Ukraine Collective Site Monitoring: Round 7

KEY MESSAGES

- **Humanitarian assistance:** 58% of the collective sites (CSs) reportedly received humanitarian aid in the 30 days prior to data collection. The least covered were Sumska (13%), Volynska (29%) and Zhytomyrska (33%) oblasts.

- **Humanitarian needs:** Food products remain top of the list of urgent needs, which was reported by 30% of site managers. With the passing of winter, the demand for generators has decreased, but the other most reported needs remain the same, specifically, cleaning materials, site repairs, and kitchen amenities.

- **Site administration and management:** In 93% of the collective sites, internally displaced persons (IDPs) are consulted by the management for decision related to the collective sites’ affairs. 95% of the collective sites reported that complaints and feedback mechanisms were in place.

- **Shelter and NFI:** 79% of collective site managers reported needing at least some rehabilitation, repair, or small construction. In addition, 27% of the collective sites reported a lack of infrastructure for people with disabilities, 47% reported needs in sleeping items, and 32% in clothing.

- **WASH:** 45% of collective site managers reported needing WASH-related repairs (showers, toilet renovations), while 13% reported issues with the drainage system. Showers or toilets were reportedly insufficient in 19% of the CSs, and washing machines were reportedly insufficient in 29% of the CSs.

- **IDP movement intentions:** 89% of the CSs managers reported that residents usually stay more than three months. In 62% of the CSs managers reported that no IDPs planned to leave the site within the next 30 days.

- **Site closure:** Only 1.4% of the CSs managers report foreseeing site closure in the following month, with the most cited reason being the site building resuming its original function (50%), followed by a decrease in IDP numbers and complete check-out of the hosted IDPs (25% each).

- **Compensation for utility bills:** 81% of the managers are aware of the Cabinet of Ministers’ Resolution 261 on compensation for utility services consumed while hosting IDPs. 45% of the CSs received compensation, 37% did not attempt, and 17% tried but were unsuccessful.

## CONTEXT & RATIONALE

The Collective Site Monitoring (CSM) is an initiative of the Camp Coordination and Camp Management (CCCM) Cluster in Ukraine implemented by REACH and supported by Cluster partner organizations and Ombudsman Office. It aims at providing a wide range of stakeholders, including humanitarian agencies and Ukrainian authorities, with essential information regarding the situation in collective sites (CSs) hosting Internally Displaced Persons (IDPs).

The CSM Round 7 data collection occurred from 16 February to 1 March 2023. In total, 1,143 CSs were assessed through key informant interviews, with the sites sampled purposely (see the methodological section on the last page of the brief).

Given the non-representative sampling, findings should be read as indicative.
DEMOGRAPHIC CHARACTERISTICS AND MOVEMENT INTENTIONS

Round 7 covered 1,143 CSs with a total hosting capacity of 114,256 places – of them 61,110 were occupied by IDPs. The average occupancy rate in the CSs is 54%. Of those actively hosting CSs, 32% hosted up to 25 IDPs, 48% hosted 26 to 80 IDPs, and 20% reported hosting 80 or more. The usual duration of stay was for 89% of the CSs, more than three months. Eighteen per cent (18%) of the CSs reported that some of the IDPs planned to leave the site in the 30 days following data collection. Extended stays in CSs might contribute to protracted displacement and hinder access to durable solutions.

Reported presence of vulnerable groups

**Type of vulnerability** | % of the CSs hosting at least one
--- | ---
Older women (60+) | 85%
Older men (60+) | 74%
People with registered or unregistered disabilities | 59%
Female-headed households | 33%
Older people (60+) that require caregiver support | 11%
Chronic ill, including persons with mental health issues | 14%
Pregnant and lactating women | 10%

**Child-headed households**

There reportedly was a total of 152 households in which all members are younger than 18 years old, or where adults may be too sick or too old to effectively head the household and a child bears this responsibility. Overall, such instances occurred in about 1% of the assessed collective sites.

