Regional Refugee Response
For the Ukraine Situation

POLAND

SOCIO-ECONOMIC INSIGHTS SURVEY

December 2024

CONTRIBUTIONS

THE SEIS WAS CONDUCTED IN THE FRAMEWORK OF:

Regional Refugee Response for the Ukraine Situation

SOCIO-ECONOMIC INSIGHTS SURVEY 2024
POLAND

List Of Acronyms:

AAP: Accountability to Affected Populations
GBV: Gender-Based Violence
GUS: Central Statistical Office
IMWG: Information Management Working Group
IOM: International Organization for Migration
LCSI: Livelihood Coping Strategy Index
MHPSS: Mental Health and Psychosocial Support
MSNA: Multi-Sector Needs Assessment
n: Total number of observations
NEET: Not in education, employment, or training
PESEL: Personal identity number in Poland
PSEA: Protection from Sexual Exploitation and Abuse
R: Programming language, an open-source scripting language for predictive analytics and data visualization
rCSI: Reduced Coping Strategy Index
RRP: Refugee Response Plan
SEIS: Socio-Economic Insights Survey
SPSS: Statistical software for data management, advanced analytics, and multivariate analysis
TP: Temporary Protection
UNHCR: United Nations High Commissioner for Refugees
UNICEF: United Nations International Children's Emergency Fund
WG: Washington Group
WHO: World Health Organization

Poland Administrative Divisions

The administrative division of Poland since 1999 has been based on three levels of subdivision. The country's territory is divided into voivodeships (provinces); these are further divided into poviats (counties or districts), and these, in turn, are divided into gminas (communes or municipalities). Major cities normally have the status of both gmina and poviat. Poland currently has 16 voivodeships (admin1), 380 poviats, including 66 cities with poviat status (admin2), and 2,478 gminas (admin3).

List Of Figures, Tables and Maps:

Graph 1 - Respondents by gender (n=1,290)
Graph 2 - Respondents by age groups (n=1,290)
Graph 3 - Respondents by nationality (n=1,290)
Graph 4 - Respondents by ethnicity (self-identification) (n=1,290)
Map 1 - Respondents' origins by oblast (n=1,290)
Map 2 - Location of interviews (n=1,290)
Graph 7 - Share of school-aged children reported to attend school in Poland in the 2023/2024 school year (n=1,217)
Graph 8 - Last level of education attained in the 2023/2024 school year (n=879)
Graph 9 - Primary barriers for children to school attendance in Poland (n=320)
Graph 10 - Households planning to enroll their children to the Polish education system for the 2024/2025 school year (n=1,049)
Graph 11 - School-aged children intending to access Ukrainian distance learning for the 2024/2025 school year (n=309)
Graph 12 - School-aged children accessing Ukrainian distance learning in 2023-2024 (n=309)
Graph 13 - School-aged children under supervision of a teacher or qualified educator during online learning (n=309)
Graph 14 - School-aged children participating in exams during online learning (n=309)
Graph 15 - Average time spent per day by school-aged children participating in online learning (n=309)
Graph 16 - Legal status of respondents in Poland (n=1,290)
Graph 17 - Reasons for not applying for temporary protection or asylum in Poland (n=84)
Graph 18 - Households experiencing difficulties during the application/extension process (n=1,290)

Graph 19 - (Main) difficulties experienced during the application process (n=39)
Graph 20 - Households with at least one member without an ID document (n=3,093)
Graph 21 - Households with members needing to replace identity documents (including expired documents) (n=1,290)
Graph 22 - Reasons for not replacing identity documents (n=66)
Graph 23 - Households reporting awareness of protection services (n=1,290)
Graph 24 - Households reporting changes to their family composition/ civil status since the departure from Ukraine (n=1,290)
Graph 25 - Households reporting challenges in registering changes to family composition/civil status with the authorities(n=140)
Graph 26 - Types of challenges faced in registering changes to family composition/civil status with the authorities (n=25)
Graph 27 - Households that received aid in the last three months (n=1,290)
Graph 28 - Households dissatisfied with the aid they received in the last three months (n=590)
Graph 29 - Types of aid received (n=590)
Graph 30 - Types of aid that households reported dissatisfaction with (n=48)
Graph 31 - Reasons for dissatisfaction with humanitarian aid (n=48)
Graph 32 - Households experiencing challenges in accessing information (n=1,290)
Graph 33 - Preferred channels of receiving information, % of households per channel (n=1,290)
Graph 34 - Preferred means of giving feedback to aid providers (n=1,290)
Graph 35 - Most reported priority needs, by % of household per type of priority need reported (n=1290)
Graph 36 - Children and adults reporting access to safe and confidential feedback and reporting community-based mechanisms (n=1290)
Graph 37 - Children and adults, who feel that protection concerns reported through community mechanisms receive an appropriate response (n=1,290)
Graph 38 - Individuals reporting having difficulty seeing even if wearing glasses (n=169)
Graph 39 - Individuals reporting difficulty hearing even if using a hearing aid (n=54)
Graph 40 - Individuals reporting difficulty walking or climbing steps (n=194)
Graph 41 - Individuals reporting difficulty remembering or concentrating (n=73)
Graph 42 - Individuals reporting difficulty with self-care, such as bathing or dressing (n=46)
Graph 43 - Individuals reporting having difficulty communing even if using their usual language (n=43)
Graph 44 - Households with one or more members who have been back to visit Ukraine since 24 February 2024 (n=1,290)
Graph 45 - Reasons for not being able to visit Ukraine (n=335)
Graph 46 - Reasons for visiting Ukraine (n=467)
Graph 47 - The average duration of stay in Ukraine during the last visit (n=467)
Graph 48 - Households experiencing difficulties returning after visiting Ukraine (n=467)
Graph 49 - Types of problems encountered when returning from Ukraine (n=81)
Graph 50 - Households by intention within the next 12 months (n=1,290)
Graph 51 - Respondents reporting feeling safe walking alone in their neighborhood after dark (n=1,290)
Graph 52 - Respondents reporting feeling worried about safety in public spaces (n=1,290)
Graph 53 - Households reporting good relationship with the host community (n=1,290)
Graph 54 - Households reporting relationship with the host community (n=1,290)
Graph 55 - Households reporting on tensions with the host community since arriving in Poland (n=1,290)

Graph 56 - Households reporting specific types of hostile behavior (n=507)
Graph 57 - Households reporting assumed reasons for hostile behavior (n=507)
Graph 58 - Risks faced by boys under the age of 18 (n=466)
Graph 59 - Risks faced by girls under the age of 18 (n=407)
Graph 60 - Awareness of services for reporting violence against children in the community (n=1,290)
Graph 61 - Awareness of available health services for GBV survivors (n=1,290)
Graph 62 - Awareness of available psycho-social services for GBV survivors (n=1,290)
Graph 63 - Awareness of available security services (police, safe shelters) for GBV survivors (n=1,290)
Graph 64 - Awareness of available specific helplines for GBV survivors (n=1,290)
Graph 65 - Awareness of available legal assistance services for GBV survivors (n=1,290)
Graph 66 - Major barriers to accessing GBV services (n=1,290)
Graph 67 - Safety or security concerns for women and girls (n=1,219)
Graph 68 - Respondent's highest level of formal education (n=1,952)
Graph 69 - Individuals who are able to communicate effectively in Polish (n=2,179)
Graph 70 - Did the individual perform paid work for someone else during the past 7 days? (including informal or undeclared work) (n=1,952)
Graph 71 - Did the individual run or do business or other activity to generate income during the past 7 days? (n=753)
Graph 72 - Did the individual try to find a paid job or start a business during the past 30 days? (n=631)
Graph 73 - Which of the following best describes what the individual is mainly doing at present? (n=631)
Graph 74 - How many hours does the individual usually work per week in this job? (n=1,308)
Graph 75 - What is the main activity of the place or business where the individual works? (n=1,308)
Graph 76 - Which difficulties (if any) has the individual encountered finding work in Poland? (n=1,952)
Graph 77 - Main activities of individuals before leaving Ukraine (n=1,952)
Graph 78 - Areas of employment of individuals before leaving Ukraine (n=1,312)
Graph 79 - Household's assessment of the overall income level (n=1,290)
Graph 80 - Sources of household's income in the past 30 days, or since the arrival if it was less than one month ago (n=1,290)
Graph 81 - Does the individual have a family member in Ukraine who is supporting the household financially? (n=1,290)
Graph 82 - Social protection benefits received from the Polish government in the past 30 days (n=602)
Graph 83 - Social protection benefits received from the Ukrainian government in the past 30 days (n=286)
Graph 84 - Other forms of income in the past 30 days (n=30)
Graph 85 - Level of satisfaction with the support provided by the Polish social protection systems (n=598)
Graph 86 - Individuals in need of healthcare services (n=3,093)
Graph 87 - Individuals who were able to access healthcare services (n=947)
Graph 88 - Barriers to accessing healthcare services in the past 30 days (n=160)
Graph 89 - Individuals with a chronic illness (n=3,093)
Graph 90 - Women facing barriers to accessing sexual and reproductive health services (n=1,455)
Graph 91 - Households with eligible members having health insurance (n=1,290)
Graph 92 - Reasons why individuals do not have health insurance (n=84)
Graph 93 - Children (9 months to 5 years) with the 1st dose of measles vaccination (n=245)
Graph 94 - Children (9 months to 5 years) with the 2nd dose of measles vaccination (n=165)
Graph 95 - Timely initiation of breastfeeding in children aged 0-23

months (aged 0 to <24 months) (n=53)
Graph 96 - Exclusive breastfeeding of children under 6 months (meaning infants aged <6 months) (n=7)
Graph 97 - Other foods and drinks consumed by the child (n=6)
Graph 98 - Households with at least one member experiencing mental health or psychosocial challenges (n=2,903)
Graph 99 - Individuals who tried to access MHPSS services (n=716)
Graph 100 - Types of MHPSS services received (n=350)
Graph 101 - Locations where MHPSS services were received (n=340)
Graph 102 - Reported barriers in accessing MHPSS services (n=2,903)
Graph 103 - Changes in well-being after receiving MHPSS services (n=350)
Graph 104 - Households satisfied with aid workers' behavior in the area (n=1,290)
Graph 105 - Reasons for dissatisfaction with the behavior of aid workers (n=31)
Graph 106 - Households that know where to report inappropriate behavior by an aid worker (n=1,290)
Graph 107 - Preferred channels to report inappropriate behavior of aid providers and other sensitive issues (n=1,290)
Graph 108 - Households by accommodation arrangement (n=1,290)
Graph 109 - Households by accommodation payment arrangement (n=1,290)
Graph 110 - Types of documentation to prove accommodation occupancy (n=1,290)
Graph 111 - Living conditions issues in the current accommodation (n=1,290)
Graph 112 - Households with sufficient/adequate heating to keep warmth (n=920)
Graph 113 - Households with sufficient insulation (n=920)
Graph 114 - Households with sufficient hot water (n=920)
Graph 115 - Households paying rent without financial distress (n=986)
Graph 116 - Anticipated length of stay in the current accommodation if necessary (n=1,290)
Graph 117 - Households under pressure to leave (n=265)
Graph 118 - Reasons for feeling pressured to leave the current accommodation (n=52)

The dataset is available on the UNHCR's Microdata Library.
Poland - Socio-Economic Insights Survey (SEIS) - 2024 (unhcr.org)

INTRODUCTION

SOCIO-ECONOMIC INSIGHTS SURVEY 2024
POLAND

Since the full-scale Russian invasion on 24 February 2022, millions of Ukrainians have been forced to leave their homes. As of September 2024, 6.7 million people have fled Ukraine globally due to the conflict . Poland has become the largest recipient of Ukrainian refugees, hosting 976,486 individuals as of 10 September 2024 . These numbers continue to rise daily due to the fragile security situation, ongoing power shortages, and systematic destruction of infrastructure in Ukraine.

From May to June 2024, UNHCR and IOM conducted the Socio-Economic Insights Survey (SEIS) to gather data on the most pressing needs of the refugee population in Poland. Formerly known as the Multi-Sector Needs Assessment (MSNA), the SEIS is a key exercise to inform the Regional Response Plan (RRP). It is a collaborative effort designed to collect comprehensive and accurate data to guide the planning, implementation, and evaluation of programs aimed at addressing these needs. The survey covered 1,290 households representing 3,093 individuals across 16 regions in Poland. The findings from the SEIS will inform the 2025 –2026 Regional Refugee Response Plan (RRP) in Poland.

Background

Over two years have passed since the Russia's full-scale invasion and the start of the war in Ukraine, leading to protracted displacement and a deepening humanitarian crisis. Despite the enduring generosity of host countries, particularly Poland, which has welcomed millions of refugees, the situation in 2024 remains critical. A coordinated humanitarian response at the regional level is necessary to address the evolving needs of displaced populations.

As of September 2024, 6.7 million Ukrainian refugees were recorded across Europe, with nearly 2 million residing in countries covered by the Regional Refugee Response Plan (RRP), including Belarus, Bulgaria, the Czech Republic, Estonia, Hungary, Latvia, Lithuania, Moldova, Poland, Romania, and Slovakia.

The 2024 RRP anticipates a decrease in the number of newly displaced refugees entering neighboring countries compared to the initial years of the crisis. However, a significant number of refugees will still require initial reception assistance and ongoing support.

In 2022 and 2023, Bulgaria, the Czech Republic, Hungary, Moldova, Poland, Romania, and Slovakia successfully conducted Multi-Sectoral Needs Assessments (MSNA) under the Ukraine Refugee Response Plan. These assessments, conducted around the same time and with a harmonized methodology across the region, provided valuable insights into the refugee population's needs. Estonia, Latvia, and Lithuania implemented a lighter version of the MSNA in 2023 only, ensuring comparable results across all RRP countries. The findings from the 2023 MSNA were instrumental in informing the 2024 Ukraine Situation RRP document, as were those for 2022.

Recognizing the importance of understanding trends and adapting to changes, UNHCR, through the Inter-Agency Regional Response Plan, decided to repeat the data collection exercise in 2024 with a revised version to allow comparability with the previous data and under the new name of the Socio-Economic Insights Survey (SEIS).

The 2024 SEIS was conducted in the same 10 countries as in 2023 —namely Bulgaria, the Czech Republic, Estonia, Hungary, Latvia, Lithuania, Moldova, Poland, Romania, and Slovakia. This collaborative effort builds on the knowledge gained from previous assessments to foster a responsive and adaptive humanitarian strategy in the face of ongoing challenges posed by the conflict in Ukraine.

Purpose and scope

The SEIS is a critical interagency tool for planning, prioritization, decision-making, and needs-based program design. The primary goal of the SEIS is to support the RRP planning cycle by providing updated information on the multi-sectoral needs and priorities of refugees from Ukraine. Results from the SEIS inform humanitarian actors and stakeholders, guiding them in understanding the evolving situation, identifying risks and vulnerabilities, and advocating for funding from donors.

Key objectives of the SEIS:

- Provide a multi-sectoral, comparable overview and update of the needs, capacities, and vulnerabilities of refugees from Ukraine in the 10 RRP countries, supporting evidence-based humanitarian planning, prioritization, and policy-making.
- Ensure a clear understanding of the changing needs and vulnerabilities of different refugee groups, including women, children, older adults, people with disabilities, and others facing additional risks and barriers.
- Understand the drivers and severity of needs from both sector-specific and inter-sectoral perspectives, helping identify variations among population groups and geographical areas.
- Ensure that the perspectives and preferences of Ukrainian refugees are reflected in strategic and response planning.
- Improve targeting for assistance provision by collecting sufficient data to inform future data-driven interventions.
- Improve the accuracy and completeness of socio-economic indicators of refugees to support evidence-based planning for inclusion and long-term solutions.
- The main target population of the 2024 SEIS was refugees from Ukraine who resided in the RRP countries at the time of data collection. In Poland, the assessment was carried out nationwide with sub-national stratification decided by each region (voivodeship).

METHODOLOGY

The methodology employed for this assessment aimed to ensure that the findings were consistent with previous surveys (MSNA) carried out in 2022 and 2023. The process involved an inter-agency collaboration between UNHCR and IOM, with active participation from the Polish Government (through the National Statistics Office —Statistics Poland), as well as support from the Inter-Sector Working Group. A total of 1,290 household interviews were conducted between 16 May and 24 June 2024, covering 3,093 individuals. This comprehensive approach targeted both urban and rural settings across 16 Polish regions (voivodeships), ensuring a diverse sample that represents the refugee population.

Sample Size

Based on the current population of refugees from Ukraine, a sample of 1,290 households was selected with a 95% confidence interval and a 5% margin of error (i.e., if the survey were repeated many times, 95% of the results would fall within ±5% of the true population value). The sample was designed to capture a view of the refugee population across Poland. Of the respondents, approximately 80% were living outside collective sites (e.g., in rented apartments or with host families), while 18% resided in collective accommodations (e.g., shelters or dormitories). This breakdown helps to differentiate between refugees' living conditions and the distinct challenges they face.
The sample size was large enough to reflect nuanced differences across various segments of the refugee population, allowing for a detailed analysis of their needs and circumstances.

Sampling and representativeness

The survey used purposive and convenience sampling methods to ensure that the sample reflected the geographical spread of the refugee population across the 16 voivodeships. Purposive sampling involved selecting participants based on specific characteristics or criteria relevant to the research question —in this case, refugees from Ukraine. Convenience sampling involved selecting participants who were easily accessible to the enumerators.

The target areas were identified using PESEL registration data, school enrolment records, and employee insurance requests. This data helped to map the geographical and demographic distribution of the population. Most interviews were conducted in public areas at the gmina level, ensuring accessibility. However, this approach may have introduced some selection bias by focusing on more accessible locations, possibly underrepresenting those in remote or isolated areas.

Geographical Coverage

The survey covered refugees in all 16 voivodeships, ensuring a national overview of the refugee population's experiences. Specific percentages for coverage of regions or any adjustments made for geographical representation or factoring in the age and gender of the individuals assessed (such as weighting) were not included in the data due to the small differences between the composition of the final sample and the administrative data.

Purposive and convenience sampling methods were used to ensure that the sample reflected the geographical spread of the refugee population across all 16 voivodeships. Purposive sampling involves selecting participants based on specific characteristics or criteria relevant to the research question —in this case, refugees from Ukraine. Convenience sampling, on the other hand, involves selecting participants who are easily accessible and available to the enumerators.

Limitations

Data Protection Restrictions: Strict data protection laws in Poland limited the use of list-based sampling, potentially affecting representativeness. The survey had to rely on purposive sampling, making it difficult to reach certain subgroups like undocumented refugees or those not using official services.

Changes in Context: The data collection took place just before the July 2024 Special Act Amendments, which introduced significant changes to refugee protection policies. This means that the survey does not capture the impact of these amendments, particularly regarding refugees' temporary protection status and access to social benefits.

Respondent Bias and Sensitivity of Questions: Some respondents were hesitant to discuss sensitive topics, such as income, protection, or legal status, possibly leading to underreporting in these areas. Social desirability bias may have also influenced answers, particularly on controversial topics like gender-based violence or discrimination.
Geographical Accessibility: Although the survey aimed to include refugees from all voivodeships, those living in remote or hard-to-reach areas may have been underrepresented, as the interviews were conducted primarily in accessible public areas.

Technological and Language Barriers: Some respondents faced language barriers during the interviews, and cultural differences may have influenced their understanding of certain questions. Technological limitations in some areas also affected the quality of remote interviews, especially where internet access was unreliable.

Data Collection

Data collection was conducted as part of an inter-agency collaboration between UNHCR and IOM, with the support of the Polish Government. Enumerators were trained to use a standardized questionnaire, ensuring consistency in the data collected. Most interviews were conducted face-to-face, which minimized issues with technology and language barriers. The data was collected on the UNHCR Kobo server using the Kobotoolbox application.

The data collection took place at both the household and individual levels, capturing a detailed understanding of the diverse circumstances in which refugees reside. A series of training sessions was conducted to capacitate the field enumerators for data collection across various cities in Poland. The training covered in-depth aspects of the survey's data collection methodology, including the use of probabilistic sampling, ensuring confidentiality, and obtaining informed consent from participants. In total, 21 enumerators from UNHCR and 12 enumerators from IOM were trained across 7 locations between 6 and 15 May 2024. The trainings took place as follows:

Warsaw	06.05.2024
Lublin	08.05.2024
Rzeszów	09.05.2024
Kraków	10.05.2024
Wrocław	13.05.2024
Poznań	14.05.2024
Gdańsk	15.05.2024

Throughout the sessions, the enumerators received hands-on practice and detailed explanations regarding the objectives of the SEIS, the questions to be asked and data to be collected, and how to use KOBO tool via mobile phones for recording data. This intensive training aimed to ensure that the enumerators were fully equipped to conduct the household surveys effectively and accurately.

Data Analysis

The primary and final data analysis of the SEIS was conducted by UNHCR, with validation from the members of the Information Management Working Group and the Sector Leads, and participation from Statistics Poland (GUS).

For the SEIS 2024 data cleaning process, a harmonized and regional approach was applied to ensure consistency across all participating countries. The cleaning process involved several key steps: test submissions and duplicate entries were removed, and sampling targets were verified, with 97% of the data aligning with the initial design. Records without consent and interviews that lasted less than 10 minutes or more than 24 hours were also excluded. Missing or unrecorded questions, such as those related to winterization and other socio-economic indicators, were flagged, while outliers were detected using the IQR method and replaced with appropriate placeholder values where necessary.

Manual reviews were conducted to map „Other" text responses, and contradictory answers, such as illogical economic indicators, were addressed. Pre-data collection preparations included evaluating data collection partners, conducting pilot tests, and setting up a live monitoring dashboard. During data collection, spot checks, phone call-backs, and real-time monitoring helped ensure data accuracy. Post-collection steps included verifying responses, mapping free-text fields, and excluding unreliable records where over 50% of responses were „Don't know" or „Prefer not to answer." These rigorous cleaning steps ensured the data was reliable and ready for analysis.

Data cleaning was a critical step in ensuring the quality and reliability of the results. This process involved identifying and correcting errors, removing duplicates, and addressing any missing or inconsistent data points before analysis. The team also applied rigorous validation protocols to verify that the data collected from different regions and respondents were consistent with expected patterns and standards.

The analysis itself was conducted using RStudio, Microsoft Excel, and Power BI. RStudio was used for advanced statistical analysis and to compute the composite indicators, while Microsoft Excel allowed for data manipulation, organization, and basic statistical functions. Power BI was employed for data visualization, enabling the team to create interactive dashboards and reports to illustrate key findings in an accessible manner. These tools allowed for comprehensive exploration and presentation of the data, ensuring that both quantitative and qualitative insights were captured.

As the survey relies on purposive and convenience sampling, there may be limitations to the full representativeness of the data. Additionally, no gender strata were applied during sampling, which may affect the ability to compare results based on gender. While the data can be used for comparative analysis within Poland, it should be considered indicative.

FINDINGS

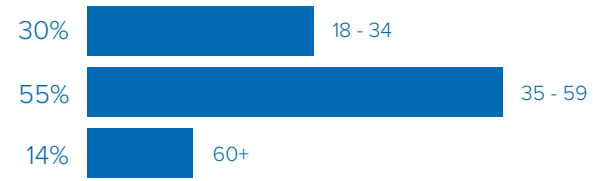
Respondent Profile

To better understand the data presented in the following sections of this report, this first part provides a detailed analysis of the demographic characteristics of the surveyed households focusing both on the respondent and the members of the household. This offers a clearer understanding of the population's composition, including household structures, age, gender breakdowns, and specific vulnerabilities.

A total of 1,290 households and 3,093 individuals were surveyed, revealing an average household size of 2.4 members. Most respondents were female (88%), while only 12% of household representatives were male (Graph 1). This gender imbalance reflects the larger displaced population, where women often assume primary responsibility for households. In terms of age, more than half of the respondents are in the 35 to 59 age segment, a third in the 18 to 34, and 14% are above 60 years old (Graph 2), leading to an average respondent age of 42 years.

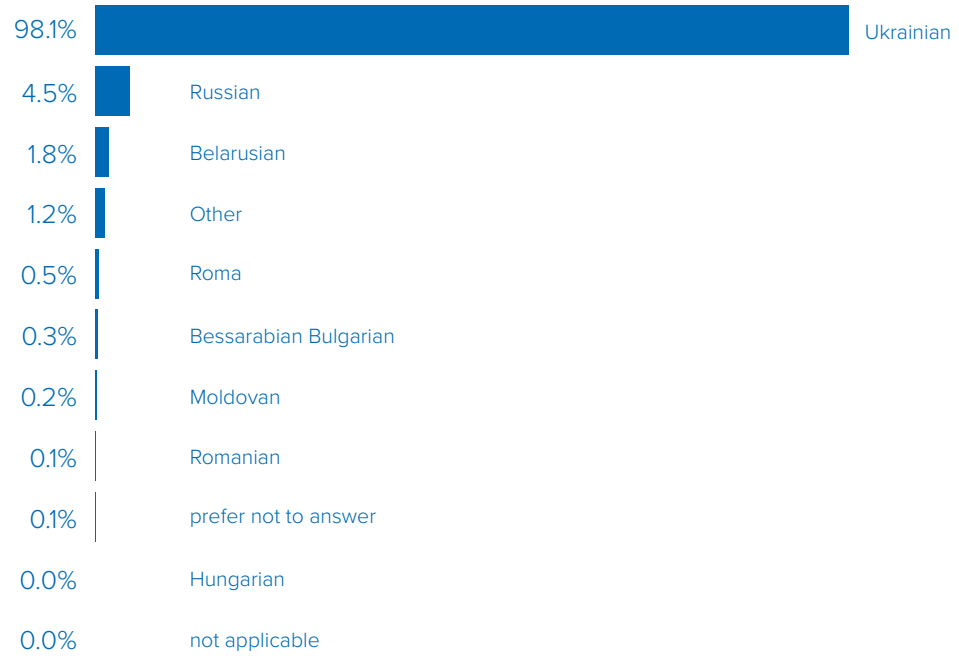
Graph 1 - Respondents by gender *(n=1,290)*

Graph 2 – Respondents by age groups *(n=1,290)*



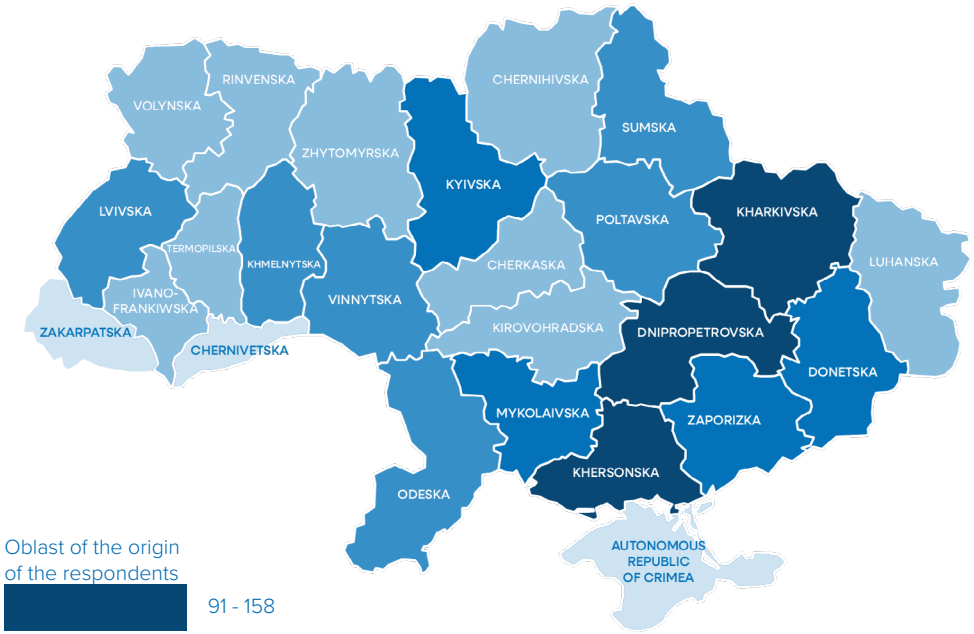
Graph 3 – Respondents by nationality *(n=1,290)*

Graph 4 – Respondents by ethnicity (self-identification, multiple choice possible) *(n=1,290)*



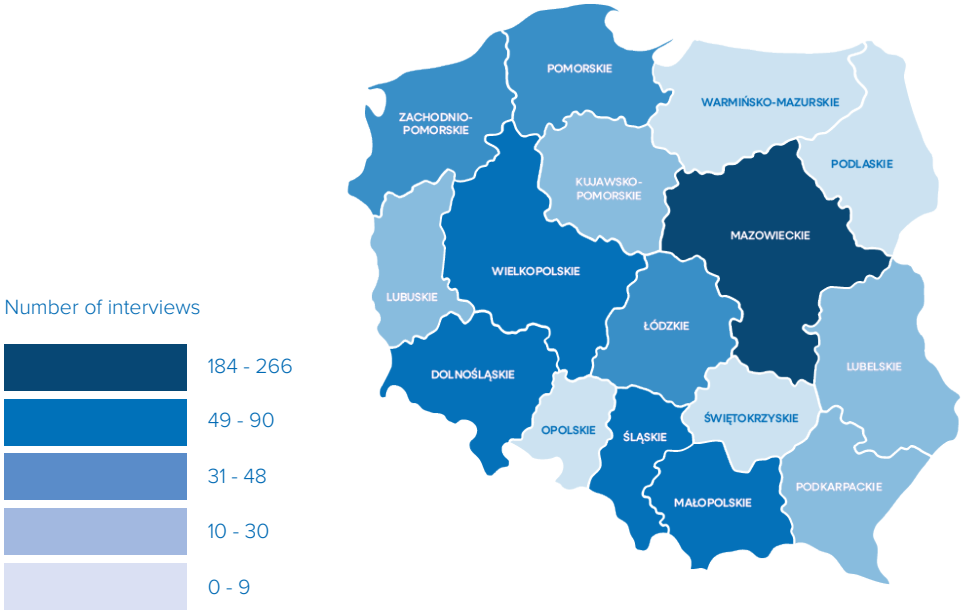
SOCIO-ECONOMIC INSIGHTS SURVEY 2024
POLAND

Most of the respondents (92%) indicated that their households reside in urban areas, with only 8% living in rural regions. Similarly, the location of the interviews reflects a broad geographic distribution across all 16 voivodeships, with the highest concentration in Mazowieckie Voivodeship, where 21% of respondents are located, primarily in Warsaw. Other regions with notable refugee populations include Dolnośląskie (14%), Małopolskie (10%), Wielkopolskie (9%), and Śląskie (9%), emphasizing the urban concentration of refugees across Poland. (Maps 1 and 2)



In terms of origin, the largest share of refugees comes from eastern and southern Ukraine. Kharkivska and Dnipropetrovska Oblasts account for 12% of the refugee population, followed by Khersonska Oblast (10%), Zaporizka Oblast (7%), and Kyiv City and Oblast (7%). This distribution highlights the severe impact of conflict in these regions, driving the large-scale displacement to Poland.

