Polish Shelter, Housing & Accommodation Sector meeting

24th July 2024

RRP for Ukraine Situation

Regional Refugee Response for the Ukraine Situation

Agenda

1. Aktualizacje informacji // Updates

   - Aktualizacje od koordynatorek // Coordination updates

   - Aktualizacje od partnerów – wyzwania, międzysektorowe problemy // Partners updates – challenges from the field

2. Prezentacja Projektu mieszkaniowego „DOM” w Białymstoku prowadzonego przez Fundację Dialog we współpracy z NRC - Marta Małecka-Dobrogowska, Fundacja Dialog // Presentation on Shelter Project “HOME” in Bialystok, Dialog Foundation in collaboration with NRC - Marta Małecka-Dobrogowska, Dialog Foundation

3. Stanowisko Ogólnopolskiej Federacji na Rzecz Rozwiązywania Problemu Bezdomności ws. zmian w Specustawie - Maria Stachurska, Habitat for Humanity // Position of the National Federation for Solving the Problem of Homelessness regarding changes to the Special Act – Maria Stachurska, Habitat for Humanity

4. Prezentacja projektu „Bezpieczne Domy” – Jacek Kulikowski, PCK // ‘Safe Homes’ Program Presentation – Jacek Kulikowski, Polish Red Cross

5. AOB

1. **Updates**

- Ankieta dot. utworzenia grupy roboczej ds. ośrodków zbiorowego zakwaterowania // Survey on creating a working group focused on CCs
- Aktualizacje od koordynatorek // Coordination updates
- Aktualizacje od partnerów – wyzwania, międzysektorowe problemy // Partners updates – challenges from the field

- ❑ **Ankieta dot. utworzenia grupy roboczej ds. ośrodków zbiorowego zakwaterowania**
- ❑ **Survey on creating a working group focused on CCs**

Key issues reported after the Special Act amendment

Overall situation

1. Numerous questions and doubts remain among managers and residents of collective shelters about changes in the Special Act.

- Many inquiries about fees exemptions: working group set up by the Ministry of the Interior has developed recommendations for voivodes on who should be exempted from fees due to humanitarian reasons, but only Małopolska has published these recommendations (also in Ukrainian). Many other voivodeships still lack clear guidelines.
- In Podkarpackie, there is no available template for fee exemption and no clear information on what should be included in such a template (as of last week).

2. The trend of closing centers and reducing occupancy at the centers continues, i.e.: two Warsaw CC, Kasprzaka, Zupnicza, to be closed, around 50 people found apartments, around 20 came back to Ukraine. Many people are waiting to move to Ogrodowa.

3. Lists of centers operated by the voivodeships are often outdated, including closed centers or those with no current residents.

4. Decision-making processes are very long, resulting in a very short time for centers and residents to comply with decisions.

Key issues reported after the Special Act amendment

5. There is often a lack of clear information about changes from the centers' management to the residents, leading to growing anxiety.
6. Residents who cannot obtain information at the center frequently turn to humanitarian workers for help or try to actors directly. Growing protection concerns for those who decide to seek information from unknown sources
7. Reception centers were reopened in some voivodeships, taking over the role of redirecting refugees to long-term centers.
8. Reported problems with transportation include limited access to public transport in rural areas and lack of support i.e. for families with multiple children, transportation support provided only in cases requiring medical transport.

INFOLINES

- Lack of support in Ukrainian and Russian language
- Available only during limited working hours of voivode offices
- Do not accept calls from third parties, such as NGO employees supporting Ukrainian-speaking refugees
- Reports of rude behavior
- General lack of awareness among refugees that these infolines exist and can provide accommodation support
- Some voivode offices reportedly refuse to accept Ukrainian refugees who do not strictly fall into the most vulnerable groups: instances reported of infolines not indicating places in collective accommodation centers for people not qualifying for fee exemptions.

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2. Presentation of Shelter Project “HOME” in Bialystok, Dialog Foundation in collaboration with NRC - Marta Małecka-Dobrogowska, Dialog Foundation

Dialog Foundation & NRC
Housing
Of
Mutual
Empathy

Dialog Foundation

- social integration
- helping refugees and migrants
- child, family and foster care support
- education and volunteering

Regional Refugee Response for the Ukraine Situation

Dialog Foundation since 2001, in Białystok, Poland

- Vocational Activity Centre employing people with disabilities (ZAZ) (in-house)
- Social Services and Rental Office (with NRC/within Białystok City Council properties)
- Institutional, information and counselling support for refugees and migrants (with NRC and Polish Boarder Guards)

- Night shelter for the homeless (in-house activities/commissioned)
- Social Integration Centre (Białystok, Piątnica) with NRC/in-house
- House for refugee Women and Children (in-house activities)

- Charity Shop in Białystok at the main railway station
- Family Reintegration Centre supporting foster families (in-house activities/commissioned)
- Return Home for children in foster care (with Białystok City Council)

Regional Refugee Response for the Ukraine Situation

Dialog Foundation implements its core mission

HOME 2024. Housing Of Mutual Empathy.

Securing housing, social, intercultural, professional and economic integration for vulnerable Ukrainian, Polish and refugee populations residing in Białystok.

Regional Refugee Response for the Ukraine Situation

HOME=ensure access to secure housing and improve employability, providing beneficiaries with a stable foundation to plan their futures

HOME= Shelter+Protection+ICLA+Livelihoods

Regional Refugee Response for the Ukraine Situation

HOME= Shelter+Protection+ICLA+Livelihood

SOCIAL SERVICE AND RENTAL OFFICE (SSRO)

HOME SECURE HOUSING:

Short and medium-term accommodation in supported housing and shelter solutions

HOME STABLE FOUNDATIONS:

Case management and comprehensive assistance to families and individuals

SOCIAL INTEGRATION CENTRE (SIC)

HOME LEGAL INFORMATION AND COUNCELLING:

Support on legalization of stay and work in Poland

HOME EMPLOYABILITY:

Vocational and social trainings Career counseling. Providing support for individuals in social and vocational integration on polish labour market

Regional Refugee Response for the Ukraine Situation

Shelter & Protection

- Medium-term accommodation for vulnerable households
- Information about municipal and private rental market
- Comprehensive tailored protection case management
- Short-term accommodation for critical situations

Livelihood

- Integration and vocational training in Social Integration Centre to enhance employability
- Tailored training, workshops creation of internship &apprenticeship opportunities
- Linking with employers