VULNERABLE POPULATIONS MAP

1. The total capacity was calculated based on 1,137 responses (empty CSs included) and results in an occupancy rate of 54%. Since a single actively hosting CSs could not report an exact number of hosted IDPs, the subset of CSs actively hosting IDPs, used to calculate the average number of IDPs per active sites, is 1,091 CSs.
2. Western Hub n=79, Northern Hub n=6, Eastern Hub n=109, Central Hub n=76. Note that CSs key informants could select up to three options, the results indicate the answers’ relative frequency rather than the % of CSs themselves.
SITE MANAGEMENT & ACCOUNTABILITY

- 92% of the CSs are reportedly having management
- 95% reported having an enrollment system in place
- 95% reported having a complaints and feedback mechanism in place
- 93% reportedly consult IDPs for decision-making
- 78% reported having Rules of Stay
- 21% charged the residents for staying and/or utilities

The majority (48%) of the CSs were communal property, followed by state (central government) (35%) and private property (17%).

Site closure

Only 16 (1.4%) CSs managers reported foreseeing site closure in the following month, with the most cited reason (50%) being the site building resuming its original function, followed by a decrease in IDP number and the complete check-out of the hosted IDPs (25% each).

The highest share of CSs managers that reported foreseeing the closure of the site in the following month was recorded in the oblasts of the Northern Hub (2.5%), a proportion nearly double the overall average.

Type of building employed as CSs, % of CSs

<table>
<thead>
<tr>
<th>Building Type</th>
<th>% of CSs</th>
</tr>
</thead>
<tbody>
<tr>
<td>Dormitory of an educational facility</td>
<td>40%</td>
</tr>
<tr>
<td>Social accommodation</td>
<td>20%</td>
</tr>
<tr>
<td>Non-residential property</td>
<td>13%</td>
</tr>
<tr>
<td>Schools</td>
<td>11%</td>
</tr>
<tr>
<td>Kindergartens</td>
<td>11%</td>
</tr>
<tr>
<td>Residential property</td>
<td>5%</td>
</tr>
</tbody>
</table>

ACCESS TO INFORMATION

<table>
<thead>
<tr>
<th>Information available</th>
<th>Yes</th>
<th>No</th>
</tr>
</thead>
<tbody>
<tr>
<td>Information about state-run IDP registration</td>
<td>97%</td>
<td>1%</td>
</tr>
<tr>
<td>Information about available health facilities and services</td>
<td>97%</td>
<td>1%</td>
</tr>
<tr>
<td>Information about state education services (e.g. enrollment in schools and kindergartens)</td>
<td>97%</td>
<td>1%</td>
</tr>
<tr>
<td>Information regarding pensions and state social protection programs</td>
<td>96%</td>
<td>1%</td>
</tr>
<tr>
<td>Information about legal aid</td>
<td>96%</td>
<td>2%</td>
</tr>
<tr>
<td>Information about government and local programs providing cash or in-kind support to IDPs</td>
<td>96%</td>
<td>2%</td>
</tr>
<tr>
<td>Information about registration in the State employment service, its career guidance events, and employment opportunities it offers</td>
<td>93%</td>
<td>3%</td>
</tr>
<tr>
<td>Information about accommodation options outside of the site (rented apartments, social housing, etc.)</td>
<td>91%</td>
<td>3%</td>
</tr>
<tr>
<td>Information about EORE (Explosive Ordnance Risk Education)</td>
<td>87%</td>
<td>5%</td>
</tr>
<tr>
<td>Information about PSEA (protection against sexual exploitation and abuse) and GBV services</td>
<td>75%</td>
<td>9%</td>
</tr>
</tbody>
</table>

Feedback and complaint mechanism

Five per cent (5%) of the CSs reportedly lack a desk or phone number that site residents can use to request information or report issues affecting them.

Of the 95% of CSs with such a mechanism in place, the majority (84%) have complaints handled directly by site management. Eighteen per cent (18%) of them have a suggestion/feedback box in place, 17% have a hotline in place, and 2% submit feedback/complaints to the Ombudsman office.