Most of the respondents (92%) indicated that their households reside in urban areas, with only 8% living in rural regions. Similarly, the location of the interviews reflects a broad geographic distribution across all 16 voivodeships, with the highest concentration in Mazowieckie Voivodeship, where 21% of respondents are located, primarily in Warsaw. Other regions with notable refugee populations include Dolnośląskie (14%), Małopolskie (10%), Wielkopolskie (9%), and Śląskie (9%), emphasizing the urban concentration of refugees across Poland. (Maps 1 and 2)



Household Profile

Regarding the overall household composition, **57% of households have children**, with an additional **6% having pregnant or breastfeeding women**. Vulnerabilities are further highlighted, as **48% of households have at least one chronically ill member**, and **10% of households have a member with a disability**. Older adults, often considered a vulnerable group, are present in **23% of households**.

Household Types: 67% of households sureyed are headed exclusively by women, which emphasizes the need for targeted support for female-headed households. Additionally, 77% of households report having employed members, indicating an overall effort towards income generation. However, this does not negate the challenges faced, as some may still experience economic difficulties, which will be detailed later in the report.

Household Typologies: The breakdown of household typologies shows that **37% of households consist of only one adult (aged 18 – 59) with dependents, while 29% consist of one or more adults without dependents**. About **24% of households are made up of two or more adults with dependents**, which may indicate a broader distribution of caregiving responsibilities in these families. A smaller portion, **10% of households**, consist of one or more older adults (60+), either with or without children.

The gender distribution for all household members reveals that **65% of the population is female** and **35% is male**, which closely mirrors the respondent breakdown. When looking at age groups, a significant portion of the population is of working age, with **26% of the population between 35 and 59 years old** and **15% between 18 and 34 years old.** However, children and youth also make up a large segment, with **19% of the population being boys** and **16% being girls**, both aged 0 to 17 years.

The elderly, aged 60+, constitute **9% of the total population**.

The demographic profile of the surveyed households paints a picture of a displaced population with a majority of women, many of whom are managing households with children or elderly members. Chronic illness and disability are prominent concerns in a substantial number of households. These factors underscore the importance of tailored interventions aimed at supporting vulnerable groups, such as women, children, the elderly, and those with disabilities. The presence of a large proportion of employed members offers an encouraging indicator of resilience, though vulnerabilities persist that need to be addressed through comprehensive support services.

EDUCATION

The data from the SEIS survey explores key areas such as school attendance in Poland, the continuation of education through Ukrainian distance learning platforms, and the main barriers to accessing formal education. Additionally, the report examines future education plans for the 2024/2025 school year, offering insights into both the challenges and successes in maintaining educational continuity for displaced children.

Attention is also given to the prevalence of remote and online learning, including the types of platforms used, daily time spent on virtual learning, and whether students were supervised by qualified educators from Ukraine. The section also explores the continuity of education through formal enrolment in Ukrainian schools while abroad, participation in exams or evaluations, and the plans for the upcoming 2024/2025 school year.

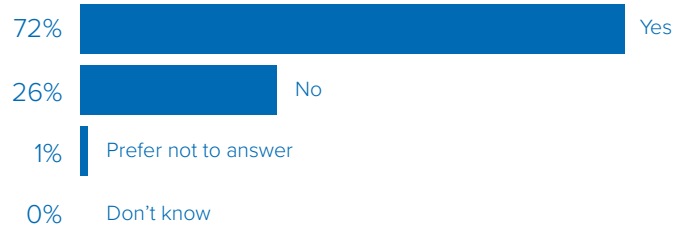
At the time of collecting the data for the survey the mandatory enrolment into Polish system had not been announced yet. As of 1 September 2024, all Ukrainian children under temporary protection must enrolled and attend school within Polish system. The Ukrainian government is also changing access to online schooling within Ukrainian system and is working on the modality of delivering the "Ukrainian component" to children studying outside Ukraine. As a result of these changes in the law, the information about the continuity of education through formal enrolment in Ukrainian schools should be considered as a preference of families.

By the end of the 2023/2024 school year, 170,000 refugee children (50% of the total 340,000 children registered under temporary protection) were enrolled in school (data from the national system), with 50% in rural areas. Based on additional information collected and research, it was estimated that 60,000 to 150,000 children (aged 6– 17) remain out of school, and first-time enrolments for 2024/2025 were lower than expected (20,000 new students enrolled for the first time). This highlights that the remaining challenge is still to reach out-of-school children.

Despite the fact that data collected through SEIS on the school attendance paints a promising picture, the available administrative data contradicts it due to some possible methodological limitations described below. The administrative data indicates that at the end of the 2023/2024 school year, only 49% of children and youth were enrolled in the Polish education system. While the percentage of children reported to attend school in the survey is different from the analysis of available administrative data, barriers to accessing education remain relevant.

According to the SEIS survey, during the 2023/2024 school year, 72% of school-aged children were reportedly attending formal education in Poland. This reflects a positive trend toward integration into the host country's education system. However, 26% of children were not attending school in the host country, with many continuing their education through Ukrainian distance learning programs (Graph 7). For comparison, the majority of children (69%) were no longer enrolled in Ukrainian educational institutions, while 30% remained formally enrolled in Ukraine, often participating remotely.

Graph 7 – Share of school-aged children reported to attend school in Poland in the 2023/2024 school year *(n=1,217)*



The difference between administrative data and the results of SEIS might be due to the geographical coverage of the survey and the chosen methodology. The education data within SEIS is based on self-reported responses from participants, which may have resulted in respondent bias. Legal amendments introducing mandatory school enrolment and linking school enrolment to family benefits (800+), announced at the time SEIS was conducted, may have contributed to bias around schooling. Additionally, some respondents may have reported children attending school in Poland while they were actually attending Ukrainian schools in Poland or participating in other forms of education, including non-formal and informal education. In addition, the administrative data from the Ministry of Education in Poland reports on the school-age population (aged 6–19). The methodology of convenience sampling allowed the survey to reach families in contact with social services provided by various actors, which also support the enrollment process of children in the Polish education system.

It was reported that in summer 2024, **72% of children and youth (aged 3–20) in the surveyed households attended education (early childhood, (pre)primary, secondary, and higher)** in Poland during the 2023/2024 school year. However, **administrative data indicates that at the end of the 2023/2024 school year, only 49% of children and youth were enrolled in the Polish education system**.

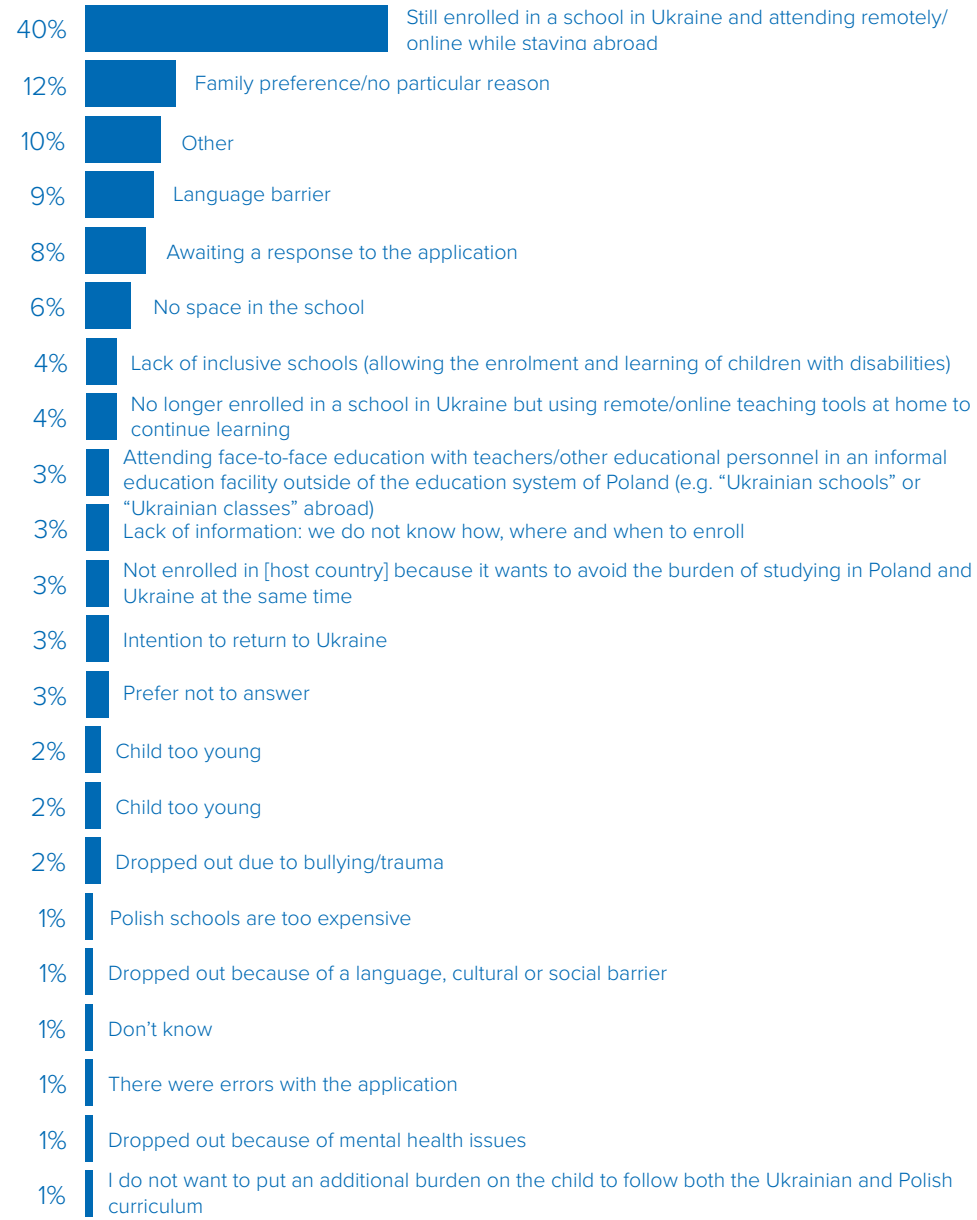
However, as noted above, the data from various sources is inconsistent, making it complex to estimate the number of Ukrainian students outside the Polish education system. Further information on this can be found in the report prepared by the Centre for Citizenship Education and UNICEF .

Among children enrolled in education or training programs, the distribution across the last educational levels attained during the 2023/2024 school year was as follows: 33% attended primary school, 27% were enrolled in secondary school, 16% participated in early childhood education, and 10% were engaged in technical or vocational training. Only 5% of students were attending higher education institutions, underscoring the significant impact that displacement has had on access to advanced education (Graph 8).

Graph 8 – Last level of education attained during the 2023/2024 school year *(n=879)*

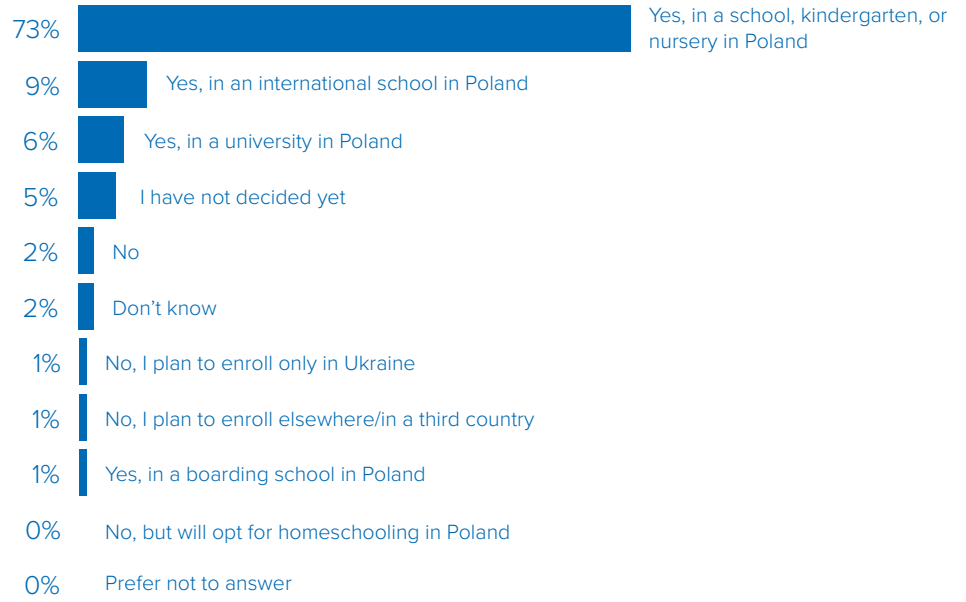
Barriers to children's attendance in Poland's education system varied significantly. The primary reason for non-attendance in 2024 was participation in Ukrainian distance learning, reported by 40% of households. Family preferences or no specific reason for non-attendance were cited by 12%, while language barriers affected 9% of children. Additionally, 7% were still awaiting a response to school applications, and 6% were unable to find available space in schools. A further 4% of households highlighted the lack of inclusive schools for children with disabilities as a barrier to attendance (Graph 9).

Graph 9 – Primary barriers for children to school attendance in Poland *(n=320)*



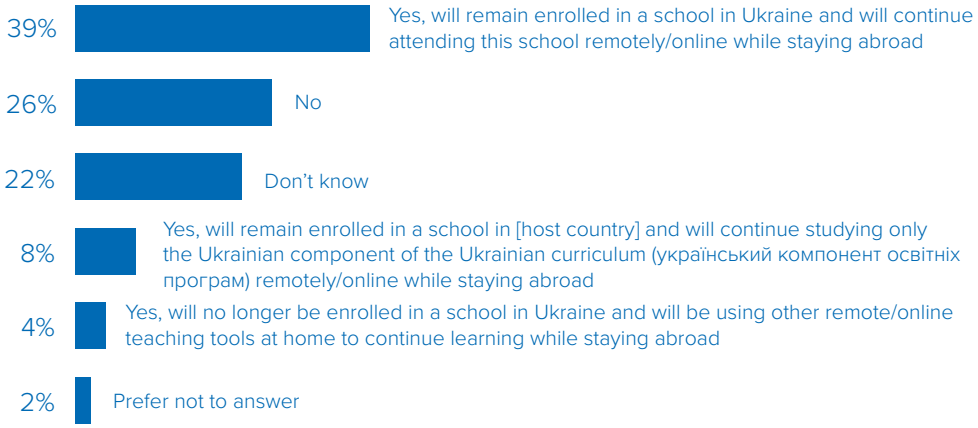
In 2023, the question focused on barriers to enrolment in the host country's education system, with 79% of children not enrolled attending Ukrainian distance learning programs. Other barriers included language difficulties (6%) and long application processes (6%), which also influenced enrolment decisions. Concerns about potential academic disruption (4%) and reluctance to impose additional burdens on children (2%) were also factors in the decision not to enroll in local schools. However, in 2024, the question shifted to focus on barriers to attendance, providing a more detailed understanding of ongoing challenges faced by families. Looking ahead to the 2024/2025 school year, almost three-quarters of school-aged children (73%) are planned to be enrolled in formal education in Poland. In addition, 9% intend to send their children to international schools in the host country, and 6% aim to enroll their children in a university. However, 5% of households were undecided at the time of the survey, and 2% reported that they did not plan to enroll their children in any formal education system in the host country (Graph 10).

Graph 10 – Households planning to enroll their children to the Polish education system for the 2024/2025 school year *(n=1,049)*



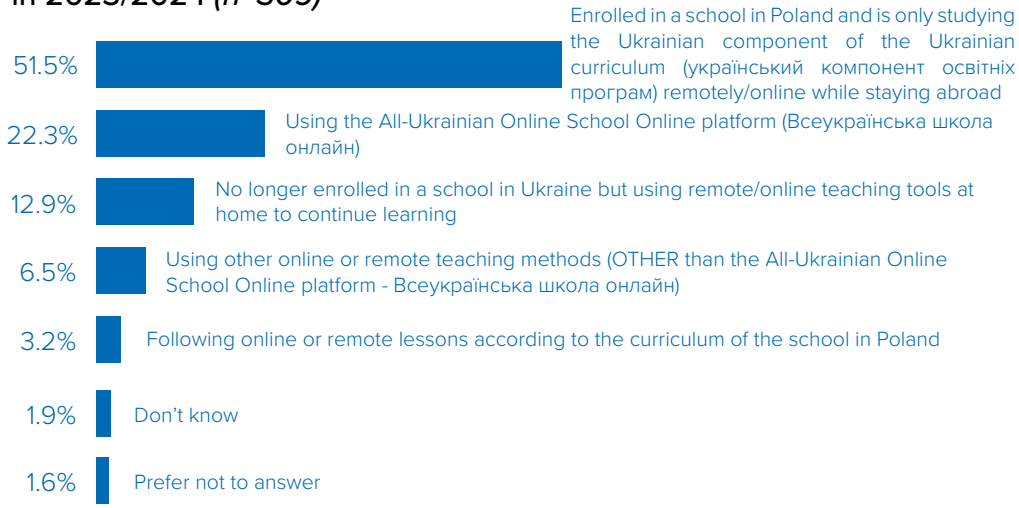
Despite these plans for local enrolment, Ukrainian distance learning remains a key component of many students' educational paths. A significant 39% of children will continue attending Ukrainian schools remotely during the 2024/2025 school year. For those enrolled in host country schools, 8% will continue studying the Ukrainian component of the curriculum alongside their host country education. Meanwhile, 26% of children will not participate in Ukrainian distance learning, and 22% of households were uncertain about their plans for Ukrainian education in the upcoming school year (Graph 11).

Graph 11 – School-aged children intending to access Ukrainian distance learning for the 2024/2025 school year *(n=309)*

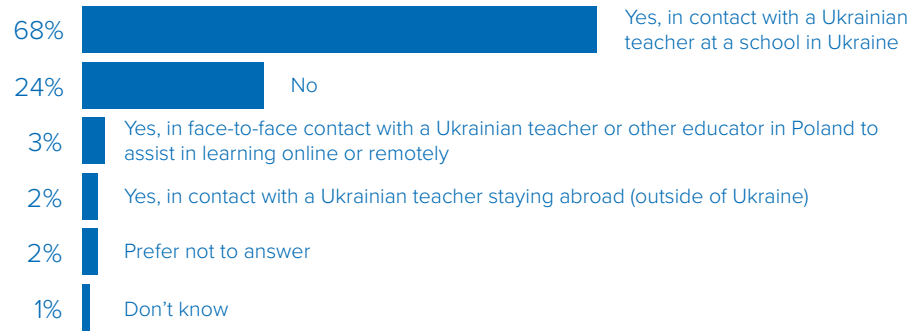


For many refugee children, Ukrainian distance learning is a vital educational resource. While half of the children were enrolled in a school in Poland and only studying the Ukrainian component of the Ukrainian curriculum remotely/online while staying abroad, the All-Ukrainian Online School platform was used by 22% of children, and 13% reported using other online tools to continue their education. Supervision during these remote learning sessions is also an important factor; 68% of children are supervised by a qualified educator from Ukraine, while only 3% have face-to-face contact with a Ukrainian teacher in the host country. This highlights the reliance on online platforms for continuity in education (Graphs 12 and 13).

Graph 12 – School-aged children accessing Ukrainian distance learning in 2023/2024 *(n=309)*



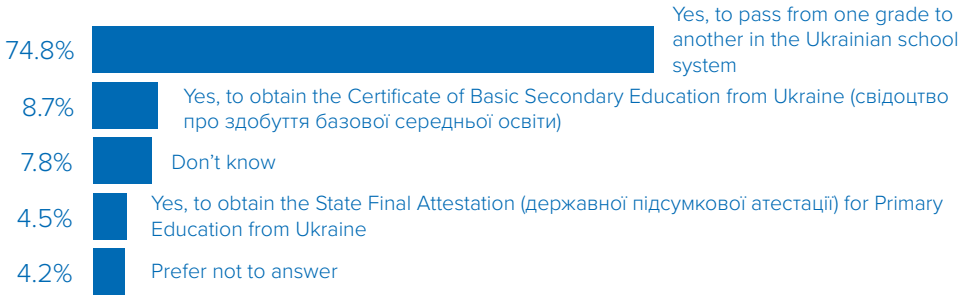
Graph 13 – School-aged children under supervision of a teacher or qualified educator during online learning *(n=309)*



The time spent on online learning each day varied among students. Around 24% of children spent less than an hour on remote learning each day, while 23% dedicated 2– 3 hours to their studies. Only 12% spent more than four hours on online learning, indicating different levels of engagement and access to resources that may impact learning outcomes.

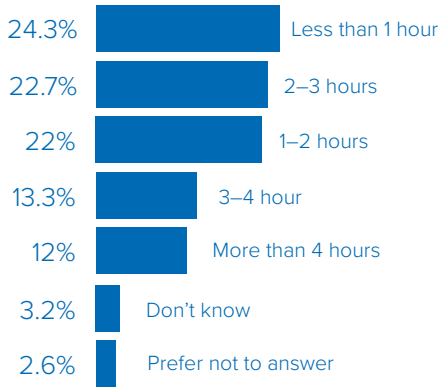
Continuing education through Ukrainian systems remains important for many families, with 75% of children participating in exams that allow them to progress within the Ukrainian curriculum. This demonstrates a strong commitment to ensuring educational continuity despite the challenges of displacement (Graph 14).

Graph 14 – School-aged children participating in exams during online learning *(n=309)*



This data highlights the complex educational landscape for refugee children and youth. While significant progress has been made in integrating many children into host country education systems, a substantial number of children continue to rely on Ukrainian distance learning programs. Barriers such as language difficulties, lack of school capacity, and the demands of navigating two education systems simultaneously continue to challenge households. The introduction of mandatory enrolment and clear massaging from the Ukrainian Ministry of Education will be critical. Addressing barriers like the enrolment process, Polish language proficiency, support, and inclusive environments will be crucial to ensuring that displaced children have access to quality education, whether in their host country, through Ukrainian platforms, or a combination of both. As families look to the future, continued support for both local enrolment and Ukrainian distance learning will be key to maintaining educational continuity and ensuring long-term success for displaced students.

Graph 15 – Average time spent per day by school-aged children participating in online learning *(n=309)*



PROTECTION

POLAND

Poland is a signatory to the 1951 UN Refugee Convention. Under the 2022 Act on the Assistance to Citizens of Ukraine in the context of the Armed Conflict on its territory, (the Special Act) and its subsequent amendments in 2024, refugees from Ukraine are granted legal stay under the Temporary Protection (TP) directive and access to services and employment.

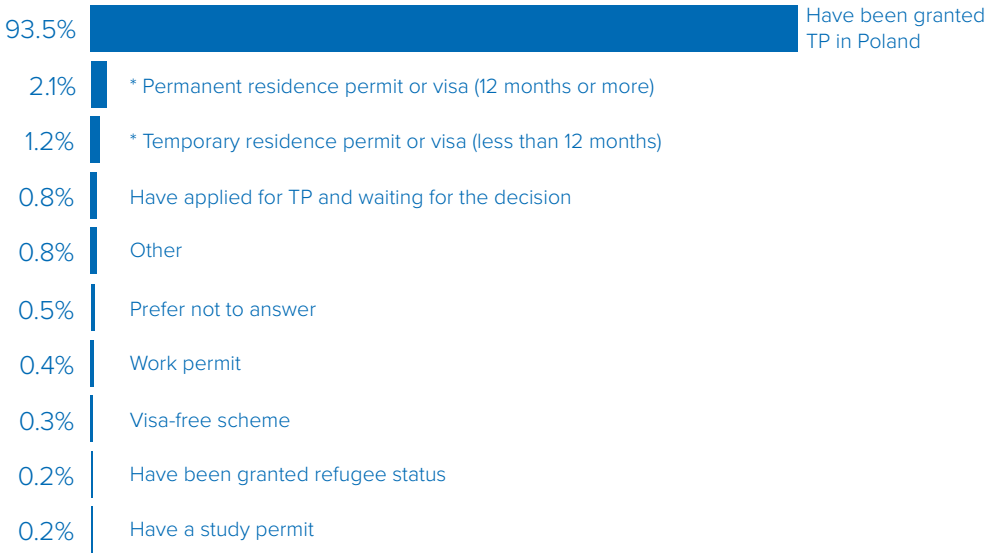
Effective protection mechanisms are essential to ensuring that vulnerable individuals and households have their rights upheld, receive necessary assistance, and are protected from harm, exploitation, and abuse. The following chapter provides an overview of the protection measures and legal safeguards in place for the refugees from Ukraine in Poland. It focuses on critical elements such as access to temporary protection, civil status documentation, awareness of available protection services, and individuals' feelings of safety in their new environments.

The data presents a comprehensive snapshot of households' experiences with protection services, including their registration for temporary protection, challenges in obtaining necessary identification documents, and awareness of critical support services in the host country. This section aims to highlight the effectiveness of current protection mechanisms and identify gaps that need to be addressed to ensure displaced individuals' safety and access to essential services.

Overall, the SEIS findings indicate the positive impact of the TP directive for refugees in Poland, largely from Ukraine, enabling access to services, employment, and legal stay. Nevertheless, many still face significant vulnerabilities and challenges, as evidenced by the SEIS results. There continues to be a strong need for legal assistance, while concerns such as mental health and social cohesion require concerted support and strong linkages to public service providers.

The majority of the surveyed households (93%) have registered for temporary protection in the host country, providing them with legal stay and access to essential services. A very small portion (1%) are awaiting decisions on their temporary protection applications, and another 1% have applied for other types of residencies or visa status. 2% of households hold permanent or long-term residence permits. Interestingly, none of the households surveyed reported being granted refugee status, suggesting that temporary protection is the more common route pursued or available to displaced populations (Graph 16).

Graph 16 – Legal status of respondents in Poland *(n=1,290)*

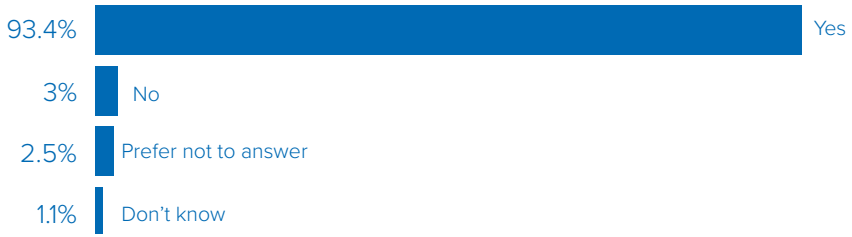


Among the 84 households that did not apply for temporary protection, the most common reason (44%) was that they had already applied for or had been granted other types of residency. An additional 14% were unsure about their eligibility, and 12% indicated they did not know how to apply or lacked information about the process. A smaller portion stated they did not feel the need to apply for protection (7%) or planned to leave the host country (11%) (Graph 17).

