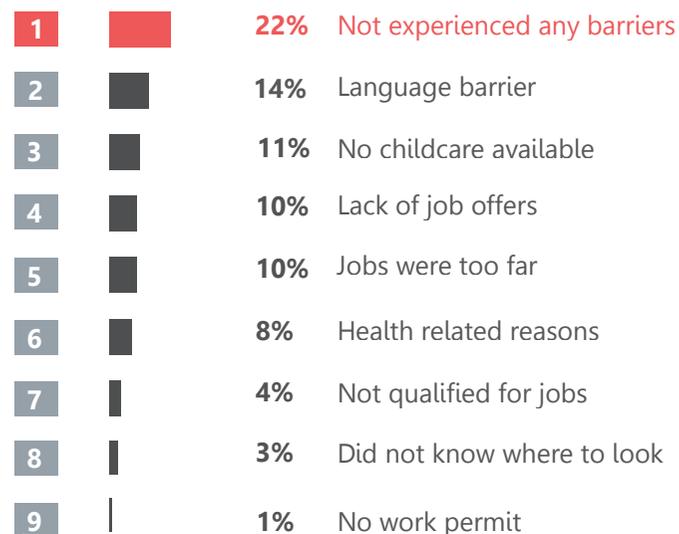


This section summarizes both the provision and needs in connection with services to support refugees' self-reliance available in Zilina, such as employment services or language courses. It presents the refugees' needs as well as institutional response capacities.

Close to a fourth of refugees reported no barriers to employment in Zilina (22%). Yet, those who encountered barriers reported mainly the language barrier (14%). This is in line with the feedback from the KIIs, who cited the language barrier as one of the main sources of difficulties reported by refugees in finding a job and trying to integrate, as well as having children, having no job available around their place, low salaries offered, and a lacking information on how to find employment. In addition, the language barrier and the lack of recognition of Ukrainian qualifications by the Slovak State appeared as the main barriers to employing refugees in the education and health sectors. The key informant representing local authorities added that employers often struggle with legal procedures to recruit refugees.

32% of refugees respondents were not looking for a job in Zilina

Main barriers in finding employment reported by refugees ([125 households surveyed])



Refugees participating in the FGD reported that one of the main sources of their household's income was the financial aid from humanitarian assistance, and notably the Government subsidies for refugee accommodation. Yet, some of them were also working, thus mitigating their dependency to the aid programmes.

Refugees' economic situation & complaints (Refugees' FGD in Zilina)

- Rely on humanitarian assistance
- Work in Ukraine as independent
- Several family members work

This implies that refugees must often get Slovak certifications before being employed in their sector. They added that the Slovak State should help financially the businesses to alleviate the taxes and create new employments for refugees.

According to the key informants in the business sector from Zilina, the construction, hotels and restaurants, production, food industry, services, as well as the healthcare sectors were the six main sectors with the better capacity to potentially employ refugees. The key informant representing local authorities also mentioned the IT sector, and added that the arrival of refugees had overall a positive impact on the local economy, even though they were often employed in lower skilled jobs than their level of education.

Finally, Slovaks reported that the arrival of refugees in the city had no impact on the general access to services.

Most cited employment sectors able to employ refugees in Zilina according to business key informants

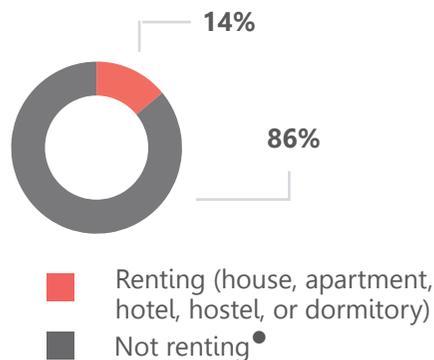
- 1 Construction
- 2 Hotels and restaurants
- 3 Production
- 4 Food industry
- 5 Services
- 6 Healthcare

This section summarizes both the provision and needs on housing in Zilina, presenting the main findings on refugees' needs as well as institutional response capacities. When asked about the accommodation opportunities in Zilina during the refugees' FGD, participants often stated being helped by volunteers to find accommodation. Yet, it was also reported that refugees often struggled to rent a place with their animals, that they were often relocated, that the housings available were often not suited to their needs, and that they could not pay for accommodation without the Government subsidies for refugee accommodation.⁶

 **83%**
of refugees' households interviewed were not hosted by a Slovakian family

In total, 83% of households surveyed were not hosted by a Slovak family at the time of the interview, and 14% of refugees were renting a place on their own. The expected length of stay in their accommodation was at least six months for 79% of them. On average, there were 2.8 people living in each accommodation, which translates into 1.9 people per bedroom. The vast majority of households surveyed had a separate study space for children in their accommodation (83%).

Refugees renting accommodation in Zilina



2.8
Average # of people per accommodation

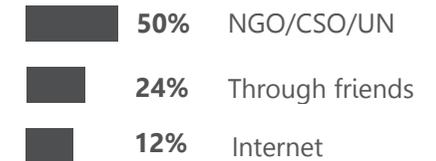
1.9
Average # of people per bedroom

83%
of HH reported having a separate space for studying

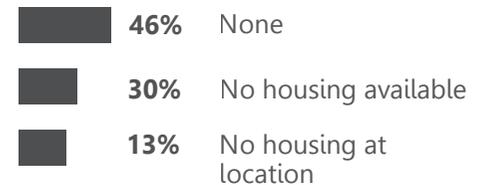
Length of time refugees intend to stay at their current accommodation



Most common means for refugee respondents to find accommodation



Barriers encountered by refugees in finding long-term accommodation (top 3)



On the other hand, over the 106 Slovak respondents, 18 households had hosted refugees, with an average of 2.1 people hosted. All of them had their own apartment or house. Among these respondents, half were sharing the living space with the refugees, and only 11% knew them before hosting them.

Those who did not know the persons they hosted found them mostly through local NGOs or volunteer organisations, with the desire to help as the main reason to host them. The relationship with the hosted refugees was noted as good or very good for 95% of hosts.

Yet, the hosts would reconsider hosting refugees due to the language barrier (28%), the prices inflation during winter (22%), and the willingness to regain privacy in their housing (22%), among other more minor reasons cited.

