Regional Refugee Response for the Ukraine Situation

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SEIS - Socio-Economic Insights Survey

August 2024

UNHCR The UN Refugee Agency

Regional Refugee Response for the Ukraine Situation

Global Metrics Ltd.

The full anonymised dataset of this survey is available on the UNHCR Microdata Library.

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The SEIS is conducted in the framework of the Regional Refugee Response for the Ukraine Situation

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I. Intro

Since the war in Ukraine which escalated following Russia's large-scale invasion in February 2022 more than 3.4 million refugees from Ukraine have passed through Bulgaria[1]. As of October 2024, more than 69.700 are in Bulgaria with valid temporary protection[2]. 80% of them are women and children. This includes some 589 unaccompanied children from Ukraine.

Within the framework of the inter-agency Regional Refugee Response Plan (RRP) for the Ukraine refugee situation, UNHCR, together with other UN agencies (IOM, UNICEF, WHO) and inter-agency RRP partners, is assisting the Government to respond to the humanitarian needs and inclusion of refugees.

The Socio-Economic Insights Survey (SEIS) is an essential inter-agency tool for planning and prioritization, decision making and needs-based program designing. The main purpose of the SEIS is to support the RRP planning cycle process and to enable planning among key humanitarian actors through the provision of updated information on multi-sectoral needs and priorities of refugees from Ukraine. Results of the SEIS are used by all stakeholders under the RRP to understand the evolving situation, unpack risk and vulnerabilities and to advocate for funding from donors.

The purpose of this SEIS is to provide updated information on the needs, intentions and capacities of the refugees from Ukraine. This builds on the findings of the previous Multi-Sectoral Needs Assessments[3] (MSNA) conducted in 2022 and 2023.

The key objectives of the SEIS 2024 in Bulgaria are:

1. To provide a multisectoral and comparable up-to-date overview of the needs, capacities, and vulnerability situation of refugees from Ukraine hosted in Bulgaria and inform the 2025-26 RRP planning and prioritization process.

2. To ensure that the changing needs and vulnerabilities of different refugee groups are understood, including those of women, children, older people, people with disabilities, and others who may face additional risks and barriers.

3. To understand the driver and severity of needs of the refugees from sector-specific and inter-sectoral perspectives, in order to inform response prioritization and strategic planning.

4. To ensure that the perspectives and preferences of refugees from Ukraine are reflected in the strategic and response planning.

5. To enhance targeting for the provision of assistance. Aiming to collect enough evidence and data to better inform future data driven targeting.

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[1] State Agency for Refugees data.
UNHCR Bulgaria, Protection Brief, July 2024: https://data.unhcr.org/en/documents/download/110336
[2] As of October 2024
[3] UNHCR, 2023 Multi-Sectoral Needs Assessment report: Document - Bulgaria - 2023 MSNA Final Report - English
UNHCR 2022. Multi-Sectoral Needs Assessment report: Document - 2022 Multi-Sector Needs Assessment - English final report

6. To improve the accuracy and completeness of comparable socio-economic indicators of refugees to support evidence-based policy making and planning for inclusion.

The target population of the 2024 SEIS were refugees from Ukraine who are residing in Bulgaria at the time of data collection. The assessment has a country-wide geographical coverage, with specific sub-national stratification based on distribution of general population.

This assessment is implemented through a face-to-face structured multi-sectoral survey among refugees and third-country nationals fleeing the war in Ukraine who are in Bulgaria and have the status of temporary or international protection (or have applied for protection and are awaiting a decision), who arrived in Bulgaria after 24 February 2022. The survey questionnaire pertains to both the individual and the household (HH) needs of the refugees from Ukraine.

The survey is designed by UNHCR, and conducted by Global Metrics Ltd., in collaboration with UNHCR. The Sector Leads within Bulgaria's refugee coordination mechanism were actively involved in the development and analysis of the assessment. The study provides updated information and focused analysis on the demographics and displacement patterns, HH composition, multi-sectoral needs – protection, education of children, health and mental health, food security and basic needs, livelihoods and socio-economic inclusion – and priorities for refugees in Bulgaria.

II. Methodology

The current assessment was conducted through a multi-sectoral quantitative survey that aims to summarize the needs of the refugees from Ukraine in key priority sectors.

In order to maximize the representativeness and similarities of the sample to the general population, the sample design was implemented based on the following steps:

1. Information on the distribution of the general population (Ukrainian citizens with temporary protection status in Bulgaria aged 18+) by regions was obtained from the State Agency for Refugees (SAR).
2. The locations were sorted in descending order by the number of Ukrainian citizens with temporary protection status in Bulgaria aged 18+. Locations with less than 100 Ukrainian citizens with temporary protection status in Bulgaria aged 18+ are excluded from the sample selection. The reason for this is that with population movement due to the summer months and the fact that there are on average 2.5 Ukrainian citizens living within a household (according to MSNA 2022), the likelihood of not finding at least 10 households to conduct the survey is high in such regions. After excluding regions with less than 100 Ukrainian citizens with temporary protection status in Bulgaria aged 18+, the survey covers 91% of the general population. The decision to exclude locations with less than 100 Ukrainian citizens deprives only 9% of the general population from being included in the survey. This gives a rather good coverage of the general population within the sample design.
3. For each location, the proportional number of persons to be sampled was calculated. The number of interviews is set at 10 (or more) in the localities that proportionally account for fewer than 10 interviews. In contrast, the number of interviews in localities with the most Ukrainian citizens is slightly reduced to compensate for the adjustment (overestimation) made in localities with a small number of Ukrainian citizens.
4. The following approach was used to further cluster the interviews within the numbers thus defined by locality:

a. For locations with up to 20 interviews, interviewers looked for different points and places where refugees meet, shop or live and interview one member per household until the full number of surveys for the settlement is completed.
b. For locations with more than 20 surveys - the interviews are divided into nests of 10 interviews. The territory of the location is divided among the respective number of interviewers, each interviewer having to make a maximum of 5 nests (total of 50 interviews), which may be in one or several settlements. The areas of each nest were determined by the outlets (information points, service points, accommodation, shops, etc.) where Ukrainian citizens are likely to frequent. The sites (information points, service points, accommodation places, etc.) were provided to Global Metrics by UNHCR.
c. After defining these outlets, a step was used within each nest every third party (in case of services and centers) and every third household (in case of shops, residential neighborhoods, and accommodation). In areas that are sparsely populated with Ukrainian refugees, an exception to the step and interviewing all people who fall within the scope of the general population is allowed (example a large metropolitan district where there are refugees from Ukraine).

In order to avoid duplication of individuals and households on the one hand, or non-random selection of respondents, on the other hand, fieldwork is distributed in "sample nests". Each interviewer is obliged to work only in his or her nest to ensure that the data collected are reliable and to avoid interfering with other interviewers.

Table 1 Total number of interviews and total number of household members

Total number of interviews (households)	1072
Total number of household members (number of people within the households for which information was collected)	2369

The assessment was conducted face-to-face only with adults. The maximum stochastic error applicable to the studied population is ±2.947% for households (or respondents or head of households) and ±1.979%% for all household members for which information was collected. The study was carried out between 16 June 2024 and 15 July 2024.

The SEIS is a collaborative process which identifies the most pressing needs of refugees across various sectors. Comprehensive and accurate data is gathered to guide the planning, implementation, and evaluation of programs and interventions aimed at addressing those needs. The SEIS closely aligns to the MSNAs conducted in 2023 and 2022 to produce comparative results over time:

- the needs of refugees in Bulgaria, focusing on the in-country refugee population;
- the level of socio-economic integration and access to national systems;
- Service gaps and refugees' priorities for the coming year.
- Identify changing trends in refugees' needs

The methodology was endorsed by the National Statistical Institute (NSI). A preliminary analysis session of initial findings was conducted at the inter-agency level, together with technical sector leads and the NSI and SAR.

To guarantee the implementation of the research design, the team of interviewers underwent extensive training on the methodology and sampling design, as well as the ethical principles of the study. The security and rights of the people participating in the research are protected by anonymization and data aggregation procedures, and in accordance with UNHCR Data

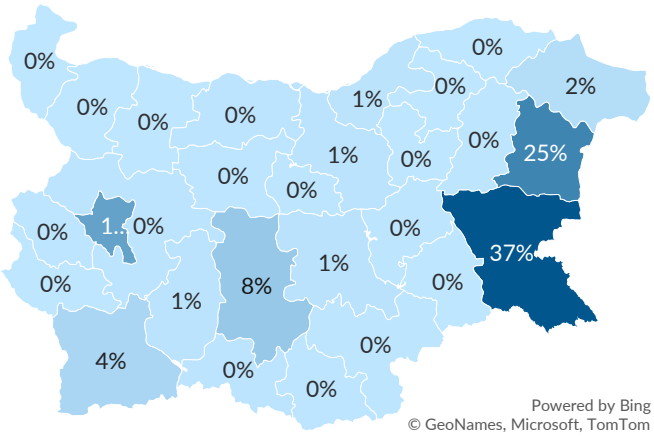
Protection Policy. All requirements for working with data, according to Regulation (EU) 2016/679 and the application of Art.9. paragraph 2. item "j" for academic research and the requirement for the ethical code of the Bulgarian Sociological Association and ESOMAR were met during all phases of the study.

LIMITATIONS

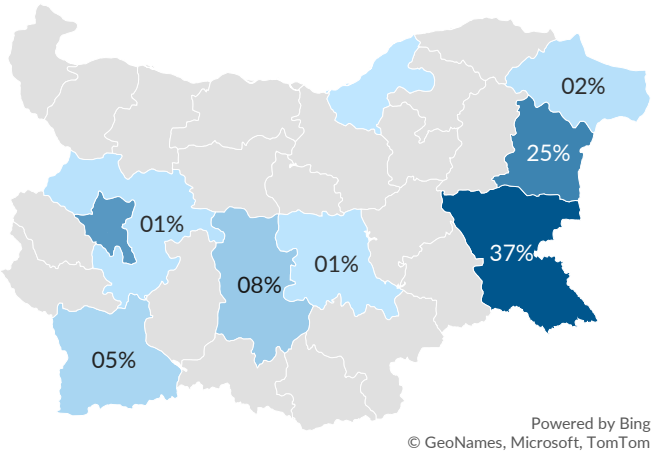
The following limitations could have affected the results of the survey:

- Data collection during summer / school holidays most likely affected the sample;
- Lack of comprehensive data on population locations, and difficulties interviewing outside of collective sites and distribution points;
- Sensitivity around protection and income questions, therefore, large non-response rate and less reliable data;
- Respondent bias: certain indicators may be under-reported or over-reported due to the subjectivity and perceptions of respondents.

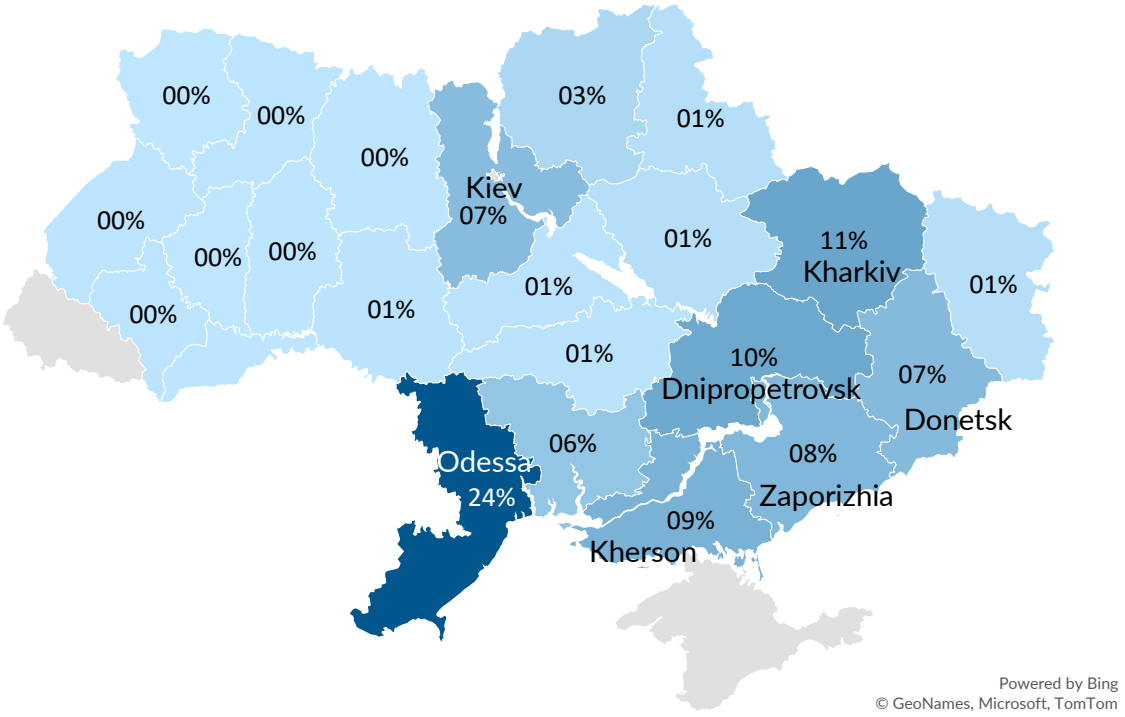
Refugees from Ukraine with TP registration in Bulgaria by region of the country



Refugees from Ukraine in the SEIS sample



In which Oblast in Ukraine were you residing before 24th February 2022?



III. Executive Summary

Demographics. Of the 2,369 household members covered by the survey, 63% are female, and 37% are male. Children aged 0 to 17 are 30%. The majority of refugees from Ukraine have been in Bulgaria for more than a year (87.5%). The average length of stay in Bulgaria is 1 year and 11 months. Households with children are 48% while 7.5% of households include breastfeeding or pregnant women, 32% include members with chronic health issues. Around one third of families with children (47.5%) consist of single women with children (30%) (with no men over the age of 18 in the household). Older people (60+) are 19% of refugees from Ukraine in Bulgaria. The most represented age group among refugees from Ukraine is between the ages of 25 and 59 (45.5%). Around 6% (5.7%) of refugees are between the ages of 18 and 24. In total 8% of individuals are with disability.

Legal and Civil Status. At the time the survey was conducted, nearly four in five households (98%) report that they have been granted temporary protection in Bulgaria. In contrast 0.2% declare they have applied for temporary protection and waiting for decision, 0.5% declare they have been granted refugee status, and 0.2% have permanent/long-term residence permit or have visa for at least 12 months forward.

A little bit more than a third (67.7%) of respondents or a member of their family did not need to replace an identity document after departing Ukraine. From those who needed to replace any identity documents, 38were not able to replace these documents in Bulgaria. They report difficulties that there are restrictions in consular services related

to new mobilization rules (39%), the documents are not issued in the host country (31%) or that they cannot afford administrative or other associated costs (19%).

Child protection. Approximately one in three household members is a child (30%). Emotional (including psychosocial) support and attention given by parents to their child/children seems to be among the main challenges in addition to economic and financial needs and risk of poverty. Psychological violence in the community and increased vulnerability to violence online were reported as the main serious risks faced by boys and girls.

Safety and security. Around 44% have concerns about the security of men and 57% about security of women. The main concerns for men are deportation and being robbed, and for the women are being robbed and suffering from verbal harassment.

Education. Among the surveyed population of refugees from Ukraine under the age of 24 43% attend educational institution (university/school/kindergarten/nursery) that is part of the national education systems in Bulgaria in 2023/2024. On the other hand, nearly 56% do not attend. By age group, it is evident that among refugees from Ukraine under the age of 24 approximately three out of four children under the age of 5 do not attend kindergarten, as do almost half of the children between the ages of 5 and 17 do not attend school/kindergarten/nursery.

Local language level. Around a third of refugees from Ukraine consider that they can understand and use most everyday expressions in Bulgarian (national language). The majority of respondents rated the level of Bulgarian language proficiency in their households as good - about 55% overall. On the contrary, nearly 45% estimate that other household members have poor or no skills of Bulgarian language, with 37% emphasizing that other household members could understand and could use only a few words and phrases. Approximately 8% consider that the other household members are fluent in the local language and could understand many complex texts and use the local language regularly without any issues.

Employment. Among working-age refugees, 61% were employed and 4% unemployed at the time of the survey. Regular employment was more common than part-time or self-employment, and most had formal contracts. Language barriers (22%) most often hindered employment. Underemployment is prevalent, with refugees often in jobs that do not match their skills. Additionally, 13% of youth (16-24) were NEET (not in education, employment, or training).

Income and Economic Capacity.

The majority of households rely on support from a family member in Ukraine (39%) who is supporting the household financially. The other main source for refugees from Ukraine is salary from employment in Bulgaria (33.8%). Just under 9% (8.6%) of households have no income. Low-income levels severely impact refugee households' ability to meet daily needs, with 40% reporting they can now afford fewer goods and services than when they first arrived. For around 15% of families the income is not

enough to for food, for 42% there is enough income for basic food, but not enough for regular utility bills, medicine, and the purchase of new clothes.

Coping strategies. Around 59% of refugee families has adopted one or more negative coping strategies. The most often used coping strategy is to spent savings (45%), reduced health expenditures (18%) and to purchase food on credit (7%). This is mainly because of the accommodation expenditures, underemployment, low wages, but also unemployment level among the refugee families.

Priority Needs. The key priority needs for refugee households from Ukraine in Bulgaria are access to healthcare services (34%), food (30%), accommodation (26%), medicines (23%), to secure employment/livelihoods support (23%) and language courses (18%).

Different age groups of refugees from Ukraine arriving in Bulgaria need different types of support. Nearly 58% of respondents aged over 60 need health services, while among the other age groups this share is about a quarter. About half of the respondents older than 60 years also reported a need for medicines. Among them, the proportion in need of food is also significant (43.9%). Respondents aged 18 to 25 need accommodation first (36.7%), followed by employment/livelihoods support (31.1%). Those aged 26 to 59 were most likely to need health services (26.4%), accommodation (25.6%) and food (25.6%).

The statistical distribution by location type, urban or rural, shows that the need for health care (53.6%), medicines (31.9%) and food (30.1%) is significantly higher in rural areas. Although less frequent, the need for food was also ranked first by those living in urban areas (30.1%), along with the need for health care (30.1%). The next most frequently mentioned needs by those living in urban areas were the need for housing (26.9%), appointments (23.4%), and medicine (20.8%).

Health. Slightly over 30% of refugees from Ukraine in Bulgaria have had a healthcare problem in the last 30 days that required access to healthcare. Just over 13% (13.4%) of respondents indicated that the member of their household who needed health care did not receive it. The main barriers to access to health care are financial. The most commonly reported was that the clinic fee or the cost of medication was unaffordable (51%). The next most frequently mentioned financial barriers were paying for transportation (32.3%) and hospital fees (28.1%). With shares of about 20%, lack of health insurance (22.9%) and access to health facilities (21.9%) were cited as barriers. Slightly less than 20% (19.8%) cited language barrier as a reason and 11.5% cited lack of trust in the local provider.

Mental Health and Psychosocial Support. Mental health concerns for refugees remains a pressing issue. Nearly a quarter of respondents (23.1%) say that in the past four weeks they have felt so upset, anxious, worried, agitated, angry, or depressed that it affected their daily functioning. **About 38% (37.7%) of them have sought help for this problem**. People aged 60 years and above (32.1%) were the most likely to experience such problems, followed by those in the 25 to 59 age group (26.6%). Among young people aged 18 to 24, the proportion who experienced similar emotional problems was about

one-fifth (19.4%). There was a relatively high proportion of children in the 12 to 17 age group who also experienced emotional distress (16.2%).

Accommodation. Most households secured private accommodation arrangements, while others rely on temporary options such as hotels or shared spaces. According to the type of accommodation, about 57% of refugee households from Ukraine residing in Bulgaria declare that they live in an individual apartment or house, 19% live in hotels/hostels, 12% are settled in a collective site (accommodation center, transit center etc.), about 10% share an apartment or house with others. Around 16% faced challenges paying rent on time, with 5.9% having done so only once, 4.9% twice and 5.2% every month. 12.5% indicated that they had managed to pay on time but had had difficulty in doing so. The statistical distribution shows that those living in rural areas were less likely to have problems paying their accommodation costs on time. However, it should be specified that among them the proportion of those accommodated free of charge, through state subsidies, was more than twice as high (42.8%).

Social Cohesion. The data points to a generally positive environment for refugees from Ukraine in Bulgaria. Respondents generally reported positive relations **between refugees and the host communities in the location where they live**, with 75% rating them as very good (17%) or good (58%). Although the majority of refugees describe relations between refugees from Ukraine and local citizens as good, 19% report that they have been subjected to hostile behavior. In the majority of the cases, it was a situation of verbal aggression and discriminatory behavior. The refugees who shared that they had experienced rude or disrespectful treatment indicated that the most frequent cause for this was their refugee status (70%), their nationality (57.5%), language (27.5%), ethnicity (20%), competition for resources (13%), socioeconomic status (12.5%), competition for jobs (9%) and cultural differences (9%).

Intentions. Regarding the security of staying in their current home, just over half of the refugees from Ukraine in Bulgaria (54.5%) express confidence that they will be able to stay in the same place for the next six months or more. With similar shares are those who said that they expect to be able to stay in their current home in the next three to six months (11%), and those who answered that they will be able to live in the same place in the next two to three months (11.8 %).In a relatively more vulnerable position are 4.7% - according to which their household may remain living in the current dwelling in the next one month, and 0.3% - who could remain in the same place in the next one week. The share of respondents sharing uncertainty regarding their future stay in the home they live in is also noticeable - 16.4%.

IV. Demographics

1. Demographic and Household Profiles

This section covers household respondents' age, gender, education level, citizenship, spoken languages, ethnic groups, and household composition.

The gender distribution of the surveyed population is 63.4% women and 36.6% men. The proportion of men is slightly higher compared to the 2023 data. In 2023 there were just over 33% male refugees from Ukraine. In 2024 the share of male is 37%. The most represented age group among refugees from Ukraine is between the ages of 25 and 59 (45.5%). Around 6% (5.7%) of refugees are between the ages of 18 and 24, while the total proportion of children under 18 is 30%. Nearly 19% are over the age of 60. The proportion of men is significantly higher compared to the 2023 data. In 2023 there were just over 16% male refugees from Ukraine. Households without adult men are 57.4%, while households without women are 7.9%. Every second household is without children (52.5%). The households with children (47.5%) consist mainly of single women with child/children (29.7%) and around third of them are composed of child/children, woman and man (17.8%).

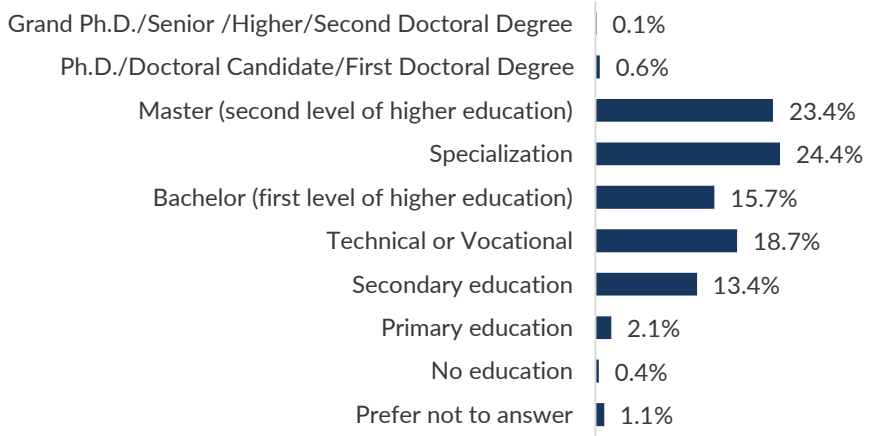
Average HH size
2.21

The average refugees from Ukraine households were composed of two people. In 2023 the households' size was similar – 2.14. In 2024 in 7.5% of households there is a woman who breastfeeding or is pregnant which is approximately twice and a half as much compared to the data for 2023 when 2.9% of households have breastfeeding or pregnant women. Almost half of all households (47%) have children and in 2.4% of households there is an infant (0-2 years old). Additionally, 62% of the interviewed households were led by a female.

4.7% of children in households are separated children, i.e., related to the head of household and respondents have a legal responsibility to care for them; while 1.8% of children are related, but are not respondent's or other household member's biological child or legally adopted child and respondents reported that they do not have a legal responsibility to care for them.

75.5% of the respondents indicated that they usually make the important decisions in their household related to financial, health and other issues. The shares of decision makers among

Education



39.8%
With higher education

men (78.3%) and women (74.3%) are relatively similar. Respondents in the 35 to 59 age group are most often responsible for making important decisions (86%), but the proportion also remains high among respondents aged 18 to 34 (73.5%).

Refugees from Ukraine with higher education arriving in Bulgaria prevail. Just under 40% have a bachelor's degree or higher, and 24.4% have specializations. The total share of refugees from Ukraine with secondary education is 32.1%. By comparison, in 2023 the share of refugees from Ukraine with higher education was 67.6% which is similar to 2024 data where higher education together with specialization is 64.2%.

Most refugees from Ukraine have Ukrainian citizenship (99.3%). Small number of refugees from Ukraine in Bulgaria have Russian (0.6%), 0.1% have Moldovan, and 0.3% have Bulgarian citizenship. Those refugees from Ukraine in Bulgaria who were without Ukrainian citizenship before February 2022 (0.7%) indicated that they had a residency permit in Ukraine (85.7%) while 14.3% had refugee status.

In terms of ethnicity, 93.3% of respondents self-identified having a Ukrainian background, 7.3% as Bessarabian Bulgarian and 1.9% as Russian. Those self-identifying as Moldovan (0.5%), Roma (0.1%), Belarusian (0.1%) or Romanian (0.1%), are less than 1%.