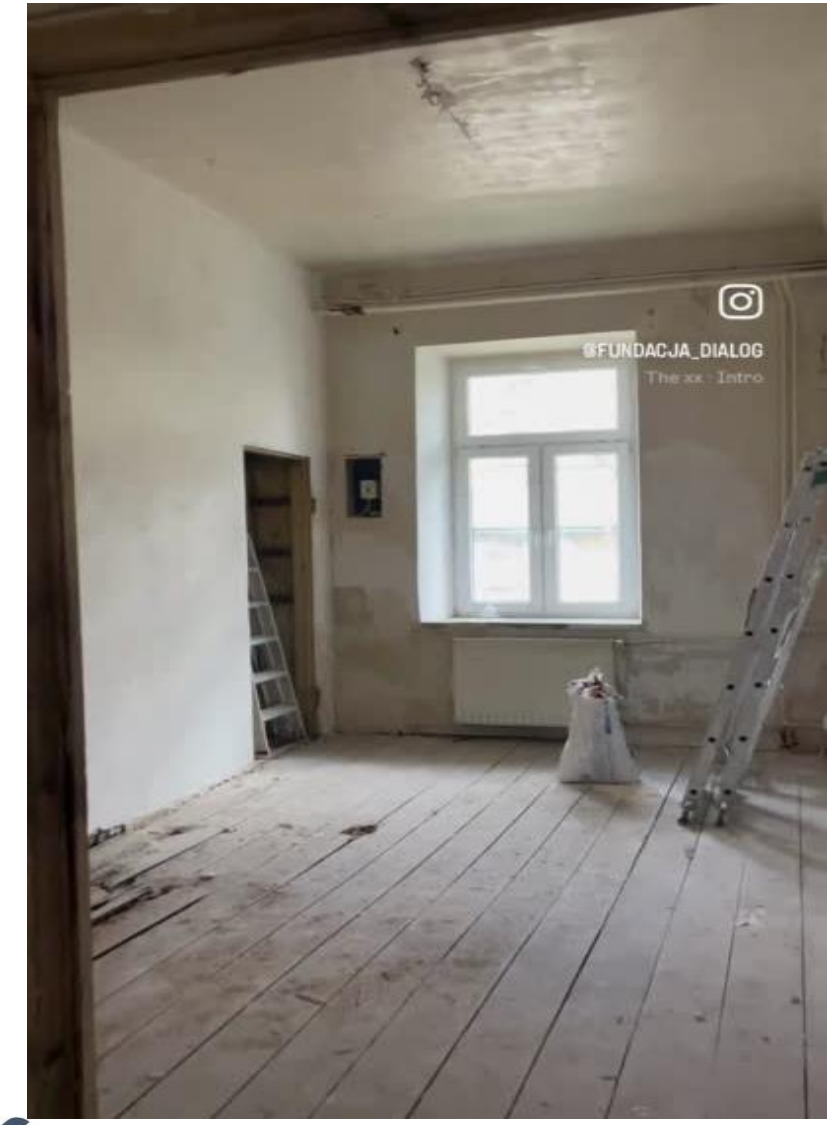
ICLA

- Information about the legal labour market requirements and job opportunities
- Information and counselling about legal stay in Poland

Regional Refugee Response for the Ukraine Situation

HOME= Shelter+Protection+ICLA+Livelihood

DIALOG FOUNDATION – SOCIAL RENTAL/SHELTER COOPERATION PHILLARS



- Established cooperation with Białystok Municipal Property Department
- Social Service and Rental Office
- Social Integration Centre
- Fundrising

DIALOG FOUNDATION – SOCIAL RENTAL/SHELTER COOPERATION PHILLARS

- Support from international humanitarian organisation – Norwegian Refugee Council within NORAD (HOME PROJECT)

- Private donors (corporate and individual)
- Corporate foundation – Leroy Merlin
- Public co-financed projects (EU ESF/ERDF)
- In-kind support and volunteers (Opus Dei, soldiers from Poland and GB & others private)
- Dialog Foundation business activity

DIALOG FOUNDATION „SHELTER” CAPACITY (42 FLATS) UNDER SOCIAL SERVICES AND RENTAL MANAGEMENT

20 flats rented from Municipal Property Management in HOME project:

- beneficiaries of NRC Home project, including ca 70% refugees and 30 % host community (NOTE: ‘host community’ does not mean Polish)
- apart from shelter, they also receive case management and assistance (help finding another flat) when leaving the flats
- accommodation for up to 9 months

21 flats rented from Municipal Property Management in-house managed by DIALOG FOUNDATION:

- vulnerable households (ratio is similar as in Home, ca 70% refugees-30% host community)
- assistance in maintaining flats, administration, contact with ZMK and tenants, explaining costs, changes, etc
- general brief supervision of the social worker and the office; intervention in critital circumstances
- some households with complex problems chosen for case management

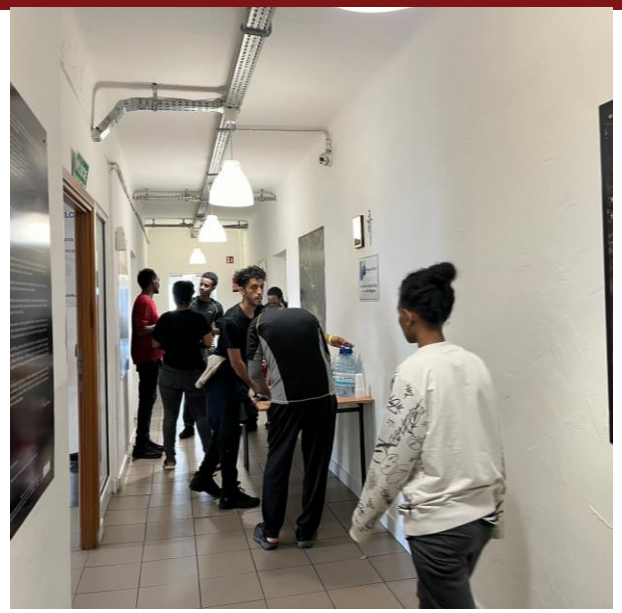
1 flat rented from a private owner:

- relatively low rent comparing with the open market prices
- in return Dialog Foundation: administration, maintenance, choice of tenants and regular payments

Regional Refugee Response for the Ukraine Situation

DIALOG FOUNDATION „SHELTER” CAPACITY (House for refugee Women and Children)

- detached house (own by Dialog Foundation)
- two floors: 5 rooms upstairs + bathroom; big common space downstairs with the kitchen and bathroom + 3 rooms downstairs + separate kitchen and bathroom
- upper floor for women and small children
- lower floor for elderly women or adult singles



DIALOG FOUNDATION „SHELTER”

CAPACITY:

Night Shelter for the homeless & fleeing & on-the-way

- 11 rooms with 52 sleeping places
- kitchen (feeding the homeless and guests)
- space for short term accommodation in Home project
- during Polish-Belarussian border crisis in May/June 2024 this space received ca 250 migrants from the border for 1-2 nights
- Social Integration Centre
- Social Rental and Service Office

HOME HEROES 2024- ENSURING A SAFE AND ACCESSIBLE SHELTER ACCOMMODATION BASE

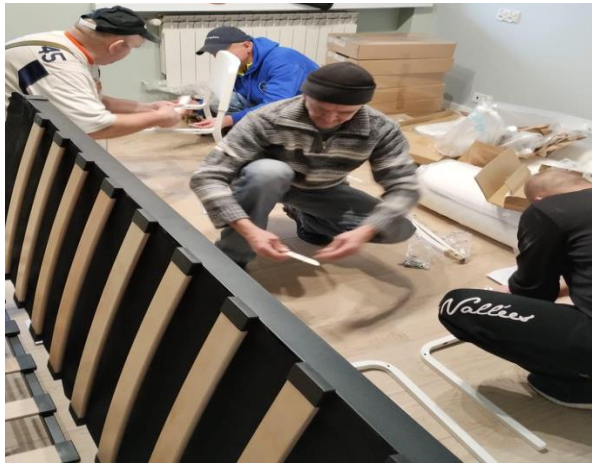
before

after

Regional Refugee Response for the Ukraine Situation

individuals provided with renovated apartments – 60 in 20 apartments (2024)

HOME HEROES - IN SOCIAL INTEGRATION CENTRE



HOME EMPLOYABILITY:

Providing support for individuals in social and vocational integration on polish labour market

Regional Refugee Response for the Ukraine Situation

Integration and vocational training and social employment within the Social Integration Centre (catering group, technical-logistics group, handicrafts and trade group, cleaning group) - min.

HOME HEROES - IN SOCIAL SERVICE AND RENTAL OFFICE

HOME STABLE FOUNDATIONS:

Case management and comprehensive assistance to families and individuals

Regional Refugee Response for the Ukraine Situation

individuals who accessed information about the private and municipal rental market - 240

transitional shelter units that were maintained, furnished or equipped to meet the standards handed over - 30

HOME HEROES - BIAŁYSTOK HOME CITY

HOME LEGAL INFORMATION AND COUNCELLING :

Support on legalization of stay and work in Poland

Regional Refugee Response for the Ukraine Situation

of individuals who received information about legal stay – 450
of individuals who received support on labour market requirements and decent job opportunities 100

HOME
DIALOG FOUNDATION & NRC TEAM

THANK YOU!