 **82%**
of refugee households who are NOT hosted by a Slovak family reported not having to pay for any accommodation expenses

 **83%**
of Slovak households interviewed in Zilina has not hosted any refugees since the start of the conflict

This section summarizes both the provision and needs on protection services available to refugees in Zilina such as registration for temporary protection, support obtaining legal documentation, legal advice and legal counselling, among others. This section presents the main findings on refugees' needs as well as institutional capacities to respond to those needs.

Temporary protection status provides immediate and temporary protection to persons fleeing the conflict in Ukraine, and giving them immediate right to access work, housing, healthcare, education and other types of support.^{2,3,6,8} Almost all households (96%) had all their household members registered, and an additional 2% had at least one registered member.

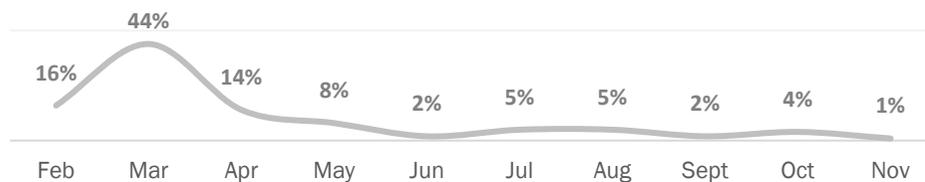
Refugee households surveyed that reported being registered for temporary protection



Share of refugee respondents who spent time at collective sites since arriving in the city before staying in their current accommodation



Month of departure from residence of refugee respondents, 2022



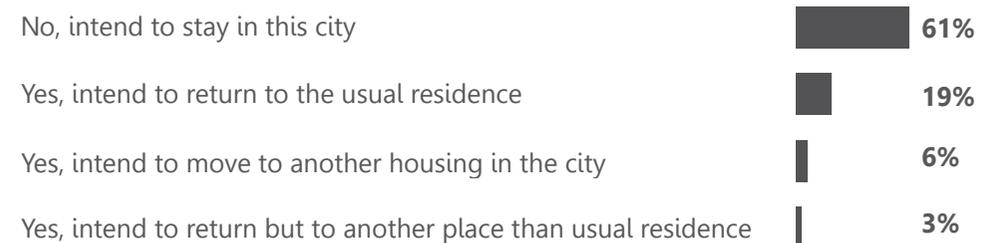
A significant share of 12% of respondents reported discrimination against them at some point since their arrival in Slovakia, all of which were discriminated based on nationality (16 individuals).



The main reasons for staying in Zilina were having acquaintances or friends already in the city (40% of households), the proximity to the residence in Ukraine (20%), and the ease to access services in the city (20%).

Overall, 61% of households reported intending to stay in the city in the next six months, and only 28% intended to move. This decision appeared to be primarily linked to the improvement of the security situation in Ukraine, to the availability of permanent accommodation, and to the presence of friends and relatives at their living location.

Movement intentions over the next 6 months



This section provides an overview of the humanitarian assistance available to Ukrainian refugees in Zilina, how it complements institutional services in education, healthcare, housing, and livelihoods. It presents both the provision and needs, as well as indicates how humanitarian actors compliment public services.

95%
of refugees respondents
in Zilina reported having
benefitted from assistance

Ninety five percent the refugees' households surveyed had benefitted from assistance in Zilina. UN agencies provided mainly food and non-food items (such as clothes, hygiene items), as well as cash, accommodation and health assistance. Key informants representing non-governmental organisations in Zilina added that they provided language courses, material assistance, food assistance, psychological assistance, housing assistance, and information to the refugees. These local and other actors coordinated mutually with their own agenda in Zilina to provide legal services as well as financial assistance to the refugees.

At the city level, it was reported during the local authority FGD that the humanitarian assistance was coordinated by the city itself, the State, international supports and NGOs.

Most reported types of assistance received

(by % refugees HH that reported receiving assistance [123 households surveyed])

1	Food	93%
2	Non-Food items	76%
3	Cash	68%
4	Accommodation	29%
5	Health	11%

Most reported sources of assistance

(by % refugees HH that reported receiving assistance [123 households surveyed])

1	UN agencies	67%
2	Government	52%
3	Religious organisations	40%
4	Private organisations	35%
5	Local authorities	12%

They also created support centres and provided technical and material assistance. In fact, according to those key informants, the most requested services by the refugee community were language courses, accommodation services, food assistance, financial assistance, ensuring fair treatment of refugees, as well as long-term legal assistance and legal counselling.

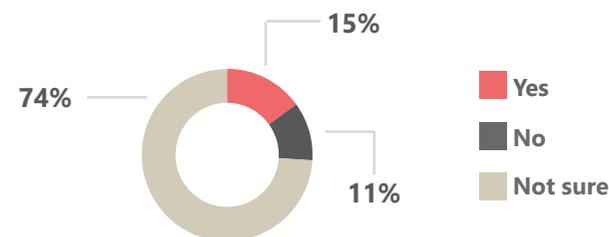
Specifically, legal counselling and advice was available for 15% of respondents near their accommodation. This was mostly provided by the government (47%), followed by private law firms (26%), UN agencies (21%) and local NGOs (5%). Overall, in Zilina, 68% of respondents were satisfied by these services, which represented almost all of those who have used them.

Services: needs and access of refugee households

	Reported needs	Reported having access	
1	Cash assistance	47%	88%
2	Employment	20%	67%
3	Health	36%	74%
4	Long-term accommodation	34%	85%
5	Education	9%	63%

Regarding the information needs, 9% of refugees would like to know how to find employment, 7% how to get more financial assistance, and 6% how to get healthcare or medical attention.

Legal counselling and advice available





Seventy eight percent of refugees' households surveyed in Zilina were aware of initiatives to promote their integration. In fact, 64% of those who were aware of these initiatives reported having participated in them, and more than 9 out of 10 found these initiatives useful or very useful.

64%

of refugee households surveyed reported having participated in integration initiatives.



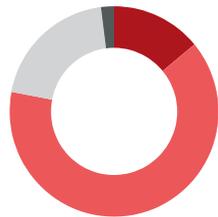
94%

of refugee households who participated in these initiatives reported that they were useful or very useful.