2. Displacement patterns

The section presents information on the areas of origin and displacement patterns of refugees from Ukraine.

The majority of refugees from Ukraine have been in Bulgaria for more than a year (87.5%). **The average length of stay in Bulgaria is 1 year and 11 months.** 6.8% have been in the country between 6 and 12 months, and 5.7% arrived less than 6 months ago.

87.5% are in the country for more than a year

Just over a third of new arrivals[4] have no knowledge of the local language and do not understand it at all. Among those who have been in the country for a longer period, the proportion without any knowledge of the local language is significantly lower (6%). People who arrived more than a year prior to the survey more often answer that they understand and use most everyday expressions (32%) or understand clear speech (19.5%) and 8.6% even report that they are already fluent in the Bulgarian language. The age distribution statistics indicate that refugees aged 18 to 24 have more new arrivals than the other age groups.

[4] Who came in Bulgaria less than 6 months prior to the survey.

Majority of refugees from Ukraine in Bulgaria originate from Odesa (24%), Kharkiv (11%) and Dnipropetrovsk (10%). The other regions of origin which constitutes more than 5% of Ukrainians coming in Bulgaria are Kherson (9%), Zaporozhia (8%), Donetsk (8%), Kiev (7%) and Mykolaiv (6%). Arrivals from other regions have shares below 3% per region.

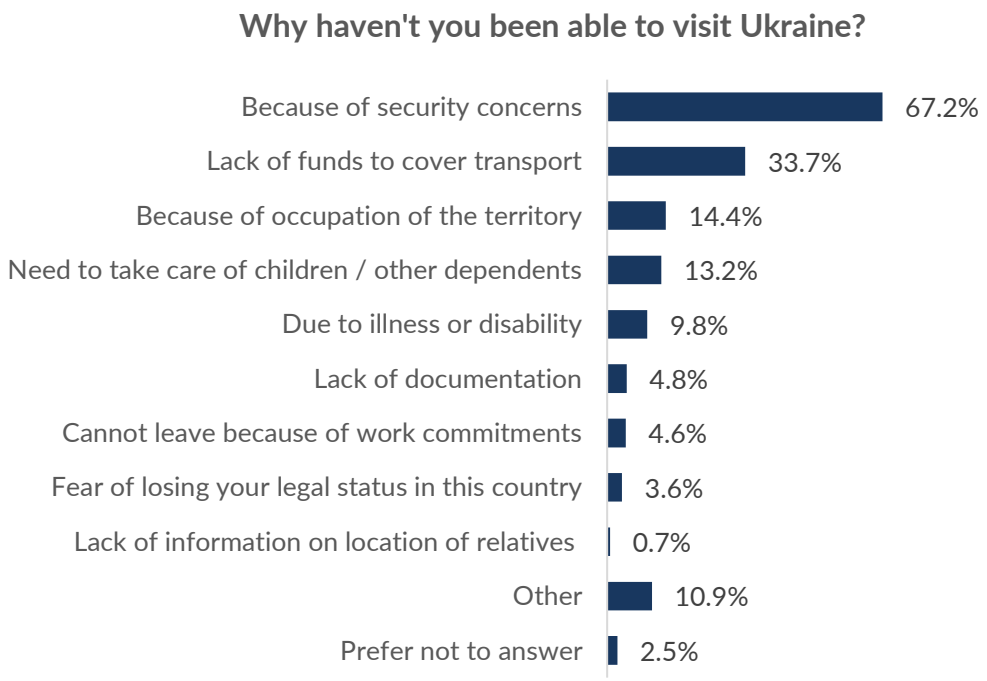
In Bulgaria they reside more often in biggest cities: Burgas (37%), Varna (25%), Sofia (17%) and Plovdiv (8%).

3. Travelling to Ukraine

The majority of households in the country did not return to Ukraine after February 24. 2022. A little over 40% (41%) indicated that they had such intentions but were unable to carry them out, while 28.2% had no intention of returning to their country. Those visiting the country after the beginning of 2022 have a total percentage share of 28.6%. The shares of Ukrainian citizens who have visited their country once (14%) and more than once (14.6%) are relatively equal. The data shows that women returned to Ukraine approximately twice as often. About a third (32.6%) of Ukrainian men said that they had no intention of returning to the country, and 47.3% indicated that they did not have this opportunity despite their desire. Respondents who did not plan to return to the country more often live in an urban environment. It is noted that people over the age of 60 are significantly less likely than others to have taken more than one trip to their country in the last two years. Those accommodated under a state program (full or partial) are approximately three times less likely than the rest to have travelled to their country more than once.

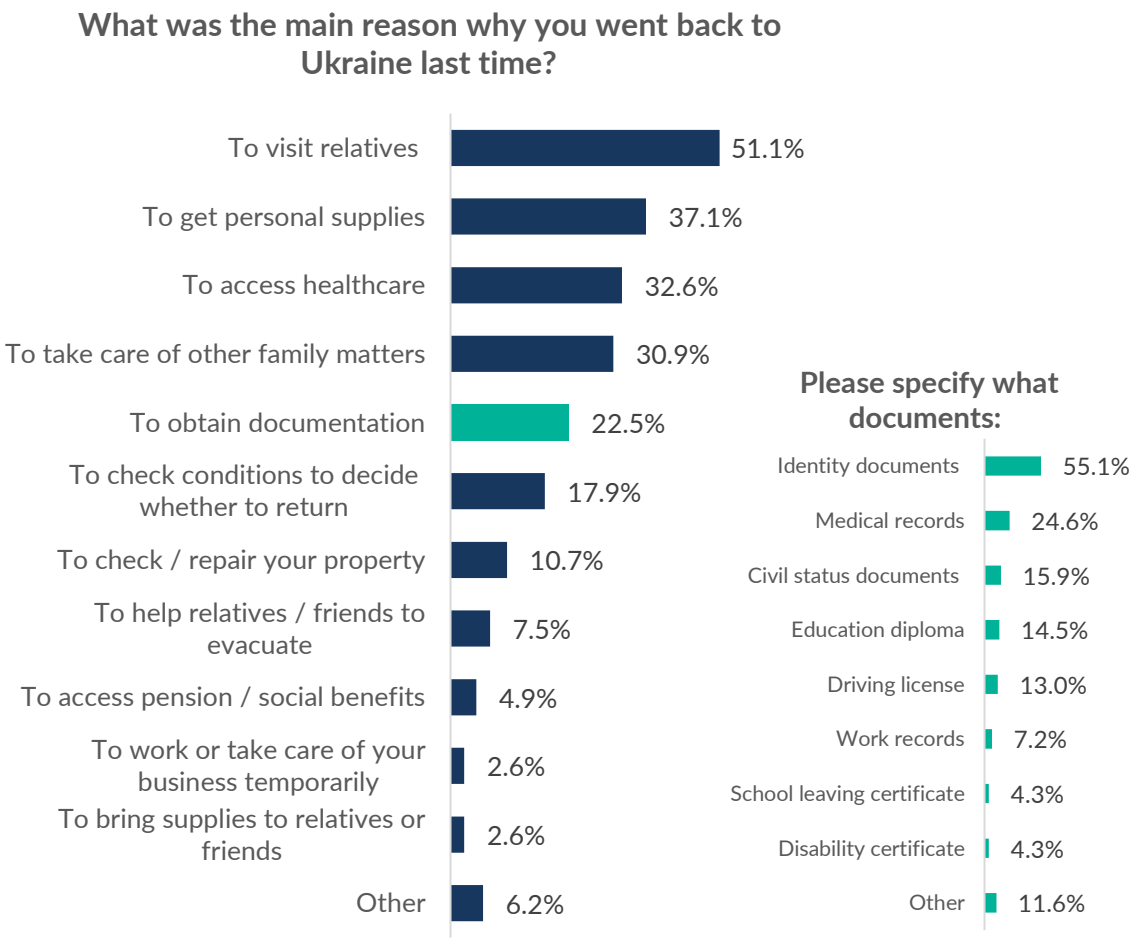
The main reason why Ukrainians did not return to Ukraine was related to their safety (67.2%). Respondents under the age of 60 significantly more often express similar concerns.

One-third (33.7%) did not return to their country because they did not have enough funds for transportation there. With relatively equal shares, occupation of the territory (14.4%) and the need to take care of children / other dependents (13.2%) are mentioned as reasons. About 10% (9.8%) did not make the trip due to illness or disability. The lack of documents, the presence of work commitments (4.6%) and the fear of losing legal status in this country (3.6%) are relatively rarely cited as reasons. Less than one percent of Ukrainian citizens in the country (0.7%) did not take a trip to Ukraine because they did not have information about the whereabouts of their relatives (0.7%).



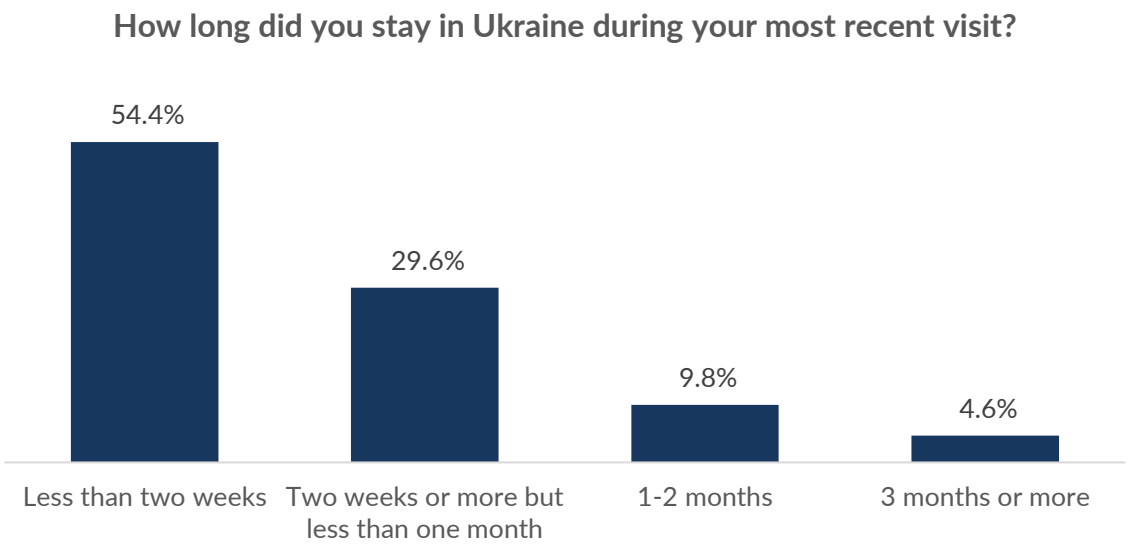
Although similar trends in expressed fears can be observed among households accommodated under a state program and those accommodated outside such, some features attract attention. Although safety concerns were the main reason for both groups, those accommodated on a government program were significantly more likely to have difficulty paying for transportation, while for others this was a problem roughly twice as often. Those accommodated under a state program significantly more often did not undertake trips to their homeland due to illness. Among them, there are relatively larger shares of people who were afraid that they would lose their legal status in this country, lack of documentation and availability of work commitments. On the other hand, the reasons related to the occupation of the territory they wish to visit are more common among those accommodated outside the state program.

Although most Ukrainians did not return to their homeland, just under a third managed to make such a trip (28.6%). The main reason for returning to Ukraine was to visit relatives (51.1%), with a relatively large number stating that they had to take care of family matters (30.9%). Just over 37% visited the country to get personal supplies, and 32.6% sought health care. It was often necessary to return to the country due to the need to arrange documentation (22.5%). The main documents that were the reason for return to Ukraine were personal documents (55.1%), followed by medical records (24.6%). With shares of about 15%, educational diplomas and certificates for driving a car are indicated.



About 18% visited the country to check the conditions and whether there is a possibility to return. Just under 11% checked the condition of their property and 7.5% helped relatives/friends evacuate. The share of those who returned to the country to receive pensions / social benefits is about 5%. The least frequently cited reasons are related to work or business and to take provisions to relatives or friends.

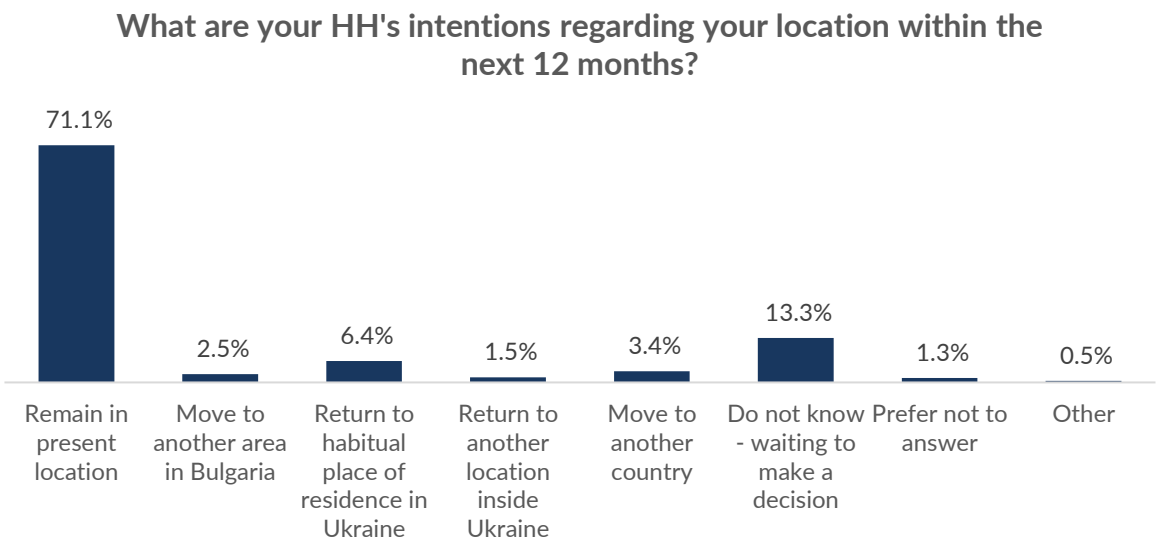
Respondents over the age of 60 more often than others returned to Ukraine to receive health services and to check the condition of their property. Those between the ages of 26 and 59 more often than the rest returned to the country to check whether the conditions are suitable to return to its territory. Their share is approximately twice as high as the data obtained for Ukrainian citizens in the age group of 18 to 25 years.



In most cases, the trips to Ukraine were for a short period of time. 54.4% of Ukrainians returned to their country for less than two weeks. The others, who have returned for two weeks or more but less than a month are about 30%. The total share of those who visited Ukraine for a period between one and two months (9.8%) and for three months or more (4.6%) is 14.4%. Those who travelled to Ukraine rarely experience any difficulties returning to Bulgaria (4.6%). Those accommodated under a state program had such difficulties approximately twice as often (6.9%). Their share among those living in rural areas is approximately three times larger (11.1%) compared to the data for those living in urban areas (3.3%). Possible problems when returning to Bulgaria are in relation to entry procedures when crossing the border, suspended or removed benefits in Bulgaria and suspended/revoked temporary protection or other legal status.

4. HH intentions to move

Just over 71% of Ukrainian households in Bulgaria plan to live in the same location where they are currently located. 2.5% plan to move to another location, but again on the territory of Bulgaria. In total, about 8% plan to return to Ukraine, with the majority planning to return to their previous place of residence. The share of those wishing to leave Bulgaria and go to another country, but not to Ukraine, is 3.4%.

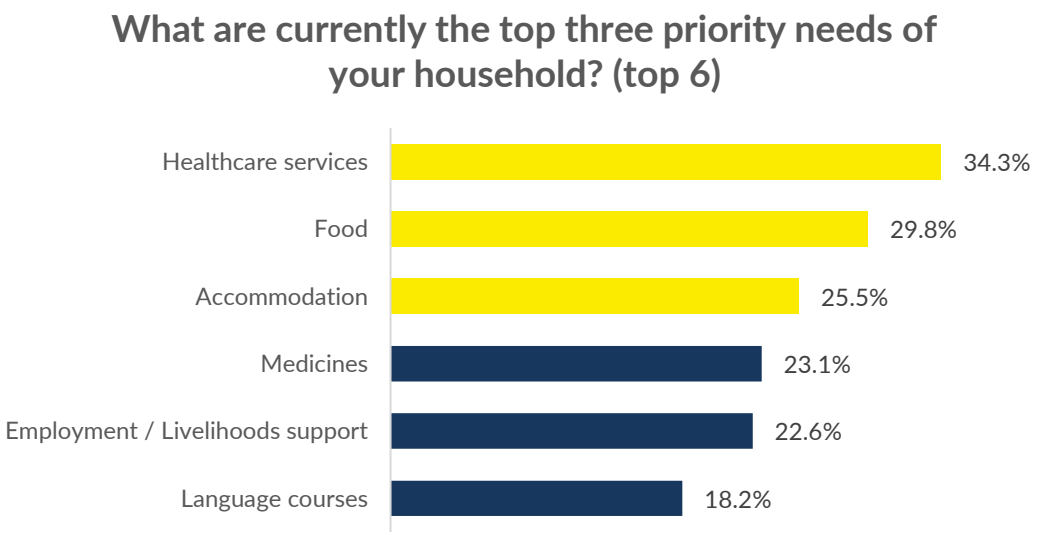


According to assessment, the share of respondents who have not yet decided where they will go in the next 12 months is relatively high (13.3%). Among those accommodated outside the state program in Bulgaria, a significantly higher share of Ukrainian citizens is observed, who are still undecided about where their household will be located next year. Similar trends are observed among those living in urban areas. It leaves an impression that those accommodated under state programs more often than others express a desire to return to the borders of Ukraine. This desire is more widespread among the oldest Ukrainians, over the age of 60.

According to the data received, just over 80% of those living in rural areas intend to stay in the same place where they are currently settled, while among those living in urban areas this share is 68.7%.

V. Priority Needs

The priority needs that refugees from Ukraine have in Bulgaria are the same as in 2023: health services (34.3%), food (29.8%), accommodation (25.5%), medicines (23.1%) and jobs (22.6%). However, it should be noted that the share of those in need of health services and food decreases in 2024. The share of people in need of health services decreased by a total of 11% and that of people in need of food by 9%. In the current year, 58% of refugees over the age of 60 reported needing health services. Among those aged between 35 and 59 (29%) and between 18 and 34 (22%), these proportions are significantly lower. According to the survey data, those in need of health services aged over 60 are more likely to live in rural areas (63% vs. 55%). Older refugees whose households need food, however, are more often located in urban areas (47% vs. 39%).



Slightly over 18% shared that they need language courses and 14.6% education for children under 18. The remaining priority needs were indicated by shares below 10% with the following falling in the range between 5% and 10%: training/education of adults, cloth/winter clothes, sanitation and hygiene products (e.g. soap, sanitary pads), legal status in this country, baby Items/feeding support for children less than 2 years, support with child-care. Only about 17% of respondents indicated that they do not have any needs at the moment.

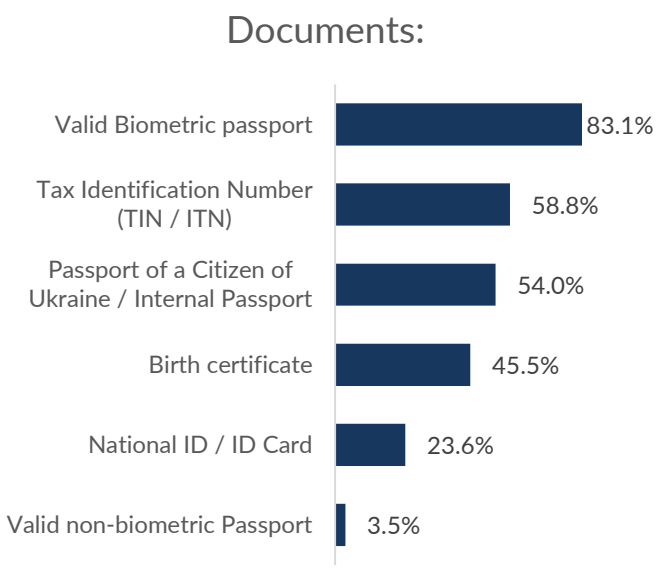
Different age groups of refugees from Ukraine arriving in Bulgaria need different types of support. Nearly 58% of respondents aged over 60 need health services, while among the other age groups this share is about a quarter. About half of the respondents older than 60 years also reported a need for medicines. Among them, the proportion in need of food is also significant (43.9%). Respondents aged 18 to 25 need accommodation first (36.7%), followed by employment/livelihoods support (31.1%). Those aged 26 to 59 were most likely to need health services (26.4%), accommodation (25.6%) and food (25.6%).

The statistical distribution by location type, urban or rural, shows that the need for health care (53.6%), medicines (31.9%) and food (30.1%) is significantly higher in rural areas. Although less frequent, the need for food was also ranked first by those living in urban areas (30.1%), along with the need for health care (30.1%). The next most frequently mentioned needs by those living in urban areas were the need for housing (26.9%), appointments (23.4%), and medicine (20.8%).

VI. Protection

1. Documentation

This section presents information on the availability of personal documentation, needs for general protection, specific needs, child protection needs, gender-based violence, safety and security and accountability to affected people.



Respondents who are engaged in household or family responsibilities, currently studying or carrying out professional training, more often than others have a national ID / ID card. Jobseekers are much more likely to have a tax identification number (TIN / ITN) compared to those working in the country. Among them, the proportion of those who have an internal or Ukraine citizen's passport[5] is also higher.

Children under the age of 5 most often have a birth certificate (96.6%) and/or a valid biometric passport (55.4%). Similar trends were observed for children between 5 and 17 years. However, it should be noted that among children in this age group (5-17 years) there is a higher proportion of those holding a valid biometric passport and a tax identification number (TIN/ITN) compared to those under 5 years of age. Among adult respondents aged up to 25 years, the highest proportion holds a valid biometric passport (85.1%), followed by a tax identification number (66.4%) and a national ID/ID card (53.7%). Among those aged 25 to 59. the most commonly held documents were also valid biometric passport and tax identification number (TIN/ITN). Ukrainian respondents in this age group are more likely to have a passport of a citizen of Ukraine / Internal passport and less likely to have a national ID/ID card. Those aged over 60 most often have a passport of a citizen of Ukraine / Internal passport and a biometric passport.

	Under 5 years	Between the ages of 5 and 11	Between the ages of 12 and 17	Between the ages of 18 and 24	Between the ages of 25 and 59	60+
	Col %	Col %	Col %	Col %	Col %	Col %
Valid Biometric passport	55.4	79.7	**82.0**	**85.1**	**88.4**	**82.2**
Tax Identification Number (TIN / ITN)	8.1	22.3	35.6	**66.4**	**78.0**	67.2
Passport of a Citizen of Ukraine / Internal Passport	1.4	4.0	17.6	50.7	72.1	**86.3**
National ID / ID Card	1.4	2.0	12.6	53.7	34.8	17.1
Birth certificate	**96.6**	**91.7**	78.4	34.3	29.6	17.5
Valid non-biometric Passport	-	2.0	1.8	2.2	3.9	5.9
Prefer not answer	1.4	2.3	2.7	1.5	0.8	0.2

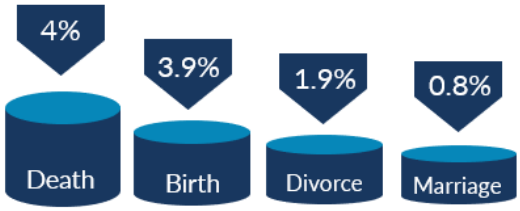
[5] In Ukraine, the internal passport or passport of a citizen of Ukraine is generally used for domestic purposes and is distinct from the biometric international passport which is used for traveling abroad.

Do not know	-	-	0.5	-	0.1	0.2

Most documents are more often held by respondents who have been in the country for more than 6 months, with the exception of biometric passports and birth certificates. 86.3% of recent arrivals to the country who arrived less than 6 months ago have a biometric passport, 55% a tax identification number (TIN / ITN), 52.7% a passport of a citizen of Ukraine / Internal passport, 51.9% a birth certificate. Significantly less often have a national ID/ID card (17.6%).

2. Civil status

11.3% have had a change in family composition / civil status since your departure from Ukraine



The majority of respondents in the country have not experienced changes in their family composition or civil status since they left Ukraine. To the extent that these have occurred, they have mostly been related to the death of a family member (4%) and the birth of a child (3.9%). 1.9% of those who have left Ukraine have divorced their partner and 0.8% have married.

Just over half of those who had experienced various changes in their families and civil status reported that they had no problems registering these events with the civil authorities of Bulgaria (55.3%).

Around 18% (17.5%) of those who had experienced changes in family composition or civil status reported that they had problems registering what had happened. They were predominantly living in urban areas[6], with no significant statistical differences in gender distribution. Cited issues included not knowing how to register with the authorities or obtain documents, waiting to receive their documents, and not meeting the necessary requirements.