State budget compensation for the payment of utilities

A new set of indicators in Round 7 considered state budget compensation for hosting IDPs. Eighty-one per cent (81%) of the CSs managers stated that they were aware of the Cabinet of Ministers’ Resolution 261 of 11 March 2022, which regulates the issue of compensation for utility services consumed while hosting IDPs. In turn, the rest answered negatively (8%) or were not sure (11%). Of those aware, 37% did not attempt to receive the compensation, 45% received it, and 17% tried but were unsuccessful.
SHELTER AND SITE INFRASTRUCTURE

Overall, 79% of CSs needed either rehabilitation, repairs or small construction works. More than half have one or more shelter related issue in terms of living conditions (e.g. lack of playground, see respective graph) and 59% — have an infrastructure issue (e.g. lack of insulation, see graph). Bomb shelters were available nearby or inside 79% of the CSs.

Emergency power and network signal

Eight per cent (8%) of the CSs indicated that the site’s wiring capacity was consistently insufficient for their current level of electricity consumption, while 33% indicated it was occasionally insufficient. Fifty-three per cent (53%) of the CSs noted a poor mobile network signal on site, while 26% of the CSs reported insufficient access to plugs given the current number of residents.

Six per cent (6%) of the CSs noted a poor mobile network signal on site, while 26% of the CSs reported insufficient access to plugs given the current number of residents. Eighty-five per cent (85%) of the CSs claimed that the site was cut off from electricity at least once in the 30 days before data collection. The most frequently reported average duration of the outage was 3-4 hours (38% of all Six per cent (6%) of the CSs noted a poor mobile network signal on site, while 26% of the CSs reported insufficient access to plugs given the current number of residents. Eighty-five per cent (85%) of the CSs claimed that the site was cut off from electricity at least once in the 30 days before data collection. The most frequently reported average duration of the outage was 3-4 hours (38% of all

Shelter issues in terms of infrastructure, % of CSs

| Lack of infrastructure for the elderly and persons with disabilities | 27% |
| Lack of insulation | 14% |
| Lack of electricity | 14% |
| Leaking roof | 13% |
| Issues with drainage system | 13% |
| Limited ventilation | 12% |

NON-FOOD ITEMS

A third (32%) of the CSs reported needs in clothing items, while 47% called for sleeping items.

Most frequently needed clothing items, % of CSs

- Adult underwear and socks: 70%
- Warm jackets for adults: 67%
- Adult winter boots: 61%
- Infant clothes: 53%
- Warm jackets for children: 50%

Most frequently needed sleeping items, % of CSs

- Bed linen: 84%
- Pillows: 68%
- Mattresses: 62%
- Blankets: 60%
- Stationary beds: 55%

Shelter issues in terms of living conditions, % of CSs

- Lack of playgrounds: 20%
- Lack of privacy in the sleeping area: 19%
- Insufficient number of either toilets or showers: 19%
- Non-segregated toilets and/or showers: 19%
- Insufficient lighting in common areas: 8%
- Insufficient lighting around the site: 7%

Types of repairs, small construction, or rehabilitation needed at the site, % of CSs

- Current repairs (wall painting, tiling, etc.): 54%
- Door repairs: 38%
- Window repairs: 32%
- Damage of all floor layers: 19%
- Insulation/heating system reconstruction: 16%
SPACE ARRANGEMENT

Four per cent (4%) of the CSs managers claimed that the shelter space is too small and cannot meet the accommodation needs of the residents. Furthermore, 2% of the CSs declared the hosting capacity was smaller than the indicated number of residing individuals.

Common spaces

Playgrounds for children and recreational spaces for adults are available at 58% and 61% of the CSs, respectively. Twenty-six per cent (26%) of the CSs report a need for recreational activities. The vast majority of CSs (93%) reported having a kitchen or kitchens on the site premises and 68% reported having a communal space for eating.