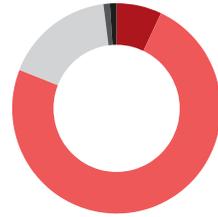
Perception of the inter-community dynamics

(by % of refugee households)

(by % of host households)



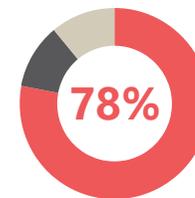
Very good	14%
Good	64%
Neutral	20%
Bad	2%
Very bad	0%



Very good	7%
Good	74%
Neutral	17%
Bad	1%
Very bad	1%

Most of those who knew about these initiatives, but did not participate, reported not having time for them (67%), followed by those who did not think these events would be useful (18%) and those who did not wish to integrate (6%) as well as the events being too far (6%). The initiatives that the refugees were aware of were organised primarily by private organisations (35% of households reported this organiser), but also by religious organisations and NGOs. Yet, during the refugees' FGD, most participants reported integration activities for older members of the refugee community, children, language courses, and other types of activities.

Refugees' awareness of integration initiatives in Zilina



78%	Aware of initiatives
11%	Not aware of any
11%	Not sure

They were seen as an opportunity for refugees to get to know better the Slovak activities and way of living, and thus ease their integration. It would also need to be adapted to all ages. The key informants representing NGOs reported that the situation was overall fine but more tense at factories and among children, which is supported by parents and education workers who flagged cases of bullying at school multiple times. In addition, the key informant representing local authorities reported trust issues towards refugees, as the host population often do not know whether refugees are misreporting their previous benefits in Ukraine, or whether they are being honest about their family ties.

Reasons for not participating in integration initiatives (among refugees who did not participate (33 households surveyed))

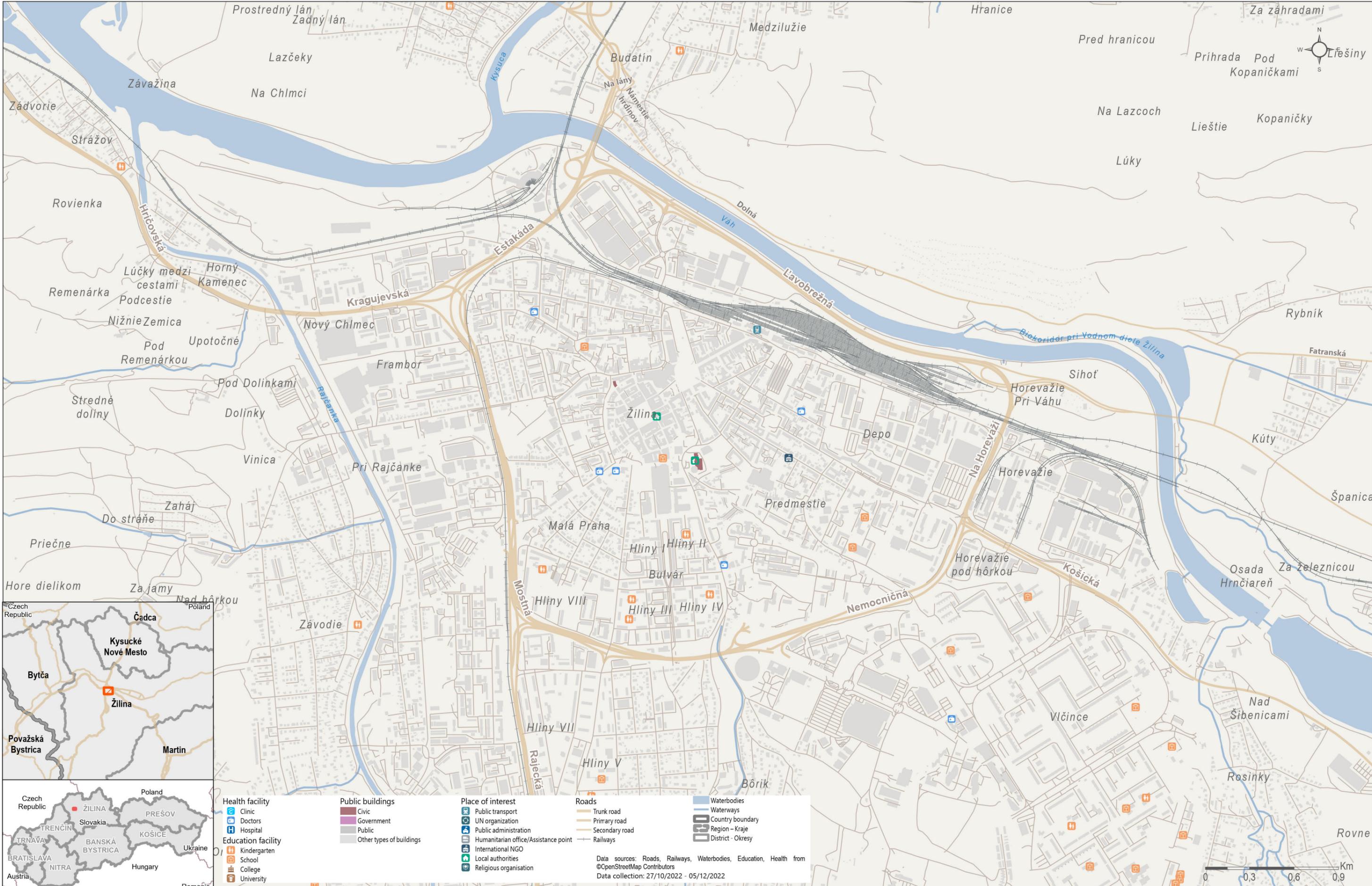
Did not have time	67%
Did not think the events will be useful	18%
Did not wish to integrate	6%
Events were too far	6%

Most reported reasons for tensions (cited by refugees (2 households surveyed) and/or hosts (2 households surveyed))

Communication difficulties
Other reasons (not specified)

SLOVAKIA - Zilina

Area Based Assessment - Location of main stakeholders



- Health facility**
 - Clinic
 - Doctors
 - Hospital
- Education facility**
 - Kindergarten
 - School
 - College
 - University

- Public buildings**
 - Civic
 - Government
 - Public
 - Other types of buildings

- Place of interest**
 - Public transport
 - UN organization
 - Public administration
 - Humanitarian office/Assistance point
 - International NGO
 - Local authorities
 - Religious organisation

- Roads**
 - Trunk road
 - Primary road
 - Secondary road
 - Railways

- Waterbodies**
 - Waterbodies
 - Waterways
- Country boundary**
 - Region - Kraje
 - District - Okresy

Data sources: Roads, Railways, Waterbodies, Education, Health from ©OpenStreetMap Contributors
 Data collection: 27/10/2022 - 05/12/2022

0 0,3 0,6 0,9 Km

KOSICE

Kosice city, with an area of 243.7km², occupies 0.5% of the Slovak territory. With an estimated population of 227,458 inhabitants, it is the second most populated city in Slovakia after Bratislava. Kosice city is part of the Košický kraj, which borders the Republic of Hungary in the South, Ukraine in the East, Prešovský kraj in the North and Banskobystrický kraj in the West. In 2020, the employment rate (in age 20 – 64 years) was of 67.6% in the region. The average gross monthly earnings in 2020 in the region reached EUR 1 237 and lagged behind the national average by 7.2%.^{9,10}

Population: 227.458 January 2022
Area: 243.7 km²
Employment: 67.6%



Data refers to cities and in particular population data to Slovak nationals.