3. General Protection

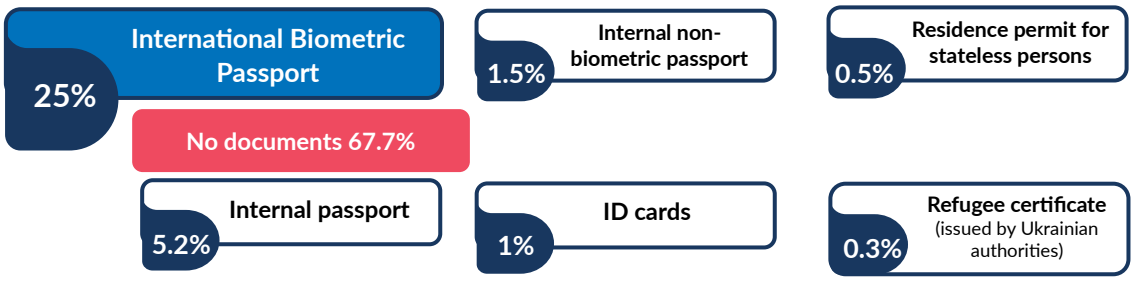
95.2% had no difficulties during the application/extension process

Almost all interviewed respondents reported having been granted temporary protection (98.3%). Of the remaining, 1.4% responded that they have 'other' legal status; 0.5% are respondents with refugee status; 0.4% with long-term residence permit or visa (12 months or more - unrelated to temporary protection); and 0.2% who have applied for temporary protection and are waiting for a

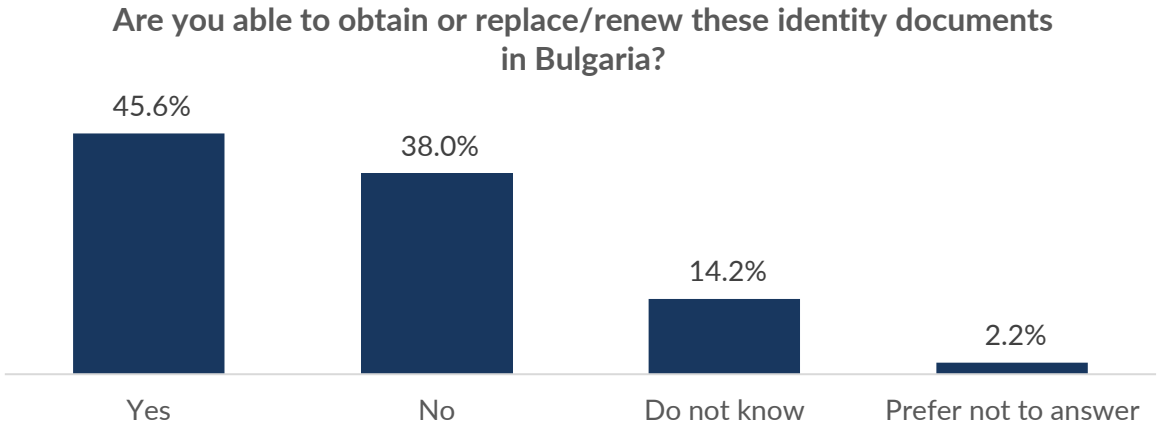
[6] In this survey, the term 'urban' refers to areas that are characterized by high population density, infrastructure development, and various economic and social activities. These typically include cities, towns and other built-up areas where people live in close proximity to one another. The term 'rural' in this survey refers to areas that are outside of urban centers and typically have lower population density. These are often associated with agricultural activities, natural landscapes, and a lesser degree of built-up infrastructure.

decision or have temporary / short-term residence permit or visa of less than 12 months. Only 0.1% have declared that they have no legal status.

Over 95.2% had no difficulties in applying during the temporary protection application/extension process. Only 3.9% reported having experienced such difficulties, with the most frequently cited difficulty related to accessing registration points (63.4%). Equal shares of respondents indicated difficulties faced due to the lack of language interpretation services (7.3%) and not possessing the necessary documents, such as ID documents or proof of address (7.3%). 4.9% had difficulties in accessing procedure as they had registered for temporary protection in another country, and 2.9%, indicated that the difficulties were related to long wait times, lack of information about the application process, and difficulties with online enrolment. Difficulties were reported more often by those living in urban areas and respondents 18 to 60 years of age who are more sensitive about waiting time. People in rural areas and those above 60 less often mention difficulties during the application/extension process.

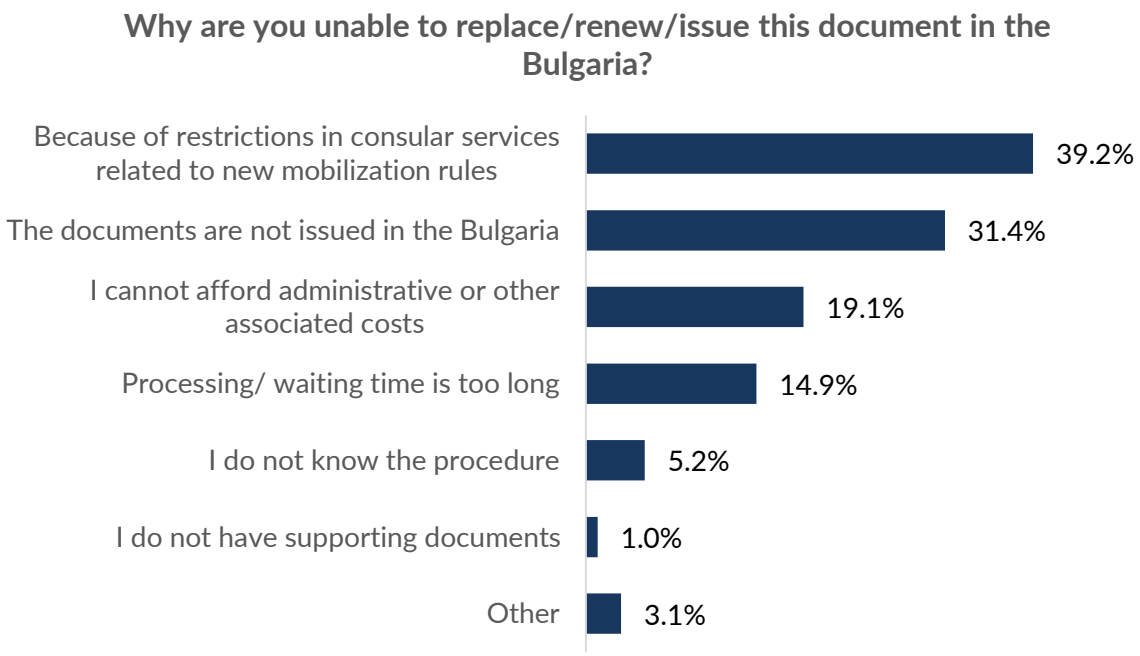


A little bit more than a third (67.7%) of respondents or a member of their family did not need to replace an identity document after departing Ukraine. All in need of renewal of documents indicated that their status in Ukraine was "residence permit ".



* For those who needed to replace any identity documents (or have documents expired) since they have departured from Ukraine

Nearly 46% of respondents reported that they are able to replace or renew their documents in Bulgaria. The highest proportions of respondents who think this is not possible (38.1%) are among interviewees in transport hubs and government-sponsored accommodation. Similar trends were observed among respondents who were encountered at a collective site. Younger respondents between ages 18 to 25 are among the majority of those who said they are unable to replace or renew these documents in Bulgaria.



*Among those who answered "No" to "Are you able to obtain or replace/renew these identity documents in Bulgaria?"

Respondents aged over 59 were more likely to have problems with not being able to afford administrative or other associated costs, while those under 59 reported that the problems were because of restrictions in consular services related to new mobilization rules. The highest proportion of those who did not know the procedures for replacing or renewing documents was observed among older respondents.

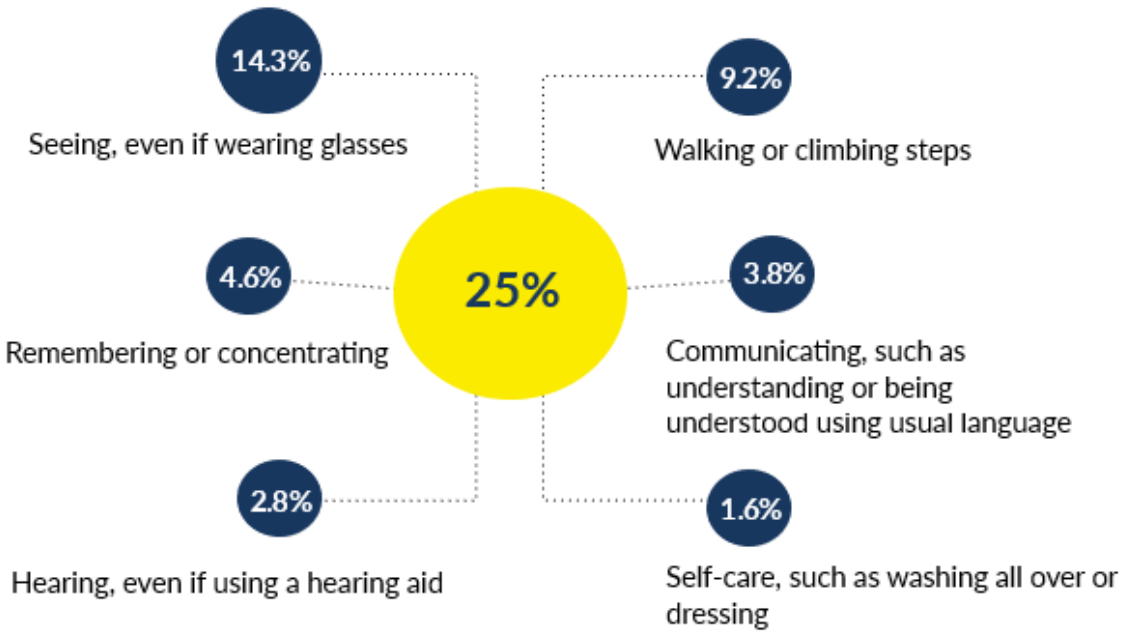
4. Specific needs

Following the Washington Group Short Set questions[7], respondents were asked if any household member had visual, hearing, mobility, cognition, self-care and communication difficulties. Overall, 25% of respondents reported at least one difficulty (in any of the domains of functioning used in the survey – seeing, hearing, memory and concentration, physical mobility, communication and self-care). In 2023 their share was similar (26.4%). The most prevalent problem was vision (14.3%), followed by walking and climbing stairs (9.2%).

25% have at least one issue

8% of individuals reported having a disability level 3 or above, indicating a lot of difficulty or inability to do at all – this represents 14.5% of households.

[7] Washington Group on Disability Statistics, link: Question Sets - The Washington Group on Disability Statistics



*Among respondents aged over 5 years old. More than one disparity was mentioned

The data shows that the presence of difficulties in memory and concentration is associated with psychological distress and the presence of anxiety, which affects a person's daily functioning. Respondents who experienced issues with memory and self-care abilities most often reported that in the past 4 weeks they had felt so upset, anxious, worried, agitated, angry, or depressed that it affected their daily functioning.

Most of the problems listed caused "some difficulty" for respondents. The exceptions were problems related to self-care, where 1% experienced great difficulty and 0.5% some difficulty.

The problems and difficulties listed above are most prevalent among respondents ages 60 and over. 35.5% of respondents of this age have problems with vision, and just over 35.3% with getting around and climbing stairs. Relatively equal shares of 13.4% and 11.6% indicated that they have problems with memory and hearing. Difficulties with self-care (5%) and communication (5.9%) were also most prevalent among this age group.

	From 5 to 11 years	From 12 to 17 years	From 18 to 24 years	From 25 to 59 years	60+
	Col %	Col %	Col %	Col %	Col %
No issues	91.4%	86.5%	81.3%	81.5%	39.4%
Seeing, even if wearing glasses	4.9%	9.0%	11.9%	10.0%	35.5%
Hearing, even if using a hearing aid	0.3%	-	0.7%	0.9%	11.6%
Walking or climbing steps	0.9%	0.9%	1.5%	4.0%	35.3%
Remembering or concentrating	2.0%	1.4%	1.5%	2.9%	13.4%
Self-care, such as washing all over or dressing	1.1%	0.5%	-	0.8%	5.0%
Communicating, such as understanding or being understood using usual language	3.2%	2.3%	3.0%	3.6%	5.9%

A lot of difficulty with….			
Out of government accommodation program		**In Government accommodation program (full or partial)**	
Self-care, such as washing all over or dressing	52.9%	Self-care, such as washing all over or dressing	68.4%
Communicating, such as understanding or being understood using usual language	40.3%	Walking or climbing steps	46.2%
Remembering or concentrating	29.4%	Remembering or concentrating	29.4%
Walking or climbing steps	26.6%	Hearing even if using a hearing aid	28.6%
Hearing even if using a hearing aid	25.9%	Communicating, such as understanding or being understood using usual language	25.0%
Difficulty seeing, even if wearing glasses	19.6%	Difficulty seeing, even if wearing glasses	23.3%

Among those accommodated in a government program, the proportion of respondents with great difficulty walking or climbing steps is significantly higher (46.2%) than respondents not under the government accommodation program. The proportion of respondents with difficulties in communication among those outside of the government program is significantly higher (40.3%) compared to those accommodated within the government program (25%).

5. Child Protection

The proportion of respondents who have concerns about existing risks to boys and girls under the age of 18 in their neighbourhood are concerningly high. The main concerns for both girls and boys are most often related to psychological violence in the community and violence on the internet. Compared to 2023, there has been an increase in the number of refugees from Ukraine who have concerns about girls and boys under 18. In 2023, the proportion of respondents with no concerns about girls in their community is 71.3% and 76.6% for boys, while in 2024 these proportions drop to 47.6% and 42.9% respectively. While most fears are more pronounced in 2024, it is notable that in 2023 fear of physical violence was one of the three most frequently expressed concerns, while in 2024 it ranked among the less common risks.

Three most serious risks faced by girls/boys under the age of 18	***Boys***	***Girls***
No concerns	42.9%	47.6%
Psychological violence in the community	16.0%	17.1%
Increased vulnerability to violence online	13.6%	16.0%
Worsened mental health and psycho-social wellbeing	7.4%	8.4%
Physical violence in the community	8.6%	7.6%
Increased vulnerability to abuse	8.3%	5.8%
Increased vulnerability to neglect	5.9%	5.1%
Sexual violence in community	0.3%	4.7%
Psychological violence within home	0.6%	2.2%

Increased risks of trafficking	0.3%	1.1%
Increased risks of separation from the family and or placement	0.6%	0.7%
Sexual violence in home	-	0.4%
Physical violence within home	0.9%	0.4%
Other	1.5%	0.7%
Prefer not to say	4.0%	5.8%
Do not know	22.2%	15.3%

*Among households with at least one boy/girl under the age of 18

The next concerns that were cited most frequently were the risk of worsening mental health and psycho-social wellbeing and physical violence in the community. The risk of physical violence against boys was rated relatively more seriously, although by a small statistical margin. Concerns about increasing the risk of violence on the internet were relatively stronger for girls.

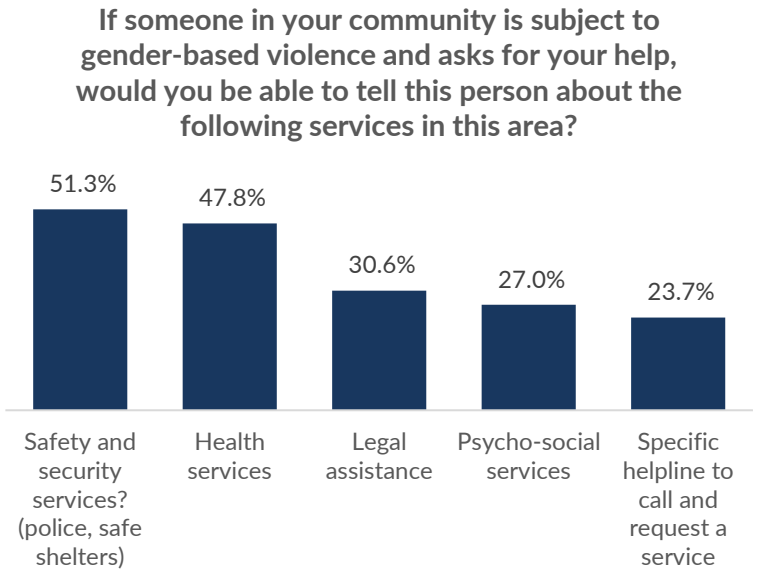
Those living in urban environments are more likely to express concerns about the various risks to which children under 18 may be exposed in their neighbourhood. Concerns about increased vulnerability to neglect and abuse were only expressed by those living in urban environments. Respondents who believe that the refugee and the host communities in the location where they live are bad or neutral more often indicated various concerns faced by underage children in their community. Such concerns were also most frequently expressed by respondents who live in an apartment or house they share with others (other refugees, hosts, etc.), as well as those whose accommodation is partial payment covered by household (subsidized by government).

The main institution refugee respondents feel safe and are comfortable to contact to report a case of violence, exploitation, or neglect to children in their community is police, mentioned by 85% of respondents. The other service providers like NGOs and government structures are rarely mentioned mainly because of lack of information where and how they could be contacted (between 13% and 19% mention them).

6. Gender-based Violence (GBV)

The proportion of respondents who know how or from which institution they can get support related to gender-based violence is 60,4%.

The main GBV services that respondents reported knowing how to refer to are police and security services and health services. The other services are less known among less than a third of the respondents. The proportion of refugees from Ukraine who are familiar with the listed services increases compared to the data received for 2023. Awareness of opportunities for legal aid, psychosocial support and support lines has increased by an average of 10%. Awareness of the support offered by health services was around 2% lower and awareness of support channels for safety services was around 10% lower.



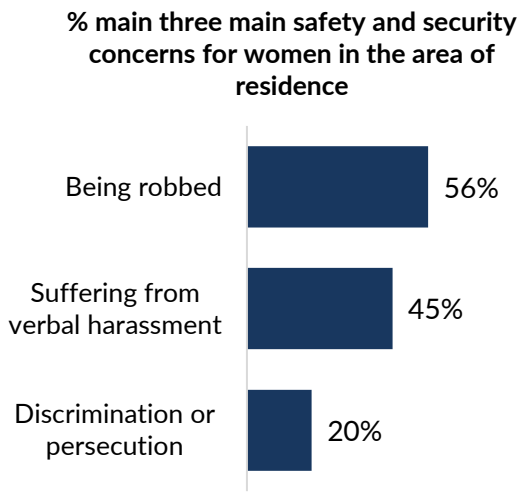
The main barrier to accessing gender-based violence services is lack of awareness (45.9%) followed by language and cultural barriers (36.8%).

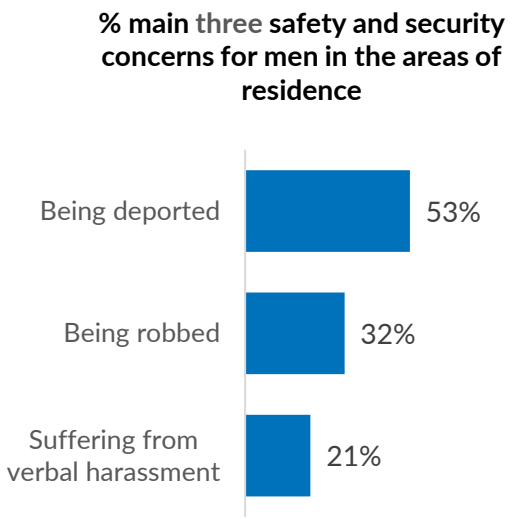
Stigma and shame are also relatively more frequently cited as barriers to accessing support for this type of issues (22.6%). Just under 20% cite lack of trust in Bulgarian services as a challenge, and 10.5% the fear of retaliation. Refugees over the age of 60 are significantly less aware of where to get support for gender-based violence. They are also notably more likely to have difficulty identifying barriers to accessing support. The data shows that refugees living in rural areas are significantly better informed about support options in cases of GBV. The most significant difference was observed in terms of the number aware of the possibility of assistance from specific helplines and safety and security services (police, safe shelters). Respondents living in rural areas were approximately twice as likely (42%) to indicate that they could refer a person to a specific helpline. About 66% of those living in rural areas can refer a victim to safety and security services (police, safe shelters), while among those living in urban areas this proportion is just under 50%.

Women were generally more often felt they could refer a GBV victim for support. According to the data, women were significantly more likely to be aware of the availability of psychosocial services for GBV cases (30% vs. 17%). Women who were aware of the availability of psychosocial services were predominantly between the ages of 35 and 59, whereas among men, those aware of this type of services were more likely to be between the ages of 18 and 34.

7. Safety and Security

For the most part, respondents reported feeling safe walking alone in their area/neighbourhood after dark. This opinion is shared by 93% of respondents (very safe – 27% and fairly safe 66%). Still around 44% have concerns about the security of men and 57% about security of women. While for women the main concern is being robbed, for men, the main concern is being deported.





8. Accountability to Affected People (AAP)

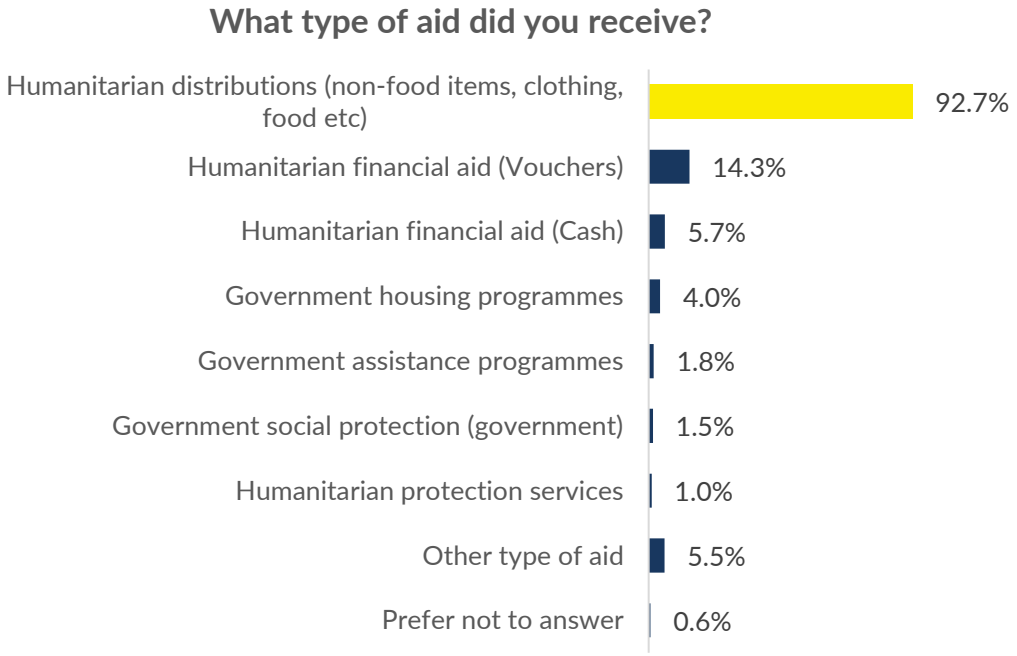
8.1. Satisfaction of Aid Received

62.4% of Ukrainian citizens have received aid in the last 3 months

When asked about the assistance received in the last 3 months, over 62% of respondents reported having received support. The proportion of those who received aid in 2023 was 37%. The most frequent recipients were respondents aged 60+ (75.6%). 60.8% of those aged between 25 and 59 received support, while among citizens under 25 years old the percentage drops to 35.6%. Approximately one-sixth (16.7%) of those who received assistance said that their monthly household income was not enough to buy food. Respondents aged 60 and over (29.8%) most often reported such a situation. Among respondents aged between 25 and 59. this proportion was approximately three times lower (11.1%).

Refugees in the country receive different types of support, which are differentiated as follows: government assistance, which includes short-term measures to alleviate immediate financial hardship (basic needs such as food, shelter and health care) and is usually one-off; government social protection, which includes a wide range of measures including pensions, unemployment benefits, sickness benefits, family allowances and housing programmes; humanitarian protection services, which include emergency assistance, protection, prevention, advocacy and monitoring services. One-off support is also offered in the form of humanitarian distributions (non-food items, clothing, food etc.) and financial support (vouchers and cash).

The main type of support received by respondents was in the form of humanitarian distributions (non-food items, clothing, food etc.). Nearly 93% of respondents declared that they had received this type of aid in the last three months. Just over 14% have received humanitarian financial aid (vouchers).

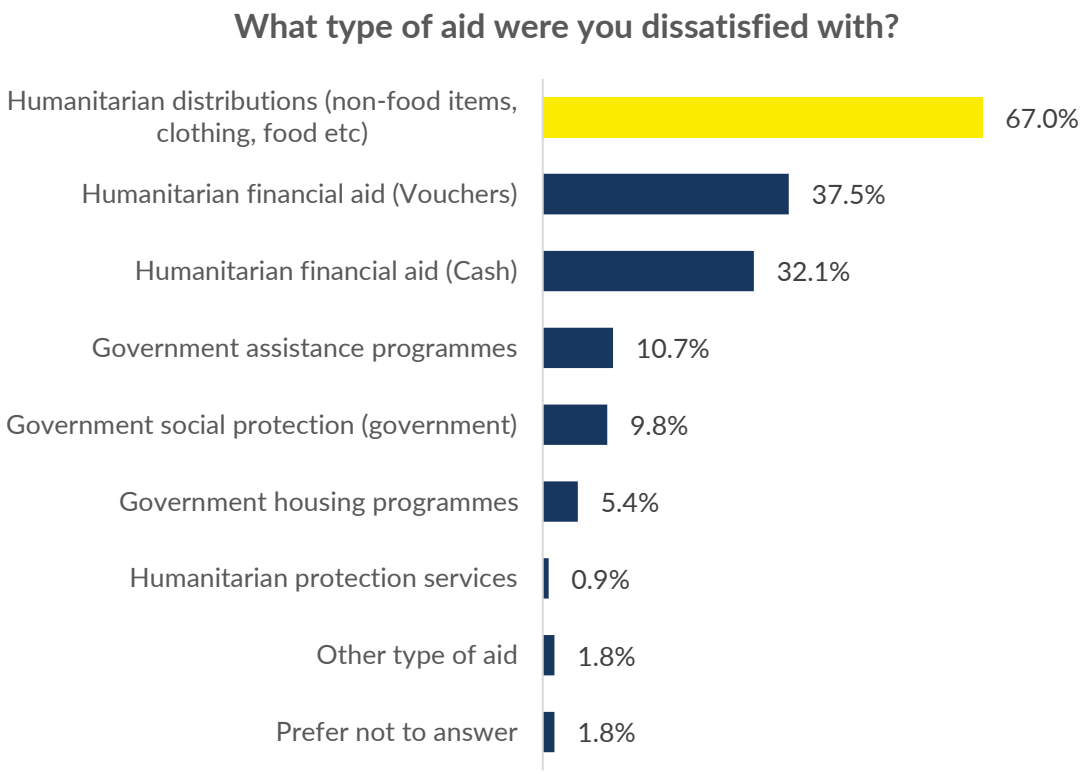


*Among those who answered "Yes" to "Did you receive any aid in the last 3 months?"