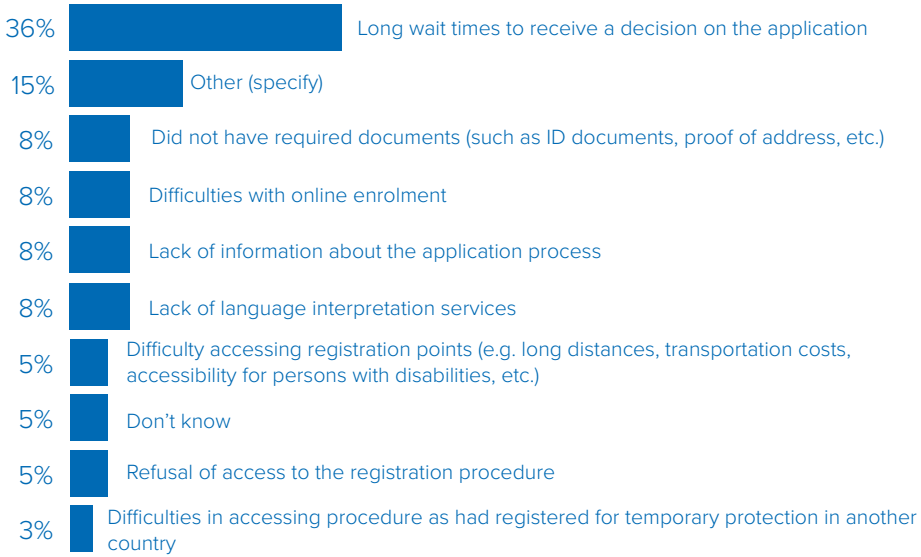
Graph 17 – Reasons for not applying for temporary protection or asylum in Poland *(n=84)*

Most households (93%) reported no difficulties during the application or extension process for temporary protection. However, among the 3% who faced challenges (Graph 18), the most common issue was long wait times to receive a decision (36%). Other challenges included a lack of required documents and issues with online enrollment, each affecting 8% of those who faced difficulties (Graph 19).

Graph 18 – Households experiencing difficulties during the application/ extension process *(n=1,290)*



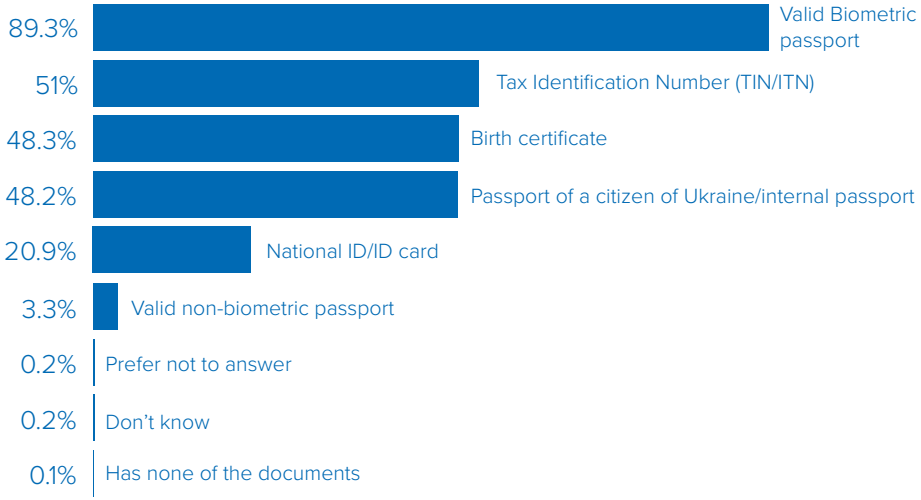
Graph 19 – Main difficulties experienced during the application process *(n=39)*



The survey assessed at individual level the documentation status of each household member. Among the surveyed households, the most commonly held form of identification was the valid biometric passport, with 89% of respondents reporting possession of this document. Following this, 51% of households had a Tax Identification Number (TIN/ ITN), and 48% held birth certificates. Additionally, 48% of households reported having an internal Ukrainian passport, also known as the Passport of a citizen of Ukraine.

National ID cards were less common, with only 20% of respondents reporting possession. The valid non-biometric passport was held by just 3.3% of households, indicating that most households with passports preferred biometric versions. A small percentage of respondents preferred not to answer (0.2%) or did not know the document status of household members (0.2%). Only 0.1% of households reported having none of the common ID documents, highlighting a small but significant group potentially at risk due to a lack of identification (Graph 20).

Graph 20 – Households with at least one member without an ID document *(n=3,093)*

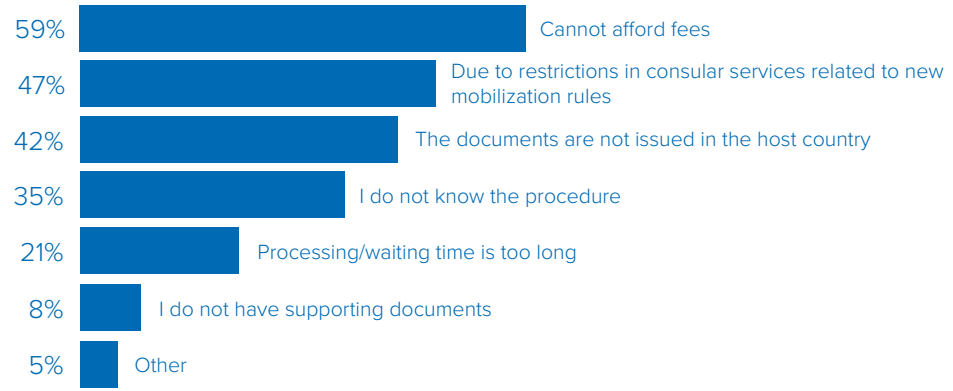


During their stay in Poland, almost two-thirds of the refugees did not have to replace documents. However, 31% reported the need to replace an international biometric passport, and 4% needed to replace their internal Ukrainian passport. Among those who did, 73% were able to replace their documents in the host country, while 9% were unable to do so. 16% of respondents did not know whether they could replace their documents (Graph 21).

For those unable to replace their documents, the primary barriers were notable. The most common issue was the inability to afford administrative fees, reported by 59% of respondents. Additionally, 47% cited restrictions in consular services related to newly adopted Ukrainian laws on mobilization, and 42% indicated that their documents were not issued in the host country. A significant portion, 35%, reported not knowing the procedure for document replacement, and 21% mentioned long processing or waiting times as a barrier. Smaller percentages cited lack of necessary supporting documents (8%) or other reasons (5%) (Graph 22).

Graph 21 – Households with members needing to replace identity documents (including expired documents) *(n=1,290)*

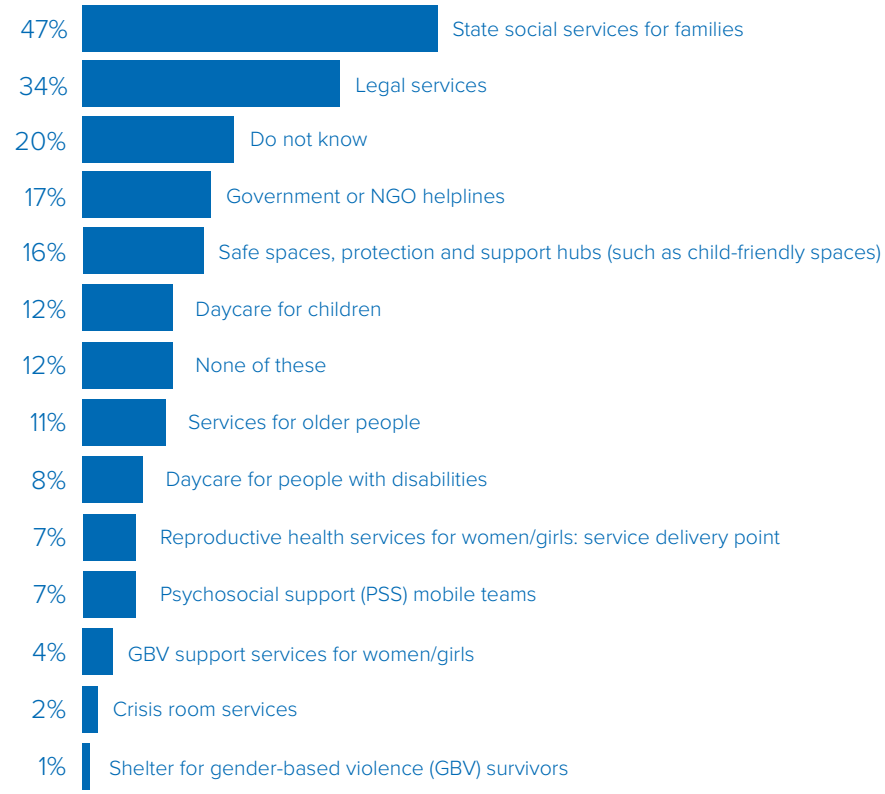
Graph 22 – Reasons for not replacing identity documents *(n=66)*



Awareness of protection services varied significantly among households. 47% of respondents were aware of state social services for families, and 34% knew about legal services. However, fewer households were aware of other critical services: 17% were aware of government or NGO helplines, and 12% knew about safe spaces and support hubs. Awareness of reproductive health services and psychosocial support teams was significantly lower, at just 7% each. The least-known services were shelters for gender-based violence survivors (1%) and crisis rooms (2%). The lack of awareness of specialized protection services is concerning, particularly since it could leave many at risk without access to essential support. Additionally, 20% of respondents reported being unaware of any listed protection services, and 12% expressed that they were unaware of all available services. These findings highlight the need for enhanced information dissemination and outreach efforts to ensure vulnerable populations are informed about and can access critical protection services (Graph 23).

While the majority of households successfully registered for temporary protection and accessed documentation, challenges remain in accessing identification documents and protection services for some, particularly for vulnerable groups. The significant gaps in awareness of specialized protection services, particularly those related to gender-based violence, psychosocial support, and reproductive health, underscore the need for improved communication and outreach efforts. Addressing these issues will ensure that displaced individuals and families can fully access the services they need and are adequately protected in their host countries.

Graph 23 – Households reporting awareness of protection services (n=1,290)



Civil Status

This section examines changes in family composition among refugee households since leaving Ukraine. Understanding these changes is critical for assessing the social and legal challenges families face while navigating life events, such as births, deaths, marriages, and divorces, in host countries. This section also explores households' experiences with registering these events with local authorities and the challenges they may encounter in doing so.

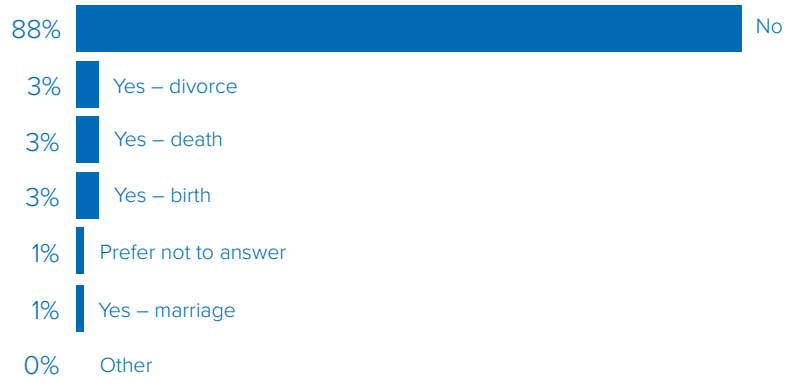
Since leaving Ukraine, 12% of households have experienced significant changes in their family composition or civil status. While the majority (88%) reported no changes, 3% of households welcomed a new child, another 3% experienced the loss of a family member, and 3% went through a divorce. Marriages were less common, with just 1% of households reporting this life event (Graph 24).

For households that experienced changes in civil status, registering these events with host country authorities has not always been straightforward. 76% reported no issues during registration, but 18% encountered challenges (Graph 25).

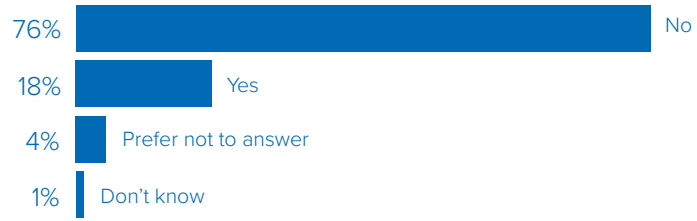
The most common issue, affecting 40% of households with difficulties, was not knowing how to register the changes or obtain the necessary documents. Another 36% chose to delay the registration process, hoping the situation in Ukraine would improve before making any permanent legal changes. Some households (16%) tried to register but were unable to meet the requirements, such as providing documentation or paying fees. A small percentage (4%) preferred not to discuss the challenges they encountered (Graph 26).

While the majority of households have not had to navigate complex bureaucratic processes, those that have experienced changes in their civil status face a variety of challenges. These difficulties reflect the ongoing uncertainties and complexities of life in displacement, underscoring the need for clearer information and support for those undergoing significant life events in host countries.

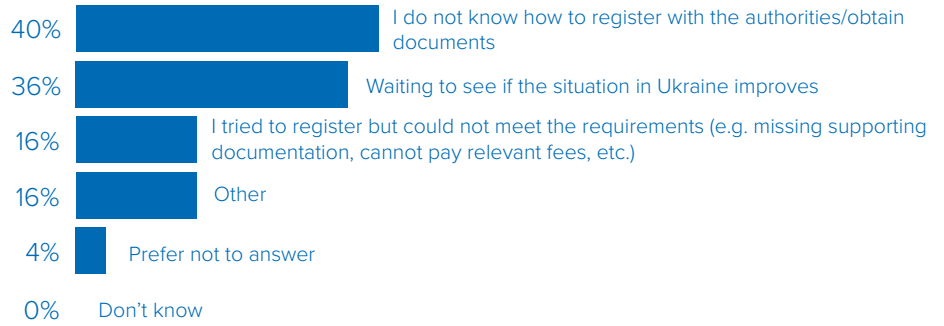
Graph 24 – Households reporting changes to family composition/civil status since the departure from Ukraine *(n=1,290)*



Graph 25 – Households reporting challenges in registering changes to family composition/civil statu *(n=140)*



Graph 26 – Types of challenges faced in registering changes to family composition/civil status *(n=25)*



Accountability to Affected Population (AAP)

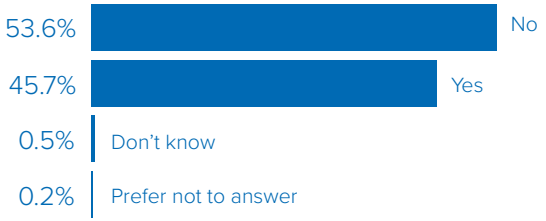
Ensuring accountability to affected populations (AAP) is critical in humanitarian contexts, as it helps aid providers understand the evolving needs of displaced communities, enhance transparency, and improve the quality of assistance. Key indicators such as households' satisfaction with aid, challenges in accessing information, preferred feedback channels, and priority needs are analyzed to assess the effectiveness of aid programs and the responsiveness of service providers. The section also investigates the availability and effectiveness of community-based feedback mechanisms and households' perceptions of the protection responses they receive.

Since the start of the full-scale Russian invasion, assessments on AAP have consistently shown that refugees have a low awareness level of existing Complaint and Feedback Mechanisms. This year, only 57% of SEIS respondents indicated that they knew how to access to these channels. In addition to raising awareness, humanitarian workers must ensure the effectiveness of these mechanisms by taking appropriate actions and closing the feedback loop. Other key activities at the center of AAP efforts in Poland include enhancing preferred communication channels, and providing timely and accurate information.

Three months prior to the data collection, nearly half (46%) of the surveyed households reported receiving some form of aid, while the remaining 54% did not receive any assistance (Graph 27). Among those who received aid, the majority (86%) expressed satisfaction with the assistance provided, though a small portion (8%) reported dissatisfaction (Graph 28).

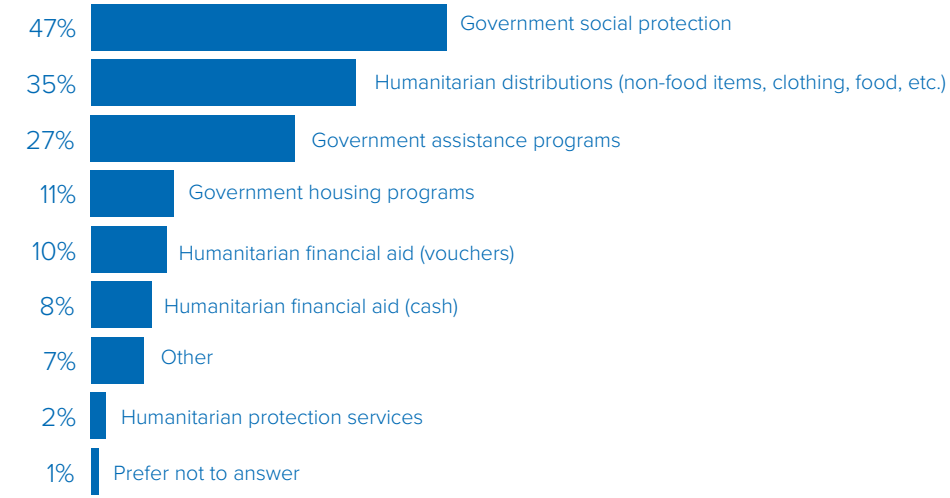
The types of aid received were varied, with the most common being government social protection programs (47%), followed by humanitarian distributions such as non-food items, clothing, and food (35%). Additionally, 27% of households benefited from government assistance programs, and 11% received aid through government housing programs. Financial aid was less frequently reported, with 8% receiving cash assistance and 10% receiving vouchers (Graph 29).

Graph 27 – Households that received aid in the last three months *(n=1,290)*



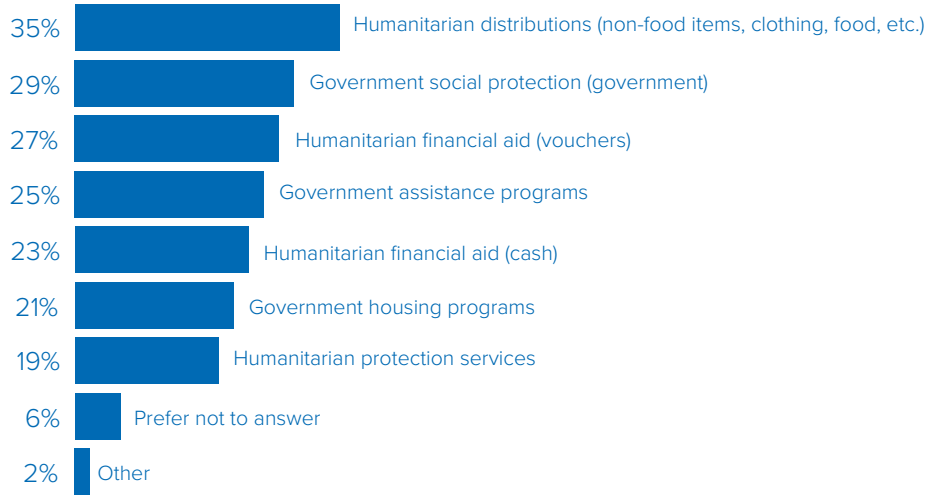
Graph 28 – Households dissatisfied with the aid they received in the last three months *(n=590)*

Graph 29 – Types of aid received *(n=590)*



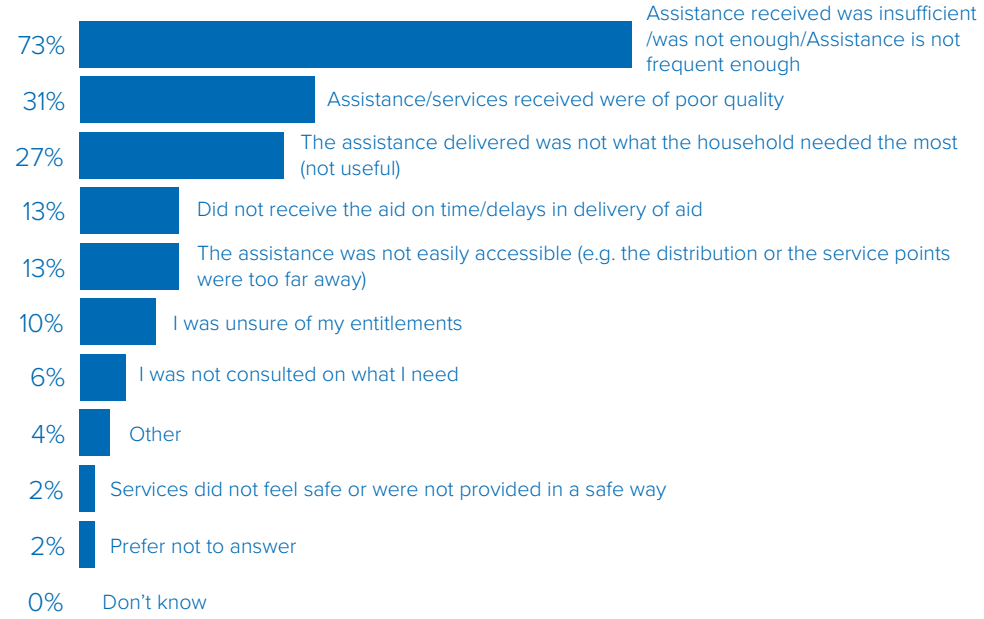
For the 8% of households that were dissatisfied with the aid they received, the dissatisfaction centered around specific types of aid. Humanitarian distributions were cited by 35% of dissatisfied respondents, followed by government social protection (29%) and financial aid in the form of vouchers (27%) and cash (25%) (Graph 30).

Graph 30 – Types of aid that households reported dissatisfaction with *(n=48)*



The primary reason for dissatisfaction was the insufficiency of aid, with 73% of respondents indicating that the assistance provided was either not enough or not provided frequently enough to meet their needs. Additionally, 31% of respondents criticized the quality of the services or items they received, and 27% stated that the aid did not address their most pressing needs, indicating the need to better align between aid provision and household priorities (Graph 31).

Graph 31 – Reasons for dissatisfaction with humanitarian aid *(n=48)*



When it comes to accessing information about aid and services, 60% of households reported no challenges. However, almost one in four households (22%) stated they didn't know where to look for information, and 14% expressed uncertainty about which sources to trust. Furthermore, 9% found that the available information was outdated, presenting an ongoing challenge in staying informed about relevant services (Graph 32).

In terms of preferred channels for receiving information, social media emerged as the most common method, with Facebook chosen by 38% of households, followed closely by Telegram (37%). Other preferred means included phone calls or helplines (24%) and face-to-face communication (28%), suggesting that many still rely on personal interactions for receiving key information (Graph 33).

The analysis of preferred communication channels across different age groups reveals significant differences, particularly for the 60+

Graph 32 – Households experiencing challenges in accessing information *(n=1,290)*

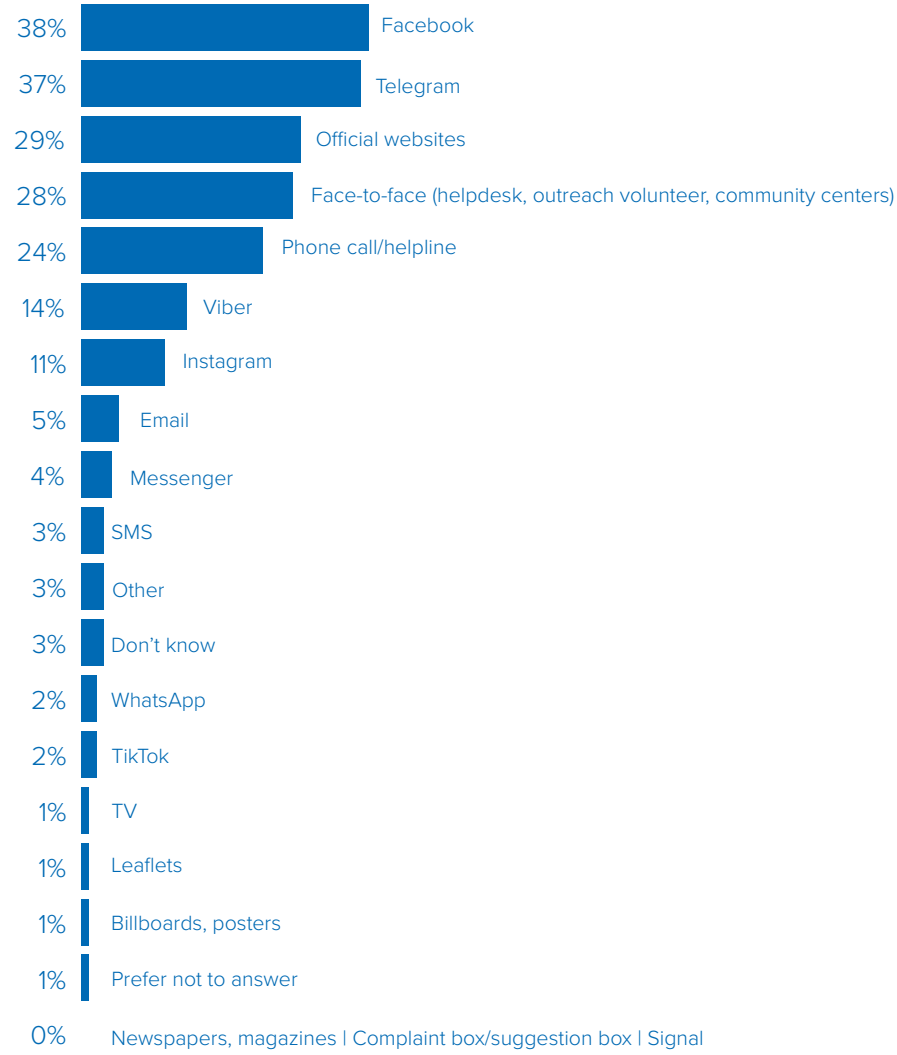
demographic. While younger groups lean towards digital and instant communication platforms, the older demographic prefers more traditional and personal methods.

For the 18–34 age group, Telegram (45%) is the most preferred channel, followed by Facebook (39%) and official websites (31%). Interestingly, Instagram is mentioned by only 17% of this group, indicating that it is not a priority for the types of information needed in the refugee aid context. This suggests that younger individuals may rely more on instant messaging platforms that offer direct and immediate communication.

In the 35– 59 age group, Facebook (41%) leads as the primary communication channel, with Telegram (36%) and official websites (32%) also being significant. This group shows a balanced use of both social media and more traditional online resources. Instagram is even less popular here at 9%, reinforcing the idea that it is not a preferred source of information for refugee aid.

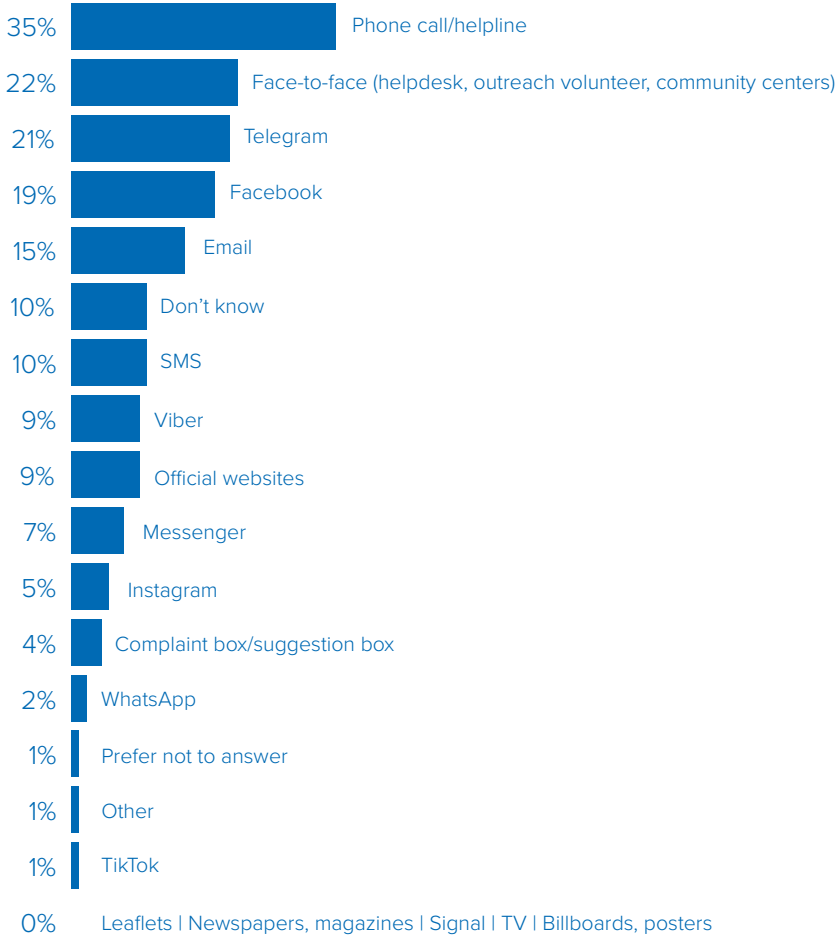
The 60+ age group shows a marked preference for face-to-face communication (39%), followed by Facebook (33%) and phone calls/ helplines (28%). This indicates a reliance on more personal and direct forms of communication, which could be due to comfort levels with technology or the need for more personalized assistance.