Regional Refugee Response for the Ukraine Situation

DIALOG FOUNDATION

CONTACT US!

home@fundacjadialog.pl

Regional Refugee Response for the Ukraine Situation

3. Stanowisko Ogólnopolskiej Federacji na Rzecz Rozwiązywania Problemu Bezdomności ws. zmian w Specustawie - Maria Stachurska, Habitat for Humanity

3. Position of the National Federation for Solving the Problem of Homelessness regarding changes to the Special Act – Maria Stachurska, Habitat for Humanity

Habitat for Humanity® Poland

STANOWISKO Ogólnopolskiej Federacji na rzecz Rozwiązywania Problemu Bezdomności ws zmian w ustawie o pomocy obywatelom Ukrainy w związku z konfliktem zbrojnym na terytorium tego państwa

Pismo wysłane do:

- Ministry Rodziny, Pracy i Polityki Społecznej
- Wiceministra Spraw Wewnętrznych i Administracji, do wiadomości Ministra SWiA

Habitat: habitat.pl/biezace-komentarze-i-stanowiska/

Bezdomnosc.pl: https://sites.google.com/view/bezdomnosc-pl/baza-wiedzy/stanowiska

Najważniejsze kwestie

- Wygaśnięcie świadczenia z art. 13: “Program 40+” i konsekwencje.
- Trudności w dostępie do obiektów zbiorowego zakwaterowania w ramach art. 12.
- Zagrożenia związane z problemem z dostępem do informacji, barierą językową i wykluczeniem cyfrowym grup wrażliwych.
- Niewystarczająca koordynacja między wszystkimi zaangażowanymi aktorami.
- Zwiększone ryzyko bezdomności wśród osób uchodźczych (nie tylko osób z Ukrainy).
- Sytuacja mieszkaniowa w ośrodkach zbiorowego zakwaterowania (ok. 40 000 osób) wypełnia znamiona bezdomności (ETHOS 5 i ustawa o pomocy społecznej).
- Przebywanie w ośrodkach zbiorowego zakwaterowania/ ich przymusowe zmienianie nie jest rozwiązaniem odpowiednim dla wszystkich osób uchodźczych. Proces integracji i deinstytucjonalizacji usług społecznych.

Ogólnopolska Federacja na rzecz Rozwiązywania Problemu Bezdomności
ul. Wolności 241, 41-800 Zabrze
tel.: 600 350 002, 32 630 11 20
e-mail: biuro@bezdomnosc.pl
KRS: 0000613899
www.bezdomnosc.pl facebook.com/ofrpb

L. dz. 20/F/2024 Zabrze, dn. 12 lipca 2024 r.

Sz. P. Agnieszka Dziemianowicz-Bąk
Ministra Rodziny, Pracy i Polityki Społecznej

ul. Nowogrodzka 1/3/5
00-513 Warszawa

STANOWISKO
OGÓLNOPOLSKIEJ FEDERACJI NA RZECZ ROZWIĄZYWANIA PROBLEMU BEZDOMNOŚCI

ws. zmian w ustawie o pomocy obywatelom Ukrainy w związku z konfliktem zbrojnym na terytorium tego państwa

Szanowna Pani Ministro,

jako ogólnopolska federacja skupiająca ponad 40 organizacji zaangażowanych w działania mające na celu przeciwdziałanie i rozwiązywanie problemu bezdomności pragniemy wyrazić nasze stanowisko wobec zmian w ustawie z 12 marca 2022 r. o pomocy obywatelom Ukrainy w związku z konfliktem zbrojnym na terytorium tego państwa („Specustawie”), które weszły w życie 1 lipca 2024 roku. Równocześnie pragniemy przedstawić szereg rekomendacji w zakresie wdrażania tych zmian oraz wsparcia osób uchodźczych w zaspokojeniu ich potrzeb mieszkaniowych. Liczymy, że przedstawione sugestie okażą się pomocne podczas dalszych prac nad rozwiązaniami mieszkaniowymi i integracyjnymi dla osób uchodźczych w Polsce, aby jak najskuteczniej przeciwdziałać zagrożeniu bezdomnością w tej grupie.

Od 1 lipca 2024 roku, zgodnie ze zmianami w Specustawie, wygasają świadczenia z art. 13 („Program 40+”), z których korzystały osoby uchodźcze, zarówno w mieszkaniach indywidualnych, jak i w miejscach zbiorowego zakwaterowania zarządzanych przez NGO lub prywatne firmy. Rodzi to szereg wyzwań związanych z koniecznością zmiany miejsca zamieszkania oraz dostępem do dalej funkcjonujących obiektów zbiorowego zakwaterowania w ramach art. 12:

- Anulowanie świadczenia 40+ dla właścicieli prywatnych domów i mieszkań na zapewnienie zakwaterowania może nieść za sobą również konsekwencje związane z niemożnością kontynuowania wsparcia dla osób z Ukrainy przez organizacje pozarządowe oraz inne podmioty, które dotychczas finansowały działanie obiektów zbiorowego zakwaterowania na mocy art. 13.

Najważniejsze rekomendacje

- Koordynacja działań między wszystkimi zaangażowanymi aktorami (w tym organizacjami pozarządowymi) i poszczególnymi województwami oraz regularne kontrole dostępności informacji przekazywanych przez infolinie.
- Zapewnienie dostępu do informacji osobom uchodźczym z uwzględnieniem barier językowych i wykluczenia cyfrowego.
- Dotarcie poprzez kampanię informacyjną do osób korzystających i podmiotów organizujących zakwaterowanie dzięki programowi 40+.
- Włączenie rozwiązań dotyczących przeciwdziałania i rozwiązywania kryzysu bezdomności w Strategii migracyjnej na lata 2025-2030.
- Mapowanie potrzeb osób przebywających w miejscach zbiorowego zakwaterowania oraz systemowe zbieranie danych.
- Pogłębione spotkanie międzyresortowe z udziałem Federacji w celu zapobiegnięcia bezdomności osób uchodźczych.

Ogólnopolska Federacja na rzecz Rozwiązywania Problemu Bezdomności

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L. dz. 21/F/2024

Zabrze, dn. 12 lipca 2024 r.

Sz.P. Maciej Duszczyk
Wiceminister Spraw Wewnętrznych i Administracji

ul. Stefana Batorego 5
02-591 Warszawa

Do wiadomości:

Sz.P. Tomasz Siemoniak
Minister Spraw Wewnętrznych i Administracji

ul. Stefana Batorego 5
02-591 Warszawa

STANOWISKO
OGÓLNOPOLSKIEJ FEDERACJI NA RZECZ ROZWIĄZYWANIA PROBLEMU BEZDOMNOŚCI

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w związku z konfliktem zbrojnym na terytorium tego państwa

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KOMITET DO SPRAW POŻYTKU PUBLICZNEGO
NIW Narodowy Instytut Wolności
Rządowy Program Rozwoju Organizacji Obywatelskich na lata 2018-2030 PROO

Bezdomność.pl

12.04.2024 - Uwagi do Ogólnopolskiego badania liczby osób bezdomnych przeprowadzonego 28/29 lutego 2024 r.