Source: <https://www.citypopulation.de/en/slovakia/admin/>

Map Source: <https://data.humdata.org/> and OSM

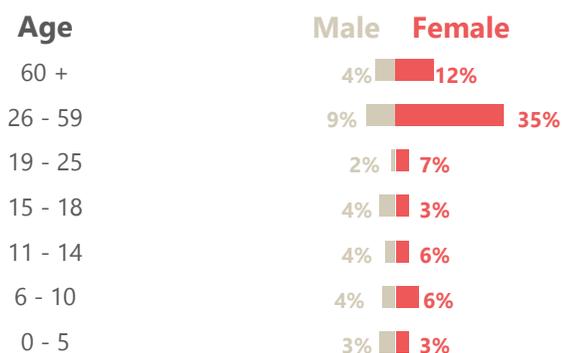
QUANTITATIVE SAMPLE

Refugee survey respondents demographics

136 RESPONDENTS

361 HOUSEHOLD MEMBERS

Refugee households members age and gender distribution



Key characteristics of Ukrainian refugee households

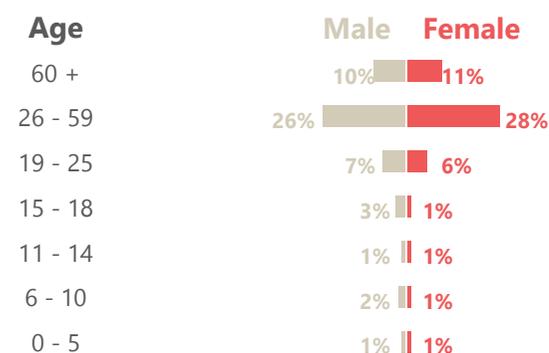
AVERAGE # OF HOUSEHOLD MEMBERS	AVERAGE AGE OF HOUSEHOLD MEMBERS	AVERAGE # OF CHILDREN
2.7	34.2	0.8

Hosts survey respondents demographics

111 RESPONDENTS

222 HOUSEHOLD MEMBERS

Host households members age and gender distribution



Key characteristics of host households

AVERAGE # OF HOUSEHOLD MEMBERS	AVERAGE AGE OF HOUSEHOLD MEMBERS	AVERAGE # OF CHILDREN
2	41	0.2

QUALITATIVE SAMPLE

1 FGD with Refugees - 9 females and 2 males | 1 FGD with Host Community - 3 females and 2 males

13 Kils | 3 Businesses, 2 Education, 3 Health, 3 Local Authorities, 2 NGOs

The section summarizes both the provision and needs on education services (pre-school, primary, secondary, tertiary education as well as vocational training) in Kosice, presenting the main findings on refugees' educational needs as well as institutional response capacities.

Overall, 61% of children (between 6 and 17 years old) in the households surveyed were attending online education at a Ukrainian school, followed by education at a Slovakian school (56%).

Although refugees who have registered for TP are entitled to free access to Slovak schools,^{3,4,5} 3% of households surveyed reported having a child who had no access to formal education in Slovakia at the time of the interview. All of them reported to have no access to formal education in Slovakia because they had the intention to move to another country or return to Ukraine, thus no possibility to enroll their children for long term education.

As reported by the key informants in the education sector in Kosice (from kindergarten to university level), overall, education needs were met. In such a way, the education sector mostly adapted the information language, for example by including signs in Ukrainian and Russian at school, as well as providing integration activities for Ukrainians and sometimes temporary tents in the gym or at school.

According to key informants, classes were also adapted to these new students and their needs, leading the key informants in the education sector to ask for more financial support, more personnel, more language courses, as well as more cooperation with other authorities, to better take care of the newcomers.

In that regard, during the hosts FGD participants reported that school curriculum had to be adapted to the refugees' needs and that classes were often saturated, thus driving down the education level of Slovak children in Kosice.

The participatory consultations with refugees in Kosice raised concerns about cases of bullying. It was highlighted as one of the primary concerns for Ukrainian parents.

Yet, 64% of households reported that their children have participated in integration activities at their schools, with most of them (93%) being somewhat satisfied or completely satisfied with these activities. Refugees suggested more integration activities only for the Ukrainian community.

Based on the refugees' survey, 60% of households reported having activities such as arts and sports lessons locally. The refugees participating in the FGD in Kosice did not ask for any additional integration activities, except for the organisation of meetings specifically for their community.

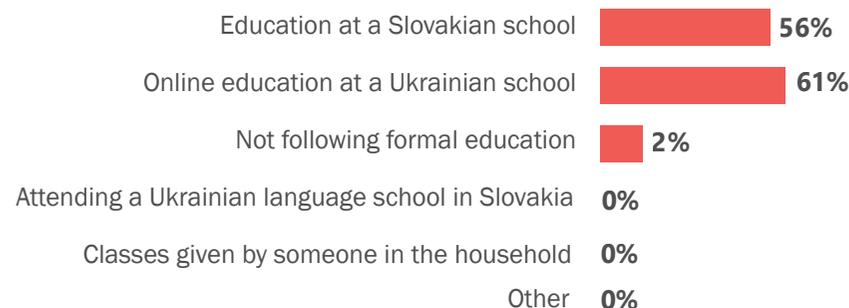
14%
of children in the households surveyed were not following any formal education

3%
of children (6+ years old) in the households surveyed reported not having access to formal education

79%
of households interviewed reported that children had a separate space for studying

School attendance of refugee children aged 6-17

(out of % children in this age group [80 households surveyed])



Challenges reported accessing formal education

(out of % of refugees' children who did not have access to school in Slovakia [2 households surveyed])



• Respondents could select multiple answers

The section summarizes both the provision and needs in connection with healthcare services in Kosice presenting the refugees' main healthcare needs as well as institutional response capacities.