Graph 33 – Preferred channels of receiving information, % of households per channel *(n=1,290)*



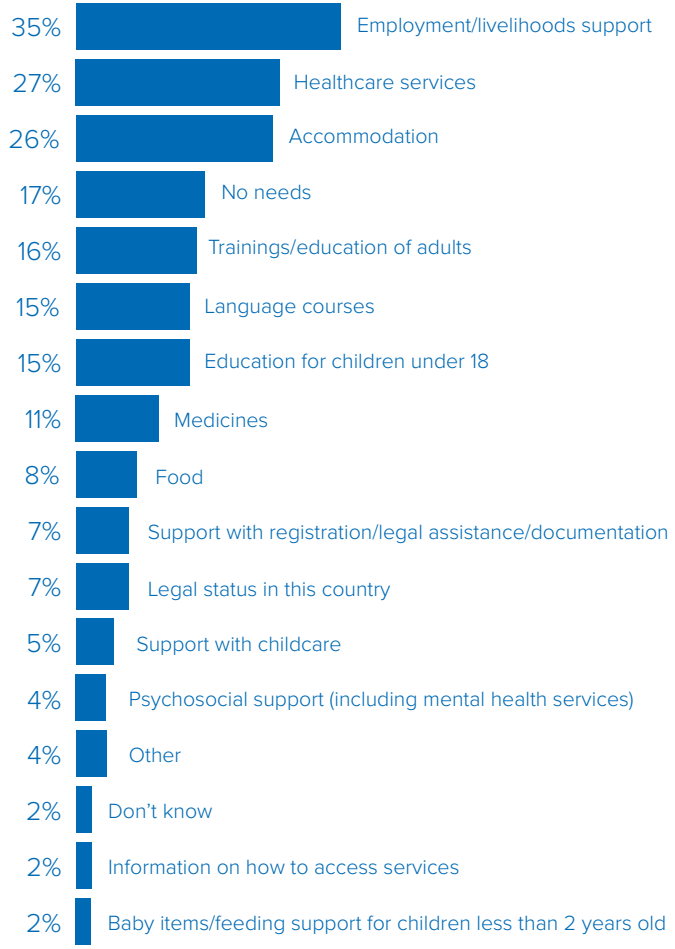
When asked about their preferred means of providing feedback to aid providers, phone calls or helplines were the most frequently used channels (35%), followed by face-to-face interactions (22%). Social media platforms such as Facebook (19%) and Telegram (21%) were also common feedback channels (Graph 34).

Graph 34 – Preferred means of giving feedback to aid providers *(n=1,290)*

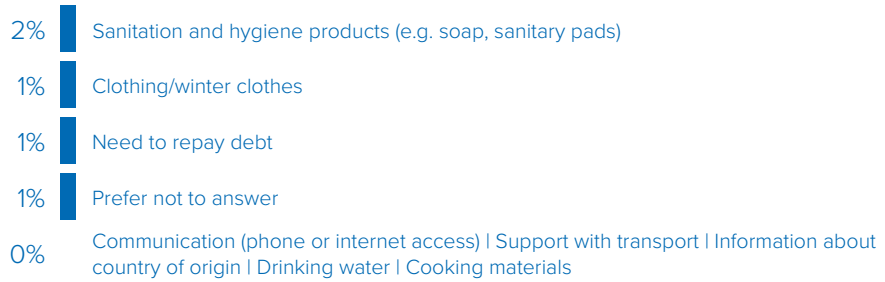


The survey also aimed to identify the top three priority needs reported by households. The most commonly cited need was employment or livelihoods support (35%), followed by healthcare services (27%) and accommodation (26%). Other significant needs included education for children (15%) and adult education or training (16%), reflecting a desire for long-term stability and self-sufficiency. Looking closely at the answers, a flatter distribution is observed, indicating the diverse needs of the community (Graph 35).

Graph 35 – Most reported priority needs, by % of household per type of priority need reported *(n=1,290)*

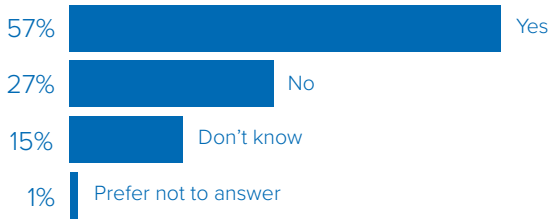


Graph 35 – Most reported priority needs, by % of household per type of priority need reported *(n=1,290) cont.*

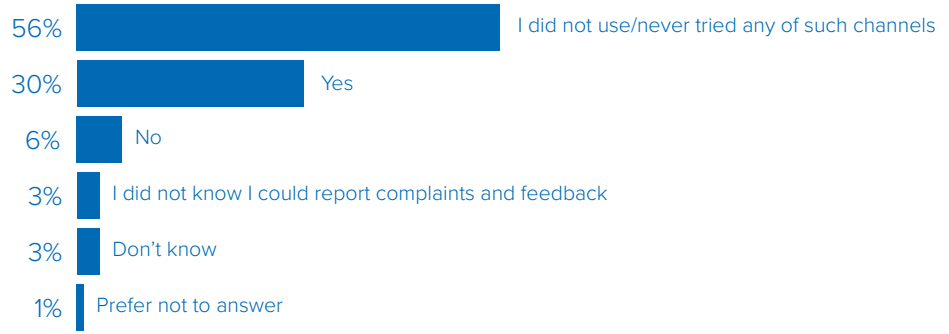


In terms of community-based feedback and reporting mechanisms, 57% of households reported having access to safe and confidential channels for providing feedback, while 27% did not have such access, and 15% remained indecisive. However, only 30% of those who reported protection concerns through these mechanisms felt that they received an appropriate response. A substantial 56% stated that they had never used or tried these channels, indicating potential distrust in existing mechanisms or unawareness of the importance of providing feedback and complaints (Graphs 36 and 37).

Graph 36 – Children and adults reporting access to safe and confidential feedback and reporting community-based mechanisms *(n=1,290)*



Graph 37 – Children and adults who feel that protection concerns reported through community mechanisms receive an appropriate response *(n=1,290)*



Given the strong divergence in preferred communication channels for different age groups and the common challenges of accessing reliable information, it is recommended that humanitarian actors mobilize existing capacities to utilize at least two diverse channels. For example, Facebook, which is mentioned by at least a third of respondents in each age group, combined with official websites, can ensure broader reach and more effective communication. This approach can help address the varied preferences and ensure that information is both accessible and trustworthy for all age groups. Maintaining the existing helplines and integrating face-to-face communication can significantly enhance the effectiveness of information dissemination.

For comprehensive communication strategies, combining digital platforms, including official websites and verified social media accounts, with hybrid personal two-way communication methods are key, catering to the technological preferences of younger age groups but also respecting the need for personalized communication. Ensuring that information is available in multiple formats and languages will further enhance accessibility and trust, ultimately leading to better-informed and supported communities.

Overall, the data reveals that while a significant portion of households are receiving aid and expressing satisfaction, there are still notable

challenges in ensuring that aid is sufficient, timely, and meets the specific needs of families. Additionally, there are barriers to accessing information and providing feedback, with many households reporting that they are either unsure of how to voice their concerns or do not trust the feedback mechanisms in place. To improve the effectiveness of aid programs, it is essential to enhance the responsiveness of feedback systems, address the gaps in communication, and ensure that aid is aligned with the most urgent needs of the displaced population.

Disability

This section focuses on the experiences of individuals with disabilities, examining the range and extent of difficulties they encounter in daily activities using the Washington Group Short Set of Questions on Disability. The Washington Group indicator is an internationally recognized tool designed to identify persons with disabilities by assessing difficulties in six key functional areas: vision, hearing, mobility, cognition, self-care, and communication . This method categorizes functional limitations in varying degrees of severity, providing a standardized approach to understanding how individuals experience and manage these challenges, even when using assistive devices like glasses or hearing aids.

Through this approach, the survey explores the impact of these difficulties on individuals' ability to perform essential tasks, such as walking, concentrating, or communicating in their usual language. By evaluating each area with the Washington Group indicator, the findings offer crucial insights into the specific needs of individuals with disabilities and the types of support required to enhance their participation in daily life and community activities. This information is vital for tailoring interventions and services that promote inclusion and accessibility for people with disabilities.

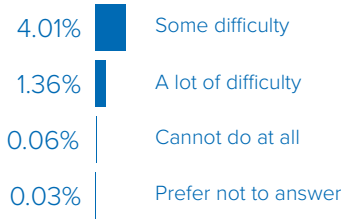
Out of the 3,093 individuals surveyed, 5% were identified as having a level three disability, meaning they experience either a lot of difficulty or are entirely unable to perform certain activities. Additionally, 10% of the 1,290 households have at least one member with a disability. This highlights the presence of disability within the displaced population and underscores the importance of addressing the specific needs of these individuals.

Disabilities are categorized by severity, with level three representing individuals who have „a lot of difficulty" or „cannot do at all" in at least one of these activities. This classification allows for a more targeted approach to identifying and addressing the needs of people with disabilities.

Vision

Vision difficulties were reported by some individuals, even when using corrective devices like glasses. Out of the 169 individuals surveyed, 4.01% had some difficulty seeing, 1.36% faced a lot of difficulty, and a small portion (0.06%) were entirely unable to see (Graph 38).

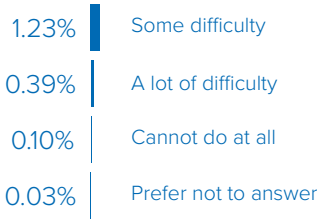
Graph 38 – Individuals reporting having difficulty seeing even if wearing glasses *(n=169)*



Hearing

Hearing challenges were similar. Among 54 individuals, 1.23% had some difficulty hearing, even when using a hearing aid, while 0.39% reported significant difficulty. A small group (0.10%) were completely unable to hear (Graph 39).

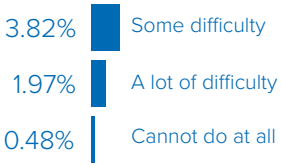
Graph 39 – Individuals reporting difficulty hearing even if using a hearing aid *(n=54)*



Mobility

Mobility challenges were also evident. Out of 194 individuals, 3.82% experienced some difficulty walking or climbing steps, while 1.97% faced a lot of difficulty. A smaller portion (0.48%) were entirely unable to walk or climb steps (Graph 40).

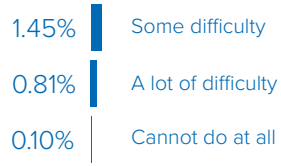
Graph 40 – Individuals reporting difficulty walking or climbing steps *(n=194)*



Cognition (remembering or concentrating)

Cognitive difficulties, such as challenges in remembering or concentrating, were reported by 1.45% of 73 individuals as experiencing some difficulty, while 0.81% faced a lot of difficulty, and 0.10% were unable to perform these cognitive tasks altogether (Graph 41).

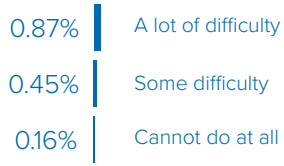
Graph 41 – Individuals reporting difficulty remembering or concentrating *(n=73)*



Self-care

Self-care activities, which include tasks like washing and dressing, posed challenges for some individuals. Out of 46 respondents, 0.45% had some difficulty, 0.87% faced significant difficulty, and 0.16% were unable to perform these tasks independently (Graph 42).

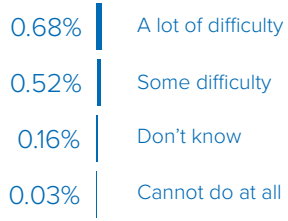
Graph 42 – Individuals reporting difficulty with self-care, such as bathing or dressing *(n=46)*



Communication

Communication difficulties were highlighted in the data. Among 43 individuals, 0.52% reported some difficulty communicating in their usual language, 0.68% faced a lot of difficulty, and 0.03% were unable to communicate at all. A small percentage (0.16%) were unsure about their communication ability (Graph 43).

Graph 43 – Individuals reporting having difficulty communing even if using their usual language *(n=43)*



These findings underscore the diverse challenges faced by individuals with disabilities in displaced communities. While severe impairments are relatively rare, even lower percentages highlight the importance of providing tailored support and services. From vision and hearing impairments to mobility and cognitive difficulties, individuals with disabilities face unique challenges in managing daily activities. Ensuring

access to the necessary services and accommodations will be crucial in enhancing their quality of life and ability to participate fully in their communities.

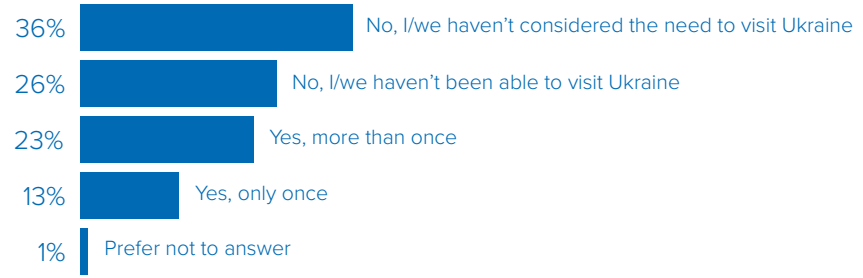
Visits back to Ukraine

This section provides an in-depth analysis of the patterns and motivations behind visits and returns to Ukraine by displaced individuals and households since the escalation of the conflict on 24 February 2022. The data captures key information about the frequency, timing, and reasons for these visits, as well as the challenges faced by individuals who returned to Ukraine temporarily. Respondents provided details about their most recent visit, including the month and year, length of stay, and the types of documents used during travel. The section also explores the motivations for visiting Ukraine—such as family reunification, administrative purposes, or personal reasons—and the barriers preventing others from making the journey, including safety concerns and logistical difficulties.

Additionally, the section investigates the complications faced by individuals when attempting to return to their host country after visiting Ukraine, highlighting the types of difficulties encountered. Lastly, it addresses future intentions, examining whether households plan to return to Ukraine, remain in their current location, or relocate elsewhere within the next 12 months.

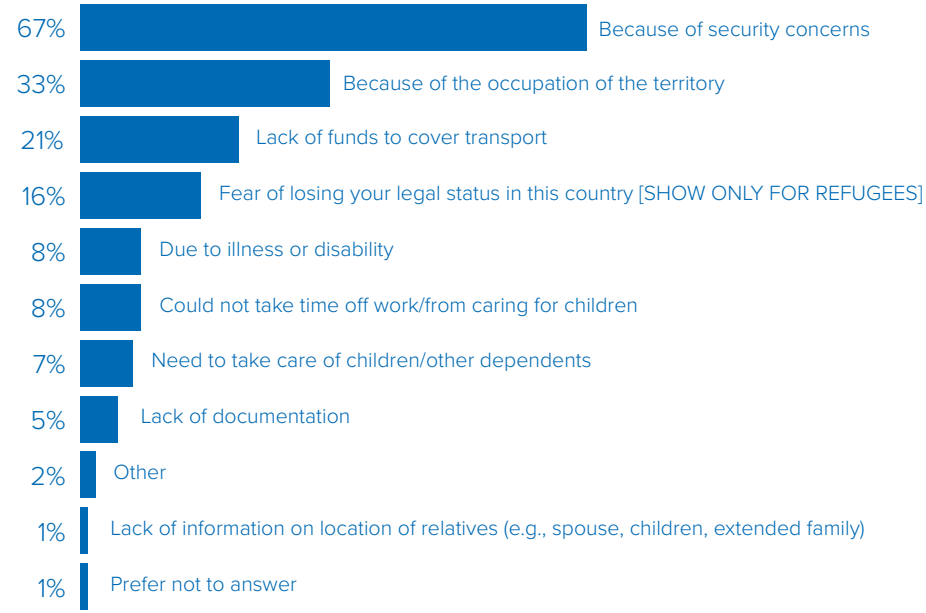
Among the surveyed households, 36% reported that they had not considered the need to visit Ukraine since the start of the conflict, while 13% had visited only once, and 23% had made multiple visits. This suggests that a significant portion of the displaced population maintains close ties to their home country, despite the difficulties posed by the conflict. On the other hand, more than a quarter (26%) of the households were not able to visit (Graph 44).

Graph 44 – Households with one or more members who have been back to visit Ukraine since 24 February 2024 *(n=1,290)*



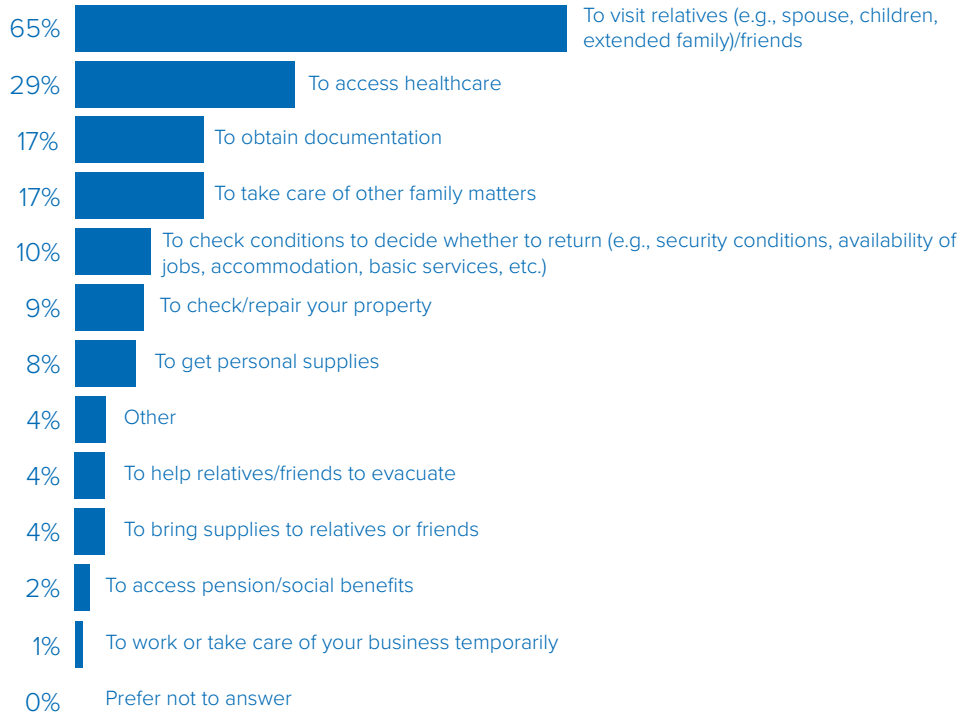
For those unable to visit, security concerns were the predominant reason, cited by 67% of households. Additionally, 33% indicated that the occupation of their home territory prevented them from returning. Other obstacles included a lack of funds for transportation (21%) and fears of losing legal status in their host country (16%) (Graph 45).

Graph 45 – Reasons for not being able to visit Ukraine *(n=335)*



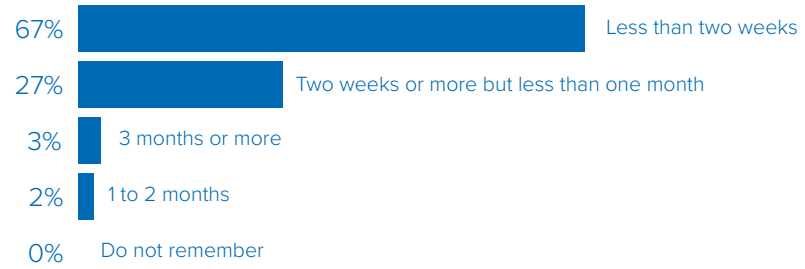
Households that did manage to return to Ukraine did so for various reasons. The most common reason, cited by 65% of respondents, was to visit relatives or friends, underscoring the importance of family connections. Other significant reasons included accessing healthcare (29%), obtaining documentation (17%), and addressing other family matters (17%). A smaller portion of respondents returned to check conditions for a possible permanent return, repair property, or assist with the evacuation of relatives or friends (Graph 46).

Graph 46 – Reasons for visiting Ukraine *(n=467)*



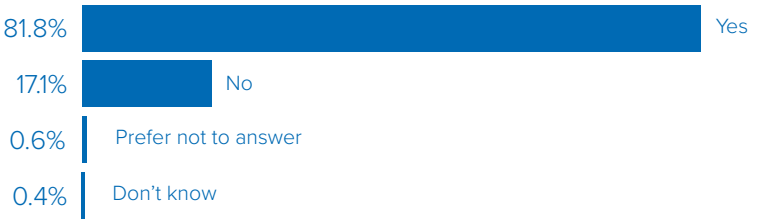
The data also reveals that the majority of these visits occurred recently, with many taking place in 2024, particularly during the first two quarters of the year. Furthermore, most of the visits were brief, with 67% of households staying in Ukraine for less than two weeks (Graph 47).

Graph 47 – The average duration of stay in Ukraine during the last visit *(n=467)*



Upon returning to their host country, 17% of households experienced difficulties. The most common challenges reported were the suspension or revocation of temporary protection or legal status (51%) and the loss of benefits, including social welfare and accommodation (43%). These issues underscore the complexities and potential risks involved in temporarily leaving the host country to visit Ukraine (Graphs 48 and 49).

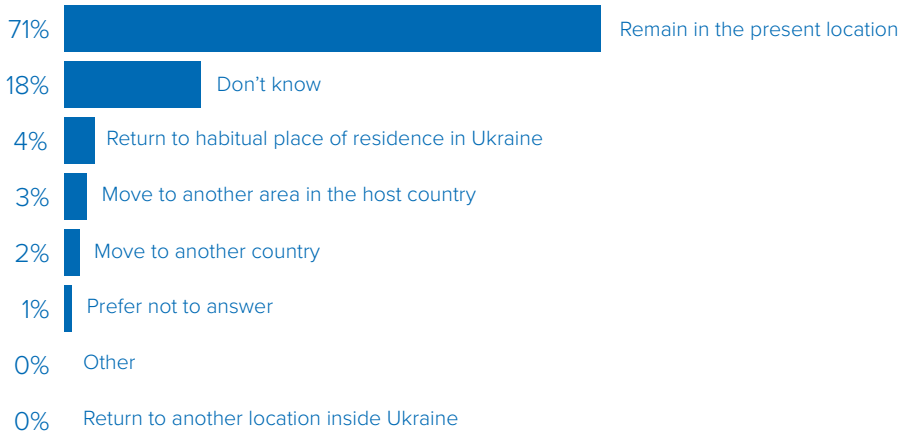
Graph 48 – Households experiencing difficulties returning after visiting Ukraine *(n=467)*



Graph 48 – Households experiencing difficulties returning after visiting Ukraine *(n=467)*

Looking ahead, the majority of households (71%) indicated that they intended to remain in their current location within their host country over the next 12 months. A smaller portion, 4%, expressed a desire to return to their habitual place of residence in Ukraine, while 18% are uncertain about their future plans. This reflects a cautious approach among the displaced population, as they weigh their desire to return home against the realities of the ongoing conflict and the security situation in Ukraine (Graph 50).

Graph 50 – Households by intention within the next 12 months *(n=1,290)*



The data reveals a strong connection between displaced individuals and their home country, with many making the effort to visit Ukraine despite significant challenges. While safety concerns and legal risks prevent some from returning, others have maintained ties to their families and communities through brief visits. The findings highlight the precarious nature of temporary returns, as some face the risk of losing their legal status or benefits upon re-entry to their host countries. Overall, the majority of households remain uncertain about their future, carefully balancing their long-term intentions with the evolving situation in Ukraine.

Safety and Security

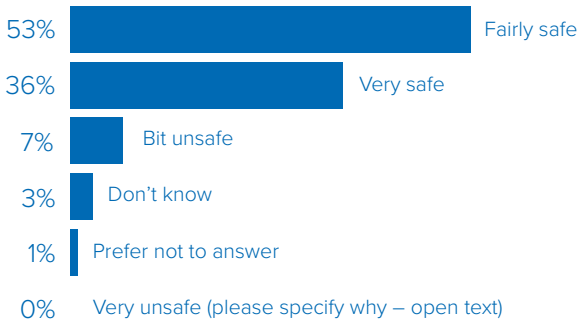
Safety and security are two very important concerns for refugee communities when settling in a new environment. This section explores perceptions of personal safety and security among the refugees from Ukraine living in Poland. The data examines respondents' feelings of safety when walking alone in their neighborhood after dark, as well as the frequency of concerns about their safety when going out in public spaces. Additionally, respondents were asked to identify the factors they believe most affect their safety, whether these relate to crime, social tensions, or other risks. The section also delves into specific personal safety risks that concern individuals the most, offering insight into the day-to-day vulnerabilities they face in their host communities.

By understanding these safety perceptions and concerns, this analysis highlights key security issues faced by displaced individuals and informs potential interventions aimed at improving their sense of well-being and personal safety in their current locations.

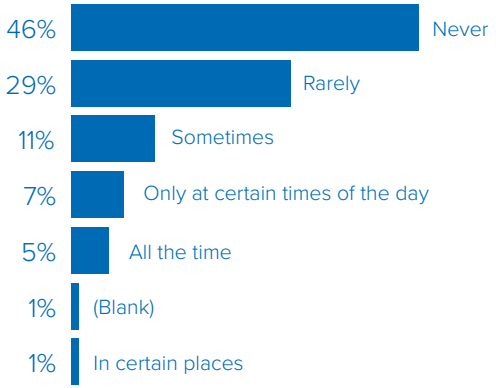
Most respondents (53%) reported feeling „fairly safe" walking alone in their neighborhood after dark, while 36% felt „very safe." This suggests that most individuals feel secure in their immediate environment. However, a smaller portion (7%) indicated feeling „a bit unsafe," and 4% were uncertain about their safety. Notably, no respondents reported feeling „very unsafe," which suggests that, overall, there is a general sense of safety within the community, although some lingering concerns persist for certain individuals (Graph 51).

In terms of how often respondents feel worried about their safety in public spaces, 46% reported that they „never" worry, while 29% stated they „rarely" experience concerns. 11% of respondents indicated feeling worried „sometimes," and 7% mentioned they feel unsafe only at certain times of the day. A smaller portion (5%) reported feeling unsafe „all the time." This indicates that most respondents generally feel secure in public, with a significant minority experiencing periodic or constant worry about their personal safety (Graph 52).

Graph 51 – Respondents reporting feeling safe walking alone in their neighborhood after dark *(n=1,290)*



Graph 52 – Respondents reporting feeling worried about safety in public spaces *(n=1,290)*



When asked about the perceived factors that most affect their safety, 37% of respondents identified their refugee or asylum status as a primary concern. Race or ethnicity was mentioned by 22%, and gender was noted by 16% as a key factor influencing their safety. Additionally, 5% of respondents felt that sexual identity or orientation posed a risk to their personal safety, while other factors, such as religion (1%) and competition for resources, were cited by smaller percentages. These responses suggest that identity-based discrimination, particularly related to refugee status and ethnicity, is perceived as a significant safety risk for many displaced individuals.

When it comes to specific concerns about personal safety, 31% of respondents cited staring or leering as a major issue, making it the most commonly reported safety concern. Additionally, 29% of respondents indicated that they have no specific concerns about personal safety, reflecting a sense of confidence in their security. However, 12% of individuals reported experiencing physical safety concerns, while 4% mentioned concerns related to stalking or sexual assault. A smaller percentage (3%) indicated sexual harassment as a significant risk.

The data reveals a generally positive perception of personal safety among displaced individuals, with most respondents feeling either fairly or very safe in their neighborhoods and public spaces. However, the presence of identity-based discrimination, such as concerns related to refugee status, ethnicity, and gender, continues to impact feelings of safety for a portion of the population. Additionally, specific risks like verbal harassment, staring, and sexual harassment remain a concern for many. These findings highlight the importance of targeted interventions to address the specific vulnerabilities faced by displaced individuals and to promote a greater sense of safety and security within host communities.

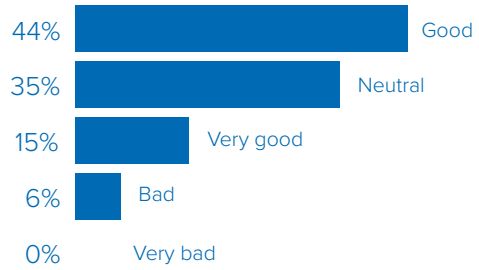
Relationships with the host community

This section examines the dynamics of social cohesion between refugee populations and host communities, focusing on the experiences of displaced individuals in their new environment. The data explores respondents' perceptions of their relationships with the host community, including whether these relationships have evolved since their initial arrival. Additionally, this section investigates instances of hostile or unwelcoming behavior encountered by refugees, identifying specific behaviors and potential reasons behind such hostility. Respondents were asked to reflect on personal or household experiences and to specify the perceived motivations for negative interactions with the local population.

Although from the onset of the full-scale war in Ukraine Polish society opened their arms to welcome refugees in an exemplary and unprecedented way, more than two years on, the swell of public empathy has decreased. According to CBOS, the public support for admitting refugees from Ukraine has slipped from 94% in February 2022 to 53% in September 2024 . At the same time, negative attitudes and social tensions are becoming more and more prevalent.

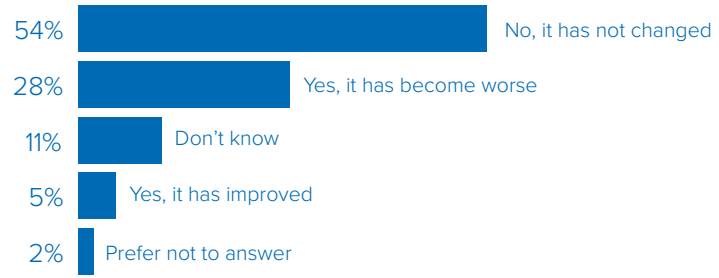
Close to half of the households (44%) described their relationship with the host community as „good," with an additional 15% rating it as „very good." Meanwhile, 35% reported a „neutral" relationship, and 6% felt that their relationship with the host community was „bad." These responses suggest that, overall, displaced individuals feel relatively positive about their interactions with the host community, though a small portion of respondents have experienced more negative relations (Graph 53).