Private spaces

Sixty-nine per cent (69%) of CSs reported accommodating IDPs in single-family rooms, while 44% report that some or all rooms were shared by multiple families. In 8% of CSs the residents shared one open space (e.g. gym or hall). CSs with shared rooms or with one shared space were mainly among those CSs established in kindergartens. In contrast, CSs in dormitory buildings tend to have more separate rooms for families or individual residents.

WASH

- 45% of the CSs are in need of WASH-related repairs
- 13% have issues with drainage system

Sanitary facilities

There were no functioning bathing facilities in 3% of the total number of CSs, and in 10% of those in the Northern Hub. The number of showers was insufficient in 22% of the CSs given current levels of occupation. Two per cent (2%) of the CSs reported that hot water was not available for the bathing facilities. Four per cent (4%) of CSs were lacking toilets, and 11% had toilets in insufficient numbers.

Eight per cent (8%) of the CSs reportedly have both insufficient toilets and insufficient showers. Thirty-four per cent (34%) of CSs are in dormitories of educational facilities. Kindergarten (18%) as well as other non-residential properties (26%) report a disproportionate number of toilets and showers relative to their general prevalence.

Thirty-five percent (35%) of the CSs with functioning bathing facilities and 39% of the CSs with functioning toilets reported they were separated by gender. Disability-friendly showers were reportedly installed in 18% of the CSs. These types of showers are overrepresented in CSs established in social accommodation buildings, which make up 44% of the CSs with disability-friendly showers, whereas they are underrepresented in dormitories (15%).

Hot water

Three per cent (3%) of the CSs reportedly did not have access to hot water, while 13% and 3% had irregular access depending on the hour or season respectively.

Washing/drying machines

Washing machines were reportedly available in 92% of the CSs, while drying machines - only in 36% of the CSs monitored. In those CSs with washing machines, 29% reported their capacity was insufficient for the current level of occupation.

Waste disposal and cleaning

Six per cent (6%) of CSs managers reported insufficient space/waste disposal capacity at the site. The majority (80%) of the CSs were reportedly cleaned every day, while no cleaning was carried out in 1% of the CSs. Responsibility for cleaning reportedly lays with site residents (69%) and/or hired staff (60%). Seventy-six per cent (76%) of the CSs reported needing hygiene items: toilet paper (96%), shampoo (94%), and toothpaste (87%) topped the list.

Sources of drinking water, % of CSs

- Tap water: 58%
- Own bought water: 50%
- Boreholes and wells: 21%
- Provided bottled water: 18%
- Filtered tap water: 12%

Sources of hot water, % of CSs

- Boilers: 82%
- Centralized water supply: 21%
- Geyser: 4%
- Tankless water heater: 4%

Most frequently needed cleaning items, % of CSs in need

- Detergent: 99%
- Dish soap: 93%
- Laundry detergents: 88%

6. Multiple responses were permitted in the respective indicator.
NUTRITION, KITCHEN, AND COOKING

Some 93% of the CSs reported having a kitchen or kitchens at the site; 87% with hot water. The highest proportion of CSs reporting having water supply issues was recorded in Kharkivska (20%), Kyivska (19%) and Zaporizka (16%) oblasts, while the national average stood at 9%. The CSs most frequently lacked sufficient capacity in the following kitchen amenities: food storage space (47%), microwaves (44%), and ovens (43%).

Nearly half (45%) of the CSs expressed an overall need for cooking utensils. Specifically, the most frequently cited items were pots (87%), pans (87%), and cutlery (77%). A communal space for eating was reported in 68% of the CSs.

The most reported types of food were canned fish or meat (88%), vegetables (84%), staples (83%), and fresh or frozen-meat (83%). The most frequently reported ways CSs residents accessed food was by purchasing it themselves (72% of the CSs), provided by an NGO (39%), or provided by site management (25%).

The most frequently reported need in food products (combined) was recorded in Kirovohradska (88%), Kharkivska (87%) and Zaporizka (85%). The highest share of CSs with a strong and partial need in food products (combined) was recorded in Kirovohradska (88%), Kharkivska (87%) and Zaporizka (85%).