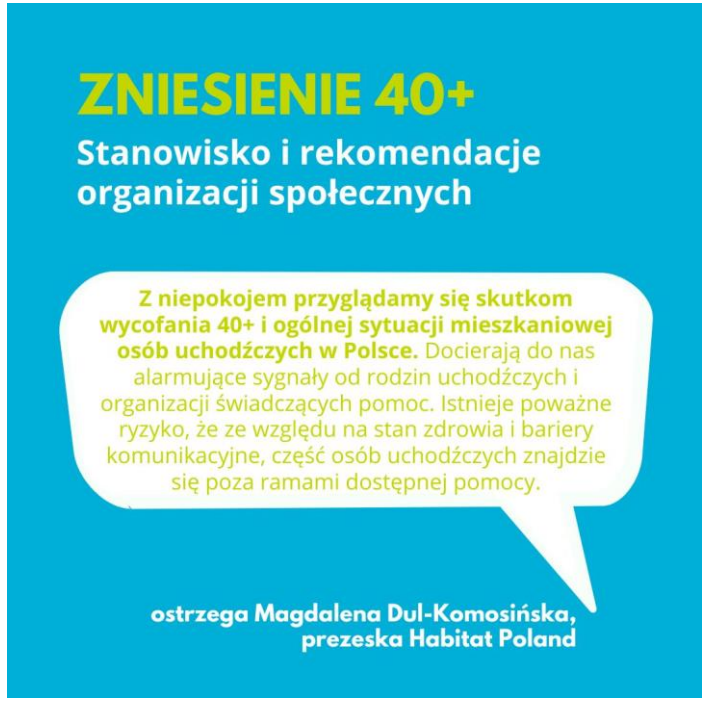
Rekomendacje do *Ogólnopolskiego badania liczby osób bezdomnych*, M. Mostowska, M. Sieńczyk, A. Szarfenberg, R. Szarfenberg, Ogólnopolska Federacja na rzecz Rozwiązywania Problemu Bezdomności, Zabrze 2023

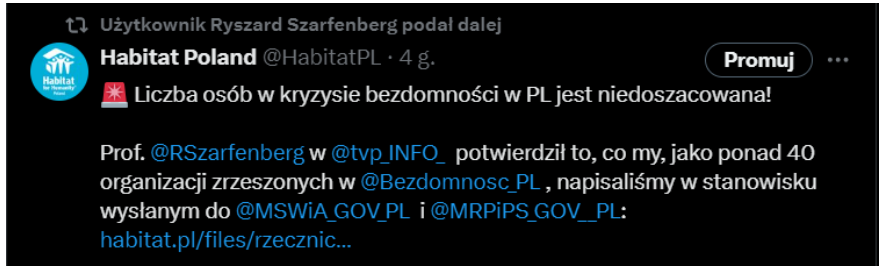
[w: Pokonać bezdomność 2023. Deinstytucjonalizacja usług, profilaktyka w gminach, badania populacji, praca zbiorowa, Ogólnopolska Federacja na rzecz Rozwiązywania Problemu Bezdomności, Zabrze 2023, s. 195-271]

Uchodźcy - mieszkania - bezdomność. Informacja z badania ad hoc dotyczącego ryzyka bezdomności wśród uchodźców w Polsce oraz potrzeb organizacji wspierających uchodźców i osoby w kryzysie bezdomności [N=47], J. Wilczek, Ogólnopolska Federacja na rzecz Rozwiązywania Problemu Bezdomności, Zabrze 2023

Promocja stanowiska

- Zachęcamy do udostępniania stanowiska Federacji w celu nagłaśniania problemu.
- Trwa komunikacja wokół stanowiska – media społecznościowe Habitat Poland, media tradycyjne.
- Planowane zaniesienie do Ministerstwa listu ze świadectwem rodzin współpracujących z Habitat Poland dotkniętych wycofaniem 40+.





Kontakt

Maria Stachurska
Habitat for Humanity Poland

mstachurska@habitat.pl

4. **Prezentacja projektu „Bezpieczne Domy”** – Jacek Kulikowski, PCK

4. **‘Safe Homes’ Program Presentation** – Jacek Kulikowski, Polish Red Cross

SAFE HOMES STUDY – POLISH EXPERIENCE

ABOUT IOD PARC

Offices in the UK and Nepal

60 STAFF
working with a network of over
900 PARTNERS

Experience in over
100 COUNTRIES

We have a varied client base including multilateral, bilateral and UN agencies.

25 YEARS

As a private consulting company and a leading, global specialist-provider in results-based performance assessment in international development.

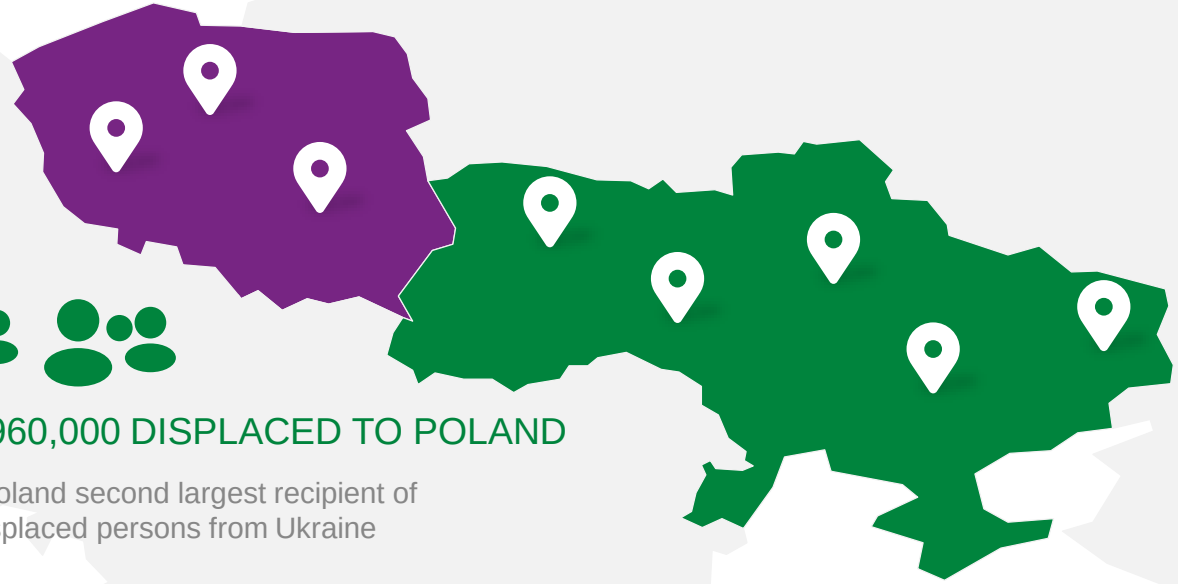
- Strong track record in migration work
- Significant experience in undertaking large complex assignments with diverse stakeholders across multiple countries.

EU Temporary Protection Directive

Estimated **1.6 million** (65% women and girls) granted temporary protection

The Directive, which was agreed on 4 March 2022, allows Ukrainian people to enjoy the **same rights** as EU citizens in the hosting country, with access to housing, labour market, medical assistance, social welfare, and education.

POPULATION 37 MILLION



~960,000 DISPLACED TO POLAND

*Poland second largest recipient of displaced persons from Ukraine

Estimated that 525,000 displaced found shelter in homes of UMP residents

55% hosting

Further 10% supporting to find suitable accommodation

According to Unia Metropolii Polskich (UMP):