Graph 53 – Households reporting good relationship with the host community *(n=1,290)*



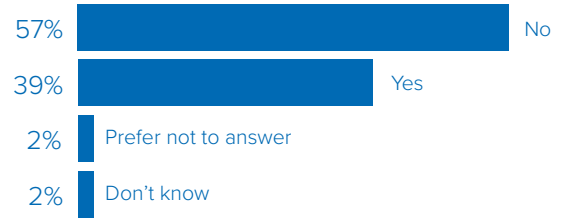
Despite the generally positive initial relationships reported, only 5% of households indicated that their relationship with the host community had improved since their arrival. In contrast, 28% felt that their relationship had worsened over time, while the majority (54%) reported no change. This suggests that although early interactions were generally favorable, underlying issues may have contributed to a deterioration in relationships for some households (Graph 54).

Graph 54 – Households reporting relationship with the host community *(n=1,290)*



Tensions with the host community were reported by 39% of households, indicating that a significant portion of the displaced population has encountered friction in their new environment. However, the majority (57%) of households reported experiencing no tensions, suggesting that while issues exist, they are not widespread or universal (Graph 55).

Graph 55 – Households reporting on tensions with the host community since arriving in Poland *(n=1,290)*



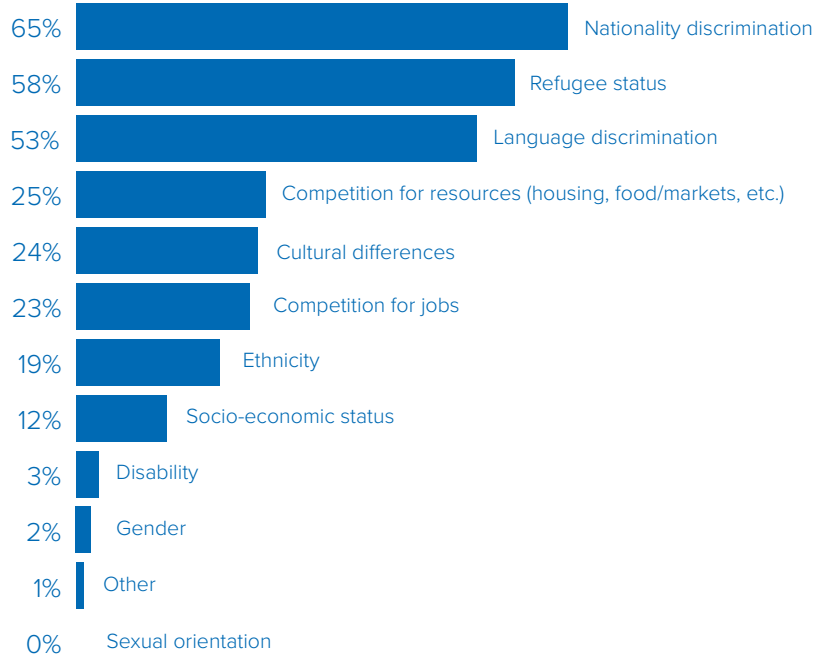
Among households that experienced tensions, verbal aggression was the most commonly reported form of hostility, with 79% of affected households experiencing such behavior. Additionally, 45% reported experiencing discriminatory behavior, particularly in the context of job searches or securing accommodation. Hostile or aggressive comments on social media were also prevalent, reported by 27% of respondents, while 21% encountered such behavior in online news forums. Though less common, 7% of households reported physical attacks, indicating that while most hostility is verbal or discriminatory, concerns about physical safety persist for some individuals (Graph 56).

Graph 56 – Households reporting specific types of hostile behavior *(n=507)*

The assumed reasons behind hostile behaviors varied. Nationality discrimination was cited by 65% of households, followed by refugee status (58%) and language discrimination (53%). Other reasons included cultural differences (24%), as well as competition for resources (25%) or jobs (23%). These findings suggest that both identity-based factors and economic pressures contribute to tensions between displaced individuals and the host community (Graph 52).

While many displaced individuals report feeling safe and having positive relationships with their host communities, there are significant concerns regarding social cohesion, safety, and the prevalence of hostility and discrimination. The data highlights the need for continued efforts to foster integration and address the root causes of tension between displaced persons and host communities. By promoting mutual understanding and addressing economic and identity-based issues, these efforts can help strengthen social cohesion and reduce the instances of hostility faced by refugees.

Graph 57 – Households reporting assumed reasons for hostile behavior (n=507)



CHILD PROTECTION

Children are one of the most vulnerable groups within a society. Therefore, child protection needs are specific and complex, and policies usually involve multisectoral approaches. According to the sample, 57% of refugee households living in Poland have at least one child. This section provides a detailed analysis of child protection issues within displaced households, focusing on key indicators related to the well-being and safety of children. It examines critical factors, such as the proportion of children under five whose births have been registered with a civil authority—an essential step in ensuring legal identity and access to services for forcibly displaced children.

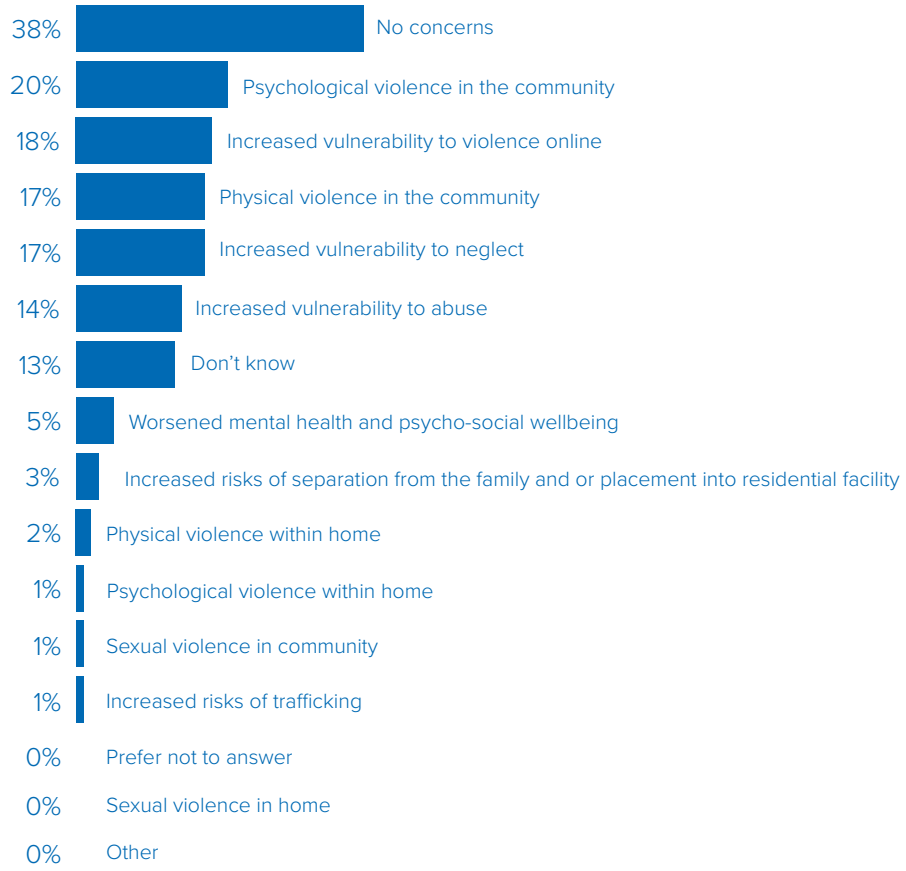
The data also explores household composition, including the percentage of households with children who do not belong to the nuclear family, as well as the prevalence of children living with neither biological parent.

Additionally, the section highlights the top three most serious risks reported by households for boys and girls, providing insights into the specific risks children face in displaced communities. The assessment also measures awareness of services available to report cases of violence against children, reflecting the community's capacity to address child protection concerns and the effectiveness of reporting mechanisms.

Looking at perceived risks, the data reveals a range of serious concerns affecting boys under the age of 18, 38% of households reported no major concerns, indicating a degree of perceived safety for boys in the community. However, significant risks were still identified, with 20% of households citing psychological violence within the community as a major concern. 18% reported worries about boys' vulnerability to online violence, reflecting the growing dangers in the digital space (Graph 58).

Additionally, 17% of households highlighted physical violence in the community as a serious threat, while neglect and abuse were also identified as key issues, with 17% and 14% of households reporting

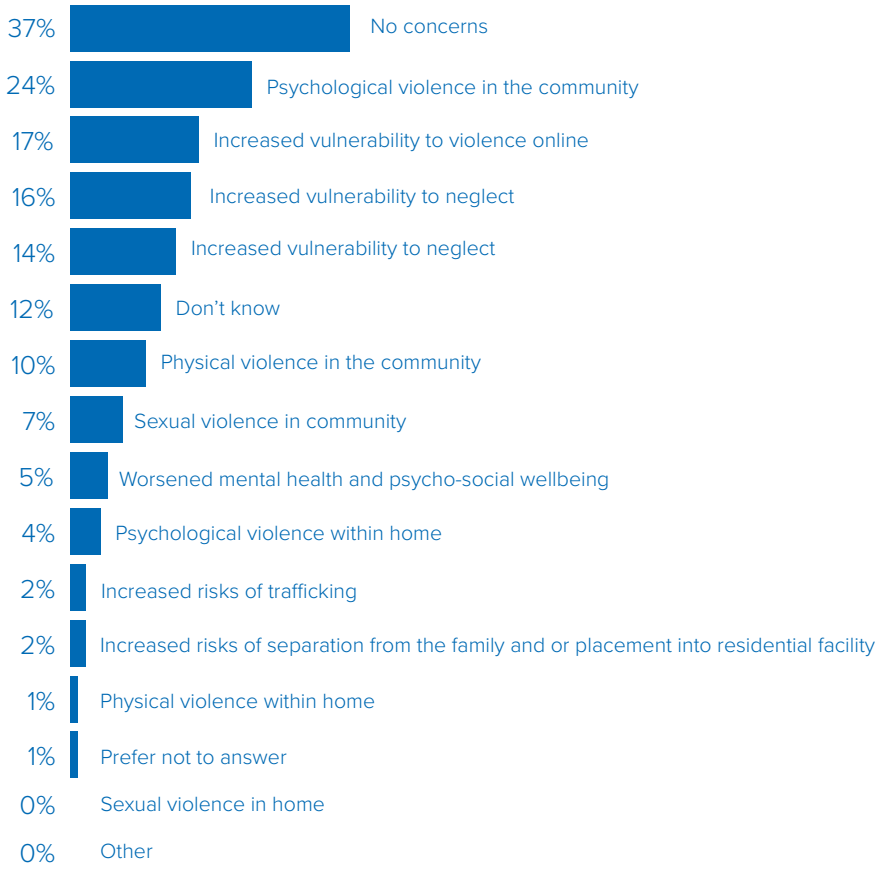
Graph 58 – Risks faced by boys under the age of 18 *(n=466)*



concerns, respectively. These figures emphasize the multifaceted risks boys face, particularly in terms of violence and psychological harm, both within the home and in the broader community.

Similarly, 37% of households reported no major concerns for girls under the age of 18. However, the remaining data points to critical risks that require urgent attention. 24% of households identified psychological violence in the community as a serious issue, followed by 17% reporting concerns about girls' vulnerability to online violence. Additionally, 10% of households expressed concern about physical violence in the community (Graph 59).

Graph 59 – Risks faced by girls under the age of 18 *(n=407)*

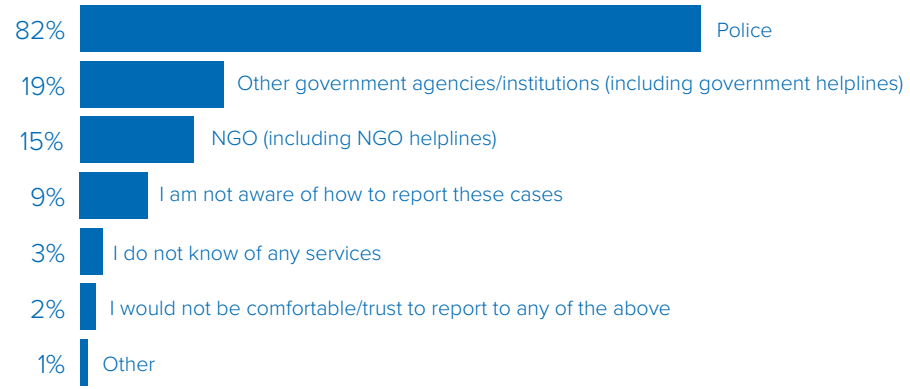


Further concerns included neglect (16%) and abuse (14%), with 7% of households identifying sexual violence in the community as a significant threat faced by girls. This data underscores the heightened vulnerability of girls to a variety of forms of violence and exploitation, reflecting the need for targeted interventions to prevent and respond to these specific protection risks.

In terms of awareness and reporting of violence against children, a large majority of households (82%) indicated that they were aware of the police as a service to report such cases. However, gaps in awareness persist, with 9% of households reporting that they were not aware of how to report cases of violence, and 3% stating that they did not know of any services to report these issues. This highlights the ongoing need for efforts to improve awareness and trust in reporting mechanisms to ensure that cases of violence against children are effectively addressed.

The data also reveals that 3.6% of households with children include children who do not belong to the nuclear family, which constitutes 6.3% of all households with children. This underscores the importance of safeguarding measures for unaccompanied and separated children, as these children face unique vulnerabilities, are at heightened risk of violence, abuse, exploitation and trafficking, and require additional protection and support (Graph 60).

Graph 60 – Awareness of services for reporting violence against children in the community *(n=1,290)*



The findings on child protection within forcibly displaced households highlight both the specific risks boys and girls face and the gaps in service awareness and access. While a significant proportion of households report no major concerns, the data reveals that violence—whether physical, psychological, or sexual—remains a key threat for many children. Additionally, gaps in the awareness of reporting mechanisms,

as well as the vulnerabilities of unaccompanied and separated children, call for targeted interventions to improve child safety and protection in displaced communities. Strengthening child protection services, raising awareness, and ensuring effective reporting mechanisms within national systems are critical to safeguarding the well-being of children at risk.

GENDER-BASED VIOLENCE (GBV)

POLAND

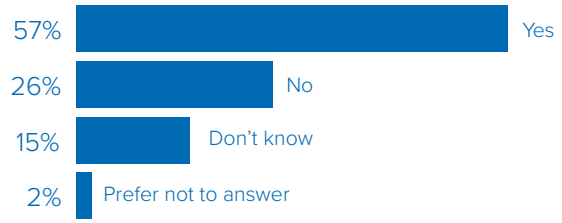
Given the distinct demographic of refugees in Poland, with 90% being women and children, the risk of gender-based violence (GBV) is extremely high, though often underreported. The displacement caused by war, along with the instability and trauma of fleeing conflict, leaves women and girls especially vulnerable to various forms of GBV, including sexual violence, human trafficking, exploitation, and domestic abuse. These risks are further heightened for older people, individuals with disabilities, LGBTIQ+ individuals, and minorities. Many refugee women and girls live in female-headed households and face additional challenges, including discrimination and access issues with regard to housing, and healthcare—especially in relation to their sexual and reproductive health needs.

This section delves into the community's awareness and response to gender-based violence (GBV), focusing on violence against women and girls, as well as sexual violence against men and boys. Considering the sensitive nature of the topic, the survey included also questions about safety and security and topics that are not directly related to gender. The data explores the community's knowledge of available support services for GBV survivors, including health services, psychosocial support, safety and security services (such as police or safe shelters), helplines, and legal assistance, as well as the top security concerns for women or girls and men and boys.

The Polish legislation on GBV provides legal protection for GBV survivors, but more needs to be done to be fully compatible with international standards on GBV. The lack of specialized GBV service providers and limitations on the availability and accessibility of survivor-centered care, including the clinical management of rape and sexual and reproductive health services in Poland, creates a challenging context for GBV survivors.

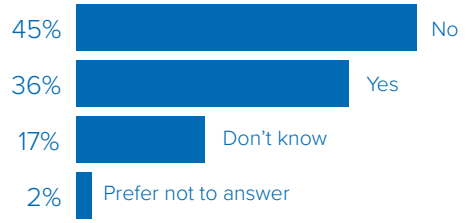
The data on GBV reveals varying levels of awareness and access to services among the population. For health services specifically designed for GBV survivors, 57% of respondents are aware of these services, while 26% are not, and 15% are uncertain. This suggests that while a majority have some knowledge about where to seek medical help in cases of GBV, a significant portion of the population remains uninformed (Graph 61).

Graph 61 – Awareness of available health services for GBV survivors *(n=1,290)*



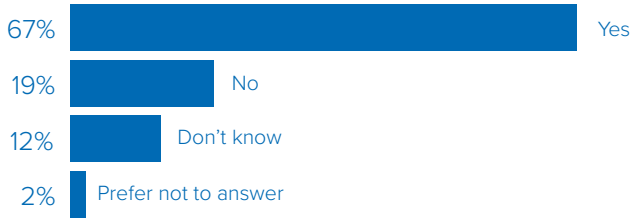
In terms of psychosocial services, which are crucial for the mental and emotional well-being of GBV survivors, awareness drops, with only 36% of respondents indicating knowledge of these services. A larger percentage, 45%, are unaware, and 17% are unsure whether such services exist. This indicates a gap in communication and outreach about the availability of psychosocial support for survivors (Graph 62).

Graph 62 – Awareness of available psychosocial services for GBV survivors *(n=1,290)*



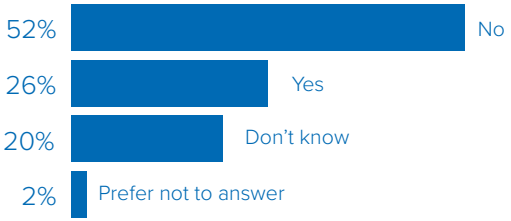
Awareness of safety and security services (such as police assistance or safe shelters) is relatively higher, with 67% of respondents knowing about these services. However, 19% are not aware of them, and 12% are uncertain. This reflects a relatively better understanding of immediate safety measures compared to health and psychosocial support (Graph 63).

Graph 63 – Awareness of available security services (police, safe shelters) for GBV survivors *(n=1,290)*



Helplines specifically for GBV services show notably low awareness, with only 26% of respondents familiar with them. More than half (52%) are unaware, and 20% are uncertain about the existence of these helplines. This is concerning, as helplines often serve as the first point of contact for survivors seeking help (Graph 64).

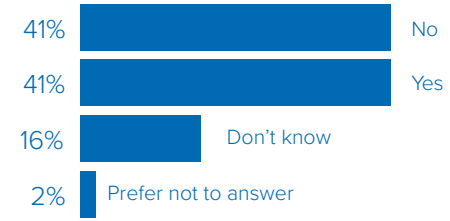
Graph 64 – Awareness of available specific helplines for GBV survivors *(n=1,290)*



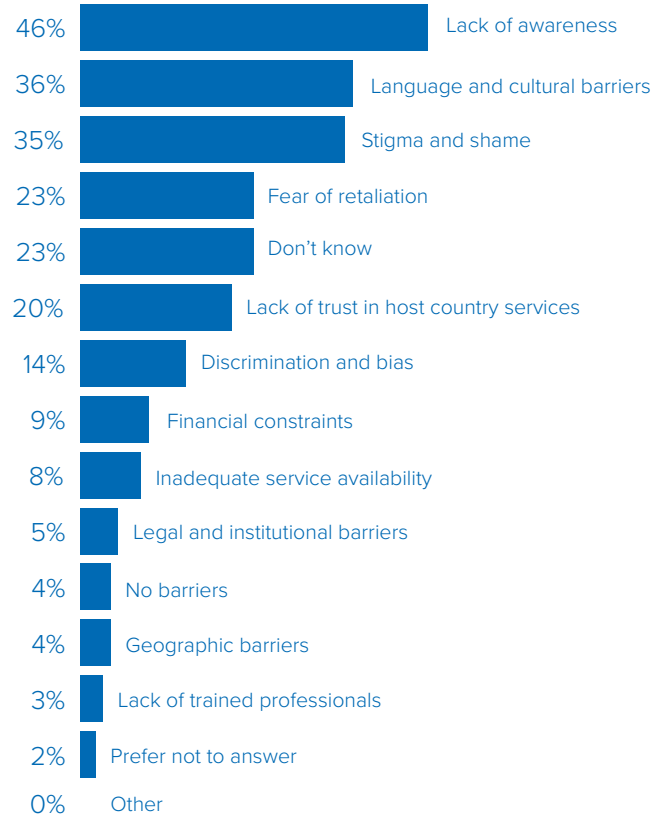
Regarding legal assistance, 41% of respondents are aware of legal services for GBV survivors, while 41% are not, and 16% are unsure. This suggests that access to justice for GBV survivors may be hampered by a lack of awareness about legal support (Graph 65).

The major barriers to accessing GBV services are multifaceted. Lack of awareness is the most significant obstacle, affecting 46% of the population. Stigma and shame also play a critical role, with 35% of respondents identifying these factors as deterrents to seeking help. Additionally, 36% of respondents cited language and cultural barriers as significant challenges, while 23% mentioned fear of retaliation as a key concern. Other obstacles include lack of trust in host country services (20%), discrimination and bias (14%), as well as geographic and financial barriers, inadequate service availability, and legal and institutional challenges (Graph 66).

Graph 65 – Awareness of available legal assistance services for GBV survivors *(n=1,290)*



Graph 66 – Major barriers to accessing GBV services *(n=1,290)*

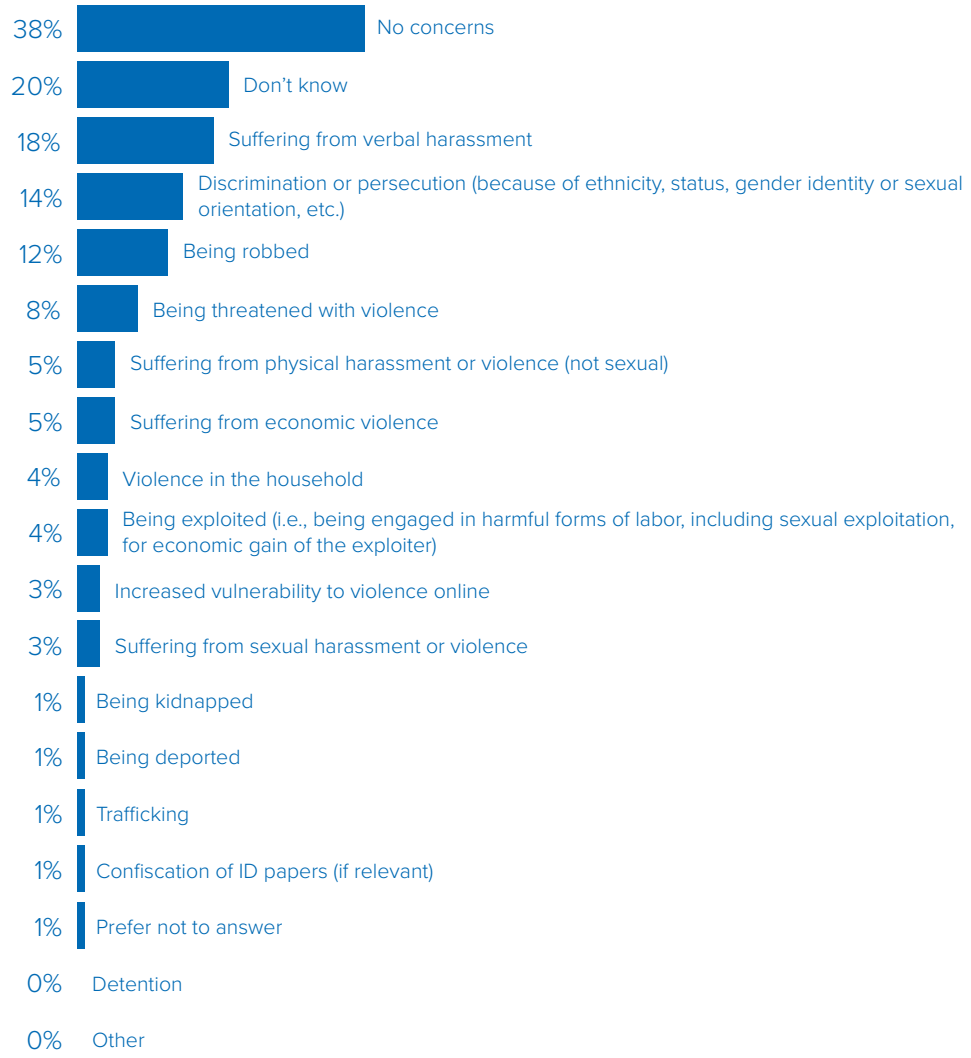


When considering safety and security concerns, 38% of women and girls reported no major concerns. However, among those who did, the most commonly cited fears were verbal harassment (18%), discrimination or persecution (14%), and robbery (12%). Other concerns included physical harassment or violence (5%), economic violence (5%), and sexual harassment or violence (3%). These concerns highlight the range of threats women and girls face, with verbal and physical harassment among the most frequently reported issues (Graph 67).

The data underscores the need for improved awareness, better communication, and enhanced trust in services designed to support GBV survivors. Addressing the barriers identified—such as lack of awareness, stigma, and language barriers—alongside addressing safety concerns and need for culturally sensitive, trauma informed care, can lead to more effective interventions and greater protection for those at risk. Strengthening access to psychosocial support, legal assistance, and helplines should be prioritized to ensure survivors receive timely and comprehensive care.

A holistic and coordinated approach in addressing these pressing issues is needed, while strengthening the national systems to better align with international standards remains a key to ensure response to the needs of GBV survivors and their full protection.

Graph 67 – Safety or security concerns for women and girls *(n=1,219)*



SOCIO-ECONOMIC INCLUSION AND LIVELIHOODS

POLAND

Livelihoods and inclusion

Socio-economic inclusion and livelihoods for refugees refer to the process of integrating displaced individuals into the economic and social fabric of their host communities, enabling them to participate fully in society. This includes providing access to education, employment, financial services, and social protection, ensuring that refugees can sustain their livelihoods and contribute to the local economy. Socio-economic inclusion not only helps refugees regain their independence and rebuild their lives but also promotes social cohesion and economic growth in host countries.

This section examines the socio-economic status and livelihoods of Ukrainian refugees in Poland, focusing on their integration into the labor market, education levels, and economic challenges within the host country. It details how refugees are adapting while facing challenges common to displaced populations. The analysis provides information on employment patterns, including average hours worked, sectors of employment, and the prevalence of formal contracts, and reviews the educational backgrounds across the surveyed population.

Furthermore, the section addresses barriers such as language proficiency, recognition of qualifications, and access to childcare services, which continue to affect overall socio-economic inclusion. Additionally, it reports on household income levels, major spending priorities, and refugees' satisfaction with social protection systems in Poland, including ongoing support from Ukrainian government programs. The section outlines both the progress made and the ongoing challenges that refugees encounter as they work toward economic stability and independence in their host community.

The current socio-economic situation of Ukrainian refugees in Poland is marked by both opportunities and substantial challenges. While many refugees have successfully entered the Polish labor market, a significant number remain in informal or precarious employment, often in lower-wage industries such as manufacturing, food services, and retail. Persistent barriers—limited language proficiency, unrecognized qualifications, and gaps in childcare availability—compound these challenges. Moreover, Poland's evolving policies and social protection systems play an important role in supporting refugees' transition into the workforce, while leaving room for further development to better assist those still striving for self-sufficiency. This is especially true for individuals residing in shelters, who may need additional support to make a smooth transition to independent living. Rising living costs, particularly for essential items such as housing and food, which constitute a major portion of household expenses, place additional strain on refugees navigating financial instability. Addressing these barriers and enhancing access to training, language support, and social protection will be essential to foster broader socio-economic inclusion and mitigate disparities in economic opportunities.