The most frequently reported ways CSs residents accessed food was by purchasing it themselves (72% of the CSs), provided by an NGO (39%), or provided by site management (25%).

FOOD NEEDS MAP

Top 3 urgently needed types of food products, % of CSs reporting need
- Canned fish or meat
- Fresh or frozen meat
- Vegetable oil
- Vegetables
- Fruit
- Spices
- Staples

HEALTH

For 2% of the CSs, it reportedly takes longer than an hour to reach the nearest healthcare facility with the residents’ usual mode of transportation. For 38% it takes less than an hour but more than 15 minutes, and for 60% it takes less than 15 minutes. Only 1% of the CSs are not reachable by ambulance, according to site managers. First aid kits are absent in 9% of the CSs.

On average, approximately two primary healthcare facilities are reportedly available within one hour of the CSs, using usual modes of local transportation. The lowest access to primary healthcare facilities was recorded in Chernihivska (1.1, n=9) and Kharkivska (1.2, n=54) oblasts. The average number of secondary healthcare facilities available within one hour of the CSs is also approximately 2.

Absence of first aid kits, % of CSs
- Poltavka: 13%
- Cherkaska: 13%
- Vinnytska: 10%
- Odeska: 9%

Need in food products, % of CSs
- Strong need: 49%
- Partial need: 20%
- No need: 26%
- Unsure: 4%
PROTECTION

Psychological support
Psychological support was reportedly inaccessible for the residents of 8% of the CSs. In contrast, 89% of the CSs reported having such services and that residents know how and where to access them. More specifically, psychosocial support (PSS) for adults was reportedly available in 84% of the CSs.

The most commonly reported types of services included on-request psychologist visits (59%), and phone sessions with a psychologist (25%).

GBV and human trafficking
Reportedly, there was no possibility to report gender-based violence and human trafficking cases in 38% of the CSs, with the highest prevalence in the Eastern Hub (48%) and lowest in the Western (23%). Furthermore, 21% of the CSs lacked referral systems through which persons at risk of or affected by protection concerns (such as gender-based violence, abuse or human trafficking) can access support.

The residents in 2% of the CSs needed to have information about the nearest police station and its phone number.

Social workers visits
Social workers reportedly visited 69% of the CSs. Of these, 33% were visited once a month, 30% upon request, and 24% were visited once a week.

Protection issues reported by CSs residents to site management, % of CSs

<table>
<thead>
<tr>
<th>Issue</th>
<th>% of CSs</th>
</tr>
</thead>
<tbody>
<tr>
<td>None (92%)</td>
<td></td>
</tr>
<tr>
<td>Lost core documents, or faced obstacles while replacing them</td>
<td>5%</td>
</tr>
<tr>
<td>Residents have any barriers in access to health services</td>
<td>1%</td>
</tr>
<tr>
<td>Residents are subjected to physical, psychological or sexual violence</td>
<td>1%</td>
</tr>
<tr>
<td>Residents have personally felt discriminated against or harassed</td>
<td>0.4%</td>
</tr>
<tr>
<td>Residents do not feel safe walking alone in site and area around it</td>
<td>0.3%</td>
</tr>
<tr>
<td>Residents have any obstacles in access to education</td>
<td></td>
</tr>
</tbody>
</table>

Access to services
Most (94%) of the CSs stated that public transport is available within walking distance. Some 18% of the CSs reported not having ATMs within walking distance. For the residents of more than 90% of the CSs, it reportedly takes less than one hour to reach the nearest Pension Fund facility and/or bank. For 67% of the CSs there were administrative service centres (TSNAPs) within walking distance (less than 2 km away).

Residents in 81% of the CSs reportedly have full or occasional Wi-Fi access. Amongst these, a quarter (25%) reported that is charged for the use of Wi-Fi according to established tariffs.