According to the data for the previous year (2023), the support received then was mostly in the form of cash (74%), vouchers (66%) and relatively less often humanitarian distributions (37%).

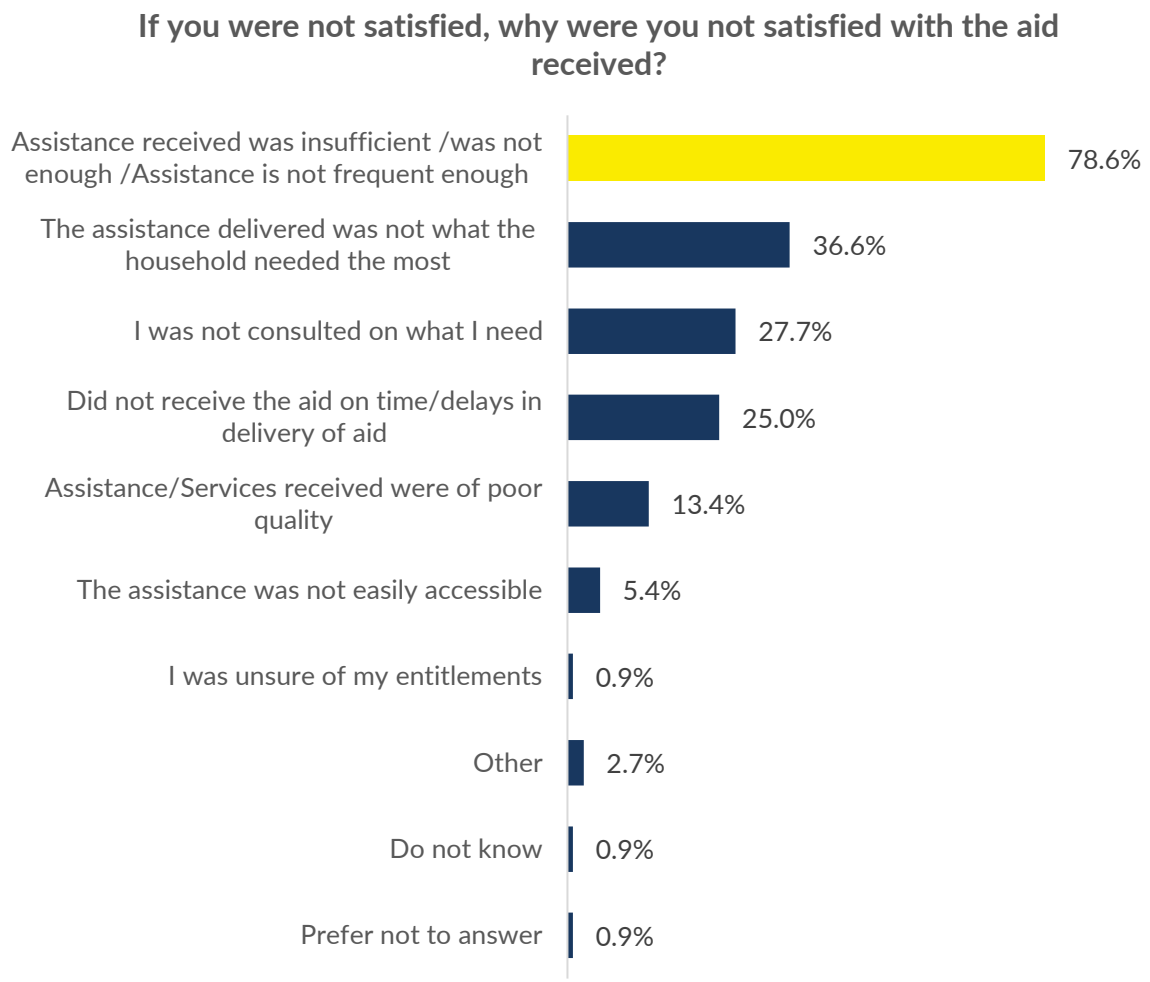
76.5% of Ukrainian citizens are satisfied with the aid they have received in the last 3 months

The majority of respondents who received aid, reported being satisfied with the support they received (76.5%), whereas 16.7% reported being dissatisfied. Respondents over 25 years of age were approximately 5 times more likely than youth ages 18 to 24 to report that they were dissatisfied with the support they received. Such dissatisfaction was expressed about twice as often in rural areas (30.9%) compared to urban areas (14.8%).



*Among those who answered " No - Dissatisfied", to "Are you satisfied with the aid you received in the last 3 months?"

Just over 32.1% of those who expressed dissatisfaction with the assistance they received (16.7%) indicated that they were not satisfied with the financial support they received in the form of cash. Nearly 11% were dissatisfied with government assistance programs and 9.8% with government social protection. Support with less negative ratings included government housing programmes (5.4%) and humanitarian protection services (0.9%).



*Among those who answered " No - Dissatisfied", to "Are you satisfied with the aid you received in the last 3 months?"

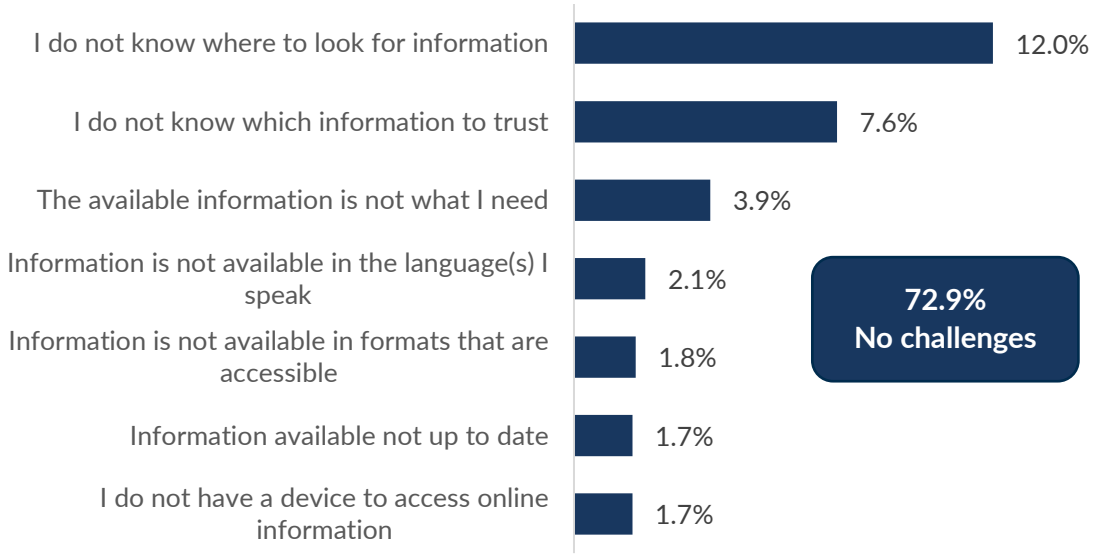
Ukrainian citizens who received support most often held the position that the reason for their dissatisfaction was related to insufficient, and not frequent enough assistance (78.6%). Around 37% indicated as a reason that assistance delivered was not what the household needed the most (not useful). Nearly 28% considered it a problem that they were not consulted about what they needed. A quarter cited the reason for their dissatisfaction as not receiving the support in time. The poor quality of the benefits and services offered were relatively less frequently identified as poor quality (13.4%). Complaints were least likely to focus on lack of access to support (5.4%) and uncertainty about their rights (0.9%).

While the main complaints are focused on the insufficiency of support, there are some complaints that are more often focused on certain services. Sufficiently aggregated data to support valid conclusions includes responses on types of humanitarian assistance. Those who received cash were more likely than others to complain about not being consulted about their needs. Those who received vouchers were more likely to respond that they did not receive the assistance on time and that it was not the support their household needed. Among those who received humanitarian distributions (non-food items, clothing, food etc.), it was also relatively common to feel that this type of support was not appropriate.

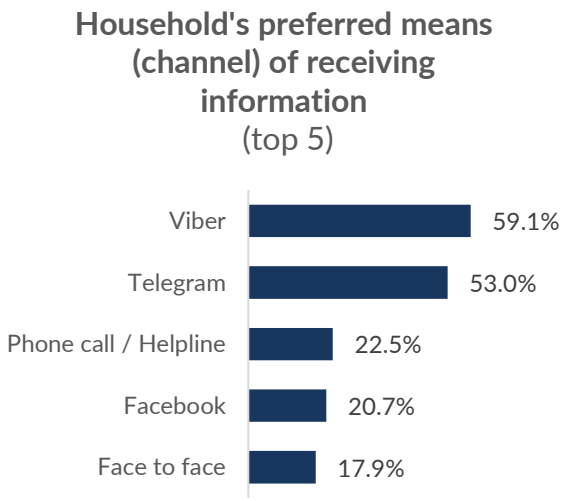
8.2. Information

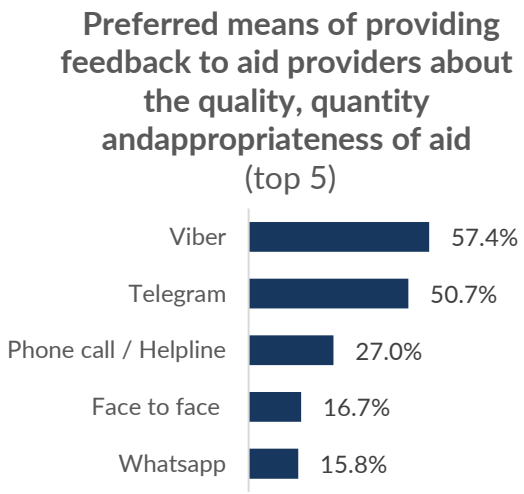
The majority of respondents in Bulgaria (72.3%) do not face any challenges in accessing the information they need. Challenges, to the extent that they exist, are not related to the way in which its provision is organised. The most frequently cited barrier is not knowing where to look (12%). The proportion of respondents who said they do not know which information to trust is also relatively high (7.6%).

What challenges are you facing in accessing information that you need at the moment (including information on rights and entitlements, access to services)?



Slightly less than 4% of respondents indicated that the information available was not what they needed. 2.1% reported that information is not available in their spoken language and 1.8% reported inaccessible formats as a barrier. Not having information updated in a timely manner (1.7%) and lack of devices were also cited as reasons for not having access to information. All of the above reasons were cited more frequently by respondents aged 60 and over, with the proportion of those experiencing no difficulties being 63.5%. In comparison, among respondents aged between 26 and 59 this share is 76.9%. The exceptions are barriers related to information not being available in the spoken language and not being up-to-date, which is more often a problem for those aged under 25. The gender distribution of respondents shows that men are relatively more likely to have difficulties accessing information. According to the data, those living in rural areas are less likely to report problems with access to information. Just over 87% of those living in rural areas reported no challenges in finding the information they needed, compared to 70% of those living in urban areas. For those living in an urban environment, the main barriers remain not knowing where to look for information and not knowing which information can be trusted, while those living in a rural environment rank the lack of a facility to access information found on the internet first.





The most preferred ways of obtaining information coincide with the preferred approaches to providing feedback to aid providers about the quality, quantity and appropriateness of aid. The most used apps are Viber (59.1%) and Telegram (53%), with similar proportion of respondents citing them as a way to provide feedback. 22.5% use phone calls and helplines as their primary source of information, and just over 20.7% use Facebook. Respondents who get information from email (17.9%) and Whatsapp (16.4%) are also relatively high. Although Whatsapp is the sixth most used source for information, it is more preferred for providing feedback than Facebook and email. Official websites (11.2%) and face to face (16.7%) also stand out as preferred approaches for providing feedback.

Ukrainians over the age of 25 are most often informed by Viber, followed by Telegram, and among those aged up to 59. the two apps are in similar positions, while among those aged 60+, Viber's platform is significantly more often preferred. Young people aged under 25 expressly prefer Telegram more often, followed by Viber's platform. According to the data obtained, Ukrainians aged 60+ are also significantly more likely than others to be informed by phone calls/helplines and Facebook. In terms of the channels through which households would prefer to give feedback to aid providers about the quality, quantity and appropriateness of aid, similar trends were observed. It is only noticeable that those aged over 60 reported preferring phone calls/helplines second, after Viber.

According to the statistical distribution between the questions "What is your household's preferred means (channel) of receiving information?" and "What are the preferred means of providing feedback to aid providers about the quality, quantity and appropriateness of aid?" respondents prefer to give feedback through the channels through which they usually receive information. Respondents who receive information by telephone most explicitly prefer to give feedback in the same way (91.7%). Similar trends are observed for Viber (88.6%) and Telegram (87.9%) users. However, respondents who receive information from Facebook prefer to give feedback about the help received on Viber (60.4%). In contrast, those receiving information from Facebook put three of the channels through which they could give feedback in relatively equal positions. With shares of around 55%, Facebook and Telegram are cited as appropriate.

According to the obtained data, 62% of Telegram users would agree to give feedback via Viber. Those receiving information over the phone also ranked Viber as second preferred feedback

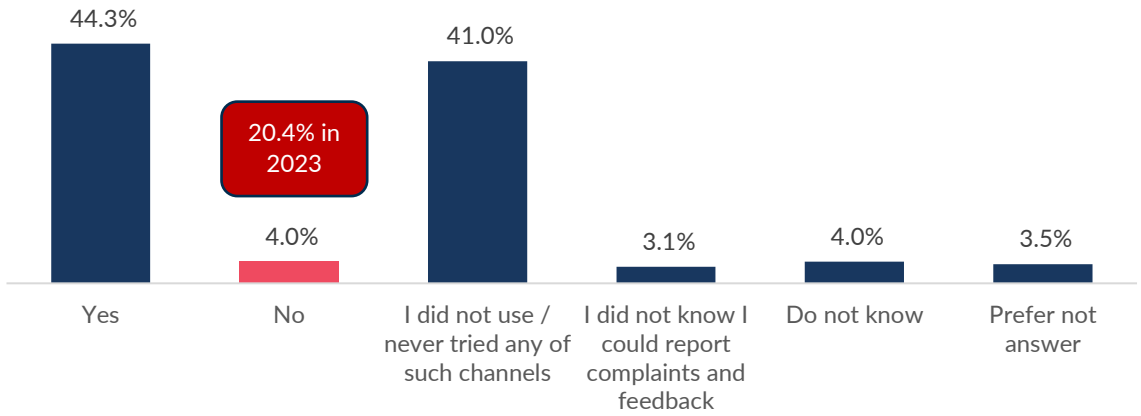
channel (59.3%), with Telegram coming in third (42.3%) and face-to-face feedback remaining in last place (18.3%).

68% have access to safe and confidential reporting channels to obtain information, seek assistance or report issues within their community

More than a third (67.9%) of respondents reported having access to safe and confidential reporting channels (such as hotlines, community centres, community volunteers, local committees) to obtain information, seek assistance or report issues including sensitive issues within their community. The share of refugees without such access is 13.5%.

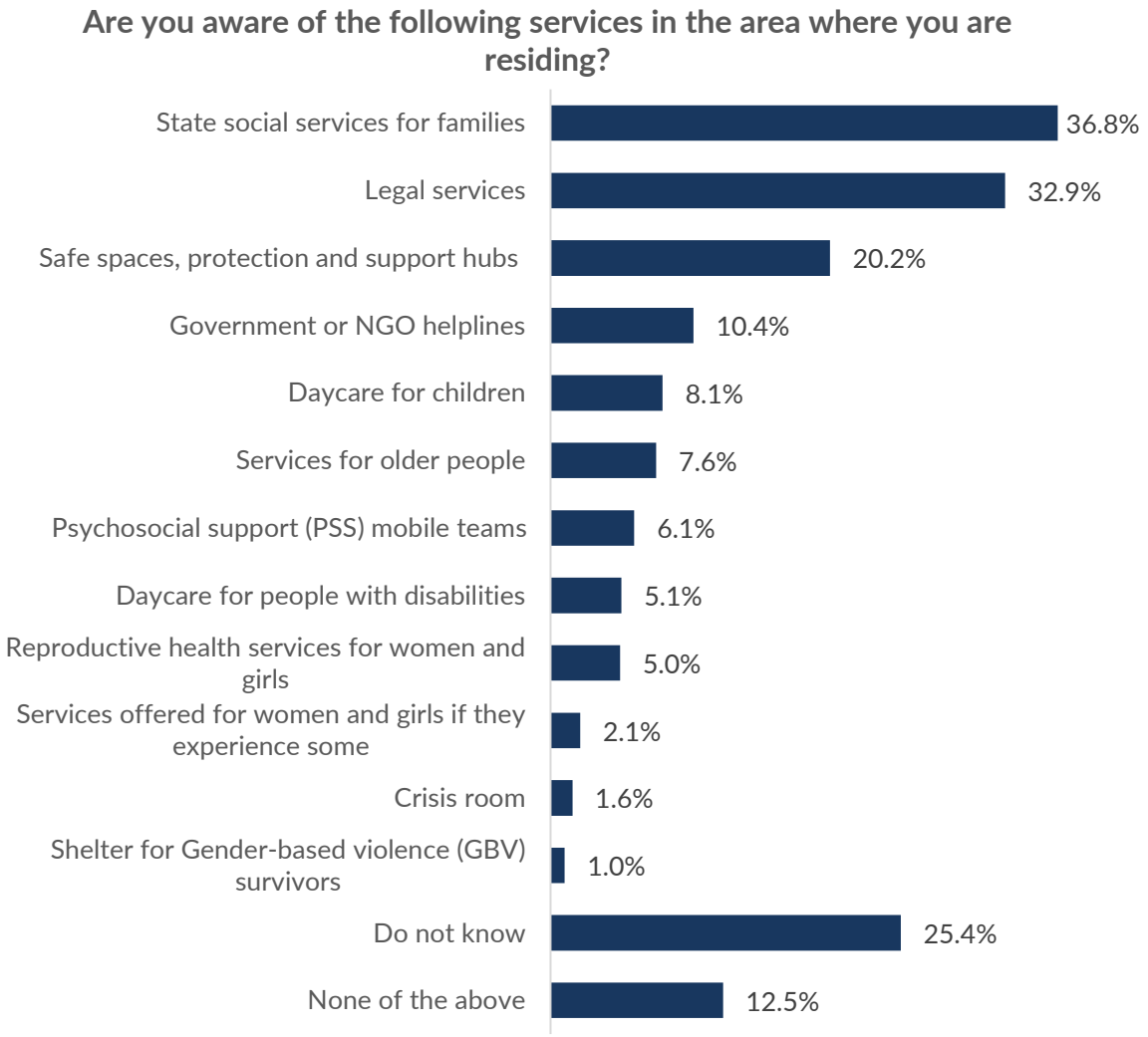
A relatively high proportion of refugees do not know if they have access to safe and confidential reporting channels (15.8%). They are mostly persons aged up to 25 years and living in an urban environment. This is also the social group that more often indicated that they do not have such access.

Did you receive an appropriate response through reporting channels such as hotlines, community centers, community volunteers, local committees, etc ?



Just over 40% of respondents have never used any kind of channels such as hotlines, community centers, community volunteers, and local committees (41%). Those who used them also relayed that they received an adequate response for the reported issue (44.3%). Only 4% felt that they did not receive an adequate response from the reporting channel.

Although by a small statistical margin, those living in rural areas were more likely not to have used safe and confidential communication channels. However, among them, a higher proportion said they were satisfied with the response that followed their feedback. Those satisfied with the reporting channels were more likely to have no concerns about reporting a case of violence, exploitation, or neglect to children in your community to various institutions, while being less likely to indicate concerns about the risks faced by children under 18 in their neighbourhood.



The largest share of respondents knows about the existence of state social services for families (36.8%) and legal services (32.9%) in the area where they live. About one fifth also know about the existence of safe spaces, protection and support hubs (20.2%). Just over 10% know about the existence of government or NGO helplines, 7.6% about services for older people, 6.1% about psychosocial support (PSS) mobile teams, 5.1% about daycare for people with disabilities and 5% about reproductive health services for women and girls. The least known services offered for women and girls if they experience some, crisis rooms and shelters for GBV survivors.

According to the data obtained, just over 55% of respondents who report that their household has a significant need for sanitary and hygiene products know about state social services in the area where they live. About 54% of those in need of warm clothing know about the availability of such services around their home. The share of respondents who stated arranging legal status in the state as a priority need and know about the availability of legal services in their area was around 36%. **Only 7.1% of those identifying psychological support as a priority need are aware of any available services.**

8.3. Protection from sexual exploitation and abuse (PSEA)

The majority of respondents reported satisfaction with the behaviour of aid workers in their area (70.8%).

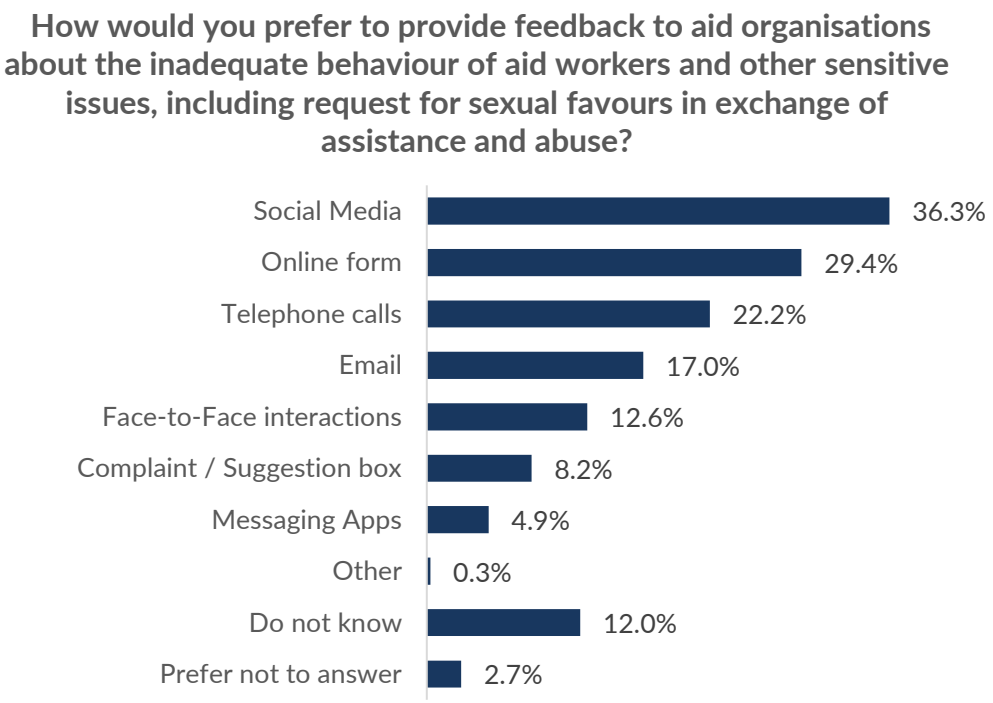
Those who were dissatisfied with the behaviour of aid workers (2.5%) most often cited the fact that no follow-up action had been taken followed their feedback or complaint (51.9%), followed by the fact that the aid workers lacked empathy (37%). Around a third felt that they were not informed of their rights (33.3%) and approximately a fifth felt that aid workers did not show respect for local cultures (22.2%). This was followed by complaints about disrespectful treatment (18.5%) and lack of knowledge of the language they spoke (14.8%).

70.8% of the Ukrainians are satisfied with the way aid workers behave in their area

According to the data, adults were relatively more likely to be dissatisfied with their communication with aid workers because the workers did not know their language and were not informed of their rights during interactions. Families under the government accommodation program most often complained that their alert did not result in change, followed by a lack of empathy for them.

41% know where to report inappropriate behaviour from an aid worker

Overall, 41% of respondents know where to report or file a complaint if they come across a situation where an aid worker is behaving inappropriately. In 2023, this share was approximately with 20 percentage point higher. The findings show that young people aged 18 to 25 are significantly less likely to know where to report (26.7%) compared to those in the 26 to 59 (41.8%) and over 60 (43.9%) age groups. It is also noticeable that those living in an urban environment are significantly less likely to know where to report it (36.2%) compared to those living in rural areas (62.7%).



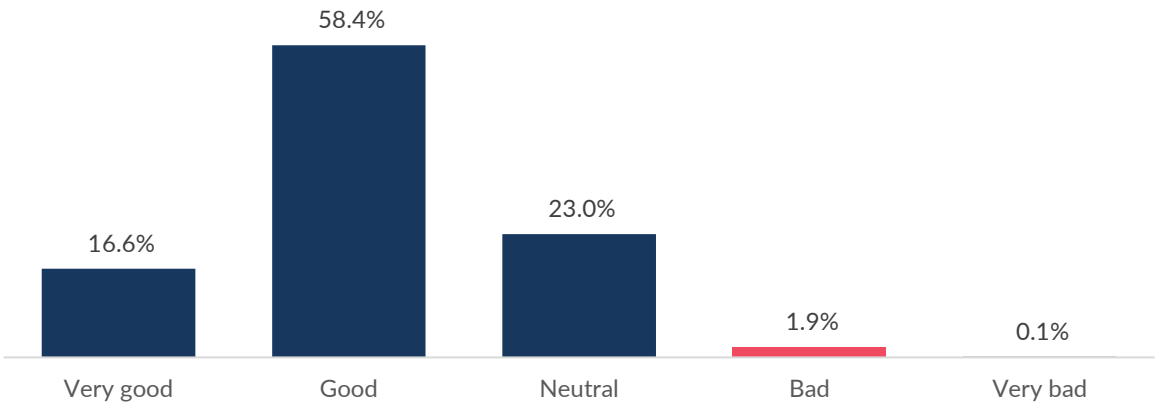
The main preferred approaches for reporting inappropriate treatment by aid workers are online. In the first place is the possibility of submitting via social networks (36.3%). This is followed by the possibility of providing feedback in an online form (29.4%). A little over 22% prefer to report the situation by phone, and 17% by email. Face-to-face meetings are relatively rarely preferred (12.6%), followed by the use of a complaint box (8.2%). Messaging apps are in last place (4.9%). Respondents under the age of 25 most often prefer social media (42.2%), while among those over the age of 60 it is significantly less popular (25.8%). Older respondents prefer to submit feedback and complaints by phone (34.3%) as well as in-person (23.2%). Among respondents aged 26 to 59 the most preferred methods were social media (25.8%) and face-to-face (23.2%).