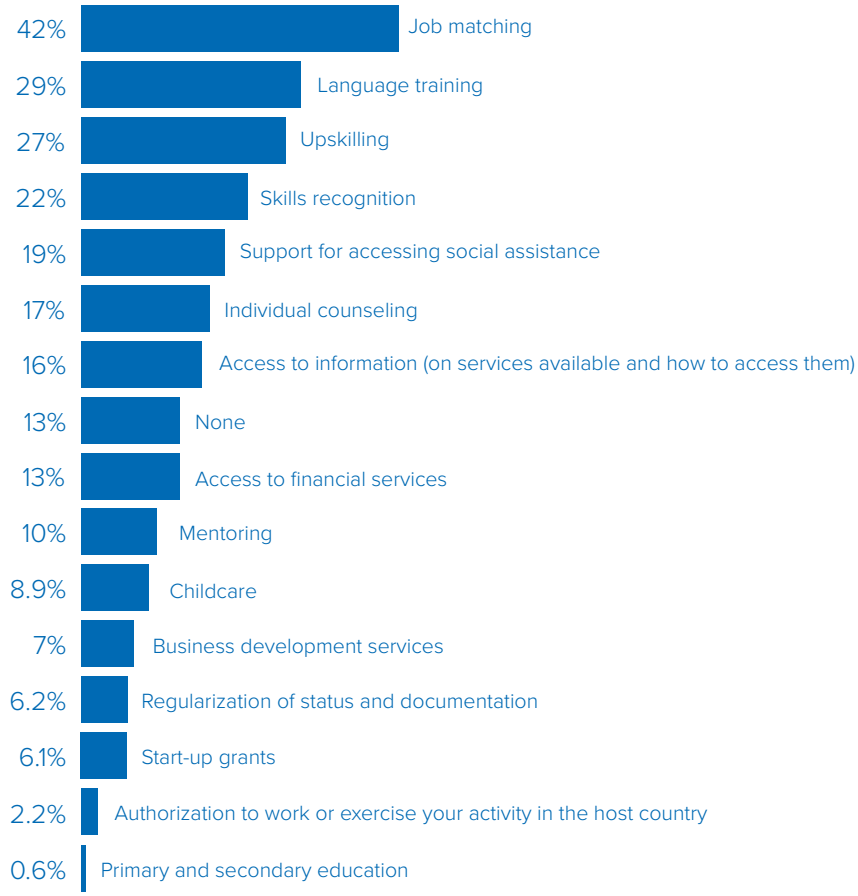
The data reveals a diverse educational background among refugees, with substantial representation in higher education (including master's, bachelor's, and specialization degrees), and technical or vocational education. This foundation suggests strong potential for labor market integration; however, barriers in transferring these qualifications to the Polish context continue to limit employment opportunities. Language proficiency also presents a major barrier, as lower proficiency levels affect both employability and broader integration. The analysis provides insights into employment characteristics, including average hours worked per week, sectors of employment (before leaving Ukraine and in Poland), and the types of contracts among employed refugees. While employment data shows high workforce participation, significant challenges remain in securing roles that match skills or offer flexibility, with childcare responsibilities especially impacting female refugees and single-headed households.

Additional barriers such as limited language proficiency, qualification recognition, and experiences of discrimination further restrict access

to suitable employment. The analysis also covers refugees' previous employment experiences in Ukraine, and the sectors in which individuals were employed or trained. The data further presents the services refugees prioritize to enhance their financial stability and opportunities, while also revealing changes in household income between 2023 and 2024 and examining youth engagement. These findings underscore the importance of targeted interventions to improve employability, stabilize incomes, and support broader integration outcomes.

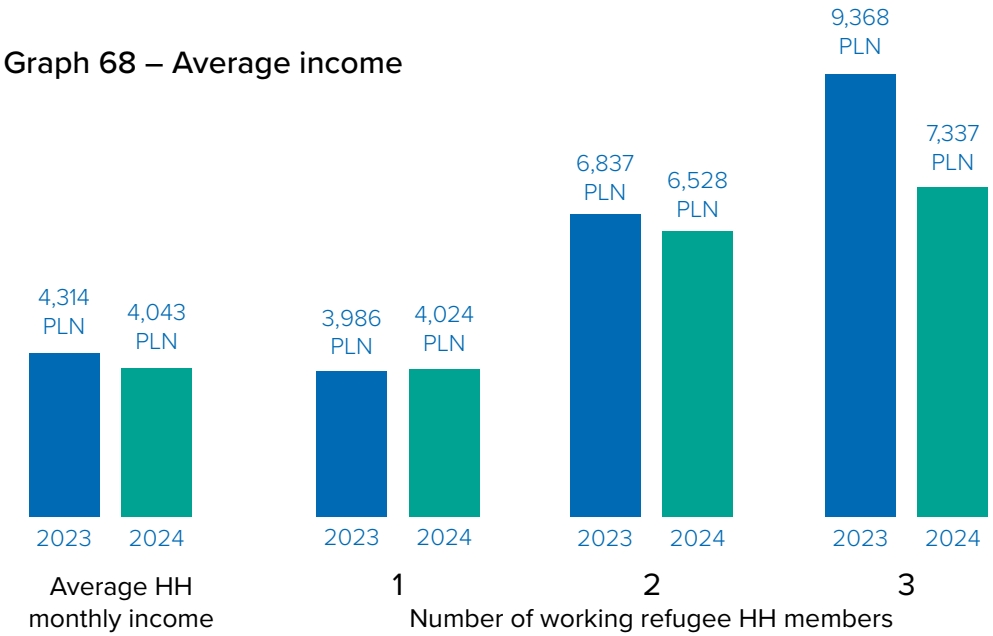
When asked about services that could enhance their financial situation and opportunities, 42% of respondents identified job matching as critical, followed by language training (29%), upskilling (27%), and skills recognition (22%). Additionally, support for accessing social assistance (19%) and individual counselling (17%) were highlighted as vital areas of need. Access to financial services, though essential, was noted by 13% of respondents, suggesting room for enhanced awareness or accessibility.

What services would help you improve your financial situation and opportunities in Poland?

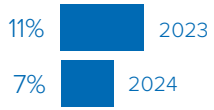


Income data reveals a decline in average household monthly income from 4,314 PLN in 2023 to 4,043 PLN in 2024, with households reporting smaller gains per additional working member in 2024 compared to the previous year. Furthermore, the percentage of youth not engaged in education, employment, or training (NEET) showed a positive trend, decreasing from 11% in 2023 to 7% in 2024, underscoring some progress in youth integration initiatives.

Graph 68 – Average income

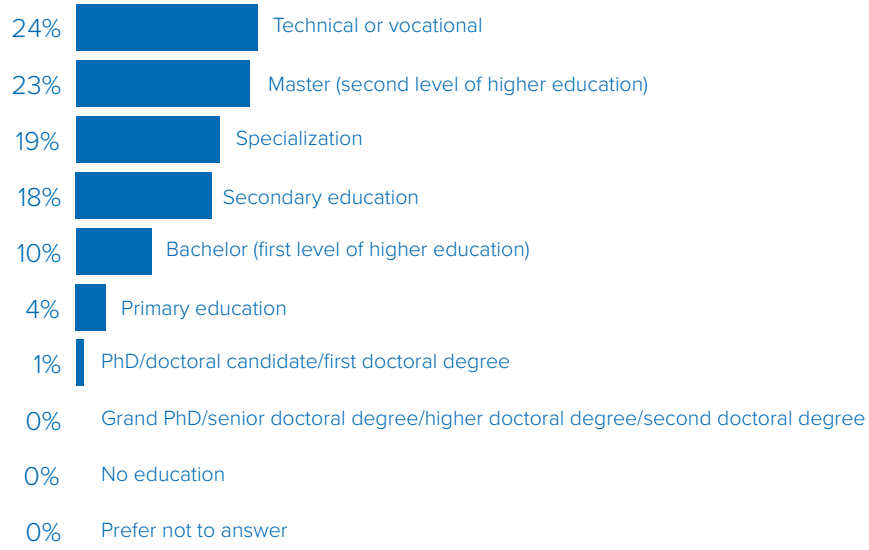


Graph 68 – The percentage of youth who are NEET



Among respondents, education levels varied widely. The largest group, approximately one in four (24%), reported having technical or vocational training. Close to a quarter (23%) had a master's degree, while nearly one in five (19%) completed specialization courses. Secondary education accounted for about 18%, and 10% held a bachelor's degree. A small but highly educated group (1%) had earned a Ph.D., while 4% had completed only primary education. No respondents reported having no formal education (Graph 68).

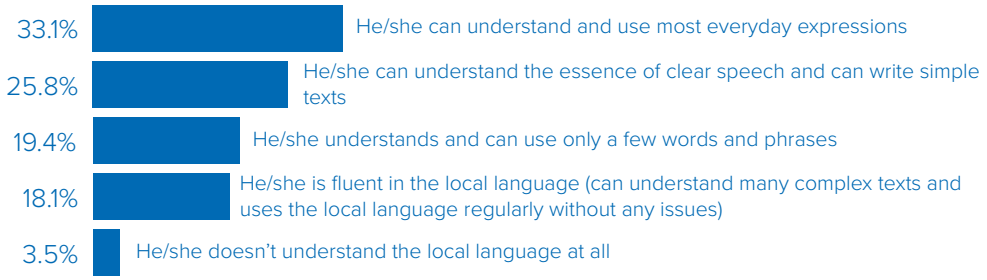
Graph 68 – Respondent's highest level of formal education *(n=1,952)*



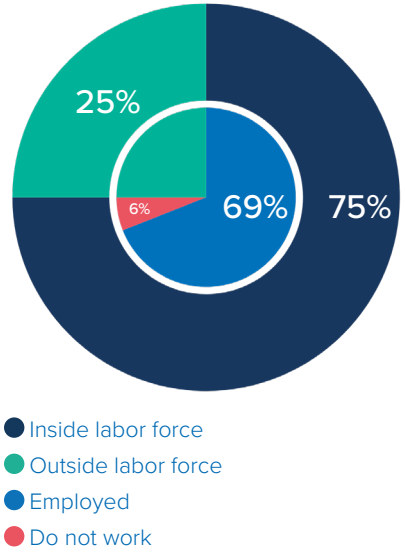
Language proficiency plays a significant role in the ability of refugees to integrate and succeed in their new surroundings. About 33% of individuals reported that they can understand and use most everyday expressions in the local language, while 26% can understand clear speech and write simple texts. However, only 18% are fluent in the local language, able to comprehend complex texts and communicate easily. A notable 19% can only use a few words and phrases, and 3% do not understand the local language at all. This language barrier likely impacts other aspects of life, including access to livelihoods (Graph 69).

POLAND

Graph 69 – Individuals who are able to communicate effectively in Polish *(n=2,179)*



Understanding labor force participation is essential for assessing the socio-economic inclusion of refugees and their integration into host country labor markets. In Poland, the labor force includes individuals of working age, defined as 15 to 60 years for women and up to 65 years for men, who are either employed or actively seeking employment.



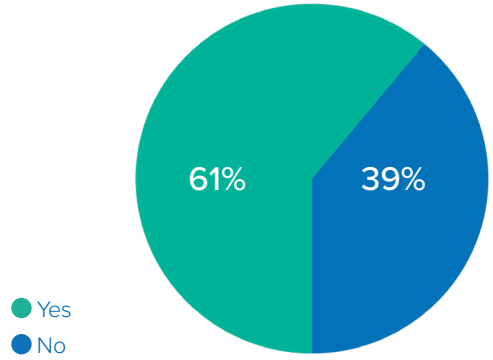
The labor force is composed of both employed and unemployed individuals who are actively participating in the job market. Those outside the labor force represent individuals who are neither employed nor seeking employment, making up 25% of the working-age population. This group includes individuals who may be unable or unwilling to work due to factors such as household responsibilities, long-term illness, retirement, or lack of motivation. These individuals are not available to start working within the next two weeks, even if a job opportunity arises.

Employment refers to individuals engaged in income-generating activities—either through formal jobs, informal work, self-employment, or agricultural work—during the previous week. The data shows that 69% of working-age individuals are employed, indicating strong participation in the labor market. This figure includes both full-time and part-time work across various sectors in host countries.

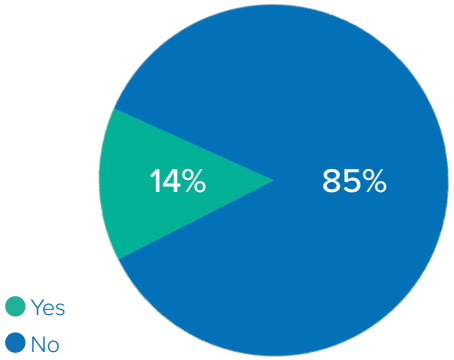
Unemployment, by contrast, includes those who didn't work but were actively seeking employment or trying to start a business within the past four weeks, and are available to start working within the next two weeks. Currently, 6% of the working-age population do not work, reflecting a notable improvement from 11% in 2023 to 6% in 2024. This trend indicates enhanced access to the labor market for refugees. Considering shares of inside and outside labor force populations, the unemployment rate in 2024 is 8%.

When examining work and income-generating activities more closely, approximately 61% of respondents reported working for salary, including informal work (Graph 70). About 14% engaged in business activities, farming, or other ventures, while almost none reported helping in family businesses or farms (Graph 71). Additionally, 80% of respondents who were not working had not actively sought paid employment or tried to start a business in the past month. Just over one-third indicated they could begin working within two weeks if offered a job, highlighting barriers to immediate workforce availability (Graph 72).

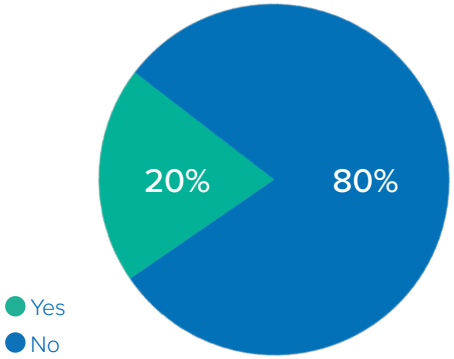
Graph 70 – Did the individual perform paid work for someone else during the past 7 days? (including informal or undeclared work) *(n=1,952)*



Graph 71 – Did the individual run or do business or other activity to generate income during the past 7 days? *(n=753)*



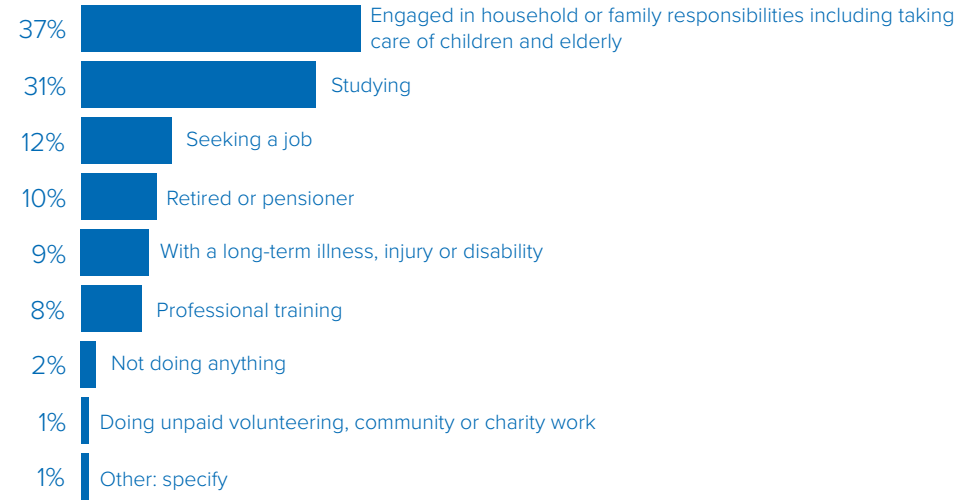
Graph 72 – Did the individual try to find a paid job or start a business during the past 30 days? *(n=631)*



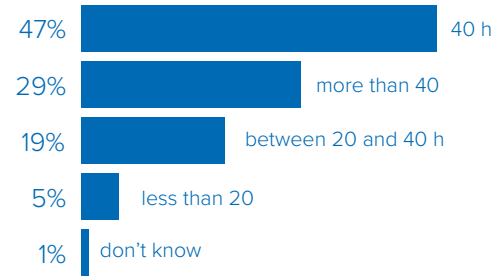
Among those not employed, their primary activities vary: 31% were studying, while 37% were engaged in household or family responsibilities, such as caring for children or elderly relatives. About 12% were actively seeking employment, 10% were retired or pensioners, and 9% reported being unable to work due to long-term illness, injury, or disability. These figures reflect the diverse socio-economic responsibilities and conditions within the population (Graph 73).

For those employed, nearly half (47%) worked 40 hours per week, 29% exceeded 40 hours, and about one in five worked between 20 and 40 hours. A small proportion, 5%, worked less than 20 hours per week, suggesting that a large portion of the workforce is employed full-time (Graph 74).

Graph 73 – Which of the following best describes what the individual is mainly doing at present? *(n=631)*



Graph 74 – How many hours does the individual usually work per week in this job? (n=1,308)



In terms of the employment sectors that the employed refugees were activating, 15% were working in manufacturing, and about 13% in accommodation and food services. Wholesale and retail trade employed 6%, while sectors such as education, healthcare, construction, and information and communication each accounted for 5% of employment (Graph 75). The vast majority (88%) worked in person in the host country, while a small group worked remotely in Ukraine. Most employees (83%) had formal work contracts, though 15% were in informal arrangements, potentially impacting job security and benefits.

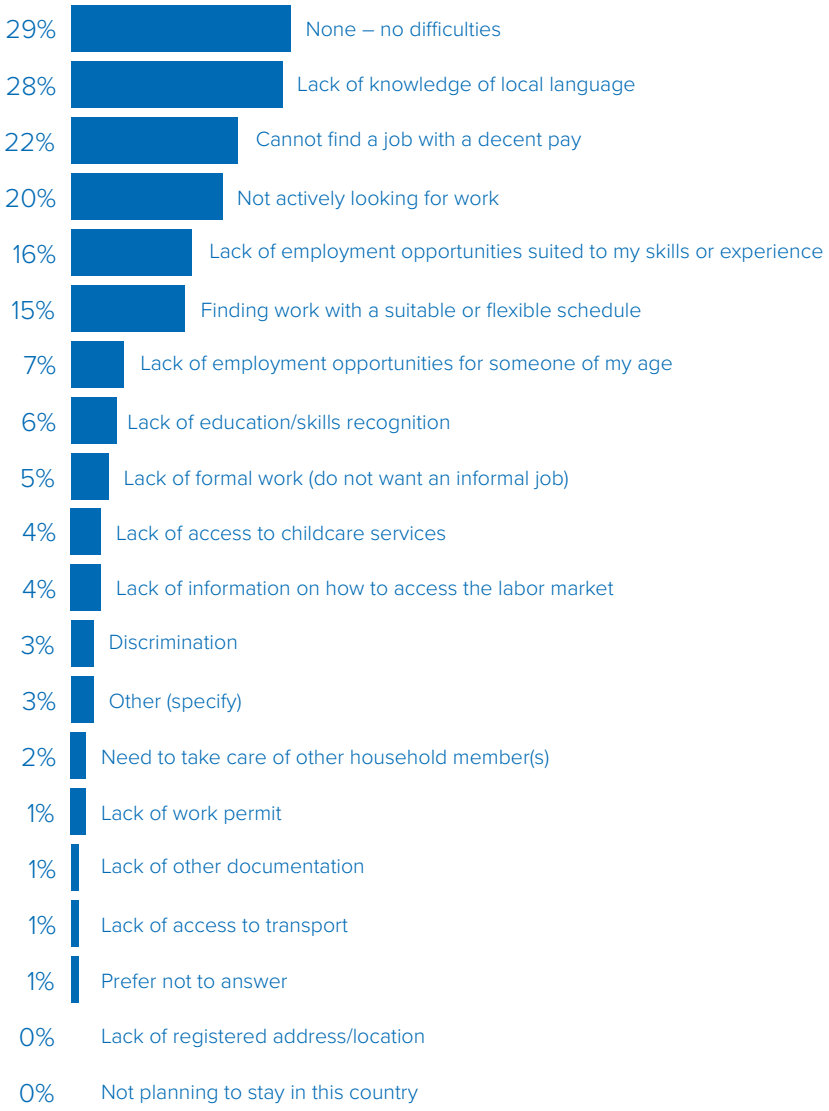
Graph 75 – What is the main activity of the place or business where the individual works? *(n=1,308)*

Refugees face several barriers in finding jobs. 28% of respondents identified language proficiency as a key challenge, while just over one in five struggled to find jobs with decent pay. Roughly 16% had difficulty finding employment suited to their skills, and 15% mentioned challenges in securing flexible work schedules. Only 1% noted a lack of work permits or necessary documentation, while 4% faced difficulties accessing the information on how to enter the labor market. Other reported challenges included discrimination (3%) and limited access to childcare services (4%) (Graph 76).

Prior to leaving Ukraine, the majority of respondents (55%) were employed and worked for remuneration, reflecting a strong connection to formal employment. A notable portion (18%) were students, indicating that many were in the process of completing their education at the time of displacement. Additionally, 12% of respondents were running their own businesses, engaged in farming, or conducting other activities to make money, while 8% were primarily involved in household or family responsibilities, such as caring for children or the elderly. Smaller percentages were engaged in helping with family businesses or farms (1%), managing long-term illnesses or disabilities (2%), or in professional training (2%). Meanwhile, 3% were retired or pensioners, and 1% were either unemployed or job-seeking before leaving Ukraine (Graph 77).

In terms of the industries in which individuals were working, prior to leaving Ukraine, the data shows a wide range of sectors. Among the largest areas of employment were education (9%) and financial and insurance activities (9%). Manufacturing employed 8% of respondents, while 7% were working in information and communication. Other notable sectors included other service activities (12%), administrative and support services (6%), and agriculture, forestry, and fishing (6%). Health and social work activities employed 5%, and construction employed 4% of the respondents. Smaller sectors like arts and entertainment (3%) and professional, scientific, and technical activities (4%) also featured among the respondents (Graph 78).

Graph 76 – Which difficulties (if any) has the individual encountered finding work in Poland? *(n=1,952)*



Graph 77 – Main activities of individuals before leaving Ukraine *(n=1,952)*

Graph 76 – Which difficulties (if any) has the individual encountered finding work in Poland? *(n=1,952)*

Graph 76 – Which difficulties (if any) has the individual encountered finding work in Poland? *(n=1,952) cont.*

The findings highlight both the potential and challenges in the socio-economic inclusion of Ukrainian refugees. High levels of education and active participation in the labor market indicate positive progress; however, barriers such as language limitations, childcare responsibilities, and challenges in securing suitable employment continue to constrain opportunities. To optimize inclusion, expanding vocational training, enhancing language programs, improving access to skills recognition and support services like childcare are recommended, as these measures will empower refugees to contribute more fully to the economy and support greater socio-economic stability within host communities. Additionally, increased access to counselling services addressing both practical and psychological barriers to employment and self-sufficiency would further support refugees in achieving independent, stable livelihoods.

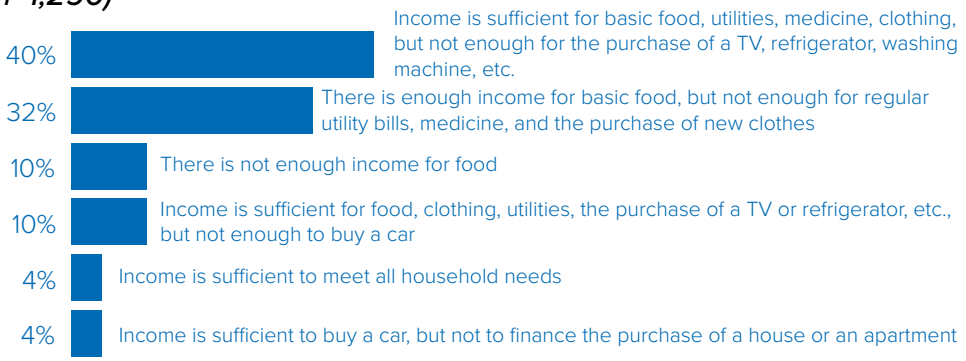
Economic capacity

This next section offers an in-depth analysis of the economic capacity of refugees from Ukraine, shedding light on their household income levels, spending habits, sources of income, and their access to social protection systems both in Poland and from Ukraine. As displaced individuals face challenges in rebuilding their lives, understanding their economic realities is critical in assessing their resilience and financial well-being. This section explores the various ways in which refugees are generating income, managing expenses, and receiving support, highlighting both the strengths and gaps in their economic strategies.
The economic capacity of Ukrainian refugees in Poland is shaped by a combination of employment income, social benefits, and support from family networks. Employment remains the main source of income for most households, with both full-time and part-time roles contributing to household budgets. However, these positions often come with challenges, including lower wages and a lack of stability, which limit the ability of households to meet unexpected expenses or build savings. Social protection benefits from the Polish government, particularly child and family allowances, provide essential support for many households, though coverage limitations and eligibility criteria can pose obstacles for some. Rising costs of living, especially for basic needs such as housing, utilities, and food, place additional strain on household finances, while family support from Ukraine helps bridge income gaps for a significant number of households. Addressing these financial challenges through targeted social policies and support services will be crucial to enhancing economic resilience and promoting self-sufficiency among refugee households.

The assessment of household income reveals that many families face financial challenges, although some manage to meet their essential needs. Forty percent of households reported having enough income to cover basic necessities such as food, utilities, medicine, and clothing, but not enough for larger purchases like a TV, refrigerator, or washing machine. Another 32% stated that while they could afford basic food,

they struggled to pay regular bills or buy new clothes and medicine. More critically, 10% of respondents reported not having enough income for food, highlighting a particularly vulnerable segment of the population. At the other end of the spectrum, 10% of households indicated that their income was sufficient to cover additional expenses such as a TV or refrigerator, but not enough for larger purchases like a car. A small proportion (4%) reported having enough income to buy a car, but not to finance the purchase of a home, while another 4% stated that their income was sufficient to meet all their household needs (Graph 79).

Graph 79 – Household's assessment of the overall income level *(n=1,290)*

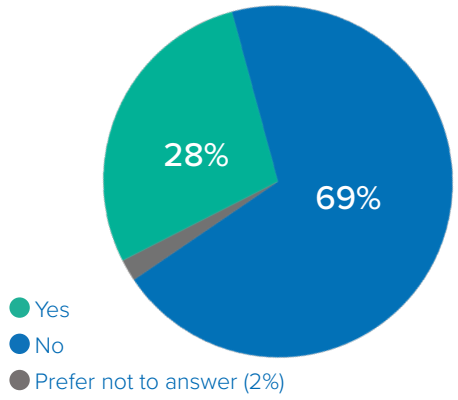


Employment remains the primary source of income for almost two-thirds of households, with 61% of respondents relying on full-time employment in their host country. An additional 12% depend on part-time work, while 6% of households earn income from self-employment or business ventures. Notably, 7% of households continue to receive income from remote employment in Ukraine, reflecting ongoing ties to their home country's economy, while 2% earn income from remote work in other countries. Social protection benefits from the host country also play a significant role, with 47% of households receiving such support. Twenty-two percent of households continue to benefit from Ukrainian social protection systems, including pensions and other forms of assistance (Graph 80).

Graph 80 – Sources of household's income in the past 30 days, or since the arrival if it was less than one month ago *(n=1,290)*

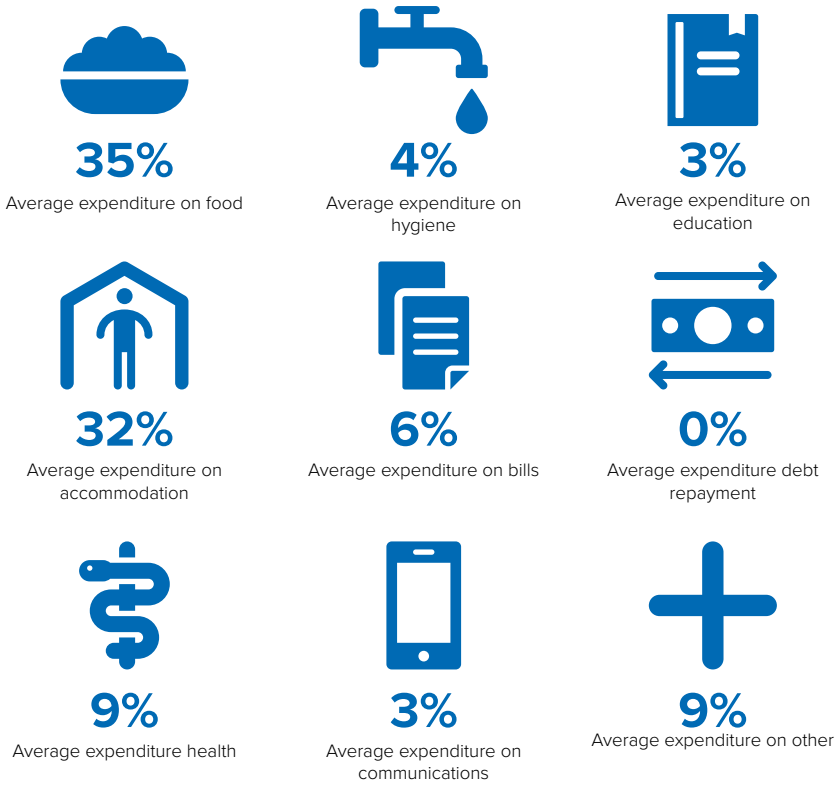
Family support also plays a critical role in sustaining household finances. Twenty-eight percent of respondents reported receiving financial assistance from family members still in Ukraine, with such support often taking the form of direct transfers or deposits onto Ukrainian ATM cards. This financial aid complements income earned in the host country and represents a vital source of security for many families (Graph 81).