IDP participation in decision-making in CSs
Only 7% of CSs managers reported that the management does not consult residents for decisions related to the collective sites’ affairs. In contrast, 48% reported holding individual consultations for that purpose, and 45% — have general meetings. In 76% of cases, these general meetings are held on an ad-hoc basis rather than a fixed schedule.

EDUCATION

The vast majority (92%) of the CSs managers reported that both kindergarten and schools offering a possibility of enrollment are near the CSs (30 minutes away or less using public transport); 3% and 1% noted the presence of a school or kindergarten only, respectively. Only 2% of CSs managers reported have no kindergarten or schools nearby, with the highest relative share being recorded in the Northern Hub (15%).

Nearly half (49%) of the CSs reported that most of the schoolchildren in the site were accessing education remotely, and 37% through a hybrid model; only 12% of the CSs noted that most of the children in the site attended in-person classes. The share of CSs reporting the many children in remote education seems to be much higher in oblasts close to the active frontline, particularly in Khersonska (100%), Mykolaivska (100%), and Dnipropetrovska (98%) oblasts. The Eastern Hub had an outstanding share of CSs reporting a majority of children in remote education (81% vs 44% in the Northern Hub, 31% in the Central Hub, and 24% in the Western Hub).

For CSs in educational facilities, 47% of site managers stated that the CSs did not negatively impact the educational functioning of the facility. Conversely, 35% said that education services were partially hampered and 12% claimed the CSs had a considerable impact, including the suspension of education services.

Mode of education employed by the majority of IDP schoolchildren at the CSs

- Remote learning: 49%
- Mixed learning: 37%
- Offline learning: 12%
- Not sure: 2%
HUMANITARIAN NEEDS

Most (97%) of the CSs managers stated that their site had needs. Besides an expected drop in generators, the reported needs did not change significantly compared to Round 6 (December 2022).

Most reported needs, % of CSs

- Cleaning materials: 67%
- Personal hygiene items: 63%
- Food products: 55%
- Kitchen support: 47%
- Site repairs (non-WASH): 45%
- WASH-related repairs: 45%
- Washing and drying machines: 36%

HUMANITARIAN ASSISTANCE

Some 58% of the CSs reportedly received humanitarian assistance in the 30 days before data collection, an increase from 45% in Round 6 (December 2022).

In contrast with Round 6 data, highlighting that central and southern oblasts reported the highest number of CSs not in receipt of aid, in Round 7, the situation is more concerning in the North and in Zaporizka oblast. Specifically, 63% of the CSs in the Northern Hub stated that they did not receive humanitarian aid in the preceding month, compared to an average of 38% in the other Hubs.

Note that the section on humanitarian assistance was revised in Round 7 of the CSM Ukraine in order to allow for a detailed breakdown by type of aid provided, type of entity providing the aid, and, in cases where the aid was provided, if by an NGO - to specify such an organization. Due to potential data sensitivity, this breakdown will not be published but is available upon request by contacting the Ukraine CCCM Cluster directly.

Oblasts with the highest share of CSs that did not receive humanitarian assistance on-site in the 30 days prior to data collection, % of CSs

- Sumksa: 88%
- Volynska: 71%
- Zhytomyrska: 67%
- Chernihivska: 56%
- Zaporizka: 53%

HUMANITARIAN ASSISTANCE MAP

[Map showing humanitarian assistance by oblast in Ukraine]
MODULAR TOWNS

A total of 14 modular towns were assessed in Round 7 with 2,723 individuals reportedly resided in them, 77% adults and 23% children.

Overall, the humanitarian situation in them is tangibly better than in the rest of the assessed CSs: all reported sufficient availability of kitchen/kitchens and hot water; sufficient capacity in showers and toilets; availability of first-aid kits; and the presence of feedback mechanism for site residents. All of them according to data received were managed by local authorities, and two also mentioned the central government (multiple choices were permitted). The average monthly charge per resident stood at 476 UAH, which is about 2.5 times lower than the overall average.