Overall, 53% of refugee households surveyed in Kosice have been using medical facilities at least once in Slovakia since they arrived. The large majority of respondents (87%) were partly or completely satisfied with the medical services they used. Yet, 10% of respondents reported that the language barrier affected their access to healthcare services, which was confirmed by both the refugees' FGD and the key informants.

33%
of refugees
respondents
reported no barriers
in accessing
healthcare services

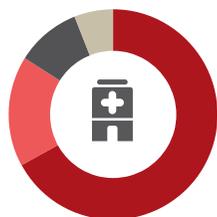
Barriers in accessing healthcare services reported by refugees (top 3)

(136 households surveyed)•

1	Language barrier	10%
2	Long waiting time	9%
3	Poor or inadequate service/high cost	5%

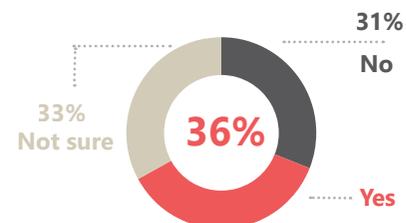
Another major issue in receiving treatment was the waiting times for 9% of refugees surveyed. The quality of medical treatment was a reason not to access those services for 5% of respondents, as well as the high prices. Some refugees reported being refused by the doctors, which was linked to discrimination in some case (4%). Yet, key informants in the healthcare sector suggested that needs were met overall. In that regard, one key informant reported that its healthcare facility was open day and night since the start of the refugees' arrivals.

Satisfaction of refugee respondents regarding medical care ([72 households surveyed])

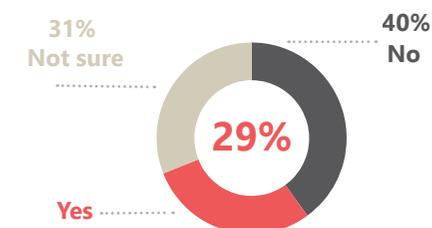


67%	Completely satisfied
17%	Partly satisfied
10%	Partly dissatisfied
6%	Completely dissatisfied
0%	Never used these services

Refugee respondents reporting a mental health or psychological service in their vicinity



Refugee respondents reported being aware or knowing a general practitioner in the area



68%

of refugee respondents did not have health insurance coverage in Kosice

Main medical facilities refugees reported being aware of in the area where they live•

1	Public hospital	79%
2	Private hospital	23%
3	Maternity hospital	0%

Only around 29% of the respondents reported the presence of a general practitioner in the area where they live, and 40% affirmed that there was no practitioner at all around their location. However, when asked about the key types of medical facilities they could find around their accommodation, 79% of respondents cited a public hospital and 23% a private hospital.

There was still 18% who did not know what type of facilities there was around their location. Finally, one key informant in the health sector suggested to open more language classes for refugees to help them accessing health services.



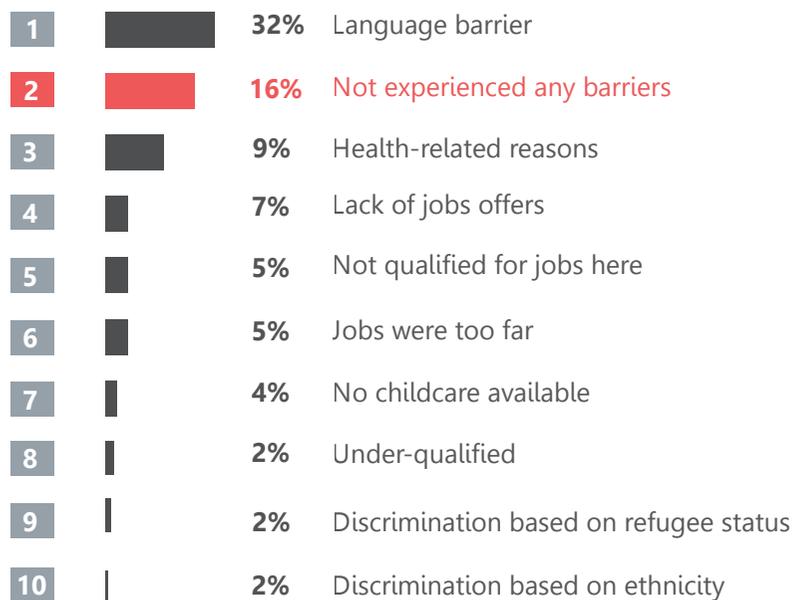
This section summarizes both the provision and needs in connection with services to support refugees' self-reliance available in Kosice, such as employment services or language courses. It presents the refugees' needs as well as institutional response capacities.

Refugees participating in the FGD reported that they lacked humanitarian assistance, and notably to support them in paying transportation fees. Close to a fifth of refugees reported no barriers to employment in Kosice (16%). Yet, those who encountered barriers reported mainly the language barrier (32%).

31% of refugee respondents were not looking for a job in Kosice

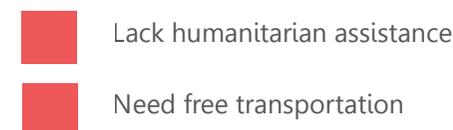
Main barriers in finding employment reported by refugees

([132 households surveyed])



This is in line with the refugees FGD, as well as the KIIs, who cited unanimously the language barrier as one of the main sources of difficulties reported by refugees in finding a job and trying to integrate. In terms of barriers to employment, the FGD also mentioned difficulties in finding employment with children in the household, the absence of jobs in the area, a general lack of information, not being employed in their field, having low skilled employment, not finding employments suited to their health or physical conditions, and not being aware of the Slovak legislation.

Refugees' economic situation & complaints (Refugees' FGD in Kosice)



According to the key informants in the business sector from Kosice, the production, food industry, as well as clothing were the three main sectors with the best capacity to employ refugees, despite the language barrier.

When Slovaks were asked during the host FGD whether the arrival of refugees had an impact on services in Kosice, they reported a general increase of prices, as well as a saturation of the education system and a lack of available housings.