59% donated food

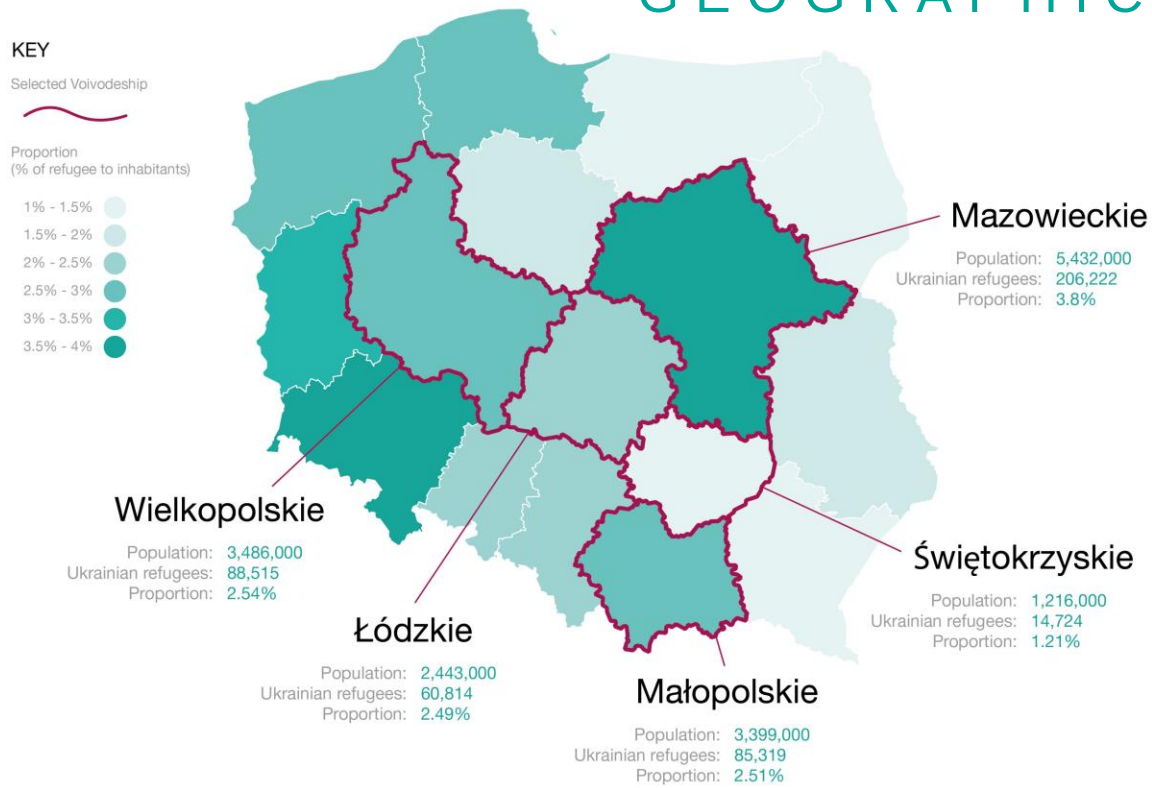
44% provided in-kind assistance

32% donated money

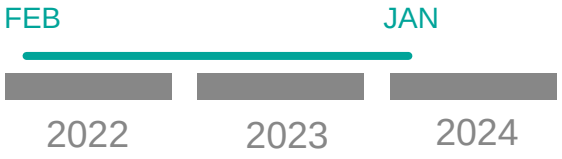
PURPOSE

- Generate learning on how and to what extent the hosting initiatives have ensured access to adequate accommodation for displaced persons from Ukraine
- To take stock of the experience gained so far with the private accommodation scheme
- To explore how good practices and lessons learned, including barriers and challenges, can help to define sustainable solutions for future housing needs.

GEOGRAPHIC



TEMPORAL



FOCUS

- **Existing policies and approaches** - current policies and approaches at the national and regional level and how they contribute to effectiveness of private accommodation scheme support
- **Mapping and analysis of the hosting assistance initiatives** - with particular focus on types of private accommodation schemes, their characteristics as well as participating stakeholders
- **Experience of hosts and guests** who participated in hosting assistance initiatives, including aspects of home-based accommodation process, financial and non-financial agreements, protection risks, exit strategy; how these inform future programme development

METHODOLOGY AND SAMPLE

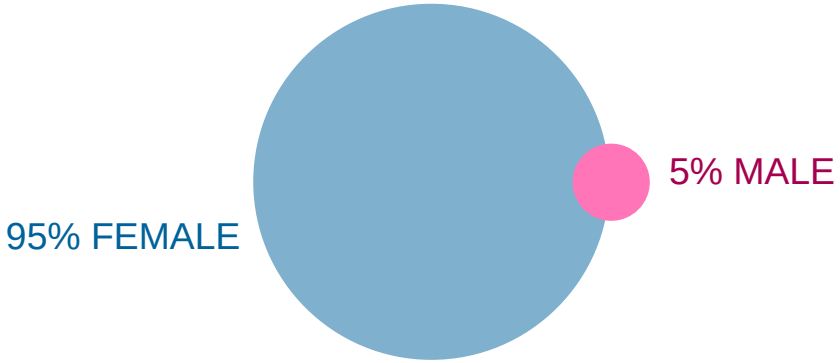
Non-governmental and international organizations, central and local authorities, municipalities, private entities, IFRC and PRC staff and other relevant stakeholders involved at different levels in hosting assistance initiatives

Participants has been identified through

- Initial list provided by IFRC Country Office
- Contacts within Shelter sector working groups
- Desk review and analysis of relevant documents and webpages related to shelter sector
- Initial inception interviews with stakeholders

DATA COLLECTION SUMMARY

Research team conducted 53 KIIs (against 32 planned)



22 hosts

173 guests

Total of 195 *completed responses to the survey tool

4 hosts

26 guests

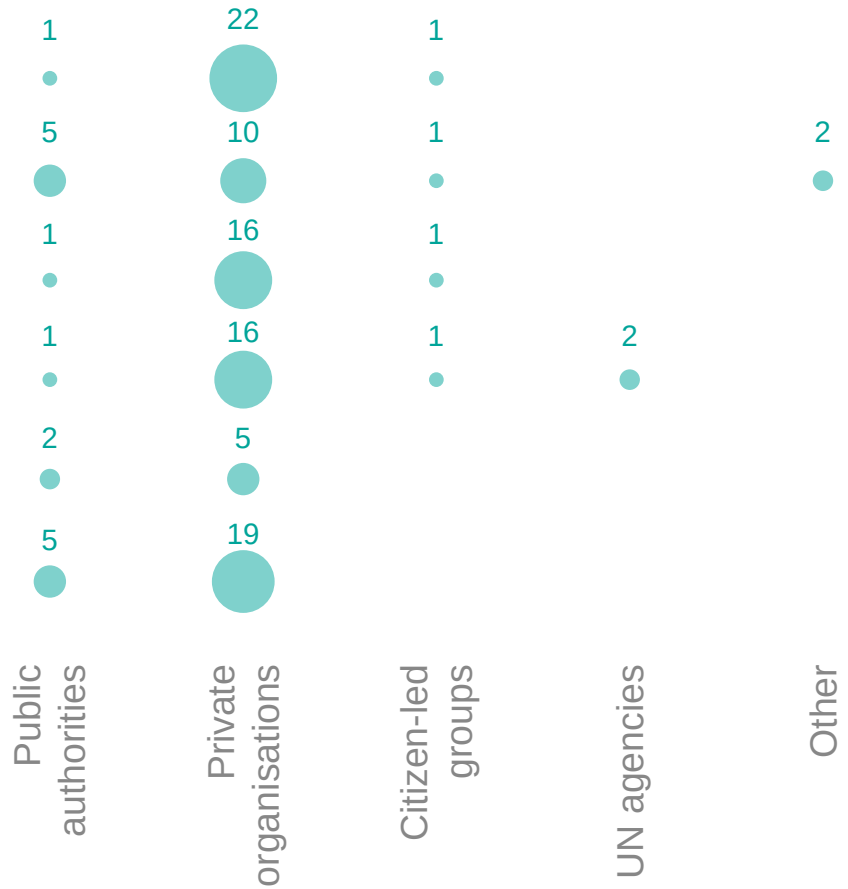
Total of 30 FGD respondents

LIMITATIONS

Difficulties in reaching focus group participants and survey sample

- Limited outreach to the Polish hosting communities
- Limited outreach to the Ukrainian male respondents
- Relevance of the issue
- Affective participation in focus group discussions

Representativeness of sampled participants



24 All country

18 Łódzkie - Łódzkie Voivodeship

18 Małopolskie - Lesser Poland Voivodeship

20 Mazowieckie - Mazovian Voivodeship

7 Świętokrzyskie - świętokrzyskie Voivodeship

24 Wielkopolskie - Greater Poland Voivodeship

STAKEHOLDER MAPPING

FUNDING

Providing financial support either to guests or hosting families to cover expenses associated with private hosting arrangements.

COLLECTING INFORMATION AND COORDINATING

Registering hosts for hosting availability and guests for accommodation request, informing about available options, specific needs and figures.

ASSESSING AND VETTING

Assessing the profile of the host and verifying that the available house is suitable for accommodation purposes.

MATCHING

Matching offer and demand according to a set of criteria previously assessed.