Among the respondents, 18.8% have never had contact with aid workers. Young people aged under 25 were most likely to report that they had not had such experiences before (43.3%). This proportion was approximately twice as low among Ukrainians aged between 26 and 59 and about four times lower among those aged 60+. Those living in rural areas more often had contact with humanitarian workers.

9. Social cohesion

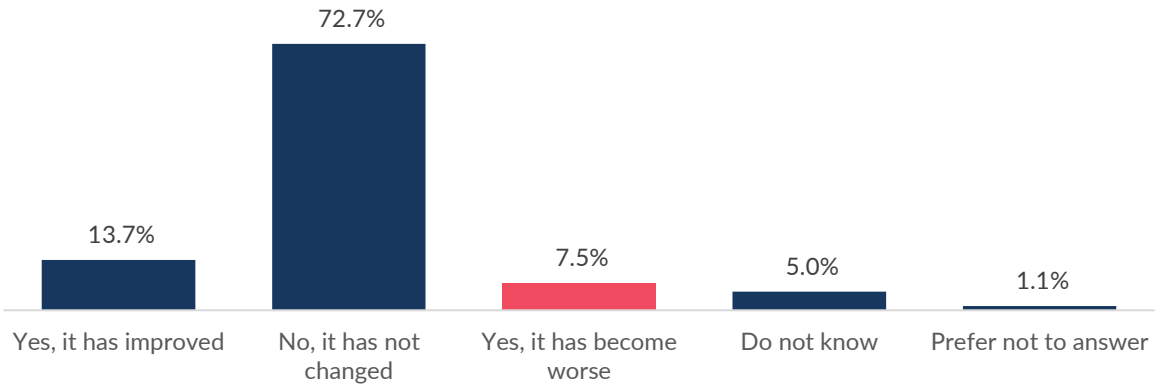
Relations between the refugees and the host communities in the location where the respondents live are mostly positive. A total of 75% of refugees define them as good (58.4%) or very good (16.6%). Over one-fifth (23%) of respondents define their relations with locals as neutral. In 2% of cases, it is described as bad (1.9%) or very bad relations (0.1%).

How would you describe the relationship between the refugees and the host communities in the location where you live?

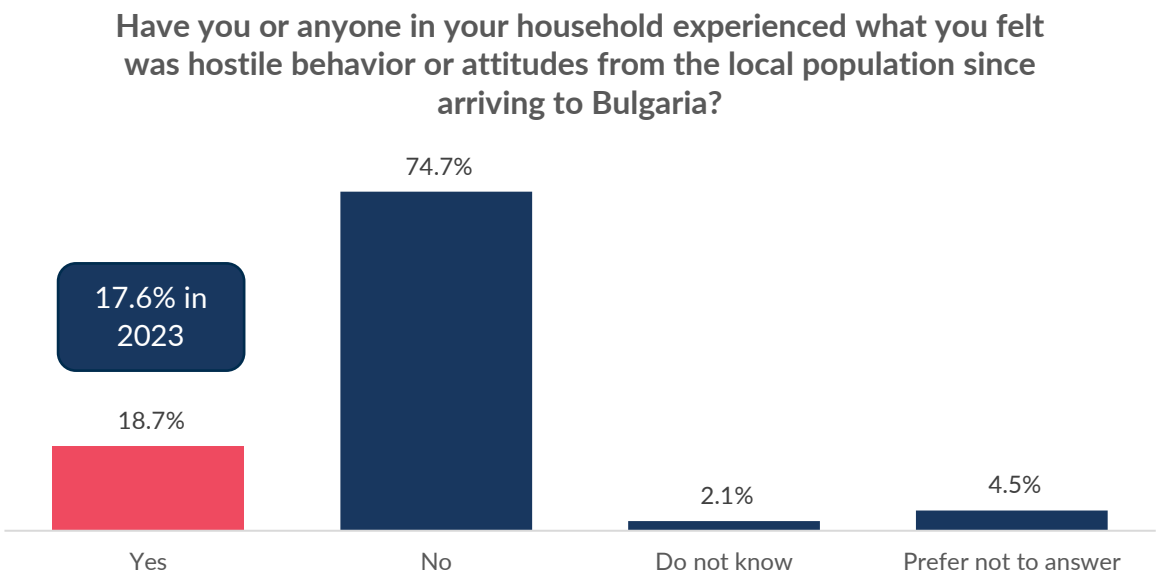


The great majority of households who are in Bulgaria (72.7%) do not report any change in their relations with the representatives of the local communities since their arrival in the country. Around 13.7% share that there has been an improvement, while 7.5% report that their relations with the locals have worsened.

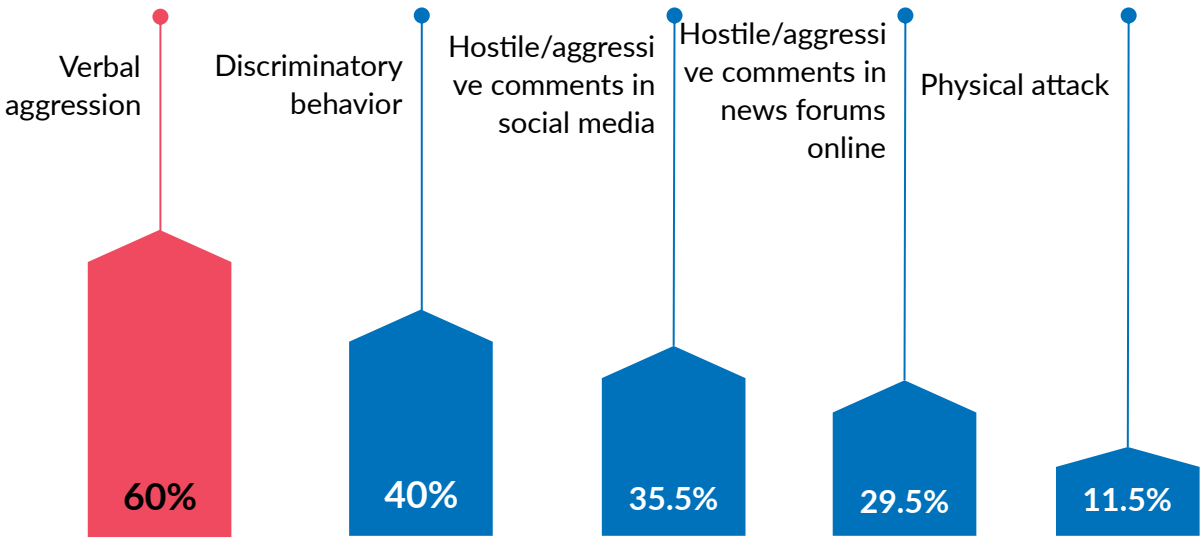
Has the relationship changed since your household first arrived in this location?



Nearly three-quarters of respondents say that they or members of their families have not been victims of rude or disrespectful treatment by the local population in Bulgaria; while 18.7% stated that they or their relatives were subjected to such behaviour. Those living in rural areas were more likely to be subjected to hostile behaviour (25.3% vs. 17.7%). The most frequent forms of hostile behaviour were the same across different areas, with the exception of online violence, which was more common in urban settings. Those reporting incidents of hostile behaviour are approximately twice as likely to express concerns about the safety of adults and children where they live. Despite these concerns, it was rarely reported that walking alone in the neighborhood was considered very unsafe (0.5%). However, it should be noted that there is an increased proportion of those who feel a “bit unsafe” when walking alone (16.5%).



Most cases of perceived rude or disrespectful treatment involve verbal aggression (60%) and discriminatory treatment (40%) (in the process of finding a job, housing, etc.), 35.5% reported having been the victim of aggressive comments on social media. Such comments have been experienced in online forums by 29.5% of respondents. Up to 11.5% stated that they or their relatives were victims of physical assault. Compared to the year 2023, cases of verbal aggression have decreased by about 10%, but there is an increase in cases of discriminatory behaviour and hostility on social media (29% in 2023) and online (25% in 2023). Reported cases of physical attacks remain the same in 2024.

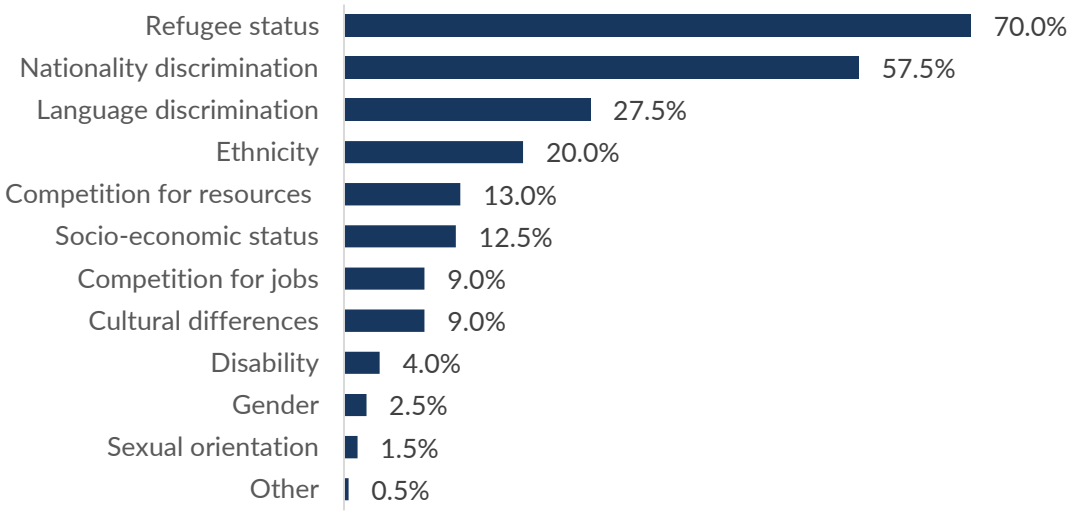


* Among those who indicated that they were treated rudely or disrespectfully

The refugees who shared that they had experienced rude or disrespectful treatment indicated that the most frequent cause for this was their refugee status (70%), their nationality (57.5%), language (27.5%), ethnicity (20%), competition for resources (13%), socioeconomic status

(12.5%), competition for jobs (9%) and cultural differences (9%).

Assumed reason for hostile behaviour:



* Among those who indicated that they were treated rudely or disrespectfully

VII. Education

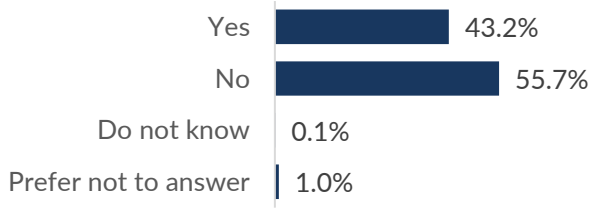
1.1. Education of children and youth

This section provides an overview of the enrolment rates of refugee children within the Bulgarian education system.

Among the surveyed group of refugees from Ukraine aged between 3 and 24 years, about 43% attend an educational institution that is part of the national education system in Bulgaria in 2023/2024.

Approximately 57% of the households in the survey population had at least one person under the age of 24. Persons under the age of 24 represent approximately one-third of the survey population

Is this child/young person attending a school/kindergarten/nursery that is part of the national education systems in Bulgaria in 2023/2024? (age 3-24)



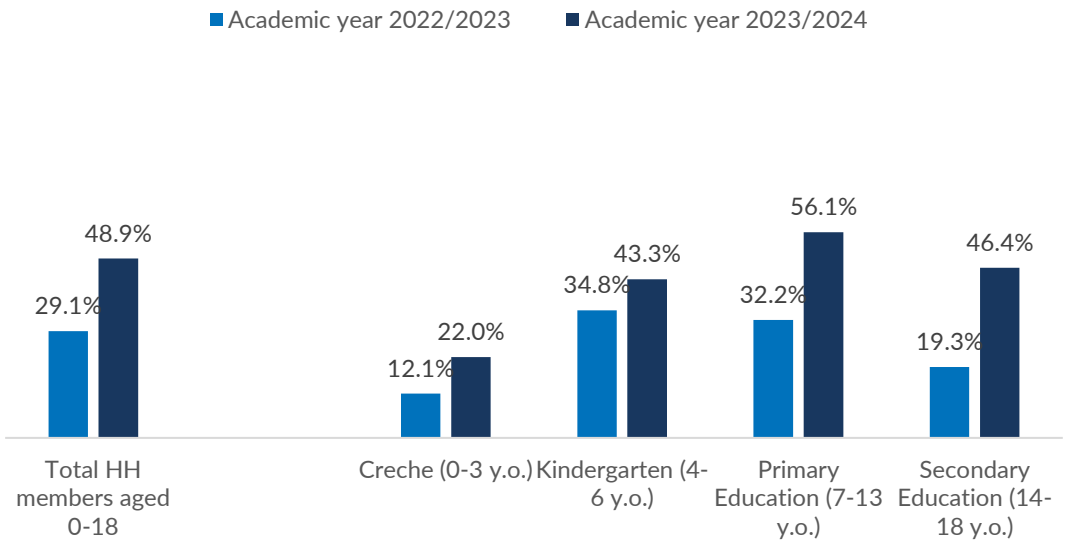
*Among HH members 3-24 y.o.

The data shows that in the academic year 2023/2024, among all age groups up to and including 18 years of age, the share of children enrolled in the Bulgarian education system has increased noticeably, with this increase being most significant among primary and secondary school

students. The increase is also visible among refugee children from Ukraine attending pre-school/kindergarten and among those attending crèche.

The data clearly show that the level of inclusion of refugee children from Ukraine in the Bulgarian education system has generally increased and covered all age groups.

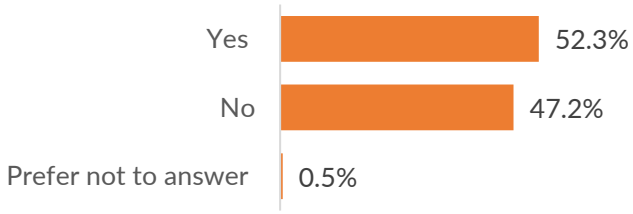
Dynamics of the share of children and youth from refugee households from Ukraine, attending formal education in Bulgaria 2022/2023 vs. 2023/2024
(among children and young ones up to age 18)



**Among HH members up to and including 18 years of age. Comparison of dynamics of attendance - academic years 2022/2023 vs. 2023/2024*

The data paint a similar picture if the base is 4–16-year-olds. About 52% of refugee children from Ukraine who are of compulsory school age are attending school that is part of the national education systems in Bulgaria in 2023/2024. In turn, about 47% of children of compulsory school age are not attending school.

Is this child/young person attending a school/kindergarten/nursery that is part of the national education systems in Bulgaria in 2023/2024? (age 4-16)



**Among HH members aged 4-16*

A more detailed age group breakdown shows that among refugee children and young people from Ukraine aged between 3 and 24 years including, attendance at different educational institutions varies.

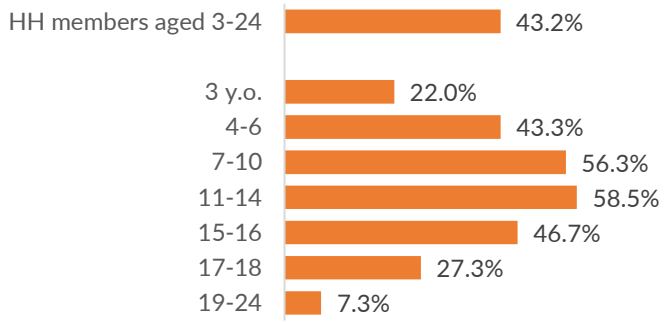
It is noteworthy that among refugee children from Ukraine at the age of 3, the proportion of those attending a crèche is low - around 22%, while 78% do not attend a crèche. Among young refugees from Ukraine aged 19-24, the proportion of those who are students at a university that is part of the national education system in Bulgaria is also low - only about 7%. Practically 9 out of 10 young refugees from Ukraine aged 19-24 declare they do not attend any Bulgarian university.

Overall, among children of compulsory school age, the share of those attending school, which is part of the Bulgarian education system, is around 52%, with children in primary school having the highest recorded attendance rate, and 15-16 y.o. young ones in the upper grades - 46%.

Among young people beyond the compulsory school age (4-16), it is striking that there has been a sharp decline - no more than 27% of 17-18-year-olds continue to attend a Bulgarian school.

The proportion of pre-school aged children (4-6 years old) attending kindergarten is around 43% and those not attending kindergarten is close to 56%.

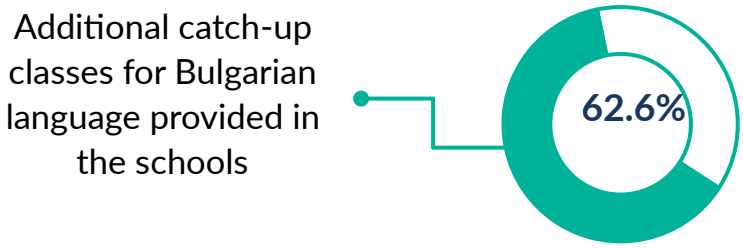
Is this child/young person attending a school/kindergarten/nursery that is part of the national education systems in Bulgaria in 2023/2024?



**Among HH members aged 3-24*

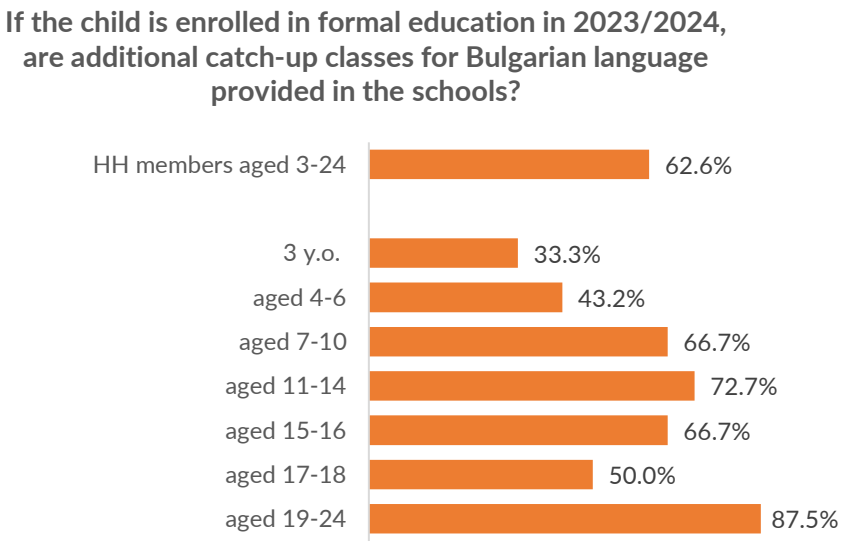
In general, it can be seen that the level of attendance at educational institutions that are part of the Bulgarian education system is high mainly among refugee children from Ukraine of compulsory school age (4-16) and highest among children from first to tenth grade in the Bulgarian education system. It is noticeably lower among children who have to attend nursery school, young people who have to complete secondary education and especially among young people who would continue their education at a Bulgarian university.

Nearly 63% of respondents with a child or young person aged 3-24 in their household, which is attending an educational institution that is part of the national education systems in Bulgaria, and enrolled in formal education in 2023/2024, declare there is additional training in Bulgarian language provided in schools.



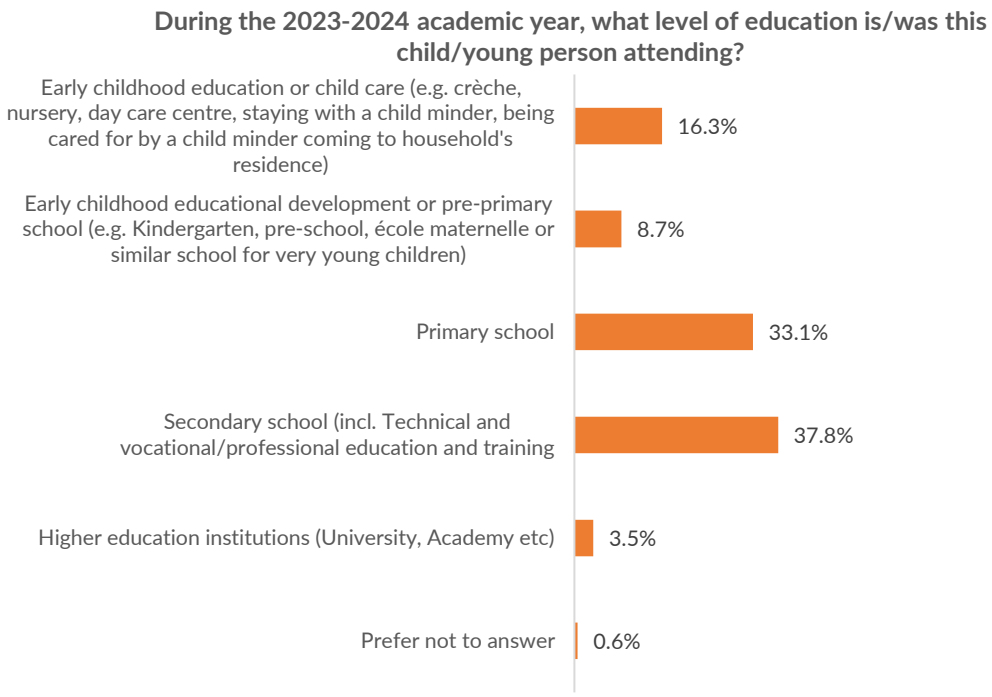
Among HH members aged 3-24, answered "Yes" to q6.1.1. Is this child/young person attending a school/kindergarten/nursery that is part of the national education systems in Bulgaria in 2023/2024?

By age group, it is evident that among pupils in compulsory school age who are enrolled in formal education in 2023/2024, the proportion of those who have additional catch-up classes for Bulgarian language is higher among children in primary and secondary education (approximately two out of three) compared to the recorded average, while it is lower among preschool children attending kindergarten, at around 43%.



Among HH members aged 3-24., answered "Yes" to q6.1.1. Is this child/young person attending a school/kindergarten/nursery that is part of the national education systems in Bulgaria in 2023/2024?

Among the study population of refugees from Ukraine with young ones aged 3-24, the highest proportion are those with children in primary school (33.1%) or secondary school (37.8%) during the 2023-2024 academic year.



**Among HH members aged 3-24., answered "Yes" to q6.1.1. Is this child/young person attending a school/kindergarten/nursery that is part of the national education systems in Bulgaria in 2023/2024?*

The share of households with their children in early childhood education or childcare is about 16% (e.g. crèche, nursery, day care centre, staying with a child minder, being cared for by a child minder coming to household's residence), and approximately 9% - in early childhood educational development or pre-primary school (kindergarten, pre-school, école maternelle or similar school for very young children). Among the surveyed population of refugees from Ukraine with children/youth aged 3-24. Approximately 4% are young ones attending higher education institutions (University, Academy, etc.).

Respondents who say that their child/young person does not attend educational institution, which is part of the national education system in Bulgaria, most often mention the following reasons:

- Still enrolled in a school in Ukraine and is attending this school remotely/on-line while staying abroad (38.6%). Most of them are aged 7-16, mainly children of compulsory school age studying in primary or secondary school.
- Already graduated (17.4%). Most of them are young people over 19 y.o., i.e. they have already completed secondary education.
- Family preference or no particular reason (9.9%). This share primarily includes HH members of preschool age (up to and including age 6).
- Their children are too young (9%). The majority of respondents here cover HH members at age 3.
- Attending face-to-face-education with teachers/other educational personnel in an informal education facility outside of the education system of Bulgaria (e.g. 'Ukrainian

schools' or 'Ukrainian classes' abroad) (7%); This response was more commonly observed among HH members aged no more than 10 years.

- Intention to return in Ukraine (3.8%).

At the same time, however, there are some serious obstacles the refugees from Bulgaria aged under 24 have faced that are an insurmountable barrier to enrolling in educational institution in Bulgaria:

- Waiting for a response to the application (7.9%);
- Language barrier (5.4%);
- No space in the Bulgarian schools (2.9%);
- Unwillingness to put additional burden on children to follow both Ukrainian and Bulgarian curriculum (1.8%).