Most cited employment sectors able to employ refugees in Kosice, according to business key informants



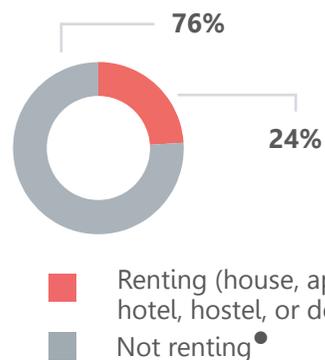
This section summarizes both the provision and needs on housing in Kosice, presenting the main findings on refugees' needs as well as institutional response capacities. When asked about the accommodation opportunities in Kosice to the refugees during the FGD, participants often reported being helped by volunteers to find accommodation.

 **88%**
of refugees' households interviewed were not hosted by a Slovakian family

Yet, during the refugees FGD, respondents reported that refugees struggled to rent a place with their animals, that the housings available were often not suited to their needs, and that they could not pay for accommodation without the Government subsidies for refugee accommodation.⁶ They reported limited housing options, that the collective centers were often full, that Slovaks were trying to rent to multiple persons for one room and that they often refused the Government subsidies for refugee accommodation which forced refugees to rent at their own expenses.

Some misbehaviors from the Ukrainian community also made the Slovaks avoid renting to the refugees, which ultimately made finding accommodation more difficult. Still, 88% of households surveyed were not hosted by a Slovak family at the time of the interview, with 24% of refugees renting a place on their own.

Refugees renting accommodation in Kosice



3.4
Average # of people per accommodation

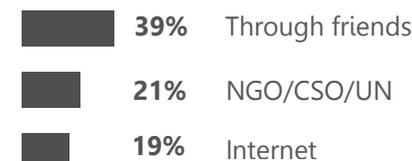
1.5
Average # of people per bedroom

79%
of HH reported having a separate space for studying

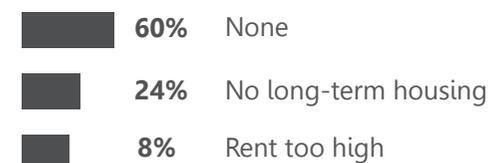
Length of time refugees intend to stay at their current accommodation



Most common means for refugee respondents to find accommodation (top 3)



Barriers encountered by refugees in finding long-term accommodation (top 3)



Overall, 56% of respondents expected to stay in their accommodation at least six months. On average, there were 3.4 people living in each accommodation, which translates into 1.5 people per bedroom. In addition, the majority of households had a separate study space for children in their accommodation (79%).

On the other hand, over the 111 Slovak respondents, only 9 households had hosted refugees, with an average of 2.6 people hosted. All of them had their own apartment or house. Among these respondents, 56% were sharing the living space with the refugees, and 22% knew them before hosting them. Those who did not know the persons they hosted found them mostly through local NGOs and volunteer organisations (57%), with the desire to help as the main reason to host them. The relationship with the hosted refugees was noted as good or very good for 89% of hosts. Yet, among the hosts who would reconsider hosting refugees, 25% could not afford it anymore, 13% due to the energy inflation during winter, 13% due to the language barrier and 13% due to not having a good relationship with the refugees.

 **70%**

of refugee households who are NOT hosted by a Slovak family reported not having to pay for any accommodation expenses

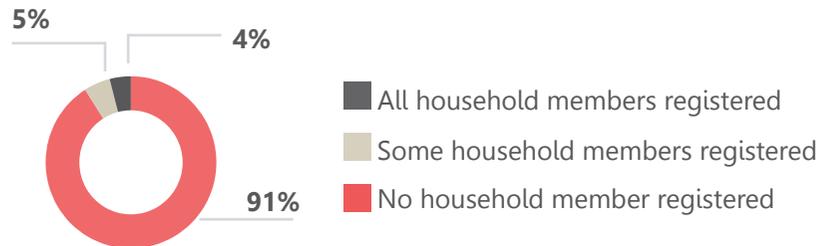
 **92%**

of Slovak households interviewed in Kosice has not hosted any refugees since the start of the conflict

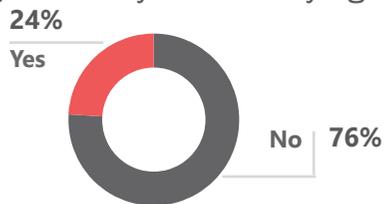
This section summarizes both the provision and needs on protection services available to refugees in Kosice such as registration for temporary protection, support obtaining legal documentation, legal advice and legal counselling, among others. This section presents the main findings on refugees' needs as well as institutional capacities to respond to those needs.

Temporary protection status provides immediate and temporary protection to persons fleeing the conflict in Ukraine, and giving them immediate right to access work, housing, healthcare, education and other types of support.^{2,3,6,7,8} Almost all households (91%) had all of their household members registered, and an additional 5% had at least one registered member.

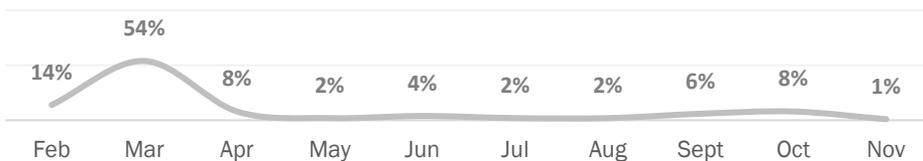
Refugee households surveyed that reported being registered for temporary protection



Share of refugee respondents who spent time at collective sites since arriving in the city before staying in their current accommodation



Month of departure from residence of refugee respondents, 2022



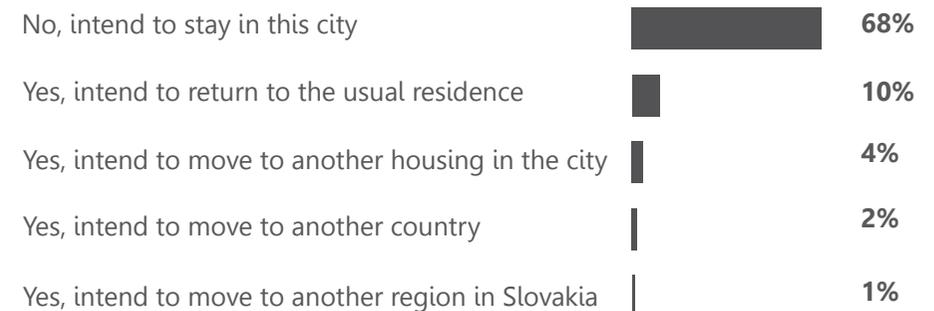
A significant share of 22% of respondents reported discrimination against them at some point since their arrival in Slovakia, 97% of which were discriminated against because of their Ukrainian origin (30 individuals).