The most reported vulnerable categories amongst residents were older men and women as well as people with disabilities.

WINTERIZATION

Primary heating source at the site, % of CSs

<table>
<thead>
<tr>
<th>Source</th>
<th>% of CSs</th>
</tr>
</thead>
<tbody>
<tr>
<td>Central heating</td>
<td>50%</td>
</tr>
<tr>
<td>Gas</td>
<td>20%</td>
</tr>
<tr>
<td>Wood</td>
<td>19%</td>
</tr>
<tr>
<td>Electricity</td>
<td>8%</td>
</tr>
<tr>
<td>Coal</td>
<td>2%</td>
</tr>
</tbody>
</table>

Need of additional heating source, % of CSs

<table>
<thead>
<tr>
<th>Hub</th>
<th>% of CSs</th>
</tr>
</thead>
<tbody>
<tr>
<td>Eastern Hub</td>
<td>31%</td>
</tr>
<tr>
<td>Central Hub</td>
<td>28%</td>
</tr>
<tr>
<td>Western Hub</td>
<td>23%</td>
</tr>
<tr>
<td>Northern Hub</td>
<td>22%</td>
</tr>
</tbody>
</table>

Some 82% of CSs managers reported that site premises were heated sufficiently; 9% indicated that residents complained although the heating was perceived to be adequate; 8% reported that the heating was not working at a comfortable level in the CSs.

Three-quarters (76%) of the CSs reportedly did not experience any disruption in heating supply in the month prior to data collection. Among those who did, the most reported total duration of the outages was less than 24 hours (13%) and only 2% reportedly spent more than 72 hours without heating.

Over one quarter (27%) of the CSs reported the need an additional heating source. The most commonly requested additional heating source were generators (63%), electric heaters (47%), and solid fuel boilers (17%).

More than half (57%) of the CSs managers said they were not expecting issues with the heating supply this heating season, in contrast to Round 6 (22%), which is attributable to the end of the winter season. Among those who did have concerns, the most reported issues were the lack of alternative heating sources (14%), the lack of funds (13%), and the poor state of heating infrastructure (12%).

HEATING ISSUES MAP

Type of items and services needed or received

- Food products
- Hygiene items
- Sleeping items
- Cleaning materials
- Electric heater
- Kitchen support
- Cash assistance
- Site repairs
- Wash repairs
- Recreational activities
- Washing/drying machines

Module towns per oblast

<table>
<thead>
<tr>
<th>Oblast</th>
<th>Count</th>
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<tbody>
<tr>
<td>Chernihivska</td>
<td>6</td>
</tr>
<tr>
<td>Kyivska</td>
<td>5</td>
</tr>
<tr>
<td>Dnipropetrovska</td>
<td>4</td>
</tr>
<tr>
<td>Zaporizka</td>
<td>3</td>
</tr>
<tr>
<td>Rivnenska</td>
<td>2</td>
</tr>
<tr>
<td>Kirovohradska</td>
<td>1</td>
</tr>
<tr>
<td>Zhytomyrska</td>
<td>1</td>
</tr>
<tr>
<td>Sevastopol</td>
<td>1</td>
</tr>
<tr>
<td>Poltavska</td>
<td>1</td>
</tr>
<tr>
<td>Mykolaivska</td>
<td>1</td>
</tr>
<tr>
<td>Luhivska</td>
<td>1</td>
</tr>
<tr>
<td>Liovskva</td>
<td>1</td>
</tr>
</tbody>
</table>

% of CSs where heating was insufficient or which received complaints from residents

- 0 - 10%
- 11 - 15%
- 16 - 24%
- 25 - 50%

Top 3 heating supply issues expected during the current heating season, % of CSs reporting issues

- Lack of finance
- Lack of coal
- Heating system in poor condition or missing
- Destruction of heating infrastructure
- Lack of alternative heating source
- Lack of insulation

% of CSs where heating was insufficient or which received complaints from residents
**CONTEXT AND METHODOLOGY**

In July 2022, the CCCM Cluster Ukraine, jointly with partners and with technical support from REACH, initiated regular Collective Site Monitoring assessments covering multiple sectors.