INFORMING

Informing hosts and guests about their rights and benefits under the temporary protection directive, the responsibilities of hosts and guests, and the main steps of the matching exercise.

AGREEING

Supporting the establishment of a basic agreement/contract between the two parts and of a code of conduct.

MONITORING

Establishing a control mechanism (e.g. regular phone checks or on the spot visits) to regularly monitor how each placement is proceeding and to take appropriate measures when needed.

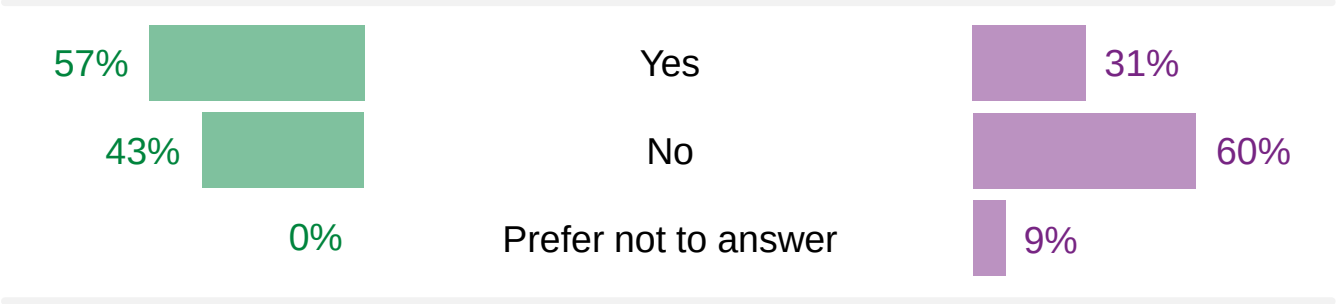
EXTENDING OR ENDING

Ensure that information about possible agreement to extend the period of accommodation or to end the stay in accommodation is properly recorded (e.g. in a platform). If termination is requested by host, displaced persons should receive support in finding an alternative appropriate solution.

“During the period of receiving financial assistance, I was unable to realize myself and find a job to pay for my own living expenses. It's very hard, I'm thinking of returning home, but there is war on the territory. I don't know what to do.”

Guest in private accommodation

Did you receive any **financial support** specifically to support costs/ the host with costs associated with hosting?



FUNDING

40 ZLOTY PLUS SCHEME

- Governed by Article 13 of the Law on “Assistance to Citizens of Ukraine (…)”
- Introduced on 12 March 2022.
- Paid directly to hosts who have provided free accommodation and food for a period of maximum 120 days.
- As of 29 February 2024, municipalities have positively resolved 1,948,475 cases

Challenges and risks

Lack of control over how the money is used by hosts
Fraud
Misinformation and misinterpretation of the law
Integration and self-reliance
Sustainability and no exist strategies in place
Exploitation
Delays in receiving support
Denied applications
Duration

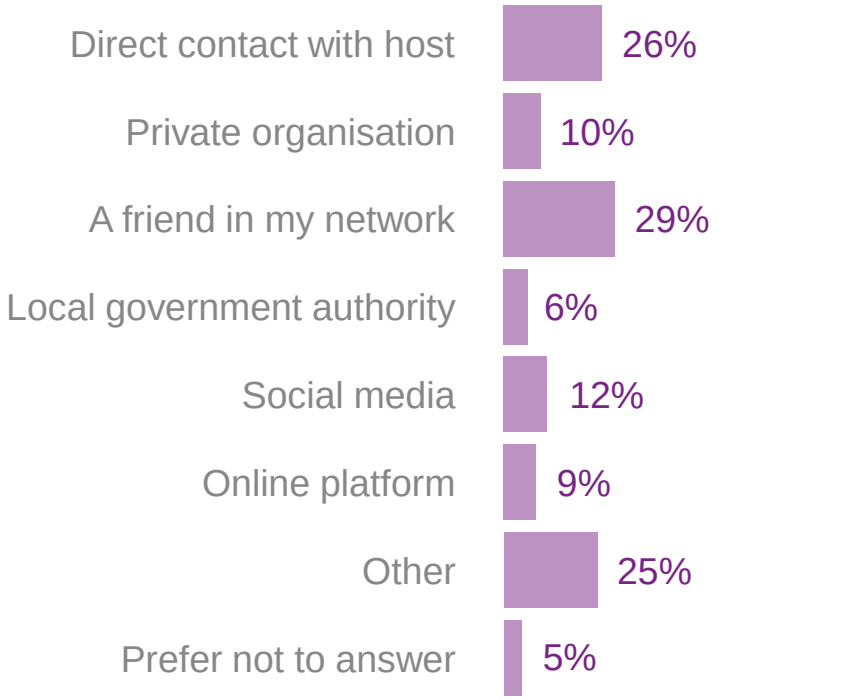
Benefits an opportunities

Provides a clear incentive for hosting.
Provided sustainable funding in the initial phase of the emergency response when other sources of financing have been exhausted, offering continued engagement and support from hosts.

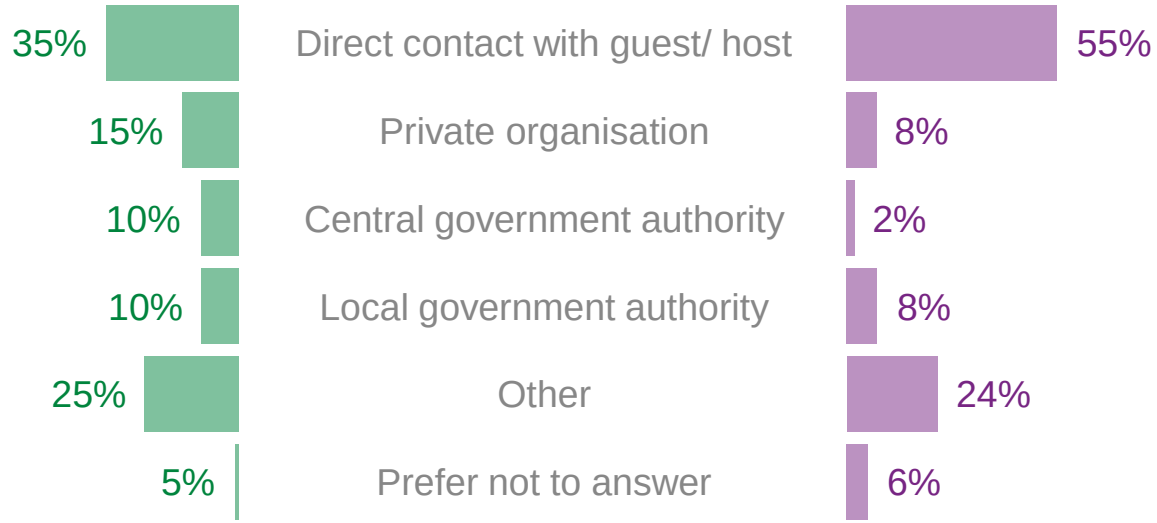
“There was a chaotic start, municipality had to work out a model under difficult, changing conditions”.

Local authority representative

Where did you **find the information** to apply for home-stay accommodation?



Where did you **register** to provide accommodation/ for a home stay?



"Guests: We were providing information directly at the train station when refugees arrived, through our webpage and help centres.
Hosts: They contacted us by phone or via web. We built a database of hosts."

NGO

COLLECTING INFORMATION AND COORDINATING

“They looked at the conditions, they asked us: Do we have free access to the bathroom and the kitchen?”