What are the reasons your child/young person does not attend school/kindergarten/nursery that is part of the national education system in Bulgaria? *(Maximum 3 answers)*	Col%
Still enrolled in a school in Ukraine and is attending this school remotely/on-line while staying abroad	38.6%
Already graduated	17.4%
Family preference / no particular reason	9.9%
Child too young	9.0%
We are waiting for a response to the application	7.9%
Attending face-to-face-education with teachers/other educational personnel in an informal education facility outside of the education system of Bulgaria (e.g. 'Ukrainian schools' or 'Ukrainian classes' abroad)	7.0%
Language barrier	5.4%
Intention to return to Ukraine	3.8%
No longer enrolled in a school in Ukraine but is using remote/on-line teaching tools at home to continue learning	2.9%
There was no space in school	2.9%
I do not want to put additional burden on child(ren) to follow both (Ukrainian+ Bulgarian) curriculum	1.8%
Not enrolled in Bulgaria because it wants to avoid the burden of studying in Bulgaria and in Ukraine at the same time	1.4%
Intention to move to another country	1.4%
Lack of information: we do not know how, where and when to enroll	1.1%
Lack of inclusive schools (allowing the enrolment and learning of children with disabilities)	1.1%
Lack of vaccination certificate	0.9%
There were errors with application	0.7%
Preparatory classes were not available	0.7%
Lack of schools in accessible distance	0.7%
The Bulgarian schools are too expensive	0.5%
Intention to move to another town or region in Bulgaria	0.5%
Dropped out due to Bullying/trauma	0.5%
Dropped out because of a language, cultural or social barrier	0.5%
Dropped out because of mental health issues	0.5%

Do not know	0.2%
Other	3.2%
Prefer not to answer	4.7%

**Among HH members aged 3-24., answered "No" to q6.1.1. Is this child/young person attending a school/kindergarten/nursery that is part of the national education systems in Bulgaria in 2023/2024?*

Slightly more than half (52.8%) of the HH members aged 3-18 are no longer enrolled in any school, kindergarten or nursery in Ukraine. This response was most frequently reported by households with preschoolers and children in elementary school.

Approximately 42% indicate that their children are formally enrolled in school in Ukraine, even being abroad. This response is most often mentioned by respondents with children in compulsory school age.

**Among HH members aged 3-18*
***Missing percentages are on account of "Do not know" and "Prefer not to answer"*

Among the respondents, the prevailing attitude (55.2%) is to enroll their children in a school/kindergarten/nursery that is part of the national education systems in Bulgaria for next year, 2024/2025. However, about 12% prefer to enroll their children only in Ukraine, and another 14% have not decided yet.

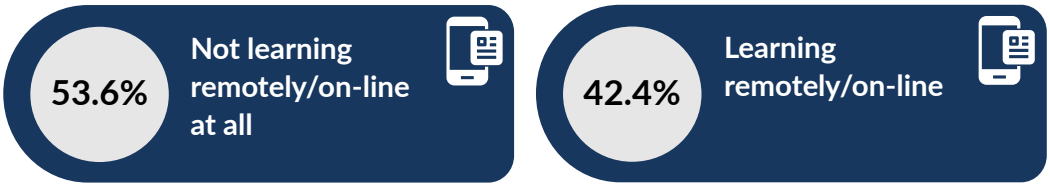
Will you enroll this child/young person in a school/kindergarten/nursery that is part of the national education systems in Bulgaria for next year, 2024/2025?	Col %
Yes, in a school, kindergarten or nursery in Bulgaria	55.2%
Yes, in an international school in Bulgaria	4.7%
Yes, in a boarding school in Bulgaria	0.1%
Yes, in a university in Bulgaria	2.5%
No, I plan to enroll only in Ukraine	11.8%
No, I plan to enroll elsewhere/ in a third country	1.0%
No, I do not plan to enroll	5.4%
No, but will opt for home schooling in Bulgaria	0.3%
I have not decided yet	14.3%
Do not know	3.1%
Prefer not to answer	1.7%

**Among HH members aged 3-18*

Overall, a total of 62.4% of refugees from Ukraine with child or young ones aged 3-18 declare their intention to enroll in Bulgaria in the 2024/2025 academic year - about 55% confirm that they will enroll their children in an educational institution in the forthcoming academic year, about 5% - in an international school based in Bulgaria, and another 2.5% - in a Bulgarian university. On the other hand, 5.4% state that they do not plan to enroll their children anywhere. No more than 1% declare that they intend to enroll elsewhere/ in a third country.

Around 42% of respondents state that their child/young person was learning remotely and/or online during the academic year 2023/2024. Nearly two thirds of HH members 11–18-year-olds and about half of 7–10-year-olds have studied in this way.

In contrast, nearly 54% highlighted their children was not learning remotely/online at all. This response was indicated mainly among respondents with children 6, i.e. children at the age at which they should attend a crèche or kindergarten in Bulgaria.



**Among HH members aged 7-18*
***Missing percentages are on account of "Do not know" and "Prefer not to answer"*

Among those respondents who declare their child, aged 7-18, has been learning remotely and/or online during the academic year 2023/2024 a highest share (46%) report they were using the All-Ukrainian Online School Online platform (Всеукраїнська школа онлайн). This answer is most often given by respondents with children in compulsory school age (4-16 y.o.)

In contrast, around 23% indicated that they had used other online or remote teaching methods (other than the All-Ukrainian Online School Online platform), while nearly 15% highlight their children enrolled in a school in Bulgaria and is only studying the Ukrainian component of the Ukrainian curriculum remotely/online while staying abroad.

Nearly 8% prefer not to answer.

What type of remote or on-line learning was the child/young person enrolled in or conducting during the school year 2023-2024?	Col %
Using the All-Ukrainian Online School Online platform (*Всеукраїнська школа онлайн*)	46.0%
Using other on-line or remote teaching methods (*OTHER than the All-Ukrainian Online School Online platform Всеукраїнська школа онлайн*)	23.4%
Enrolled in a school in Bulgaria and is only studying the Ukrainian component of the Ukrainian curriculum (*український компонент освітніх програм*) remotely/on-line while staying abroad	14.8%
No longer enrolled in a school in Ukraine and is using other remote/on-line teaching tools at home to continue learning while staying abroad	1.4%
Is following online or remote lessons according to the curriculum of the school in Bulgaria	0.7%
Do not know	5.5%
Prefer not answer	8.2%

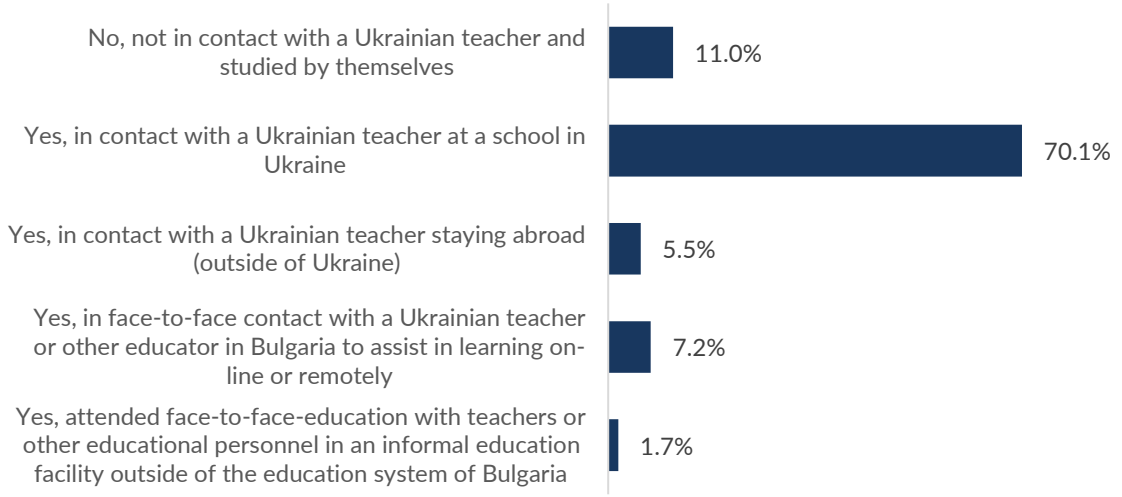
**Among HH members aged 7 – 18, that has learning remotely or on-line in the school year 2023-2024 (answered "Yes, is learning remotely and/or online" on q.6.6 "Is/was this child/young person learning remotely or on-line in the school year 2023-2024?")*

Among those respondents who declare their child/young person was learning remotely and/or online during the academic year 2023/2024, around 1 out of 10 were not in contact with a Ukrainian teacher and studied by themselves.

Overall, about 85% declared that their children had been in contact with a Ukrainian teacher. 7 out of 10 say they have been in contact with a Ukrainian teacher at a school in Ukraine, about 7% - in face-to-face contact with a Ukrainian teacher or other educator in Bulgaria to assist in learning on-line or remotely, and almost 6% - in contact with a Ukrainian teacher staying abroad (outside of Ukraine).

Almost 2% also mention that their children have attended face-to-face-education with teachers or other educational personnel in an informal education facility outside of the education system of Bulgaria (organizations providing 'Ukrainian schools' or 'Ukrainian classes' abroad).

Is/was this child/young person studying under supervision of a teacher or other qualified educator from Ukraine?



**Among HH members aged 7 - 18 y.o. that has learning remotely or on-line in the school year 2023-2024 (answered "Yes, is learning remotely and/or online" on q.6.6 "Is/was this child/young person learning remotely or on-line in the school year 2023-2024?")*

***Missing percentages are on account of "Do not know" and "Prefer not to answer"*

Among those respondents who declare their child/young person was learning remotely and/or online during the academic year 2023/2024, the majority of them declare their children participate in exams, tests or evaluations while learning remotely/online because they have to pass from one grade to another in the Ukrainian school system. This answer is mainly given by parents with children in compulsory school age.

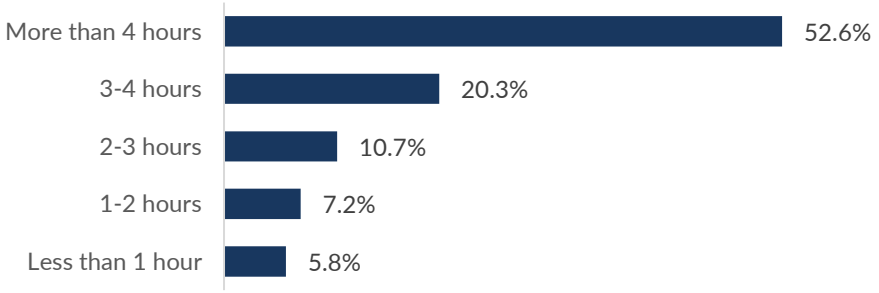
Nearly 5% declare their children participate in exams, tests or evaluations while learning remotely/online in Bulgaria because they have to obtain the Certificate of Basic Secondary Education from Ukraine, while around 3% - to obtain the State Final Attestation for Primary Education from Ukraine.

Did this child/young person participate in exams, tests or evaluations while learning remotely/online?

**Among HH members aged 7 - 18 y.o. that has learning remotely or on-line in the school year 2023-2024 (answered "Yes, is learning remotely and/or online" on q.6.6 "Is/was this child/young person learning remotely or on-line in the school year 2023-2024?")*

Among the respondents with a child aged 7-18 in their household, who report that their child/children studied remotely or online during the 2023/2024 academic year, the highest proportion of those who say their children studied remotely for more than 4 hours per day is nearly 53%.

How much time does the child/young person spend per day learning remotely/online in 2023-2024?



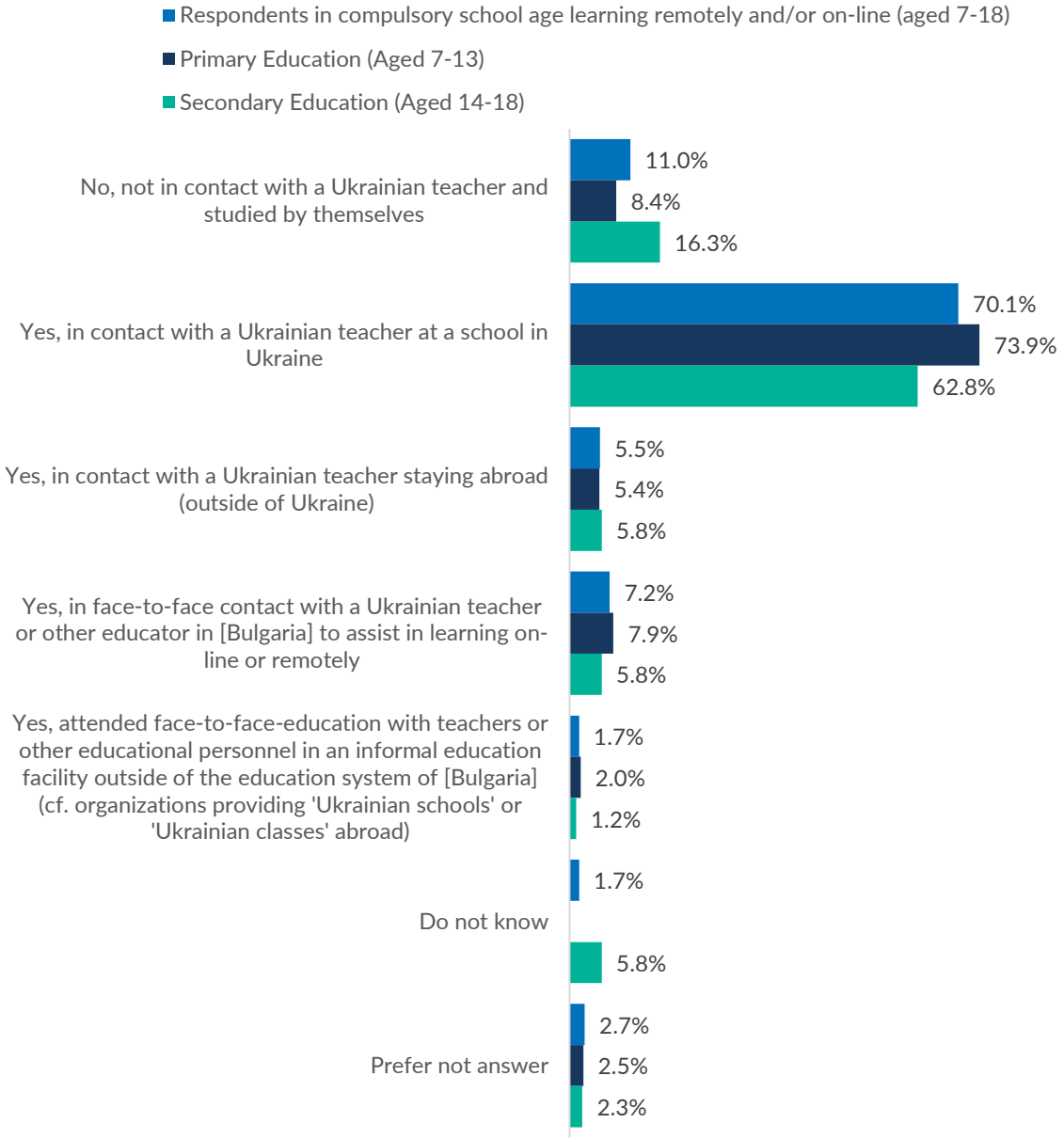
**Among HH members aged 7 - 18 y.o. that has learning remotely or on-line in the school year 2023-2024 (answered "Yes, is learning remotely and/or online" on q.6.6 "Is/was this child/young person learning remotely or on-line in the school year 2023-2024?")*

***Missing percentages are on account of "Do not know" and "Prefer not to answer"*

The vast majority of children of compulsory school age study under the guidance of a teacher or other qualified teacher from Ukraine. Approximately 1 out of 10 children of compulsory school age are not in contact with a teacher from Ukraine and study by themselves.

Overall, it is noticeable that the proportion of students in the upper grades in the higher age groups (14-18) who study under the guidance of a teacher or other qualified teacher from Ukraine is generally lower than that of the younger ones (aged 7-13).

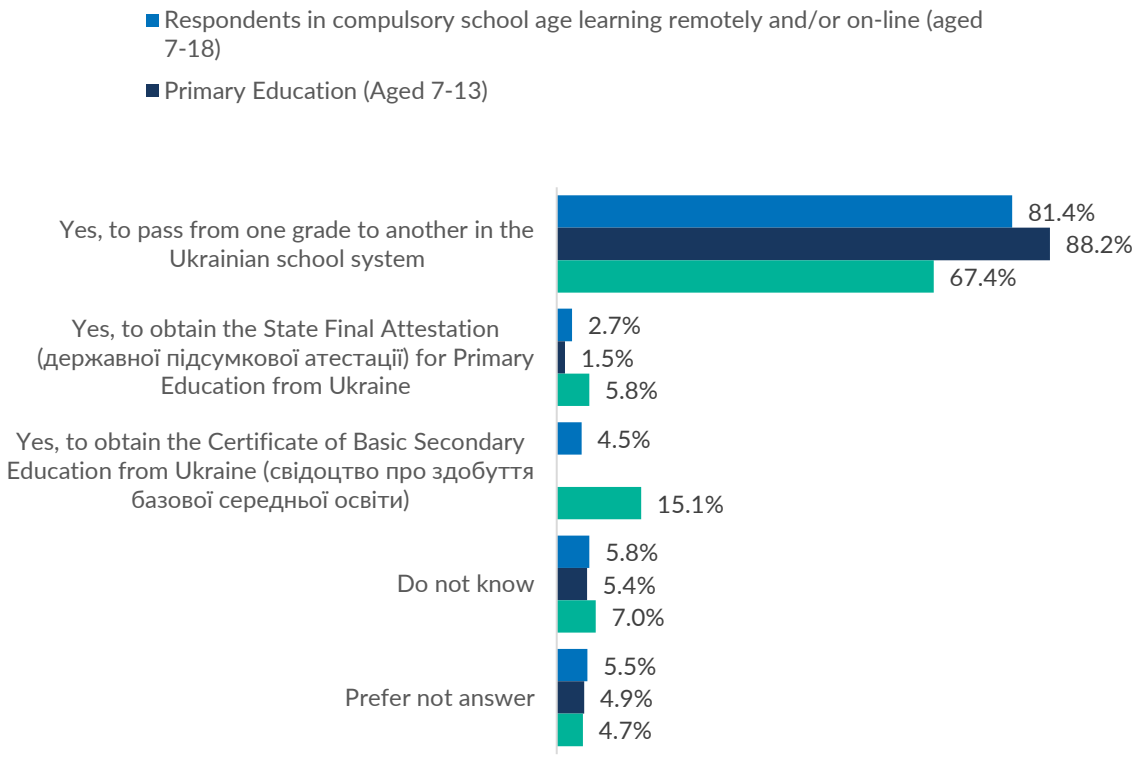
Is/was this child/young person studying under supervision of a teacher or other qualified educator from Ukraine?



**Among HH members aged 7 - 18 y.o. that has learning remotely or on-line in the school year 2023-2024 (answered "Yes, is learning remotely and/or online" on q.6.6 "Is/was this child/young person learning remotely or on-line in the school year 2023-2024?")*

The majority (about 81%) of refugee children from Ukraine who are in compulsory school age and learning remotely/online in the current academic year (2023/2024) have taken part in exams, tests or evaluations while learning online. Children in the primary education phase have taken such exams more often due to the need to move from one grade to another in the Ukrainian school system, while students in the upper grades (secondary education) indicate that they have more often taken exams to obtain the Certificate of Basic Secondary Education from Ukraine or to obtain the State Final Attestation for Primary Education from Ukraine.

Did this child/young person participate in exams, tests or evaluations while learning remotely/online?

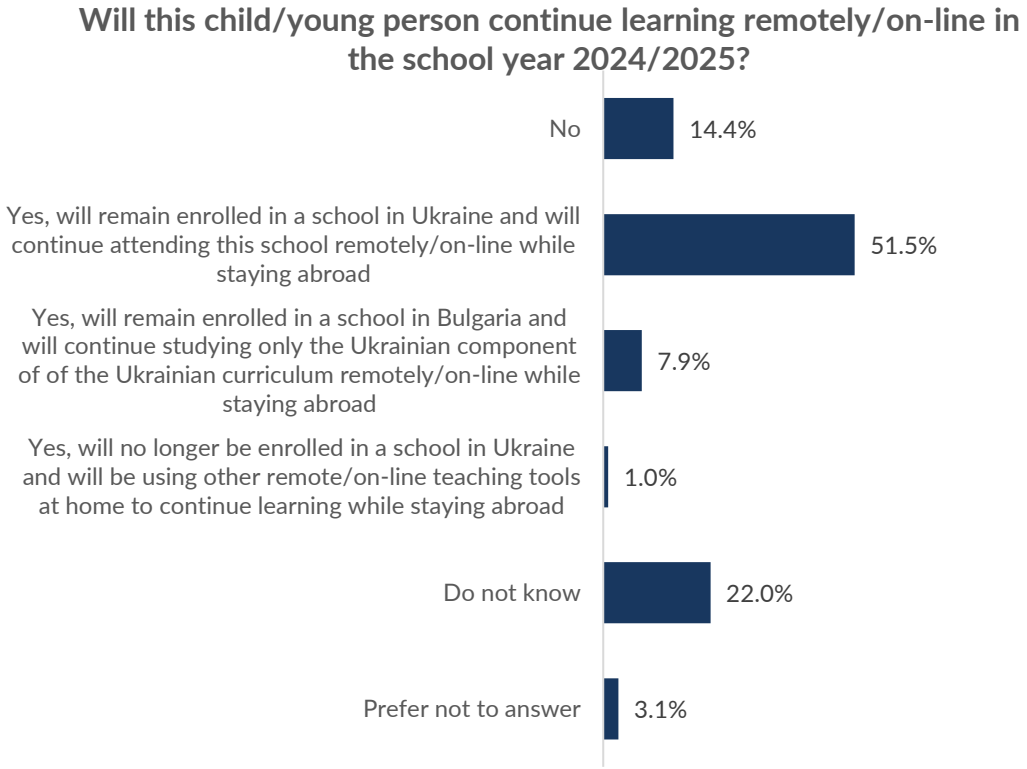


**Among HH members aged 7 - 18 y.o. that has learning remotely or on-line in the school year 2023-2024 (answered "Yes, is learning remotely and/or online" on q.6.6 "Is/was this child/young person learning remotely or on-line in the school year 2023-2024?")*

Approximately three quarters of respondents that plan to enrol their children only in Ukraine for next academic year 2024/2025, and two in five respondents of those that plan to enrol their children in a Bulgarian school next year, indicate that their children have studied more than 4 hours every day.

Overall, approximately one in five stated that their child studied remotely or online between 3 and 4 hours per day. Around one in 10 respondents with children who has learning remotely or online in the school year 2023-2024, was doing this between 2 and 3 hours daily, and about

13% were doing this for a total of 2 hours or less per day. Again, the majority of these are with children in compulsory school age up to 16 (aged 7-16).



**Among HH members aged 7 - 18 y.o. that has learning remotely or on-line in the school year 2023-2024 (answered "Yes, is learning remotely and/or online" on q.6.6 "Is/was this child/young person learning remotely or on-line in the school year 2023-2024?")*

Around half (51.5%) of refugees from Ukraine who report that their children studied remotely or online during the academic year 2023/2024 believe that their children will remain enrolled in a school in Ukraine and will continue attending this school remotely/online while staying abroad. The majority have children at school age, with the child's primary or secondary school attending level completed.

On the other hand, about 14% consider that their children will not continue learning remotely/online in the school year 2024/2025.

The proportion of respondents that do not know and cannot estimate whether their children will continue learning remotely/on-line in the school year 2024/2025 is particularly high - 22%.

VIII. Health

This section presents information on the access of healthcare of all HH members – as well as on children's health and nutrition.

1. Access to Health of all HH members

72% of Ukrainian citizens report that every member of their household has health insurance

The majority (72%) of respondents report that every member of their household has health insurance. The proportion of people in whose households not every member has health insurance is 25.7%, the main reasons being that they chose not to pay for it themselves (36%) and are not employed and therefore cannot afford it (35.3%). Just over 15% report that they are self-employed or employed without a contract and cannot afford health insurance. Rarer are the cases in which Ukrainian citizens were unable to enrol (language, administrative and other barriers - 6.5%) and not eligible to receive governmental health insurance (5.1%). According to the data obtained, in rural areas lack of health insurance occurs approximately twice as often (44.6%). Households in which not every member has health insurance are more likely to have only verbal agreement about their occupancy arrangement for accommodation (33.1% vs. 17.1%).

Slightly over 30% (30.3%) of respondents who had a health problem in the last 30 days needed health care. According to the survey data, those with health problems were mostly over 60 years of age (64%) and children under 5 years of age (37.8%). People with major difficulties in self-care, such as washing all over or dressing (62.9%) and communicating, for example understanding or being understood (42%) were more likely than others to have had such problems. There was also a high proportion of those who had great difficulty in walking or climbing steps (38.9%). According to the obtained data, 48% of respondents who had the status of pensioners before leaving Ukraine had a health problem and needed health care. Among those with long-term illness, injury or disability this proportion was 95.8%. The data show that respondents who had experienced such a situation were much more likely than others to have felt so upset, anxious, worried, agitated, angry, or depressed that it affected their/the person's daily functioning (44%), as opposed to those who did not need health care (14.3%).