Primary data collection conducted by REACH, CCCM partners, and Ombudsman Office enumerators is based on key informant interviews carried out with CSs managers or focal points who are knowledgeable about the situation in the CSs. In-person interviews were prioritized where the security situation allowed, while phone interviews were used otherwise. In Round 7, 80% of the interviews were conducted through physical visits and 20% were conducted by phone.

The objective was to obtain at least 50 interviews per oblast. Chernihivska, Donetska, Khersonska, Kyivska, and Sumska oblasts have less than 50 CSs; when possible, all were contacted.

**ASSESSMENT COVERAGE**

<table>
<thead>
<tr>
<th>Hubs, oblasts</th>
<th>Nº of CSs</th>
</tr>
</thead>
<tbody>
<tr>
<td>Central Hub</td>
<td>301</td>
</tr>
<tr>
<td>Cherkaska</td>
<td>55</td>
</tr>
<tr>
<td>Chernivetska</td>
<td>70</td>
</tr>
<tr>
<td>Khmelnytska</td>
<td>51</td>
</tr>
<tr>
<td>Mykolaivska</td>
<td>17</td>
</tr>
<tr>
<td>Odeska</td>
<td>35</td>
</tr>
<tr>
<td>Vinnytska</td>
<td>49</td>
</tr>
<tr>
<td>Zhytomyrska</td>
<td>24</td>
</tr>
<tr>
<td>Eastern Hub</td>
<td>438</td>
</tr>
<tr>
<td>Dnipropetrovska</td>
<td>147</td>
</tr>
<tr>
<td>Donetska</td>
<td>13</td>
</tr>
<tr>
<td>Kharkivska</td>
<td>54</td>
</tr>
<tr>
<td>Khersonska</td>
<td>4</td>
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<tr>
<td>Kirovohrad ska</td>
<td>49</td>
</tr>
<tr>
<td>Poltavsk a</td>
<td>113</td>
</tr>
<tr>
<td>Zaporizka</td>
<td>58</td>
</tr>
<tr>
<td>Northern Hub</td>
<td>41</td>
</tr>
<tr>
<td>Chernihivska</td>
<td>9</td>
</tr>
<tr>
<td>Kyivska</td>
<td>16</td>
</tr>
<tr>
<td>Sumska</td>
<td>16</td>
</tr>
<tr>
<td>Western Hub</td>
<td>363</td>
</tr>
<tr>
<td>Ivano-Frankivska</td>
<td>55</td>
</tr>
<tr>
<td>Lvivska</td>
<td>90</td>
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<tr>
<td>Rivenska</td>
<td>53</td>
</tr>
<tr>
<td>Ternopilska</td>
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<tr>
<td>Volynska</td>
<td>34</td>
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<tr>
<td>Zakarpatska</td>
<td>83</td>
</tr>
<tr>
<td>Grand total</td>
<td>1143</td>
</tr>
</tbody>
</table>

**Limitations**

The distribution of the assessed sites does not reflect CSs distribution across Ukraine, and the actual coverage relies on partners’ contributions and assistance. Results must be read as indicative only. Out of 1,143 assessed CSs, 1,092 reported actively hosting IDPs at the time of data collection, and 51 indicated that they were not hosting but ready to do so. The latter were not asked the respective demography-related questions.

**Related materials and products**

Data Analysis Plan for [Round 7](#).
Updated interactive [dashboard](#) with the results of all CSM Rounds.
[CSM Round 5 Factsheet](#), with results from household-level survey.

**CONTRIBUTING PARTNERS**

- [Rokada](#)
- [Ombudsman of Ukraine](#)
- [Friends’ Hands](#)
- [NEEKA](#)
- [ACTED](#)
- [NRC](#)
- [Rучки Друзів](#)
- [Право на Захист](#)
- [The UN Refugee Agency](#)
- [REACH](#)