The main reasons for staying in Kosice were the proximity to the residence in Ukraine (43% of respondents), as well as having acquaintances, friends (24%), and family (20%) in the city.

Overall, 68% of households reported that they intend to stay in the city for the next six months, and only 17% intended to move. Their choice of movement appeared to be primarily linked to the availability of permanent accommodation, the location of friends and relatives, and the improvement of the security situation.

Movement intentions over the next 6 months





This section provides an overview of the humanitarian assistance available to Ukrainian refugees in Kosice, how it complements institutional services in education, healthcare, housing, and livelihoods. It presents both the provision and needs, as well as indicates how humanitarian actors compliment public services.

82%
of refugees respondents
in Kosice reported having
benefitted from assistance

Eighty two percent of refugees' households surveyed had benefitted from assistance in Kosice. UN agencies and the government provided mainly food and non-food items (such as clothes, hygiene items), as well as cash assistance. Key informants from non-governmental organisations in Kosice had to open new services to provide food assistance, as well as psychological and support centers. In fact, according to those NGOs, the most requested services by the refugee community were financial assistance, social assistance, and psychosocial support. Key informants representing local authorities also reported providing assistance for the relocation to temporary shelters and long-term accommodation.

At the city level, it was reported during the local authorities FGDs that the humanitarian assistance was coordinated by the city itself, the State, international supports and NGOs.

Most reported types of assistance received

(by % refugees HH that reported receiving assistance [112 households surveyed])

1	Food	88%
2	Non-Food items	69%
3	Cash	55%
4	Accommodation	37%
5	Health	14%

Most reported sources of assistance

(by % refugees HH that reported receiving assistance [111 households surveyed])

1	UN agencies	54%
2	Government	44%
3	Religious organisations	28%
4	Private organisations	13%
5	Local authorities	6%

There were striking differences in the access to these services depending on the sector. In total, 82% of respondents had access to cash assistance, 62% had access to employment services and 65% to healthcare. This is supported by the key informants from the healthcare sector, who confirmed providing healthcare to whoever needed it. However, the high demand increased the waiting time to access healthcare specialists, and often made such appointments impossible, which can explain the 30% of refugees reported being in need of healthcare assistance.

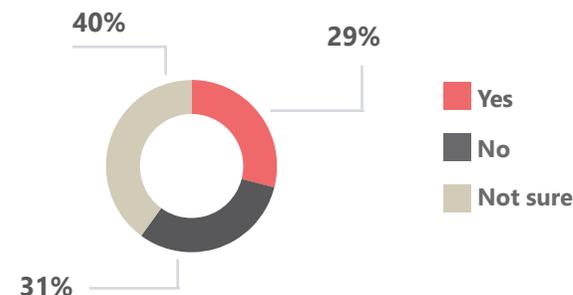
Specifically, legal counselling and advice was available for 29% of respondents near their accommodation. This was mostly provided by the government (20%) and international NGOs (20%), followed by private law firms (15%). All the respondents who used these services reported being satisfied by them.

Services: needs and access of refugee households

	Reported needs	Reported having access
1 Cash assistance	29%	82%
2 Employment	29%	62%
3 Health	30%	65%
4 Long-term accommodation	27%	79%
5 Education	7%	57%

Regarding the information needs, 22% of refugees would like to know how to access healthcare, 16% how to get shelter or accommodation, and 16% how to register for humanitarian assistance.

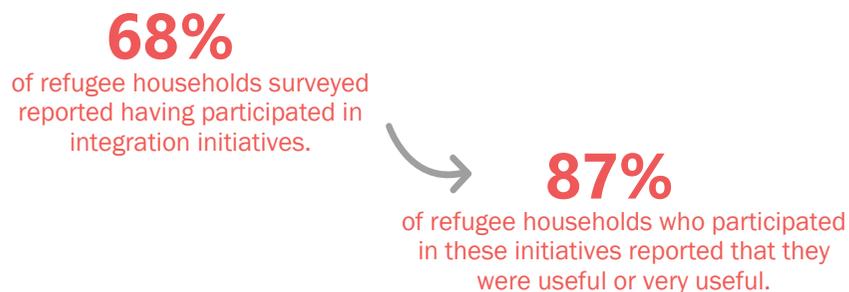
Legal counselling and advice available



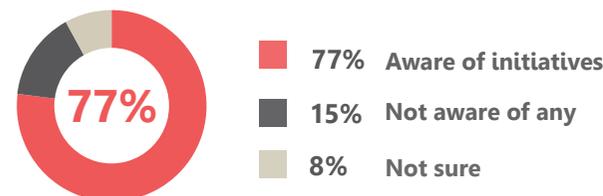


Seventy seven percent of refugees' households surveyed in Zilina were aware of initiatives to promote their integration. In fact, 68% of those who were aware of these initiatives reported having participated in them, and close to 9 out of 10 found these initiatives useful or very useful.

Most of those who knew about these initiatives, but did not participate, reported not having time for them (42%), followed by those who did not wish to integrate (30%) and those who did not think the event would be useful (15%). The initiatives that the refugees were aware of were organised primarily by religious organisations (32% of households reported this organiser), NGOs (26%), and local authorities (13%).



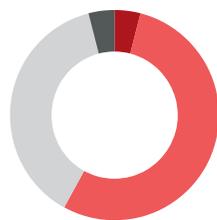
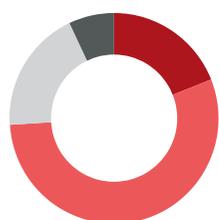
Refugees' awareness of integration initiatives in Kosice



Perception of the inter-community dynamics

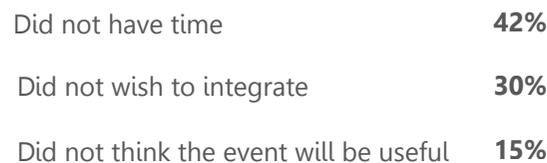
(by % of refugee households)

(by % of host households)

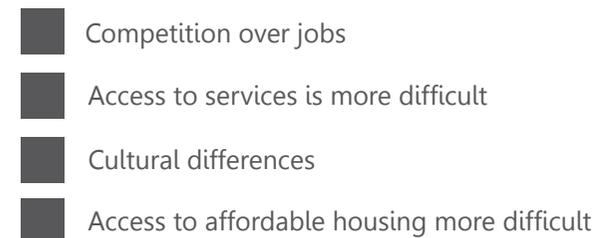


Yet, during the refugees' FGD, participants suggested to organise activities specifically and only for refugees. It was seen as an opportunity to gather them so they could exchange information on how to integrate in Slovakia. It would also need to be adapted to all ages to take into account the situation reported by parents and education workers who flagged cases of bullying at school multiple times.