Graph 81 – Does the individual have a family member in Ukraine who is supporting the household financially? *(n=1,290)*



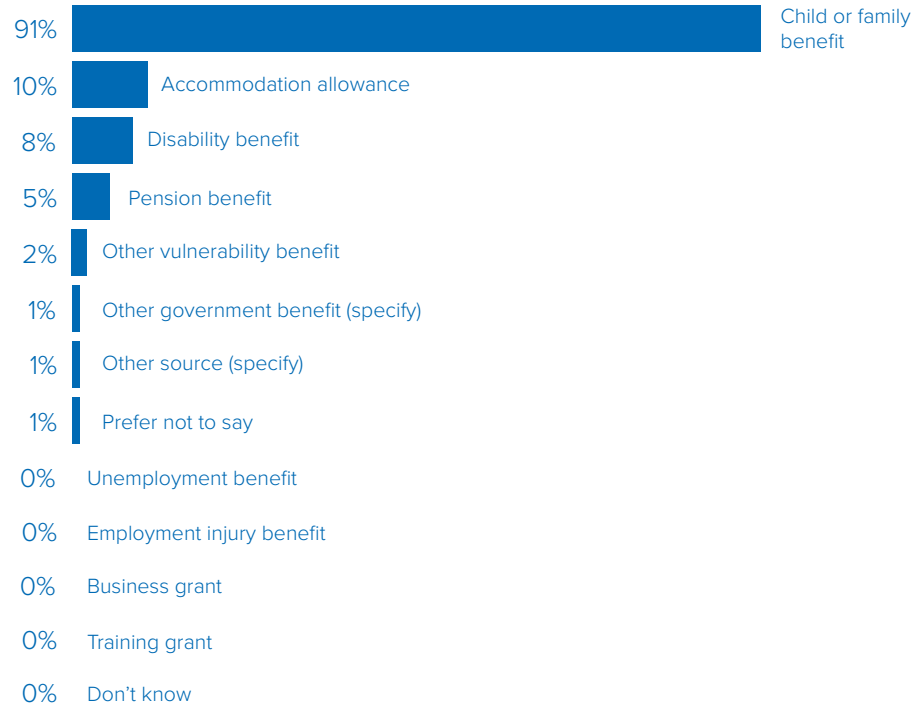
POLAND

In terms of household spending, food represents the largest single expense, consuming 35% of total household expenditures. Accommodation is also a significant cost, accounting for 32% of spending. Health-related expenses make up 9%, as do communications and miscellaneous expenses. Households spend 6% of their budgets on bills, including utilities, while hygiene-related expenses account for 4%. Education spending constitutes just 3%, reflecting either limited access to education or the relative affordability of education in the host country. Debt repayment is notably absent from household budgets, suggesting that few refugees are engaged in borrowing or servicing existing debts.



Social protection benefits from the host country are a crucial safety net for many refugee households. The most common benefit, received by 91% of respondents who receive any form of assistance, is child or family support. Ten percent of households receive accommodation allowances, while 8% benefit from disability support. Pension benefits are less common, with only 5% of households receiving this form of assistance. Despite the availability of some forms of government support, no respondents reported receiving unemployment benefits, business grants, or employment injury benefits, which could indicate gaps in access to certain kinds of assistance (Graph 82).

Graph 82 – Social protection benefits received from the Polish government in the past 30 days *(n=602)*



Similarly, support from the Ukrainian government remains vital for many households, particularly for the elderly. Seventy-three percent of households receiving benefits from Ukraine rely on old-age pensions, while 23% receive disability benefits. Other forms of assistance, such as parental benefits (8%) and unemployment benefits (1%), are less common but still provide essential support for specific populations. The ongoing provision of pensions and other benefits by the Ukrainian government highlights the continued financial connection between refugees and their home country, even as they seek to rebuild their lives in a new environment (Graph 83).

Graph 83 – Social protection benefits received from the Ukrainian government in the past 30 days *(n=286)*

In addition to traditional sources of income, some households reported receiving support from other financial channels. Financial transfers from relatives and friends outside Ukraine were a key source for 33% of households, while 27% received transfers from family members within Ukraine. A smaller proportion (7%) relied on loans or credit, and another 7% reported income from investments, savings, or property. Furthermore, 43% of households mentioned receiving income from other unspecified sources, underscoring the diverse financial strategies adopted by refugees to sustain their livelihoods (Graph 84).

Graph 84 – Other forms of income in the past 30 days (n=30)

When asked about their satisfaction with social protection systems in the host country, 43% of respondents indicated that they were somewhat satisfied, while 35% reported being very satisfied. However, 12% expressed ambivalence, feeling neither satisfied nor dissatisfied, while 4% were dissatisfied with the support they received. Another 4% were unsure about their satisfaction level. Notably, no respondents reported being „very dissatisfied," indicating that, overall, the social protection system is perceived as an important and generally effective form of support for the majority of refugees (Graph 85).

Graph 85 – Level of satisfaction with the support provided by the Polish social protection systems (n=598)

In conclusion, the assessment of economic capacity among Ukrainian refugees in Poland underscores both resilience and areas of financial vulnerability. While employment and social benefits provide essential income for many households, financial challenges remain, particularly in covering expenses related to food, housing, and utilities. To enhance economic resilience, it is recommended to expand access to stable employment, increase targeted social support, and address income gaps through additional assistance programs. Strengthening the social protection framework, promoting financial literacy, and providing resource management support can further bolster household resilience, helping refugee families reduce reliance on external aid and achieve greater financial independence over time.

Vulnerability Indexes

This section analyzes the vulnerability of Ukrainian refugee households in Poland by examining their reliance on coping strategies in response to economic and food insecurity. Using the Livelihood Coping Strategy Index (LCSI) and the Reduced Coping Strategy Index (rCSI), it identifies the prevalence of coping mechanisms—ranging from stress to emergency measures—and highlights how resource scarcity impacts household resilience. This assessment provides valuable insights into the financial and food security challenges refugees face, informing targeted interventions to enhance stability and resilience within this population.

Livelihood Coping Strategy Index (LCSI)

The **LCSI** measures the strategies that households adopt when they lack sufficient resources to meet their basic needs, such as food, shelter, or health care. According to the data, **38%** of households reported adopting at least one livelihood coping strategy in the past 30 days. These coping strategies can be categorized into three types: stress, crisis, and emergency mechanisms, each reflecting a different level of vulnerability and risk.

Stress coping strategies were used by **22%** of households and include actions like spending savings, selling household assets, or purchasing food on credit. These strategies are often adopted to address immediate financial challenges, but they come at the expense of future stability, as they deplete households' financial reserves and increase long-term vulnerability.

Crisis coping strategies were reported by **10%** of households. These strategies involve more severe actions that directly impact a household's long-term productivity, such as reducing essential health or education expenditures, withdrawing children from school, or selling productive assets. Such decisions can have lasting consequences on a household's future prospects, limiting their ability to recover from crises.

Emergency coping strategies were used by **5%** of households. These extreme measures are a last resort, often involving irreversible actions like selling land or property or engaging in high-risk or dangerous work. Emergency strategies are indicative of severe desperation, as households are forced to make choices that can permanently affect their financial stability and well-being.

In total, **62%** of households reported not adopting any of these coping strategies, which is a positive indicator of economic resilience. However, the significant portion of households resorting to stress, crisis, or emergency coping mechanisms underscores the ongoing financial pressures faced by many displaced individuals.

Reduced Coping Strategy Index (rCSI)

The **rCSI** is used to assess food insecurity by measuring the frequency and severity of food consumption-related coping behaviors that households adopt when faced with a lack of food. The index score helps determine the extent of food insecurity within the population, with

higher scores indicating more frequent or severe coping behaviors.

In this survey, the overall **rCSI** score was **5**, indicating a moderate level of food insecurity across the surveyed population. Several coping behaviors were reported in response to food shortages in the seven days prior to the survey:

39% of households relied on less preferred and less expensive food, indicating that a substantial number of households are prioritizing affordability over nutrition to cope with food scarcity.

14% of households limited portion sizes at meal times to stretch their food supply, a strategy that highlights the struggle to make available food last longer.

9% of households reduced the number of meals eaten per day, further underscoring the degree of food insecurity present in the population.

9% borrowed food or relied on help from friends or relatives, which reflects the importance of social networks in helping families cope with food shortages.

7% restricted consumption by adults so that small children could eat, revealing how households prioritize the nutritional needs of their youngest members when faced with limited resources.

These coping behaviors reflect the severity of food insecurity experienced by a portion of the refugee population. While many households were able to maintain some level of food security, the reported use of these coping mechanisms demonstrates that food scarcity remains a pressing concern for many families.

The data on livelihood and food coping strategies provide critical insights into the economic vulnerability and food insecurity faced by Ukrainian refugee households. With **38**% of households reporting the use of at least one livelihood coping strategy, and many relying on stress, crisis, or emergency mechanisms, it is clear that economic insecurity continues to challenge the long-term stability of this population. Similarly, the **rCSI** score of **5** points to a moderate level of food insecurity, with households employing a variety of strategies to stretch limited food resources. These findings highlight the importance of continued support for both economic and food security programs to help alleviate the pressures on refugee households and enhance their resilience in the host country.

To address these challenges, expanding access to sustainable income support, employment opportunities, and community-based assistance programs is crucial. Programs focused on skills development and employment in growth sectors would strengthen financial resilience, helping households shift from short-term survival tactics to long-term stability. Targeted interventions of this nature are essential for enhancing refugee households' capacity to navigate ongoing economic and food security challenges.

HEALTH

POLAND

Access

This section investigates the status and access to healthcare services for refugees from Ukraine, with a focus on both general and child health. It explores whether household members experienced health problems and if they were able to obtain the necessary preventive and medical services.

Key indicators include barriers to healthcare access, such as logistical challenges, financial constraints, and lack of information.

Special attention is given to sexual and reproductive health services for women and girls, including antenatal/postnatal care, STI prevention and treatment, and contraceptive access. The report examines the specific challenges women face in accessing these critical services in the past three months.

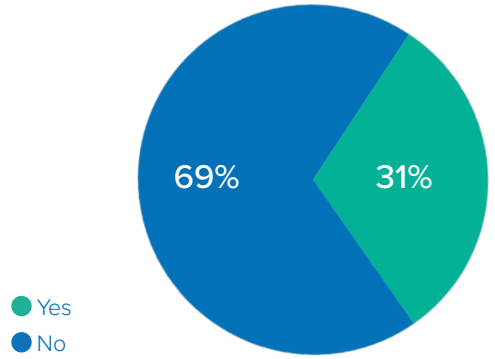
Additionally, child health is covered by assessing vaccination status for measles among children aged 9 months to 5 years. Nutritional practices are also reviewed, including breastfeeding initiation and complementary feeding practices.

Access to health services, including general, reproductive, and mental health services, remains an issue for Ukrainian refugees in Poland. People seek health services, but despite the special status granted by the Temporary Protection Directive, they are sometimes unable to access health services due to high costs, long waiting times, administrative complexities, and language differences.

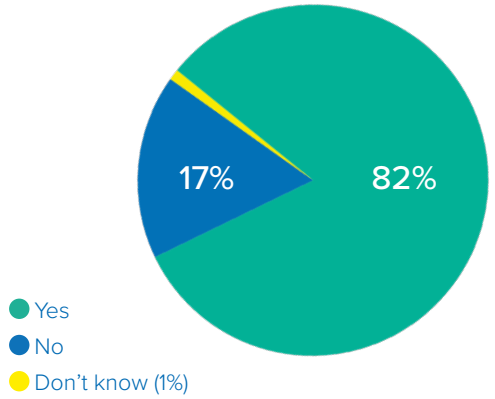
Ukraine has a higher prevalence of TB, HIV, VH and STI if compared to Poland. Prevention and specialized healthcare services (screening, diagnosis, linkage to care, referrals) for refugees with the above-mentioned infectious diseases should be in place in order to prevent further transmission. Displaced people are mostly women, children and elderly people. Therefore, there is a strong need for healthcare services related to child, reproductive and maternal health, as well as managing chronic diseases.

Among the respondents, 31% of household members reported needing healthcare services in the past month prior to the data collection. Of those who sought medical care (947 individuals), 82% were able to access it, while 17% encountered barriers, highlighting issues in healthcare accessibility (Graphs 86 and 87).

Graph 86 – Individuals in need of healthcare services *(n=3,093)*

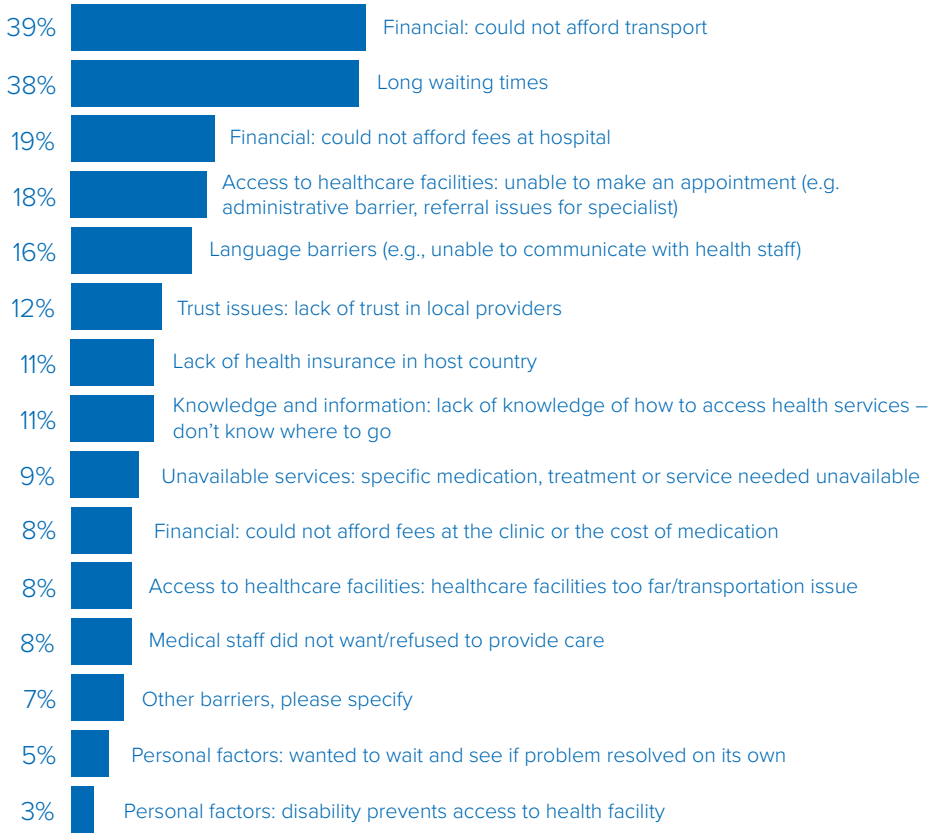


Graph 87 – Individuals who were able to access healthcare services *(n=947)*



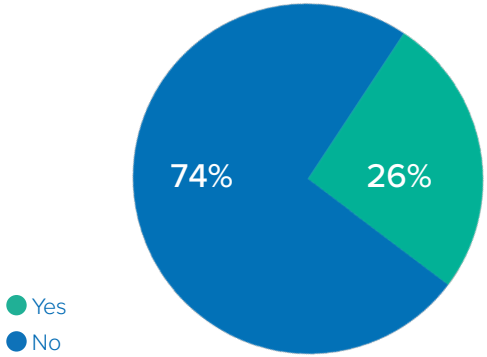
Financial constraints were the most commonly reported obstacle to accessing healthcare, with 39% of respondents stating they could not afford transportation to healthcare facilities, and 19% citing an inability to pay hospital fees. Additionally, 38% of respondents reported long waiting times, which significantly hindered timely access to care. Other barriers included administrative challenges, such as difficulties making appointments (18%), language barriers (16%), and a general mistrust of local healthcare providers (12%). Lack of health insurance (11%) and inadequate information on how to access services (11%) were also prevalent barriers (Graph 88).

Graph 88 – Barriers to accessing healthcare services in the past 30 days *(n=160)*



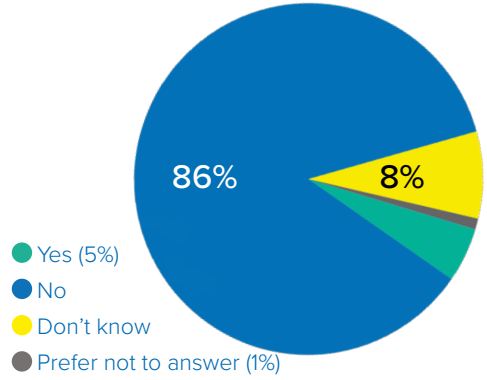
Chronic illnesses were a concern for 26% of individuals (48% of households have at least one member with a chronic illness), further emphasizing the need for consistent access to healthcare services. These findings highlight the importance of addressing financial, logistical, and administrative barriers to improve healthcare accessibility for displaced populations (Graph 89).

Graph 89 – Individuals with a chronic illness *(n=3,093)*



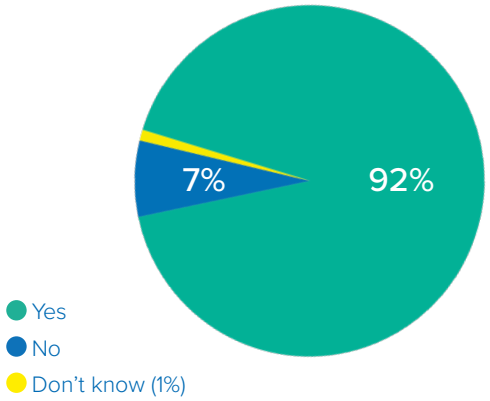
Regarding sexual and reproductive health services, 86% of women reported no barriers to accessing care, while 5% encountered difficulties. The most common barrier for women was long waiting times, reported by 45% of those who experienced challenges. Financial issues were also significant, with 35% unable to afford transportation and 14% unable to cover clinic or medication fees. Trust issues with local providers affected 14% of women, while 15% lacked information on where to access sexual and reproductive health services (Graph

Graph 90 – Women facing barriers to accessing sexual and reproductive health services *(n=1,455)*

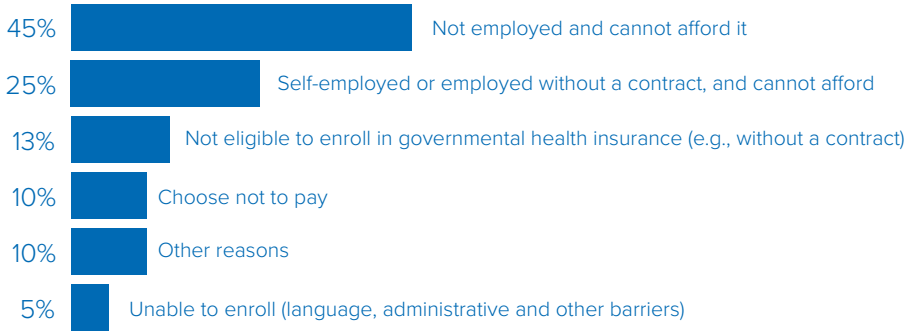


90). Although 92% of households had members with health insurance, financial and employment-related reasons were the primary factors preventing coverage among the 7% without insurance. Of those without insurance, 45% were unemployed and unable to afford it, while 25% were self-employed or working without a contract (Graphs 91 and 92).

Graph 91– Households with eligible members having health insurance *(n=1,290)*



Graph 92 – Reasons why individuals do not have health insurance *(n=84)*



These findings underscore the ongoing need for targeted interventions to improve access to healthcare, particularly for women and individuals facing chronic illnesses, and to reduce financial and logistical barriers that prevent timely and adequate care.

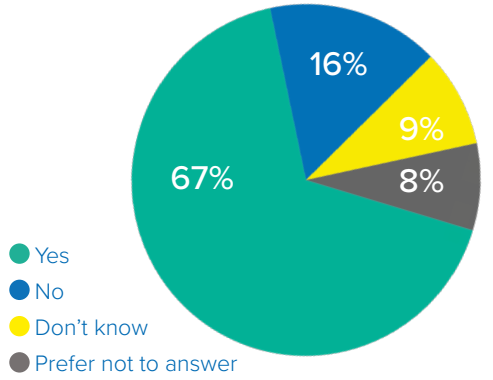
Child Health and Nutrition

This section explores critical issues surrounding child health and nutrition among displaced individuals, specifically focusing on vaccination coverage and feeding practices for children aged 9 months to 5 years. Understanding these elements is vital for assessing the overall health and well-being of young children in this population.

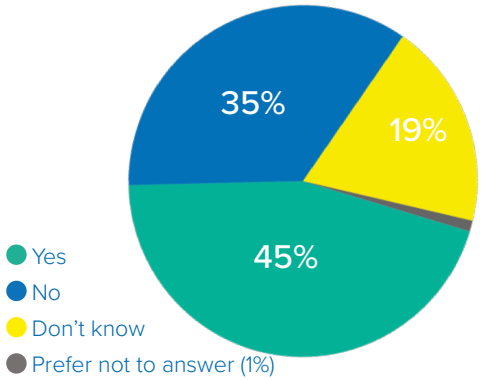
Child Health:

Vaccination is a key component of child health, yet the data reveals concerning gaps in coverage. Among children aged 9 months to 5 years, 67% have received their first dose of the measles-containing vaccine. However, 16% of children remain unvaccinated, and 9% of respondents expressed uncertainty about their child's vaccination status. The situation is more concerning regarding the second dose: only 45% of children have received it, while 35% have not. Furthermore, 19% of respondents were unsure whether their child had received this crucial second dose, highlighting potential deficiencies in health communication and record-keeping (Graphs 93 and 94).

Graph 93 – Children (9 months to 5 years) with the 1st dose of measles vaccination *(n=245)*



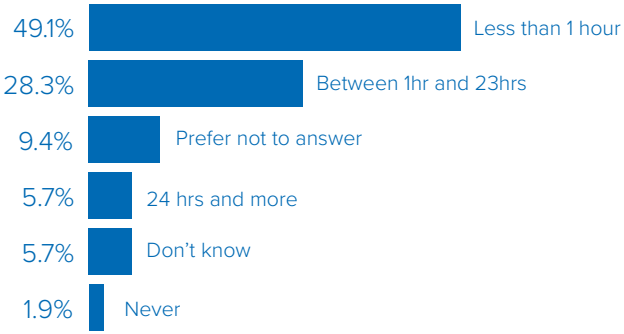
Graph 94 – Children (9 months to 5 years) with the 2nd dose of measles vaccination *(n=165)*



Nutrition:

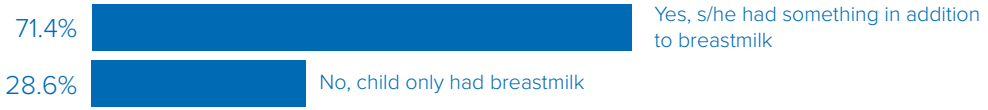
Nutritional practices in the surveyed population indicate both positive trends and significant challenges. The initiation of breastfeeding is critical for newborn health, with nearly half (49%) of infants breastfed within the first hour of life. However, 28% were breastfed within 1 to 23 hours, and 6% were breastfed after 24 hours, with 2% of infants never receiving breast milk. A small percentage of respondents (9.4%) preferred not to answer the question about breastfeeding timing, while another 5.7% were unsure (Graph 95).

Graph 95 – Timely initiation of breastfeeding in children aged 0-23 months (aged 0 to <24 months) *(n=53)*

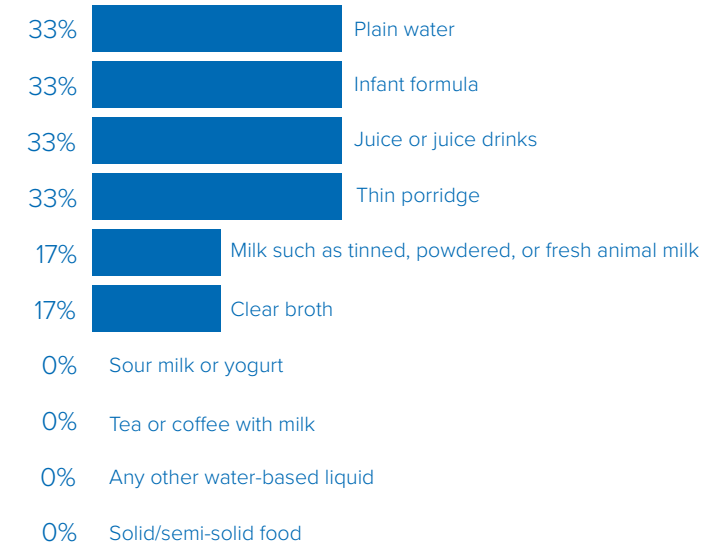


Exclusive breastfeeding for infants under six months is essential for optimal health, yet only 29% of infants in this age group were exclusively breastfed. The remaining 71% had other liquids or foods alongside breast milk. Reported supplementary foods included plain water, infant formula, juice, and thin porridge, each mentioned by 33% of respondents. Additionally, 17% provided their child with milk or clear broth. It is crucial to note that the data regarding what else these children consumed is based on a very small sample size (n=6), limiting the reliability of these findings. This underscores the necessity for further research to accurately evaluate feeding practices and develop targeted interventions for optimal child nutrition (Graphs 96 and 97).

Graph 96 – Exclusive breastfeeding of children under 6 months (meaning infants aged <6 months) *(n=7)*



Graph 97 – Other foods and drinks consumed by the child *(n=6)*



Overall, the data paints a mixed picture regarding child health and nutrition within this displaced population. While there are positive indicators, such as timely breastfeeding initiation, significant gaps in vaccination coverage and exclusive breastfeeding rates pose substantial challenges. Addressing these issues is essential for improving the health outcomes of young children and ensuring they receive the necessary care and support in their current circumstances.

Mental Health and Psychosocial Support (MHPSS)

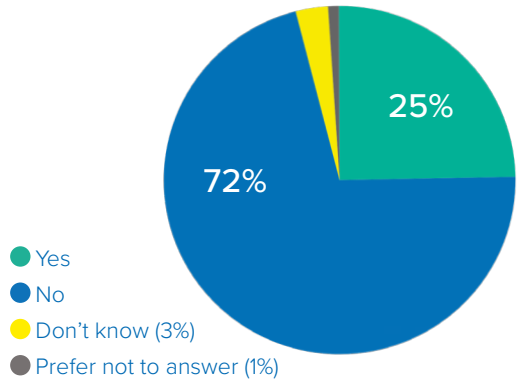
This section examines the mental health and psychosocial well-being of displaced individuals, focusing on their experiences with emotional distress and the support services available to them. It assesses how feelings of anxiety, depression, anger, and agitation impact daily functioning, including self-care, work, and household activities. Respondents were asked if they sought mental health support and the types of services received, such as counselling, group therapy, and crisis intervention. The section also identifies where individuals accessed MHPSS services, including community organizations, healthcare facilities, and informal networks, which highlights service availability in host communities.

Barriers to accessing MHPSS services are addressed, revealing challenges like stigma, lack of information, transportation difficulties, and financial constraints that hinder service provision. The report evaluates the effectiveness of these services by assessing improvements in well-being after accessing MHPSS support. By compiling these insights, the report aims to inform strategies for enhancing mental health resources and support systems for displaced populations, ensuring that their psychosocial needs are adequately met.

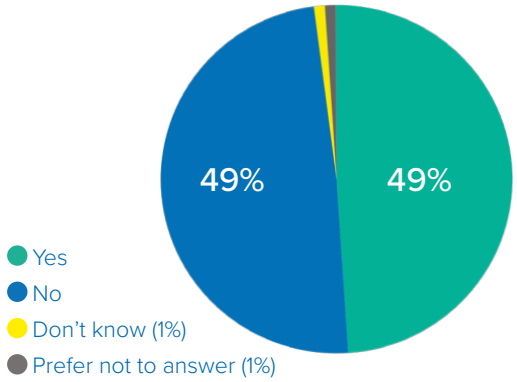
More than two years after the start of the conflict in Ukraine, the issue of refugees' mental health in Poland remains complex and multifaceted. The number of refugees experiencing varying degrees of psychosocial challenges remains very high despite extensive efforts being undertaken. In many cases, the intense and acute stress, anxiety, and trauma associated with sudden displacement have given way to chronic feelings of depression, hopelessness, and uncertainty about the future, which require long-term mental health interventions tailored to their specific needs. Difficulties in accessing consistent mental health care, partly due to language barriers and the limited availability of specialized services, persist. Another barrier to accessing psychological support is the unresolved issue of the need for Ukrainian psychologists to have their qualifications recognized, which further limits the already restricted availability of care. Additionally, while the initial wave of support was strong, there has been a gradual decline in resources and attention as the situation continues.

The data highlights that 25% of surveyed household members (n=2,903) are experiencing mental health or psychosocial challenges, underscoring a significant need for support within this population (if households are considered as units of measure, 40% have at least one member in need of MHPSS) (Graph 98).