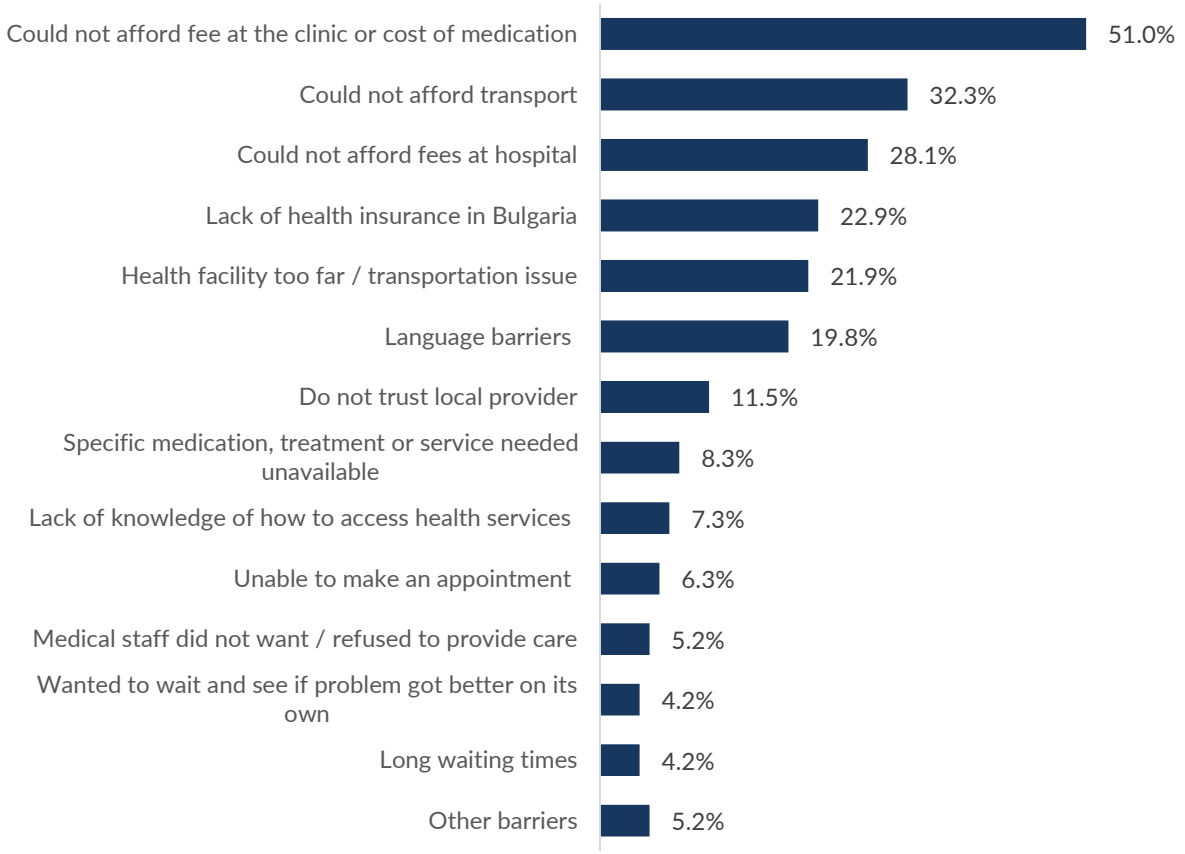
82.2% of Ukrainian citizens who needed health care (30.3%) received it

In 82.2% of cases, the necessary health care was received. **Just over 13% (13.4%) of respondents indicated that the member of their household who needed health care did not receive it** (A total of 4.4% answered " Do not know" and "Prefer not to answer"). There has been an improvement in access provision compared to 2023 data, the proportion of people in need who have received the required support is higher by around 10%. About 70% (69.8%) of those who did not receive health care are people with chronic diseases. Respondents aged 18 to 24 more often did not reach the necessary health services compared to other age groups.

Although more than 80% of the two age groups that most often have health problems received the necessary support, children under the age of 5 (89.3%) more often reached health care compared to Ukrainian citizens over 60 years of age (83.6%). **According to the data, 31.8% of Ukrainian refugees in the country have chronic diseases.** The share of chronically ill people increases proportionally with age, reaching 80.6% among Ukrainian citizens over the age of 60.

The data show that 64.1% of the chronically ill had health problems and the need for health care in the last 30 days. A little over 38% (38.4%) of the chronically ill felt so upset, anxious, worried, agitated, angry, or depressed that it affected your/the person's daily functioning. Among people without chronic diseases, this share is 15.4%. The proportion of the chronically ill among those accommodated in a government program is significantly higher (48.2%) compared to those accommodated out of a government program (25.1%).

What were the main reason this person was unable to access health care?



*Among those who answered "Yes" to "In the last month (or since arrival in case less than 30 days since arrival), did this person in your household have a health problem and need to access health care? And with No" to " Was the person able to obtain the needed health care?"

The main barriers to access to health care are financial. The most commonly reported was that the clinic fee or the cost of medication was unaffordable (51%). The next most frequently mentioned financial barriers were paying for transportation (32.3%) and hospital fees (28.1%). With shares of about 20%, lack of health insurance (22.9%) and access to health facilities (21.9%) were cited as barriers. Slightly less than 20% (19.8%) cited language barrier as a reason and 11.5% cited lack of trust in the local provider.

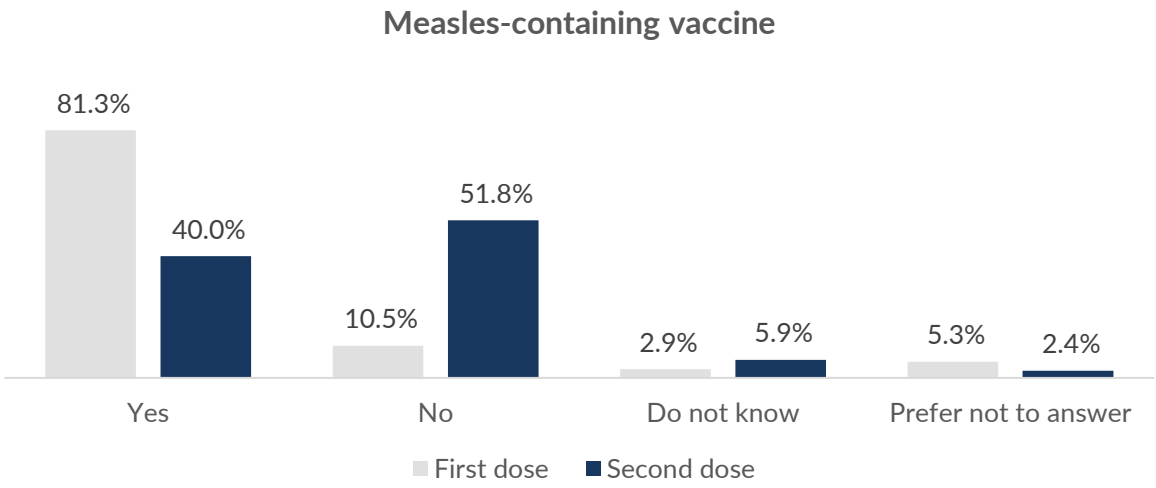
It is rare that women in Ukrainian households do not have access to sexual and reproductive health services (2.2%). The main reasons for lack of access were not being able to afford fees at the clinic or cost of medicine (71.4%), language barriers (57.1%), not being able to afford transport (52.4%), not being able to access health facilities due to remoteness (47.6%) and not being able to pay fees at hospital (47.6%). It was relatively less common not to have been able to make an appointment (33.3%), not to have been offered such a service due to the specifics

of the illness (23.8%) and due to lack of trust in the service provider. According to the survey data, just over 76% (76.2%) of those who faced barriers to receiving sexual and reproductive health services felt upset, anxious, worried, agitated, angry, or depressed that it affected your/the person's daily functioning. Their share is higher among those accommodated under a government programme (5.1%) compared to the others (1.4%).

There are some difficulties in accessing health services that are more common among those accommodated under government program compared to those accommodated out of government program, they are as follows: could not afford fee at the clinic or cost of medication (55.8% vs. 45.5%), could not afford transport (42.3% vs. 20.5%), health facility too far / transportation issue (34.6% vs. 6.8%) and lack of health insurance in Bulgaria (32.7% vs. 11.4%). Those accommodated out of government program also most often cited not being able to afford fee at the clinic or cost of medication as a barrier, but more often have language barriers (27.3% vs. 13.5%) and trust issues (do not trust local provider) (22.7% vs. 1.9%).

2. Child Health

Just over 81% (81.3%) of children aged between 9 months and 5 years received measles-containing vaccine, with 40% of them also receiving a second dose of the vaccine. 10.5% of children had not received such a vaccine, and it was relatively common for respondents to not know (2.9%) or prefer not to answer (5.3%) whether the child had such a vaccine.



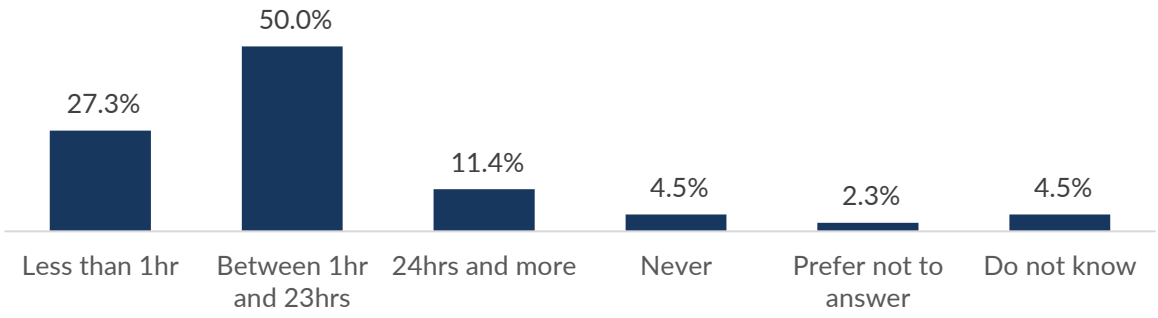
The proportion of children without vaccine is relatively higher among those accommodated under government programme (12.5%) compared to the rest (9.9%). However, it should be noted that among those accommodated out of government program, there is a higher proportion of those who did not know and chose not to answer (8.6% vs. 7.1%). Those who received a second dose of the vaccine are significantly more likely to be children accommodated in a government program (51.1% vs. 36.6%).

3. Nutrition of Children

The majority of Ukrainian children after birth were put to the breast between 1hr and 23hrs after birth (50%) and less than an hour after birth (27.3%). A little over 11% (11.4%) were put to

the breast after 24 hours or more. The proportion of children who were never breastfed with maternal karma was 4.5%. A total of 6.8% preferred not to answer this question (2.3%) or did not know (4.5%).

How long after birth did you first put this child to the breast?



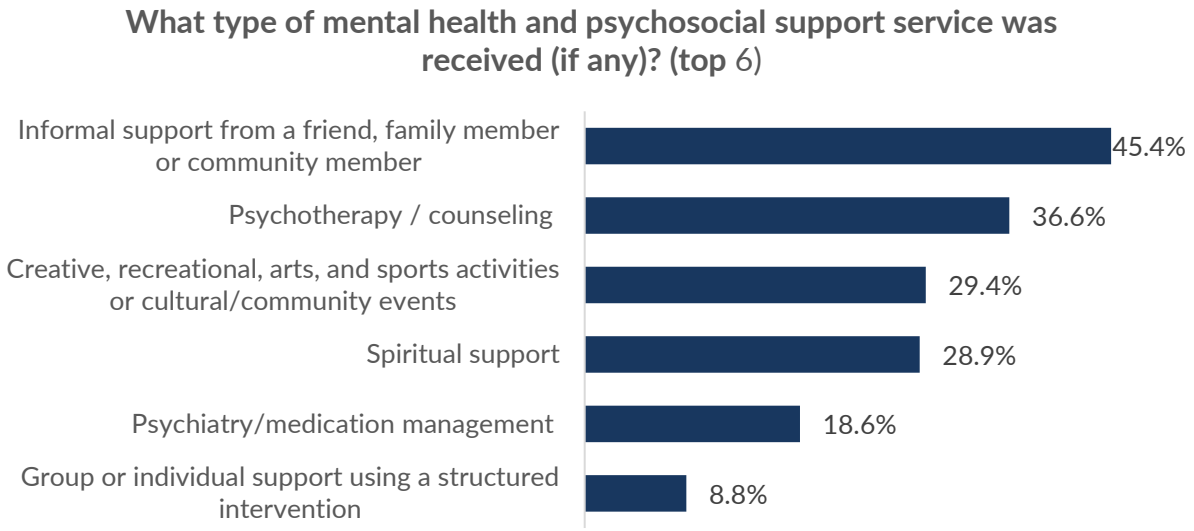
IX. Mental Health and Psychosocial Support (MHPSS)

Nearly a quarter of respondents (23.1%) say that in the past four weeks they have felt so upset, anxious, worried, agitated, angry, or depressed that it affected their daily functioning. **About 38% (37.7%) of them have sought help for this problem**. People aged 60 years and above (32.1%) were the most likely to experience such problems, followed by those in the 25 to 59 age group (26.6%). Among young people aged 18 to 24, the proportion who experienced similar emotional problems was about one-fifth (19.4%). There was a relatively high proportion of children in the 12 to 17 age group who also experienced emotional distress (16.2%).

23.1% have felt so upset, anxious, worried, agitated, angry, or depressed that it affected their daily functioning in the last four weeks

Although cases of psychological or emotional problems were the rarest among minor respondents, they were the most likely to receive support (50%). On the other hand, the oldest respondents, who had such problems more frequently than others, most often did not receive help (58.9%). The statistical distribution by gender shows that women were much more likely to be in such an emotional state (26.8%) compared to men (16.5%). It is also noticeable that the proportion of women who sought support was approximately 10% higher.

Those placed in a state program are more likely to experience emotional distress (29.1% vs. 20.9%), yet those placed outside of such a program are more likely to access support (38.4% vs. 36.3%).



Psychological support was most often received from a friend, family member or community member rather than a professional (45.4%). However, a relatively high proportion of respondents have also turned to specialist help such as psychotherapy/counselling (individual or group therapy designed to treat a mental health condition, provided by a professional, such as a psychologist) (36.6%). Support approaches through creative, recreational, arts, and sports activities or cultural/community events that include MHPSS elements (29.4%) and spiritual support (28.9%) are also well spread among those suffering from psychological and emotional problems. Nearly 19% (18.6%) accessed support from psychiatry/medication management (prescription of psychotropic drugs for a mental health condition). Significantly lower proportions looked for help for their emotional and psychological condition through group or individual support using a structured intervention (8.8%), support from the school/educational institution (2.6%) and support from my employer (e.g. flexible work time) (2.6%).

Although informal support from a friend, family member or community member is the most common approach, some trends can be observed. The only age group for whom this was not the most commonly used approach was that of children aged 12 to 17, who were more likely to have received help through psychotherapy/counselling. Children aged 5-7 most often received support in the form of creative, recreational, artistic and sporting activities or cultural/community events that included elements of MHPSS. The proportion of Ukrainians aged between 12 and 17 who received this type of support is also high.

Young people aged 18 to 24 were most often supported through informal help from a friend, family member or community member, followed by psychotherapy/counselling and spiritual support. Among those aged 25 to 59 similar trends were observed but it was noted that it was significantly more common to receive support through creative, recreational, arts, and sports activities or cultural/community events that include MHPSS elements. The oldest Ukrainian citizens were significantly more likely than others to rely on spiritual support.

Out of government accommodation program		Government accommodation program (full or partial)	
Informal support from a friend, family member or community member	54.3%	Psychotherapy / counselling	40.0%
Psychotherapy / counselling	33.9%	Psychiatry/medication management	32.3%
Creative, recreational, arts, and sports activities or cultural/community events that include MHPSS elements	33.1%	Spiritual support	29.2%
Spiritual support	29.1%	Informal support from a friend, family member or community member	29.2%
Psychiatry/medication management	11.8%	Creative, recreational, arts, and sports activities or cultural/community events that include MHPSS elements	21.5%
Group or individual support using a structured intervention	7.1%	Group or individual support using a structured intervention	12.3%

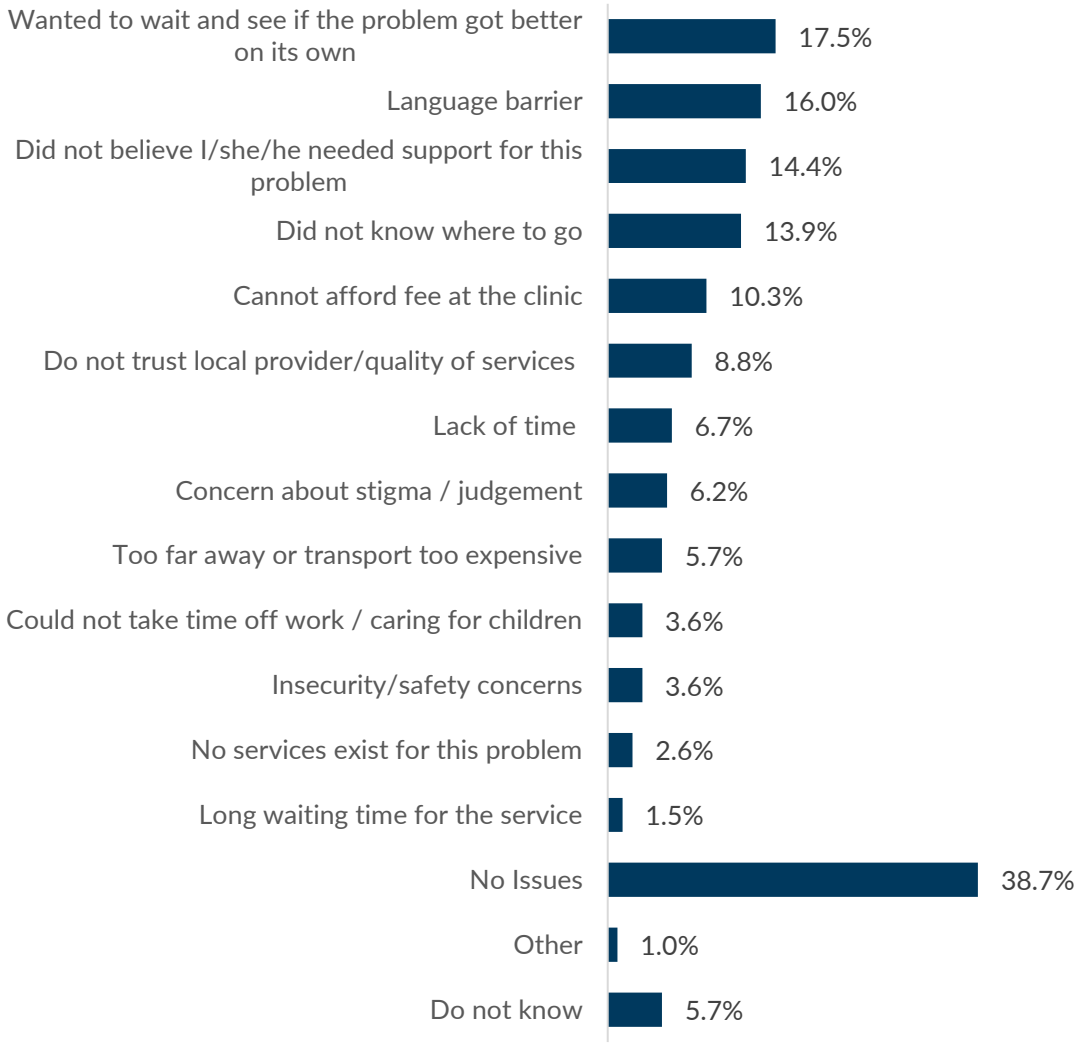
*Received support from more than 5% of respondents

Those accommodated in a government program were more likely to access professional help in the form of psychotherapy (40%) and psychiatry/medication management (32.3%), while those not in a government program more often relied on informal support from a friend, family member or community member (54.3%). However, among those not accommodated in a government program, the proportion who received psychotherapy/counselling was also relatively high (33.9%). According to the data, psychiatry/medication management was accessed significantly less frequently (11.8%). Both groups of Ukrainian citizens accommodated in a government program and out of government program frequently reported receiving spiritual support. Inclusion in creative, recreational, arts, and sports activities or cultural/community events that include MHPSS elements was more frequently benefited by those accommodated out of government programs.

Just over 26% (26.3%) got the help they needed online. Nearly 25% (24.7%) received support at community centres or other community institutions, and 21.6% at Refugee reception centres/Service hubs. Healthcare settings and religious/spiritual settings were approached by equal shares of 14.7% of Ukrainian citizens with psychological and emotional problems. Hotlines (7.4%), workplaces (4.7%) and schools or other educational settings (including university) (2.6%) were used significantly less frequently. Children aged 5 to 11 most often received the help they needed at community centres or other community institutions and Refugee reception centres/Service hubs, although similar trends were observed for other age groups. The exception is Ukrainians aged 60+, who received support primarily in healthcare settings and religious/spiritual settings. It is also noticeable that those aged between 25 and 59 received support most often online (33.9%), followed by Refugee reception centres/Service hubs (21.6%) and community centres or other community institutions (21.6%).

Those accommodated under government programme most often received support from healthcare settings (25.4%), followed by Refugee reception centres/Service hubs (23.8%), online (23.8%), community centres or other community institutions (20.6%) and religious/spiritual settings (15.9%). Those accommodated out of government program received support primarily online (28%), followed by community centres or other community institutions (25.6%), Refugee reception centres/Service hubs (20.8%), and religious/spiritual settings (14.4%).

What challenges did you/he/she face in accessing the needed mental health and psychosocial support or services?



*Answered "Yes" to "During the last four weeks did you/he/she currently feel so upset, anxious, worried, agitated, angry, or depressed that it affected your/the person's daily functioning?" and "Yes" to "Have you/he/she tried to find support for this problem?"

About 39% (38.7%) of Ukrainian citizens who in the past four weeks felt so upset, anxious, worried, agitated, angry, or depressed that it affected their daily functioning (23.1%) had no barriers or challenges to accessing the needed mental health and psychosocial support or services. The most common reasons for not seeking or receiving support were hoping that the problem would go away on its own (17.5%), having a language barrier (16%), and believing that support was not needed for the problem (14.4%). Around 14% (13.9%) of Ukrainian citizens did not know where to seek help and 10.3% could not afford the clinic fee. It was relatively less common to have distrust of the local provider (8.8%). Among the age groups 25 to 59 and over 60. the lack of barriers to receiving support was significantly less frequently reported. The proportions stating that they do not face in accessing the needed mental health and psychosocial support or services are around 35%, while for those aged between 18 and 24 (57.1%) and between 12 and 17 (66.7%) these shares are significantly higher.

Those accommodated in government program had relatively different problems accessing psychological help than those accommodated out of government program. Those

accommodated in government program most often cited the language barrier as a problem, followed by waiting for the problem to go away on its own, not knowing where to go, and not being able to afford the clinic fee. Those accommodated out of government programme, on the other hand, put their desire to see if the problem would go away on its own first, followed by not believing they needed support, language barrier, not knowing where to go and not trusting the local provider/quality of services offered.

X. Basic Needs and Food Security

1. Shelter / Accommodation

1.1. Type of Accommodation

82.6% live in urban areas

The majority of refugees from Ukraine live in urban areas of Bulgaria, while the share of those living in rural areas is 15.5%. Although with a small statistical difference, it is noticeable that relatively more refugees from Ukraine live in rural areas compared to 2023. In 2023, the proportion living in urban areas was about 6% higher (88.4%). According to the statistical age distribution, the older the respondents, the more likely they are to live in rural areas. The proportion living in a rural area among those aged 60 and over is approximately three times higher (26.2%) compared to the same proportion among those aged 18-34. Among those aged between 35 and 59. the proportion is just under 14%. Two-person households most often choose to live in a non-urban environment (19.1%). Among refugees living alone, this proportion decreases slightly (15.7%) and reaches 13.6% for households with three members.

Households with four or more members most often prefer to live in an urban environment. Interesting trends are also observed in terms of the accommodation contracts that are signed in the different sizes of settlements. **Approximately one-third of those living in a rural environment rely only on a verbal agreement**, while this proportion is three times lower among those living in an urban environment.

A major proportion of respondents live in a private apartment or house (56.7%). About 10% live in an apartment or house but share the place with other people (9.8%). A relatively high proportion of refugees live in a hotel or hostel (18.9%). Just over 12% (12.2%) are accommodated in a collective site (accommodation centre, transit centre etc.). The lowest proportion of respondents are accommodated in housing provided by an employer (1.8%).

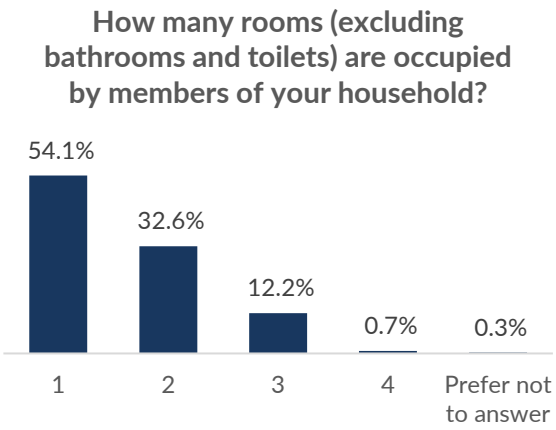
23.9% do not have written documentation to prove their occupancy arrangement

71.5% of the refugees have a written document regulating their accommodation in the country. **Approximately a quarter of respondents say they have no written documentation to prove the occupancy arrangement for their accommodation (23.9%)**. 21.5% indicate that they have only a verbal agreement, and 2.3% have no agreement at all. Possible reasons for the lack of an agreement include the accommodation being rented by a third party, the landlord refusing to provide an agreement, and the paperwork being a work in progress.