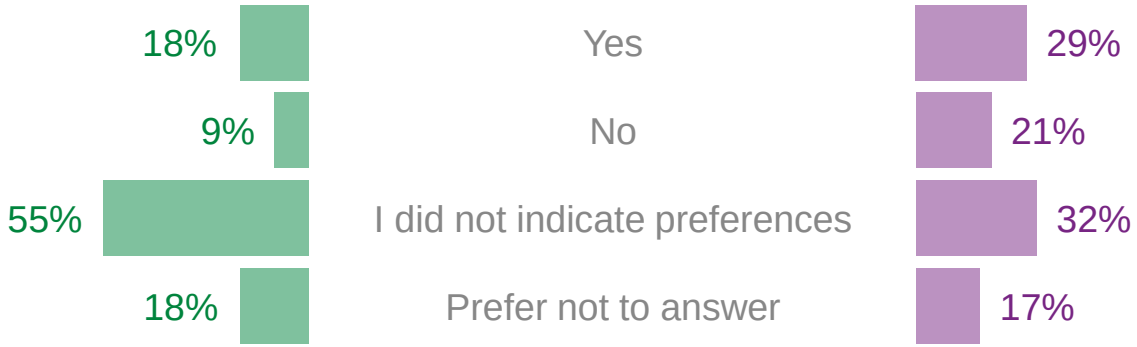
Guest in private accommodation

“Due to volume, initially, there was no verification. There was a conversation with the host and the focus was on quantity and not quality, because of the demand. We had conversations about protection issues internally, particularly when we realised that some people lied. After a while, follow up calls/ texts were introduced to make sure that people in need were OK, but there is no formal process/ procedure that we followed. We do not do a needs assessment due to data protection issues.”

NGO

ASSESSING AND VETTING

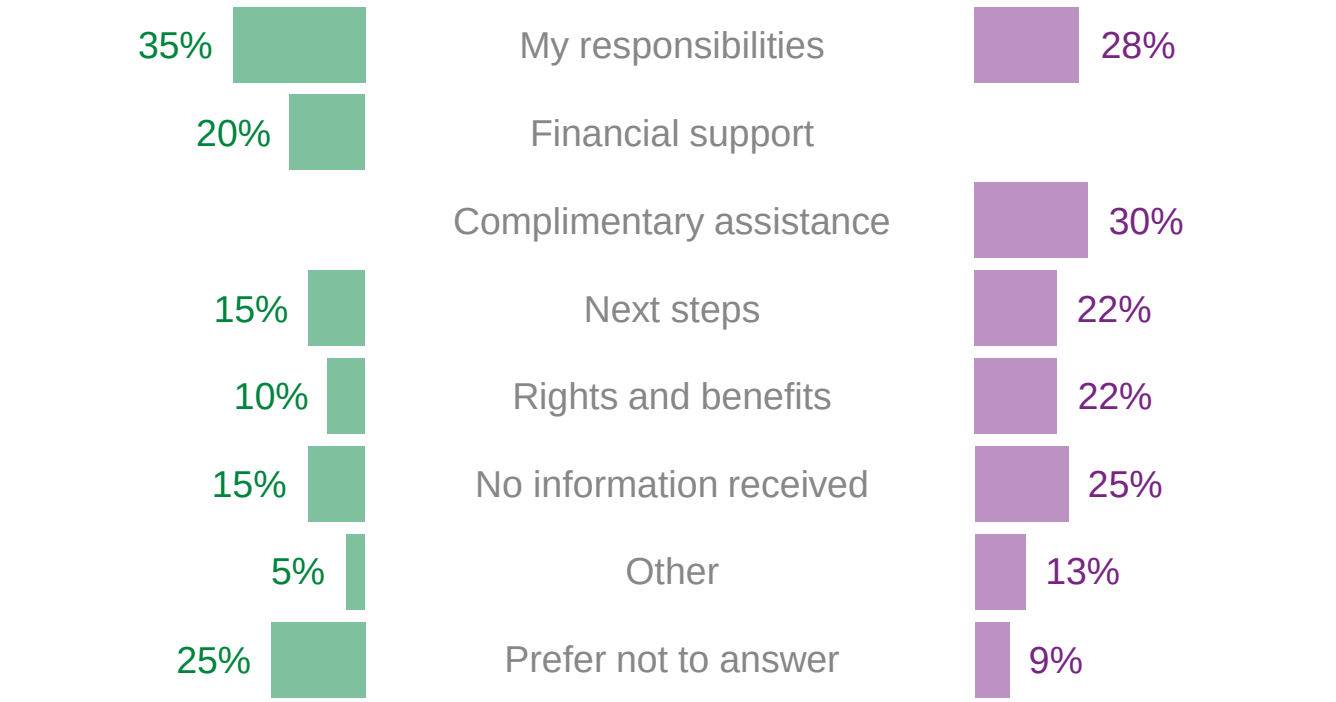
When assigned a guest/ to your home-based accommodation, do you think **attentiveness** has been paid to your specific profile?



"H1 started following Facebook groups and looking for people in need of help, accommodation, etc. She was in contact with Poles going to the border. She was the first in the district (Pobiedziska district, Wielkopolskie voivodeship) to organise private accommodation support. She accommodated a woman with two children. When they found out about her initiative, he provided her with necessary supplies, such as food, hygiene supplies etc. H1 found a job for the guest and looked after her children."

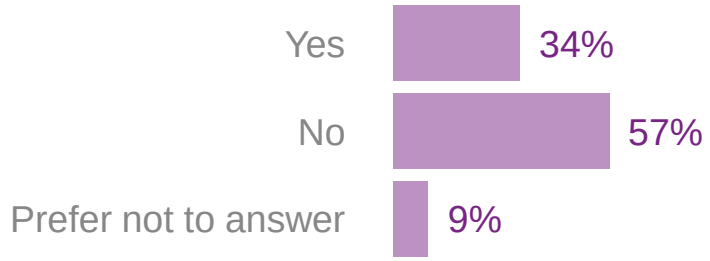
Private host

What kind of **information** did you receive once you had been assigned your guest/ your home-based accommodation?



INFORMING

Did you sign an **agreement or contract** with your host/ organisation?



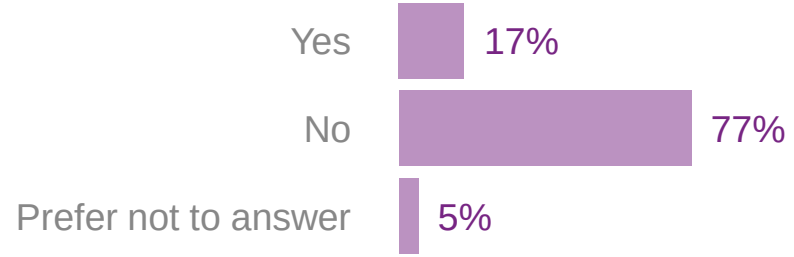
"For example, they [hosts] should have clearly said: yes, you have the right to this, you have the right to that. And then you agree or disagree. But if there are other conditions, that it is not okay. I think such conversations would have been very relevant. Some rules for the host, rules for the guests, rights, responsibilities…Some charities had this, but a lot of were so spontaneous…."

Guest in private accommodation

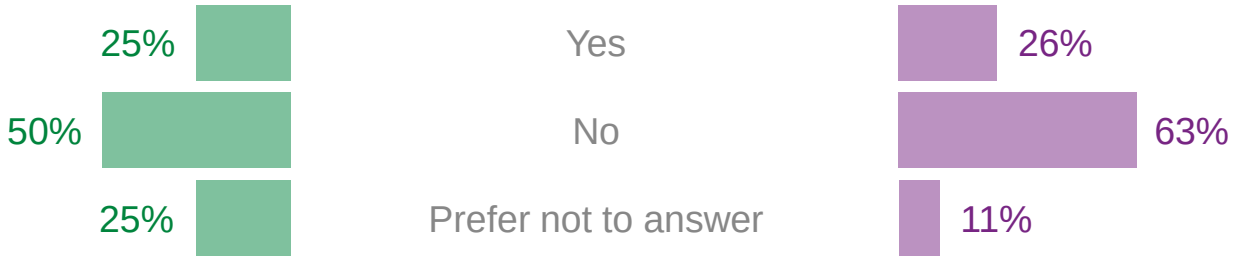
"I believe that everything was perfect in terms of conditions, but I also did not fully understand what to do, how to do what I was doing. No matter how much she took care of me, I don't know whether I needed care or not."