Graph 98 – Households with at least one member experiencing mental health or psychosocial challenges *(n=2,903)*

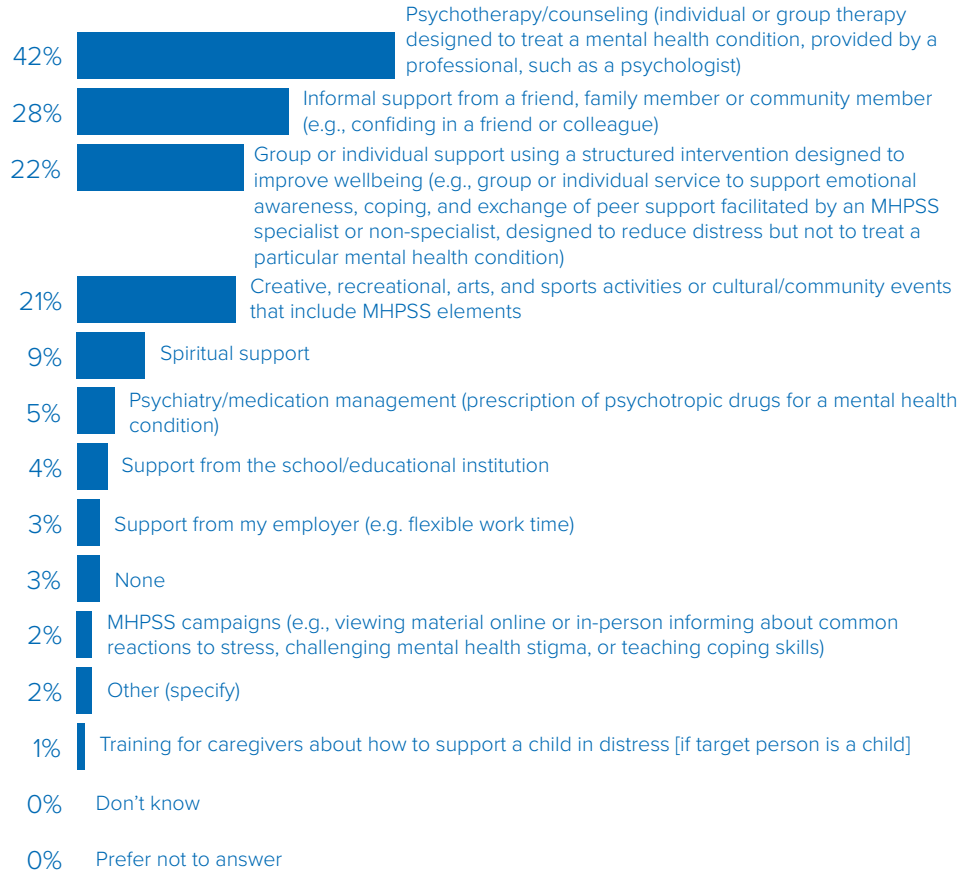


Graph 99 – Individuals who tried to access MHPSS services *(n=716)*



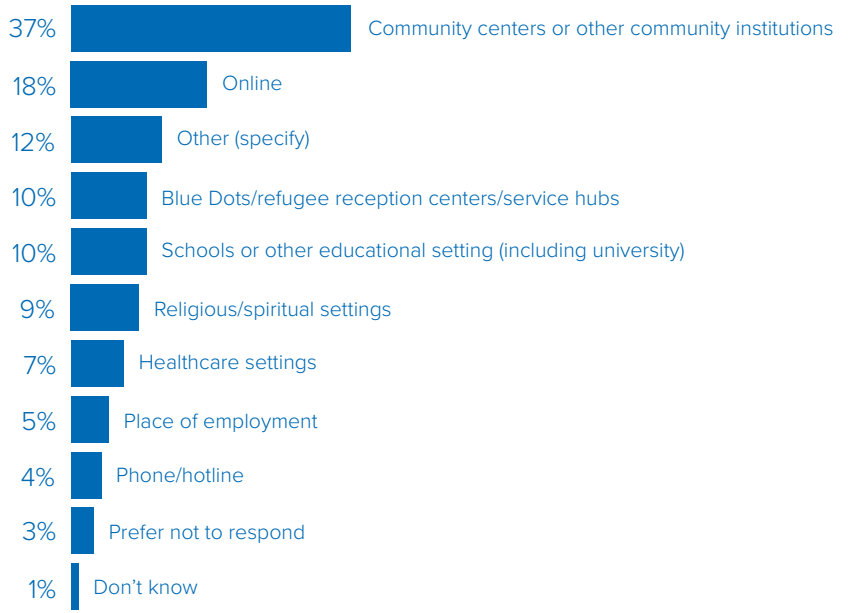
Despite this need, only 49% of individuals experiencing mental health challenges attempted to access mental health and psychosocial support (MHPSS), which suggests a potential gap in awareness or recognition of the importance of seeking help. Among those who sought assistance (n=716), the types of services received varied widely. Psychotherapy or counseling was the most common type of service, utilized by 42% of respondents. Additionally, 22% accessed structured group support interventions designed to improve well-being, while 21% participated in creative or recreational activities with MHPSS elements. Informal support from friends and family was also significant, with 28% of individuals relying on their personal networks for help. However, only 5% received psychiatry or medication management (Graphs 99 and 100).

Graph 100 – Types of MHPSS services received *(n=350)*

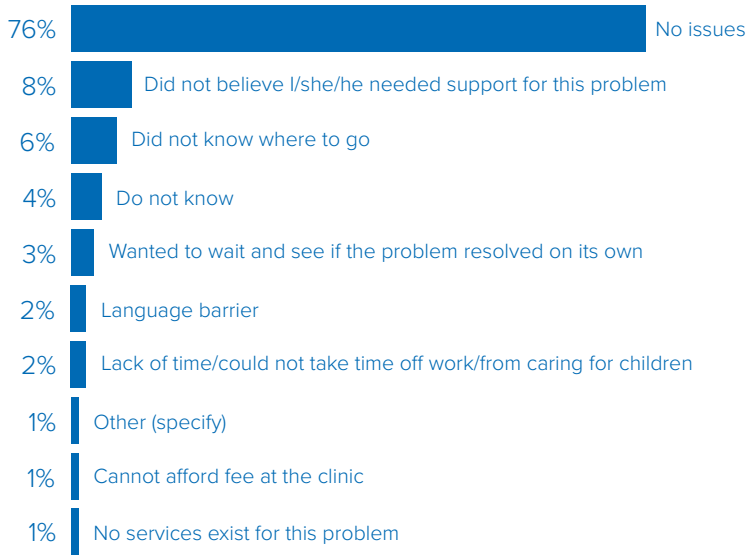


Access to MHPSS services primarily occurred in community settings, with 37% of individuals receiving support at community centers and 18% using online platforms. This accessibility is encouraging; however, 76% of respondents reported no barriers to accessing MHPSS support, indicating that many individuals felt comfortable seeking help (Graph 101). Among those who did face challenges, 8% reported not believing they needed support, while 6% expressed uncertainty about where to seek assistance. Additional barriers included language issues, lack of time due to work or childcare responsibilities, and concerns about stigma (Graph 102)

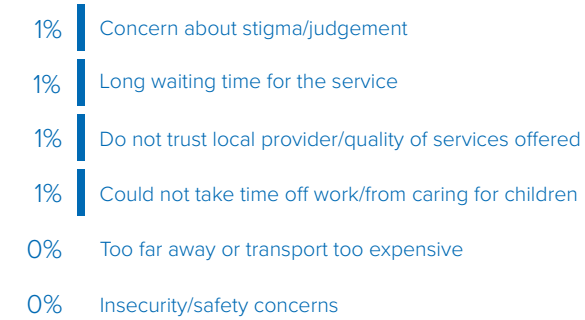
Graph 101 – Locations where MHPSS services were received (n=340)



Graph 102 – Reported barriers in accessing MHPSS services *(n=2,903)*

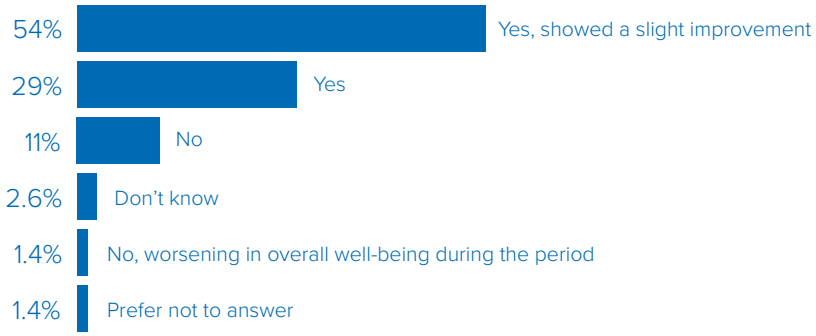


Graph 102 – Reported barriers in accessing MHPSS services *(n=2,903)* cont.



When evaluating the effectiveness of the services received, 54% of individuals reported slight improvements in their well-being, and 29% experienced significant improvements after accessing MHPSS. Conversely, 11% indicated no change in their condition, and a small percentage (1.4%) noted a deterioration in their overall well-being during the assessment period (Graph 103).

Graph 103 – Changes in well-being after receiving MHPSS services *(n=350)*



These findings highlight a critical need for enhanced awareness and accessibility of MHPSS services to improve mental health outcomes for displaced populations. Addressing the identified barriers and increasing community engagement with mental health resources could lead to better support for individuals experiencing emotional distress.

The above findings highlight the ongoing, persistent need to provide support to refugees across all layers of care, aligned with the nature and intensity of the problems they face. Individual psychotherapy and counseling remain the most popular forms of assistance. Given the decreasing funds and challenges related to the legal aspects of Ukrainian psychologists working in Poland (i.e., the issue of nostrification), it seems reasonable to further develop services based on community support to strengthen resilience and self-help for refugees with mild to moderate mental health conditions.

The increasing percentage of refugees reporting no barriers to accessing MHPSS support indicates the effectiveness of awareness-raising and information provision efforts, while also justifying the need for continued actions in this area.

PROTECTION FROM SEXUAL EXPLOITATION AND ABUSE

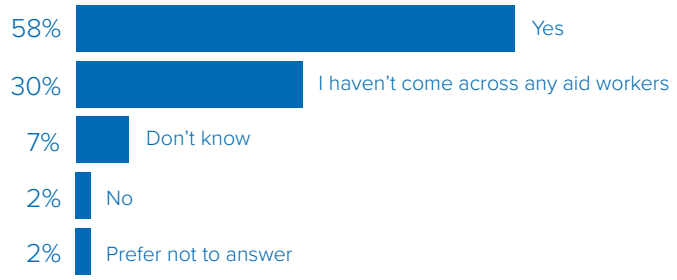
POLAND

This section explores perceptions of refugees from Ukraine regarding the behavior and effectiveness of aid workers, an indicator of interest to the Protection from Sexual Exploitation and Abuse (PSEA). It aims to evaluate satisfaction with the assistance received, focusing on interpersonal interactions and overall service quality. For those dissatisfied, specific reasons are examined to better understand community concerns and expectations.

The report also assesses awareness of reporting mechanisms for inappropriate behavior by aid workers, determining whether individuals know how to report such incidents. Additionally, it explores preferred methods for providing feedback on issues like requests for sexual favors or abuse, including anonymous reporting and direct communication with organizations.

Among the households surveyed, 58% expressed satisfaction with the behavior of aid workers, 2% reported dissatisfaction, and 30% noted that they had not encountered any aid workers. A small percentage (7%) were unsure about their satisfaction, indicating uncertainty or a lack of interaction with aid workers in the area (Graph 104).

Graph 104 – Households satisfied with aid workers' behavior in the area *(n=1,290)*

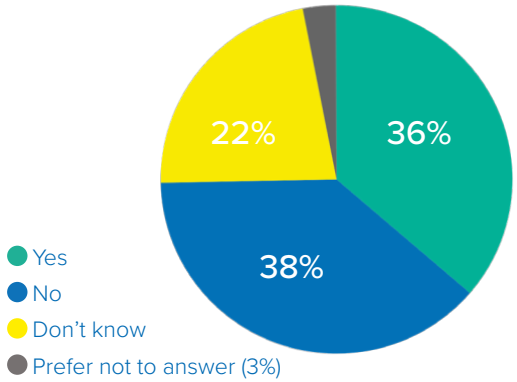


For the 2% dissatisfied with the behavior of aid workers, the most common reason cited was a lack of empathy and understanding for their situation, with 55% identifying this issue. Additionally, 32% reported that their feedback or complaints led to no noticeable changes, and another 32% felt that aid workers were disrespectful in their interactions with community members. A significant concern was the feeling of not being informed about their entitlements (26%), and 13% noted that aid workers showed a lack of respect for local cultures. Interestingly, issues such as requests for favors, bribes, or payments in exchange for services were not reported, suggesting that while there are concerns about the behavior, overt exploitation does not appear to be prevalent or the affected community does not wish to report such cases (Graph 105).

Graph 105 – Reasons for dissatisfaction with the behavior of aid workers *(n=31)*

When it comes to reporting inappropriate behavior, a notable gap in awareness was identified. Only 36% of households knew where to report such incidents, while 38% did not, and 22% were unsure. This indicates a need for improvement in communication and education about reporting mechanisms (Graph 106).

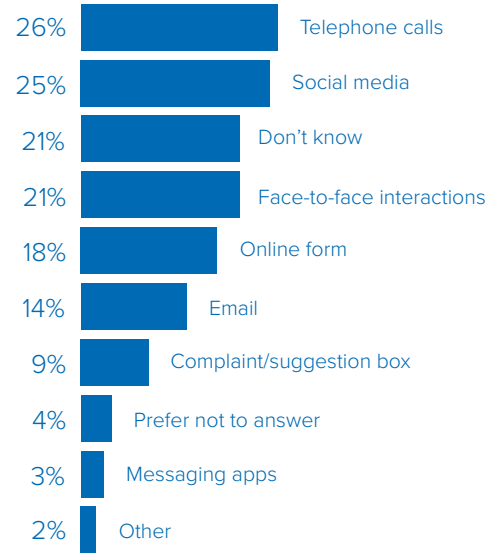
Graph 106 – Households that know where to report inappropriate behavior by an aid worker *(n=1,290)*



In terms of preferred channels for providing feedback on the behavior of aid workers and other sensitive issues, households favored telephone calls (26%) and social media (25%). Face-to-face interactions (21%) were also a preferred method, reflecting the value placed on direct, personal communication. Other options, such as online forms (18%) and email (14%), were less popular, and traditional methods like complaint or suggestion boxes were chosen by only 9%. Notably, 21% of respondents did not know how they would prefer to provide feedback, again highlighting a potential gap in awareness and communication (Graph 107).

Overall, while a majority of households are satisfied with the behavior of aid workers, there remain some concerns regarding empathy, respect, and the effectiveness of feedback mechanisms. The lack of awareness about how to report inappropriate behavior and provide feedback suggests a need for improved communication and support systems to ensure that all households feel heard and respected.

Graph 107 – Preferred channels to report inappropriate behavior of aid providers and other sensitive issues *(n=1,290)*



SHELTER/ACCOMMODATION

POLAND

This chapter examines refugee households' accommodation and living conditions, focusing on the type of housing, tenure security, and housing arrangements. Key factors include the availability of written documentation for occupancy, the number of rooms per household, and challenges in paying rent, highlighting potential financial strain.
The section assesses tenure security by exploring how long households expect to stay in their current accommodation and whether they feel pressured to leave, along with the reasons for this pressure. Living conditions such as maintenance issues and overcrowding are also explored, concluding with an evaluation of preparations for the colder months, including heating, insulation, and hot water availability.

2024 brought significant changes for the shelter and accommodation sector. In July, amendments to the Act on Assistance to Citizens of Ukraine in the Context of the Armed Conflict in Ukraine (Special Act) came into force. A major change was the removal of Article 13, allowing government subsidies for offering private accommodations to Ukrainian refugees. According to sector actors and government entities, this change has affected approximately 50,000 individuals. While many of them were able to start renting accommodation on the private market, there was also a noticeable demand for "cash for rent" support programs.
With the amendment in the aforesaid Special Act, all collective centers should now fall under the management of voivodes and regional government entities. In the perspective of the next two years, it is expected that the number of refugees staying at collective centers will further reduce, and those who remain at such facilities will be from the most vulnerable groups, such as the elderly, individuals with disabilities, unaccompanied minors and ethnic minorities.

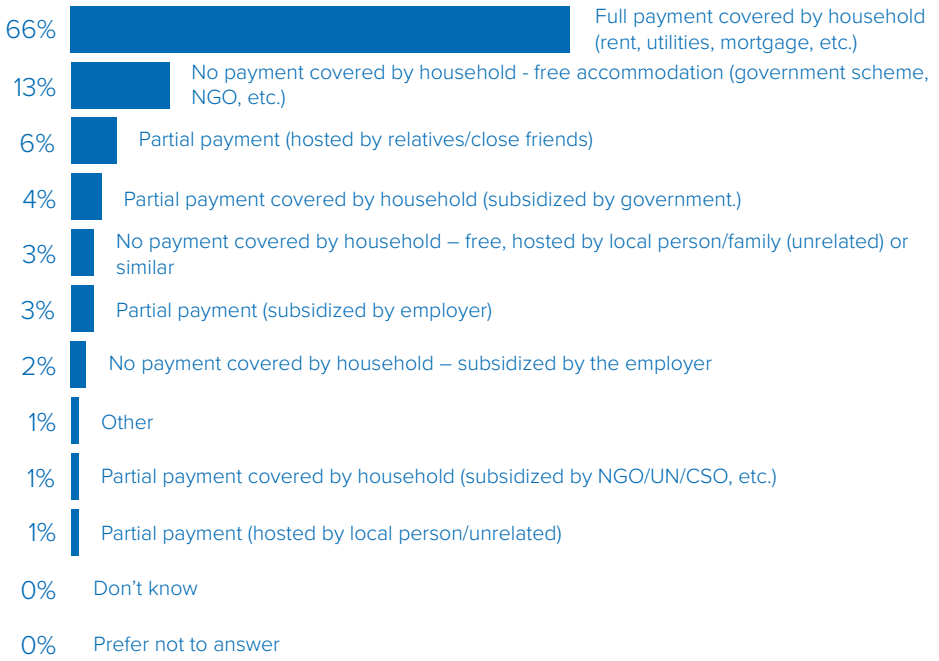
According to the data, nearly two-thirds of Ukrainian refugees (61%) live independently in separate apartments or houses, indicating a good level of self-reliance. Meanwhile, one out of five households (19%) resides in shared accommodation, while others live in hotels/hostels (8%), collective sites (6%), or employer-provided housing (4%). A small percentage (1%) live in dormitories or religious accommodations. Collective sites include accommodation centers, reception facilities, transit centers, and similar facilities (Graph 108).

Graph 108 – Households by accommodation arrangement *(n=1,290)*

Regarding housing costs, two-thirds of households (66%) are able to fully cover rent and utilities, while 13% benefit from free accommodation provided by the government or NGOs. Additionally, 6% make only partial payments, often with help from employers, relatives, or friends (Graph 109).

It's important to note that the government program supporting Ukrainian refugees, through cash subsidies to homeowners, defined in Article 13 of the Special Act, called "40+," concluded on June 30. Many private or NGO-run collective centers that provided shelter, based on that financial scheme, ceased operations during the summer. These centers have been vital for those unable to afford private rentals, especially the elderly. As the program has ended, many refugees face uncertainty about their future housing, particularly in the transit voivodeships. To ensure accommodation in the most sensitive locations, the government allowed private entities, formerly using "40+" subsidies, to apply for contracts with respective voivodes.

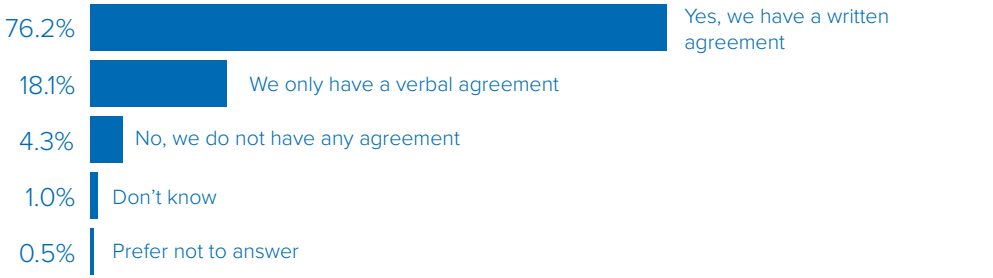
Graph 109 – Households by accommodation payment arrangement *(n=1,290)*



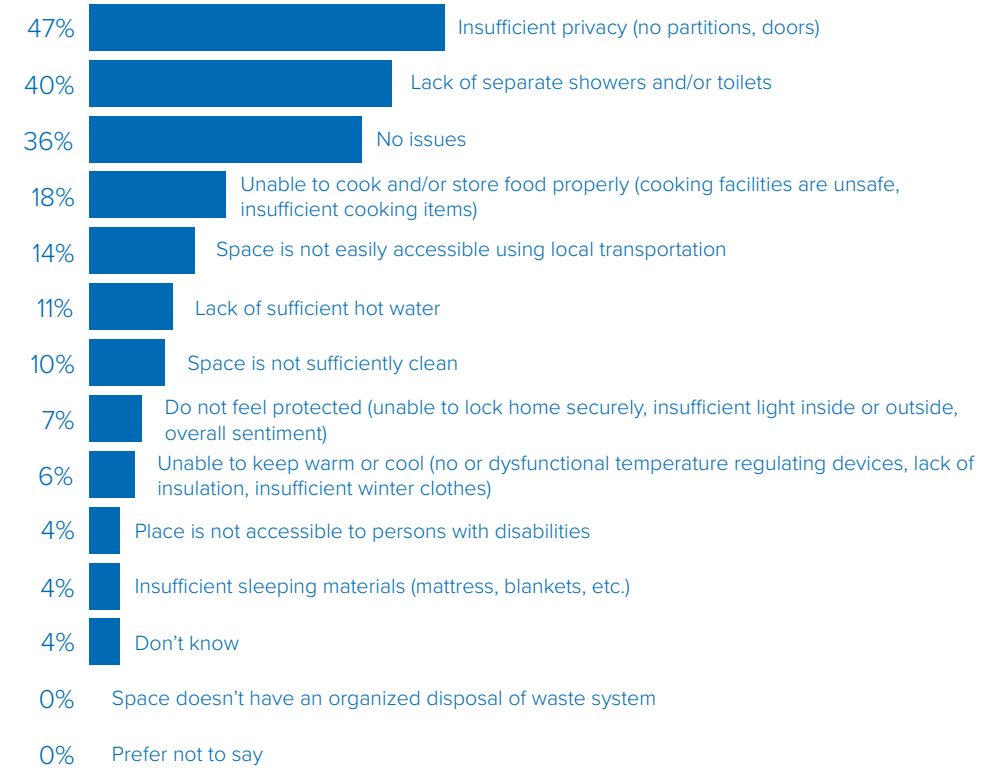
Most households (92%) reside in urban areas, with only 8% in rural areas. Of those renting, 76% have formal written agreements, while 18% rely on verbal agreements, and 4% have no formal arrangement. The primary reason for the lack of formal agreements is shared housing arrangements with family or friends (Graph 110).

Regarding accommodation issues, 79% of households reported no major problems. However, 10% experienced insufficient privacy, 9% lacked separate shower or toilet facilities, and some faced difficulties with cooking or food storage due to inadequate facilities (Graph 111).

Graph 110 – Types of documentation to prove accommodation occupancy *(n=1,290)*



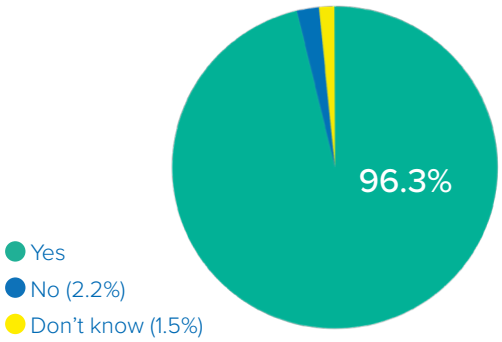
Graph 111 – Living conditions issues in the current accommodation *(n=1,290)*



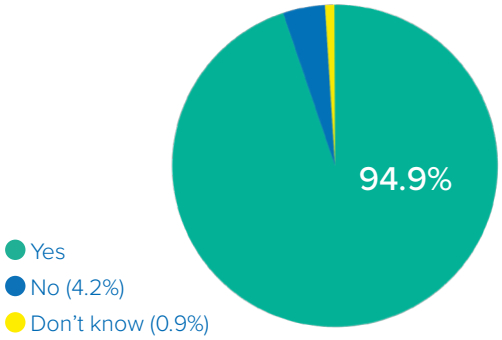
POLAND

As winter approaches, most households are well-prepared: 96.3% reported sufficient heating, 94.9% had proper insulation, and 97.6% had access to hot water. However, around 2% of households lack these essential amenities, which could pose serious challenges during colder months (Graphs 112, 113, 114).

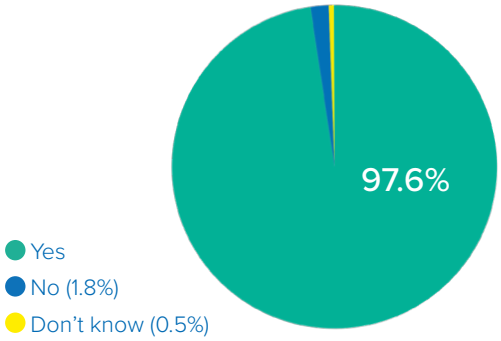
Graph 112 – Households with sufficient/adequate heating to keep warmth *(n=920)*



Graph 113 – Households with sufficient insulation *(n=920)*

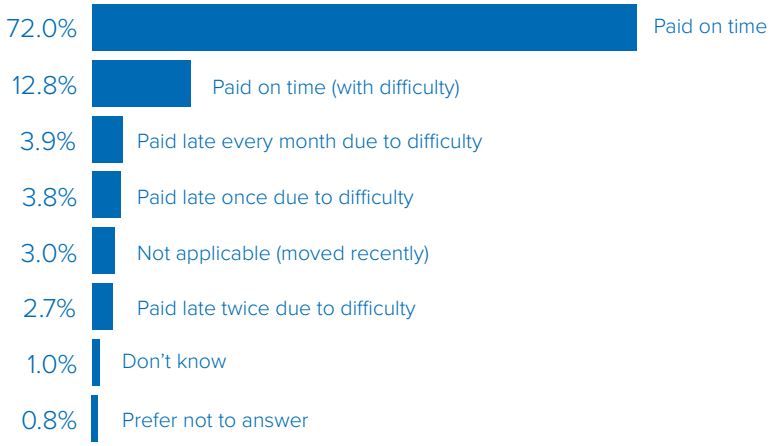


Graph 114 – Households with sufficient hot water *(n=920)*



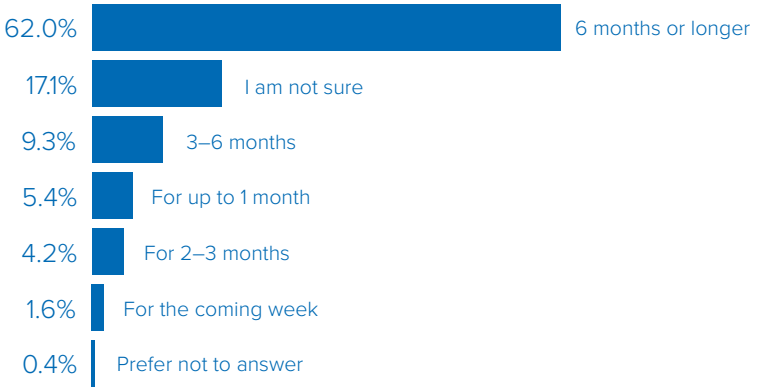
Financial stability remains a concern for some. While 72% paid their rent on time, 13% faced difficulties, and 4% consistently paid late, underscoring the economic pressures these households face (Graph 115).

Graph 115 – Households paying rent without financial distress *(n=986)*

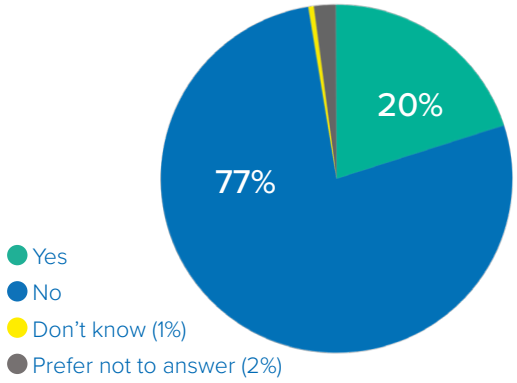


Housing stability is also a concern. While 62% expect to stay in their current accommodation for six months or longer, 17% are uncertain about their future (Graph 116). Additionally, 20% feel pressure to leave, primarily due to the end of subsidized housing programs (Graph 117).

Graph 116 – Anticipated length of stay in the current accommodation if necessary *(n=1,290)*



Graph 117 – Households under pressure to leave *(n=265)*



Graph 118 – Reasons for feeling pressured to leave the current accommodation *(n=52)*

Among households feeling pressured to leave, the primary reason is changes to accommodation programs (65%), followed by the closure of facilities or landlords discontinuing rentals (Graph 118).

In summary, while many refugee households enjoy stable living conditions with adequate heating, insulation, and access to hot water, challenges remain, particularly regarding tenure uncertainty, financial difficulties, and privacy concerns. With changes to government support as of 1 July 2024, housing insecurity is a growing concern for Ukrainians, particularly those in collective sites or subsidized facilities. These households will need to find alternative housing solutions as these programs end. It is important to monitor the situation closely, given all the protection risks (labor exploitation, human trafficking, SGBV, discrimination). Furthermore, it is expected that those households and individuals remaining at the existing collective sites are likely to be among the most vulnerable, unable to support themselves on the private market, such as the elderly, people with disabilities etc., requiring specialized support.