Reasons for not participating in integration initiatives (among refugees who did not participate (households surveyed 33))

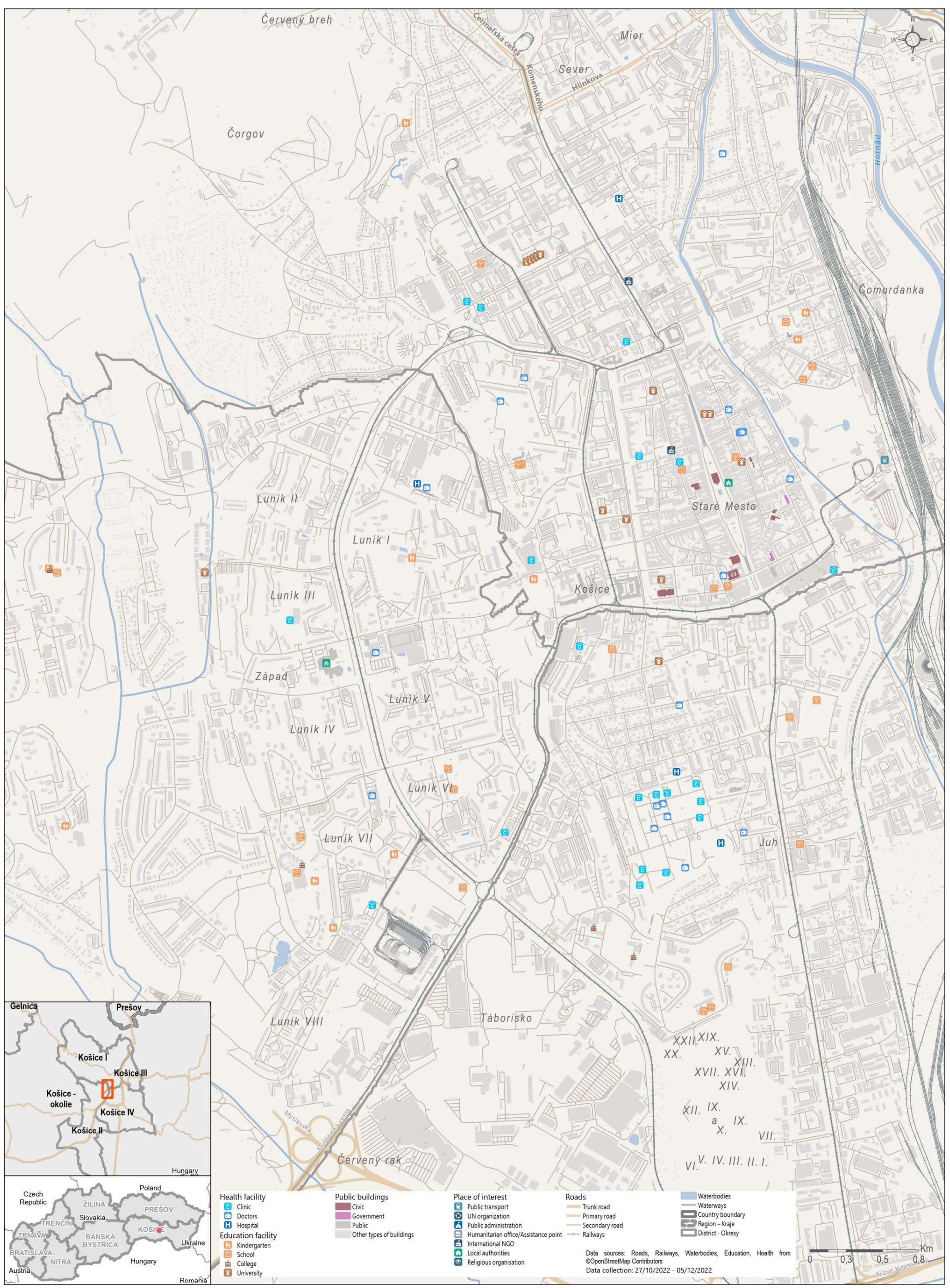


Most reported reasons for tensions (cited by refugees (9 households surveyed) and/or hosts (4 households surveyed))



SLOVAKIA - Kosice

Area Based Assessment - Location of main stakeholders



- | | | | | |
|---|--|--|--|--|
| Health facility
Clinic
Doctors
Hospital | Public buildings
Civic
Government
Public
Other types of buildings | Place of interest
Public transport
UN organization
Public administration
Humanitarian office/Assistance point
International NGO
Local authorities
Religious organisation | Roads
Trunk road
Primary road
Secondary road
Railways | Waterbodies
Waterways
Country boundary
Region - Kraje
District - Okresy |
|---|--|--|--|--|
- Data sources: Roads, Railways, Waterbodies, Education, Health from OpenStreetMap Contributors
 Data collection: 27/10/2022 - 05/12/2022



1. UNHCR, Operational Data Portal - Ukraine Refugee Situation. Retrieved from: <https://data.unhcr.org/en/situations/ukraine>
2. Ministry of Interior data sources: <https://www.minv.sk/?year-2022> on the number of Temporary Protection holders in Slovakia with registered tolerated residence.
3. Temporary protection status for refugees in Slovakia: <https://help.unhcr.org/slovakia/temporary-protection/>
4. Refugee children rights in Slovakia: <https://help.unhcr.org/slovakia/children/>
5. Education rights in Slovakia: <https://help.unhcr.org/slovakia/education/>
6. Slovak housing programme, information from: <https://www.minv.sk/?prispevok-za-ubytovanie7>
7. IOM portal for Slovakia: <https://www.mic.iom.sk/en/news/758-info-ukraine.html>
8. Official website of the Ministry of Health: <https://www.health.gov.sk/?urcenie-rozsahu-potrebnjej-zdravotnej-starostlivosti>
9. Statistical Office of the Slovak Republic: <https://slovak.statistics.sk/>
10. Cities population statistics: <https://www.citypopulation.de/en/slovakia/admin/>