Guest in private accommodation

Did you sign a **code of conduct** with your host/ organisation?

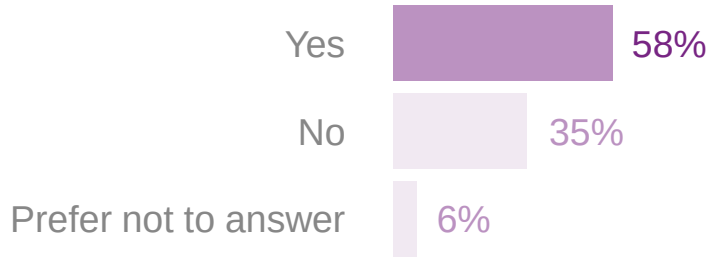


During your hosting experience/ stay, did you have a chance to provide **feedback** on your home-based accommodation?

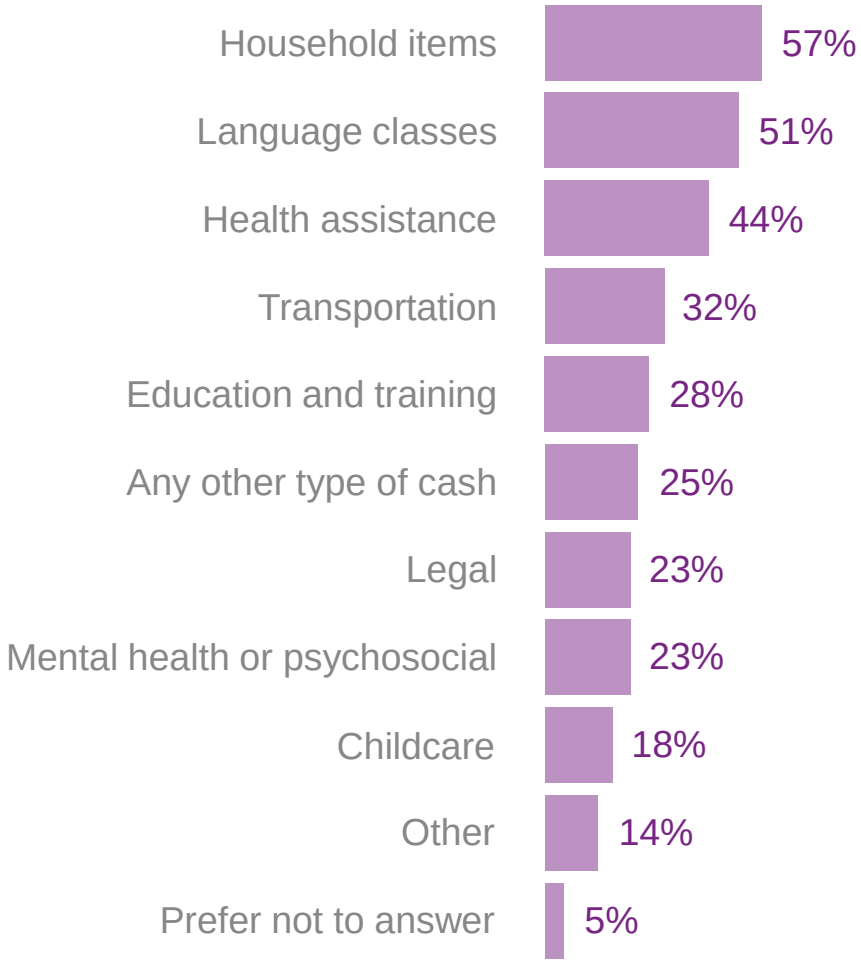


MONITORING

Beyond accommodation, did you receive **complementary support**?



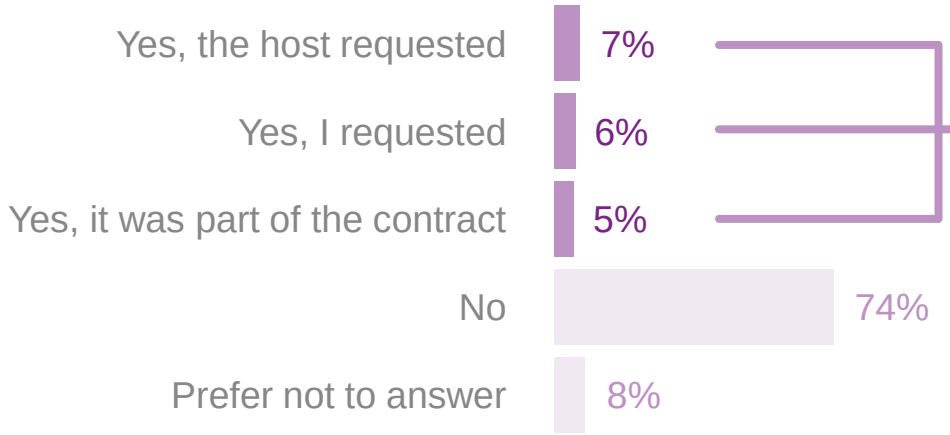
If yes, **what kind** of complementary support did you receive?



"Someone has provided me some psychological help. Psychologically, at first, I was, as they say, like a zombie for six months, then I allowed myself to live, even the people who helped me said I had changed a lot. Now I'm actually a different person."

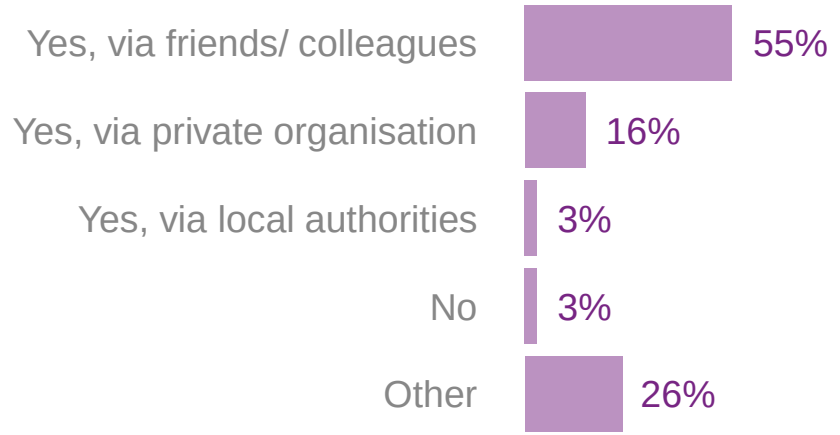
Guest in private accommodation

Did you experience a **termination of contract**?

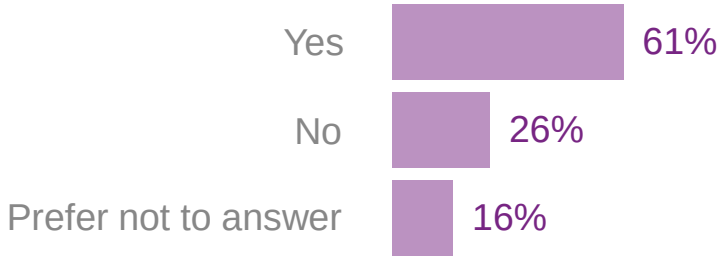


(18%)

If yes, have you found another **solution?**



If yes, are you **satisfied** with the way your home-based accommodation experience ended?



"Integration takes time, and it is a very long process that cannot be rushed; so good quality housing was important."

Guest in private accommodation

EXIT STRATEGY

PROTECTION RISKS AND PROTECTIVE MEASURES

- During crises or conflicts, girls and women face heightened risks of abandonment, violence, and exploitation, with limited access to safety, relief, and recovery support
- Unaccompanied or separated children
- Refugees of non-Ukrainian origin and those with special needs
- Psychological impact
- Lack of a monitoring and case management system

5. AOB

- Next Shelter Sector Meeting date - TBD

Next Shelter meeting - Wednesday 28th August 2:00pm