	Does your household have a written documentation to prove your occupancy arrangement for your accommodation?			
What type of accommodation is the household residing in?	We only have a verbal agreement	Yes, we have a written agreement	No, we do not have any agreement	Do not know
	Row %	Row %	Row %	Row %
Living in a separate apartment or house	10.9%	86.0%	1.5%	0.8%
Sharing an apartment or house with others	49.5%	43.8%	5.7%	-
Collective site	35.9%	42.0%	6.9%	13.0%
Hotel/hostel	27.6%	63.5%	0.5%	7.4%
Workers Accommodation / Accommodation offered by employer	47.4%	52.6%	-	-

* Missing percentages are on account of "Prefer not to answer "

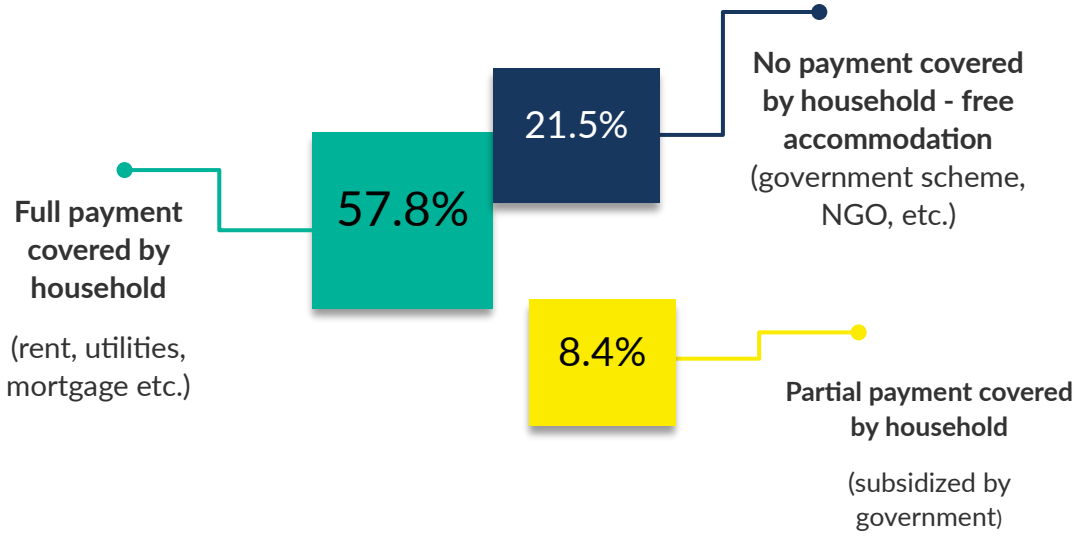
Refugees from Ukraine who share an apartment or a house with other people most often have only a verbal agreement on their accommodation arrangements (49.5%). A similar proportion is observed among those living in accommodation that is provided by an employer. On the other hand, those living in a separate flat or house that is occupied only by their household most often have written documentation (86%).



Just over half of respondents indicated that members of their household live in the same room (54.1%). Those living in a one-room unit are households composed primarily of one (48.3%) or two (39.8%) people. Families made of three members living in one room accounted for 10.3%. A total of 32.6% live in two-room units, and their households are mostly composed of two (42.3%) or three (30.9%) people. The proportion living in three-bedroom units is 12.2% and 0.7% in four-bedroom units.

1.2. Housing expenditure

Nearly 58% of households cover their own accommodation costs in Bulgaria. **The total share of those paying a partial amount for accommodation is 17.2%.** Among them, those who receive government subsidization prevail (8.4%), followed by those who are housed by relatives or friends (4.9%), housed by local people (2.1%), are subsidized by an employer (1.4%) and those who are subsidized by NGO/UN/CSO, etc. (0.4%).



21.5% of HHs are on free accommodation (government scheme, NGO, etc.)

The total share of those subsidized by the state is 29.9%, with 21.5% receiving free accommodation and 8.4% receiving partially subsidized accommodation. In very rare cases, it is reported that the household pays nothing for accommodation as they live with a local person (1.3%) and have received full accommodation payment from an employer.

Respondents aged 60 years and over have the highest proportion of those receiving partial (13.7%) or full (39.9%) government subsidies for their accommodation. These proportions are twice as low among those aged between 50 and 59. with lower percentages observed as age decreases.

Refugees living in collective site (74.8%) and hotels/hostels (61.6%) are most often supported entirely by government subsidy. Among them, the proportion of those receiving partial state subsidy is also the highest (21.4% and 28.1%). Just over 93% of those who live in a self-contained flat, which only their household lives in, pay all their accommodation costs themselves. Those who do not pay the full amount are mostly housed with relatives or close friends (3.9%).

Although the majority of refugees have paid their rent on time (66.8%) there is a distinct group of refugees who have had difficulty paying. A total of 16% indicated that they had paid later than agreed, with 5.9% having done so only once, 4.9% twice and 5.2% every month. 12.5% indicated that they had managed to pay on time but had had difficulty in doing so. The statistical distribution shows that those living in rural areas were less likely to have problems paying their accommodation costs on time. However, it should be specified that among them the proportion of those accommodated free of charge, through state subsidies, was more than twice as high (42.8%).

16% of HHs did not pay their rent on time

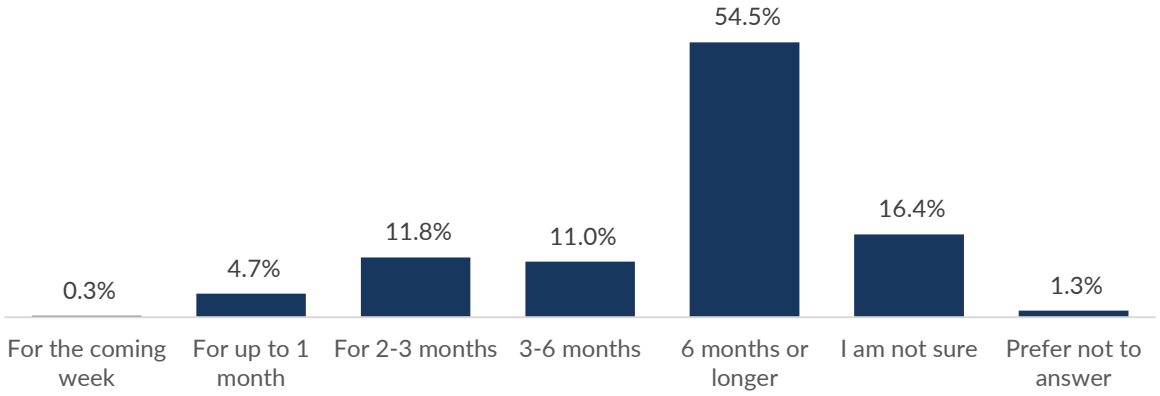
Younger respondents, under the age of 39. were much less likely to have difficulty paying their accommodation bills. The highest proportion of refugees aged between 40 and 49 years (7%) and over 60 years (8.3%) experienced monthly delays. Again, among the oldest age group, the

highest proportion of those who pay on time but with difficulties (17.4%) is also observed. A similar proportion of those aged between 18 and 24 also admit to such circumstances (15.2%).

1.3. Security of tenure

Regarding the security of staying in their current home, just over half of the refugees from Ukraine in Bulgaria (54.5%) express confidence that they will be able to stay in the same place for the next six months or more. With similar shares are those who said that they expect to be able to stay in their current home in the next three to six months (11%), and those who answered that they will be able to live in the same place in the next two to three months (11.8 %).

How long do you believe you can stay in this accommodation if you need to?



In a relatively more vulnerable position are 4.7% - according to which their household may remain living in the current dwelling in the next one month, and 0.3% - who could remain in the same place in the next one week. The share of respondents sharing uncertainty regarding their future stay in the home they live in is also noticeable - 16.4%.

Under pressure to leave their accommodation

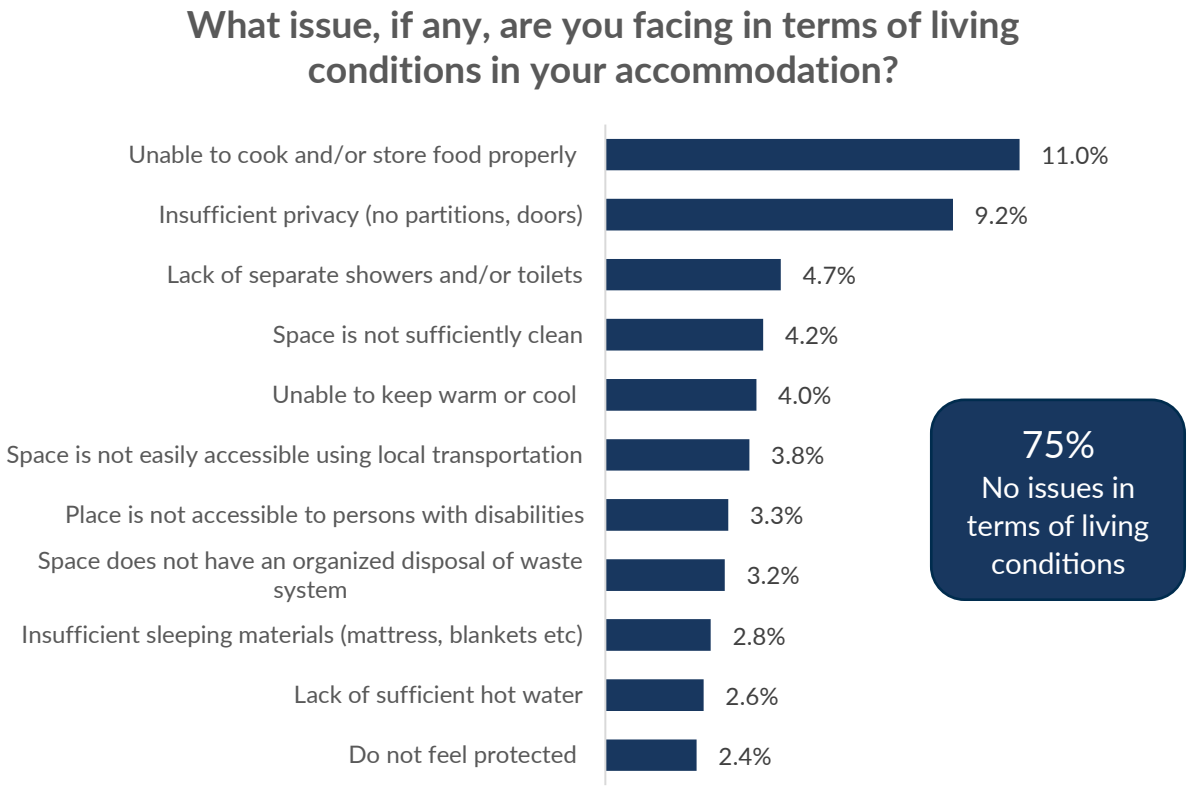
* For those who answered that they can stay up to 6 months

The vast majority of respondents who can stay up to six months in their current home say they do not feel pressured to leave (89.3%). Such pressure is shared by 5.7% of the respondents. The data shows that, compared to 2023, the proportion of people feeling such pressure has roughly tripled.

Such tensions were felt most often by those living in rural areas, with approximately one in four reporting being under pressure to leave the accommodation they were in. This response was most commonly given by those aged 60 and over and those accommodated through full state subsidy (76.5%). The main reasons for feeling pressured to leave the place where they are housed are the government programs that fund them are unpredictable or have been announced to be ending. Other reasons were cited significantly less frequently, but were listed in the following order: tension with landlord/neighbors, the unit is no longer rented, rent increases, and incidental costs.

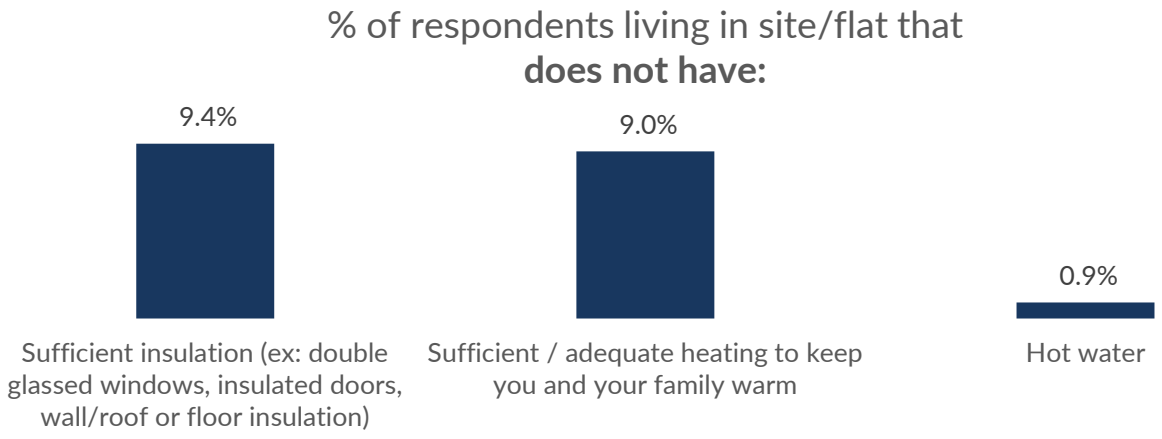
1.4. Challenges in terms of living conditions

According to the data received, approximately one in four have some kind of problems related to the living conditions of the place where they live. The most frequently mentioned problem was the inability to cook or store food (11%).



Just over 9% had difficulty securing privacy (9.2%). Shares of around 4% were distinguished by those who did not have separate showers or toilets, felt that the place was not clean, could not maintain the necessary warmth/coolness in the rooms and lived in a place not easily accessible by local transport. Respondents over the age of 50 were more likely to say that there was at least one disadvantage to where they were staying in Bulgaria. Approximately one in three of those living in a rural area (31.3%) cited a problem, compared to just over 20% of those living in urban areas.

1.5. Adequacy of Accommodation for Autumn or Winter



* For those who answered that they can stay in their home for more than 3 months

With shares of around 9%, households indicated that they are concerned that here is no adequate heating in the place where they live or that there is no sufficient insulation (ex: double glassed windows, insulated doors, wall/roof or floor insulation). This confirms vulnerably of around every tenth household of refugees in Bulgaria. In rural and urban areas, the proportions of households that do not have good home insulation are relatively equal. The issue of having an adequate heating system, however, is more common among households in rural areas.

2. Food coping strategy

The survey covers different coping strategies for food insecurity and food provision that households have implemented in the last 7 days. According to the data obtained, the proportions of households that used the strategies listed are as follows: - 42.8% relied on less preferred and less expensive food;

- 22.5% had to limit portion size of meals at meal times;

- 19.1% had to reduce number of meals eaten in a day;

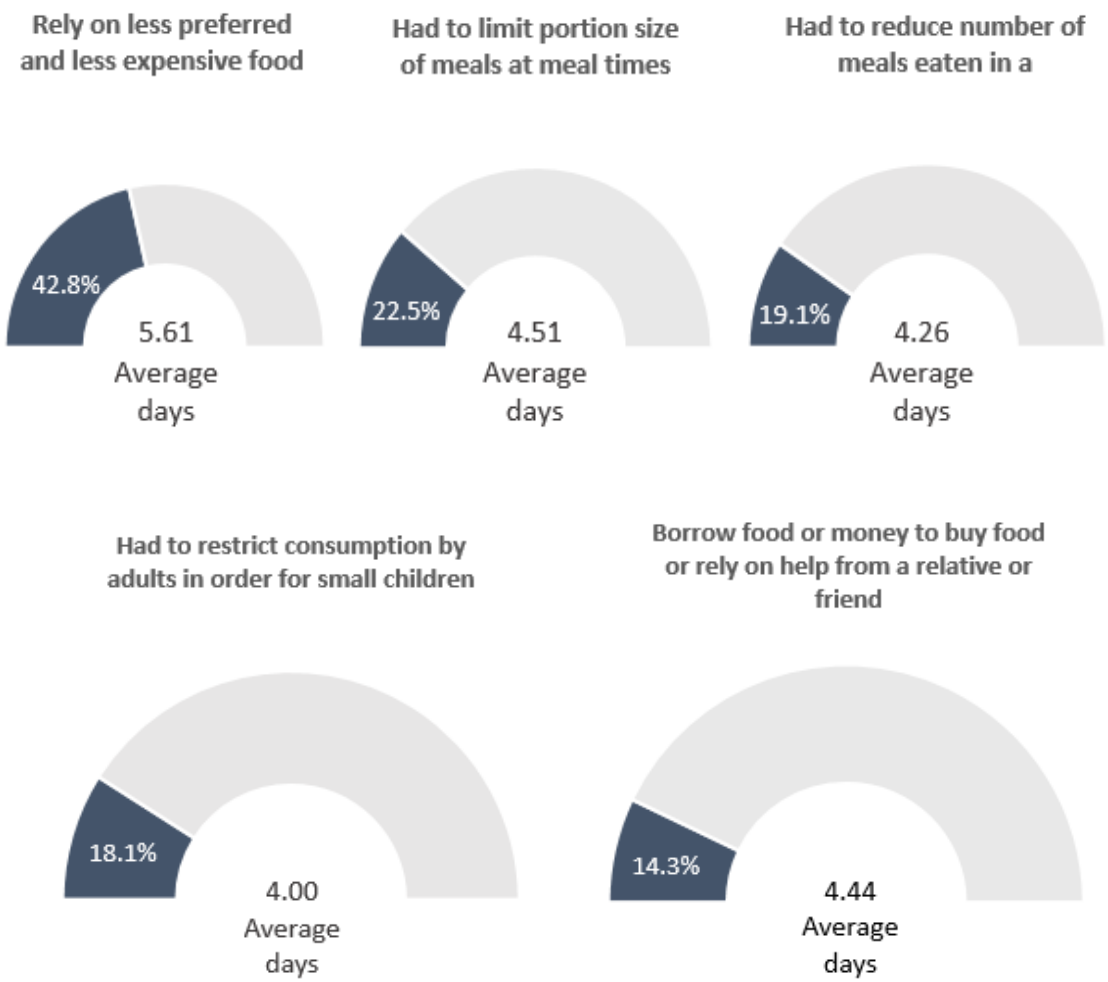
- 18.1% had to restrict consumption by adults in order for small children to eat;

- 14.3% had to borrow food or money to buy food or rely on help from a relative or friend.

Although in 2024 there was a decrease in the proportion of households that relied on less preferred food (52% in 2023), limited their portions (29% in 2023), the number of portions (24%) and borrowed food (18% in 2023), the proportion of refugee households that reduced adult consumption to feed children (16% in 2023) increased. The proportion of households in rural areas that reduced the food consumption of adults in the family was approximately twice as high.

The data showed that the oldest respondents, aged 60 years and older, had most often administered the following in the past 7 days. Such measures were more often needed by those

living in rural areas. The data indicates that when such strategies to cope with food shortages were implemented, it was more often on most days of the week.



Relying on less preferred and cheaper food is the measure that was most frequently applied on more than 5 days during the week, with one in four indicating that they applied similar considerations every day. The proportion of those eating smaller portions on 5 or more days of the week was 11.4%. Just under 9% reduce their number of meals on 5 or more days of the week. Equal shares of about 7% distinguish those who reduce adult consumption and borrow food with the same frequency.

Just over 57% of **those who have spent from their savings in the last 30 days** have relied on less preferred and cheaper food, around a third have reduced their portions and 30% have reduced the number of meals they eat. In terms of the location of respondents, it is noticeable that **the more drastic the measure considered, the greater the prevalence of those living in rural areas of the country**. The difference between the proportion who bought less preferred and cheaper food in urban and rural areas is about 14.2%, among those who borrowed money for food it is 8.6%, among those who reduced portions it is 18.8%, among those who reduced the number of meals it is 17.1%, and among those who reduced adult consumption to be able to feed children it is 17.4%.

Over 55% of refugees aged 60 and over report that their households do not buy the food they want, but rely on cheaper substitutes. Approximately one in three in this age group admitted

that their household had reduced the size of their meal portions, and 29.9% had reduced the number of meals.

XI. Livelihoods and Socio-Economic Inclusion

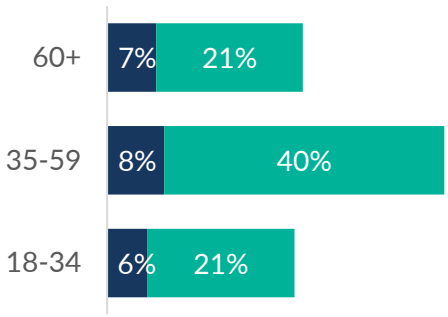
1. Livelihoods and inclusion

1.1. Educational Profile and Previous Field of Employment

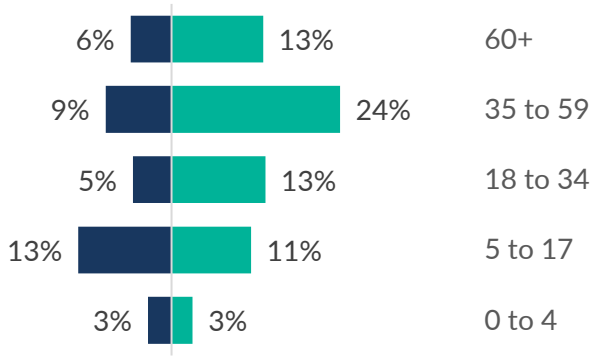
Nearly 65% (64.2%) of refugees from Ukraine in Bulgaria have a university degree – 15.7% have a bachelor's degree, 24.4% have a post-graduate specialization, and 23.4% have a master's degree. The share of those with a higher degree is 0.7% in total.

The proportion of refugees with technical or vocational education is relatively high (18.7%). Just over 13% have secondary education and 2.1% primary education. In extremely rare cases, refugees from Ukraine do not have any completed education (0.4%).

Respondents by gender & age



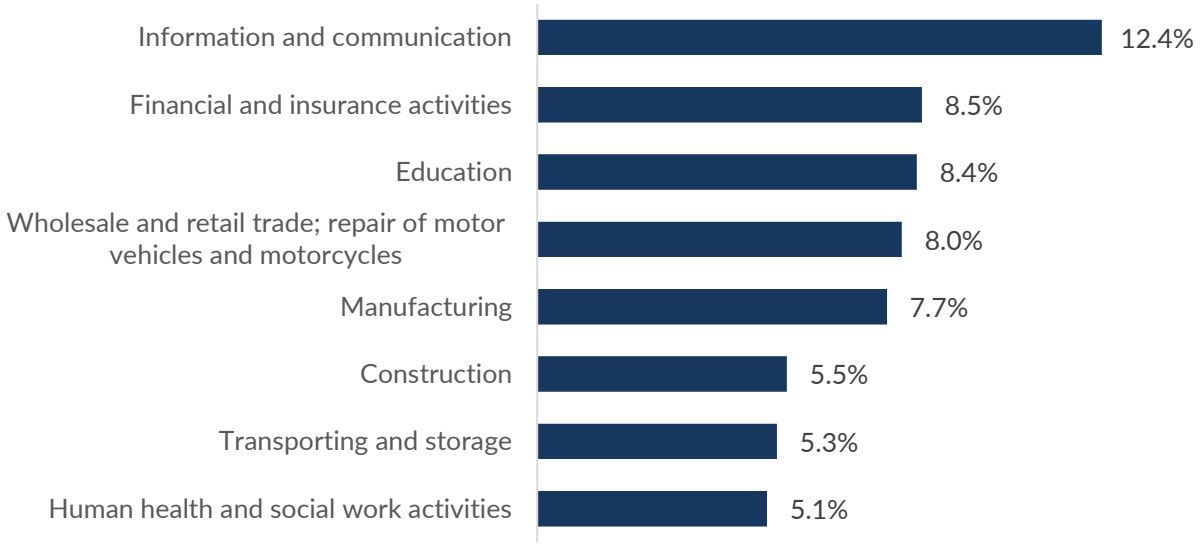
Household Members by Age Group and Gender



Which of the following best describes what the individual was mainly doing before leaving Ukraine?

Just over half of the respondents in the country were employed by another person before leaving Ukraine. Of the respondents, 13% were students and 12% had their own business. 10% indicated that they were engaged in domestic work before leaving Ukraine. 3.6% were pensioners and 1.7% had a permanent disability or illness. An extremely low proportion of respondents were unemployed and looking for a job prior to leaving Ukraine.

The main areas in which respondents worked before leaving Ukraine are (top 8):



Those who worked in Information and communication were relatively more likely to be aged between 18 and 34 (16%), with this proportion declining among those aged between 35 and 59 (12%). Among those who worked in financial and insurance activities, the trend was reversed, with respondents aged between 35 and 59 predominating (9.1% vs. 7.1%). However, in this area, there is a relatively high proportion of those in the 60+ age group (6.5%). Older refugees from Ukraine were significantly more likely than other age groups to work in education (19.6%), with the proportion among those aged between 35 and 59 approximately twice as low (8.2%). Those working in education between the ages of 18 and 34 accounted for 6.7%. In Wholesale and retail trade, there was again a shift in trends, with the highest proportion of those working in this area among those aged 18-34 (9.2%), followed by those aged 35-59 (8%) and those aged 60+ (2.2%). Those aged 60 and over were predominantly employed in Manufacturing (17.4%), with this proportion roughly twice as low among those aged 35 to 59 (8%).

		Sector/Industry before leaving Ukraine (top 6)					
		Information and communication	Financial and insurance activities	Education	Wholesale and retail trade	Manufacturing	Construction
Sector/Industry in Bulgaria		12.4%	8.5%	8.4%	8%	7.7%	5.5%
		Col %	Col %	Col %	Col %	Col %	Col %
	Information and communication	76,7	9,8	5,2	6,3	2,1	2,4
	Financial and insurance activities	-	45,1	-	-	-	-
	Education	2,2		53,4	-	2,1	2,4
	Wholesale and retail trade; repair of motor vehicles	1,1	2	-	45,8	6,3	4,9
	Manufacturing	1,1	-	-	-	47,9	
	Construction	-	2	-	4,2	2,1	73,2
	Accommodation and food service activities	5,6	17,6	24,1	33,3	16,7	2,4
	Electricity, gas, steam and air conditioning supply	-	-	-	-	2,1	
	Transporting and storage	-	3,9	1,7	2,1	2,1	4,9
	Real estate activities	1,1	2	-	-	4,2	-
	Professional, scientific and technical activities	2,2	-	-	-	-	-
	Administrative and support service activities	-	2	1,7	-	2,1	-
	Human health and social work activities	-	2	-	-	2,1	7,3
	Arts, entertainment and recreation	-	-	1,7	-	-	-
	Other services activities	6,7	13,7	10,3	4,2	8,3	2,4
	Other	3,3	-	1,7	4,2	2,1	-

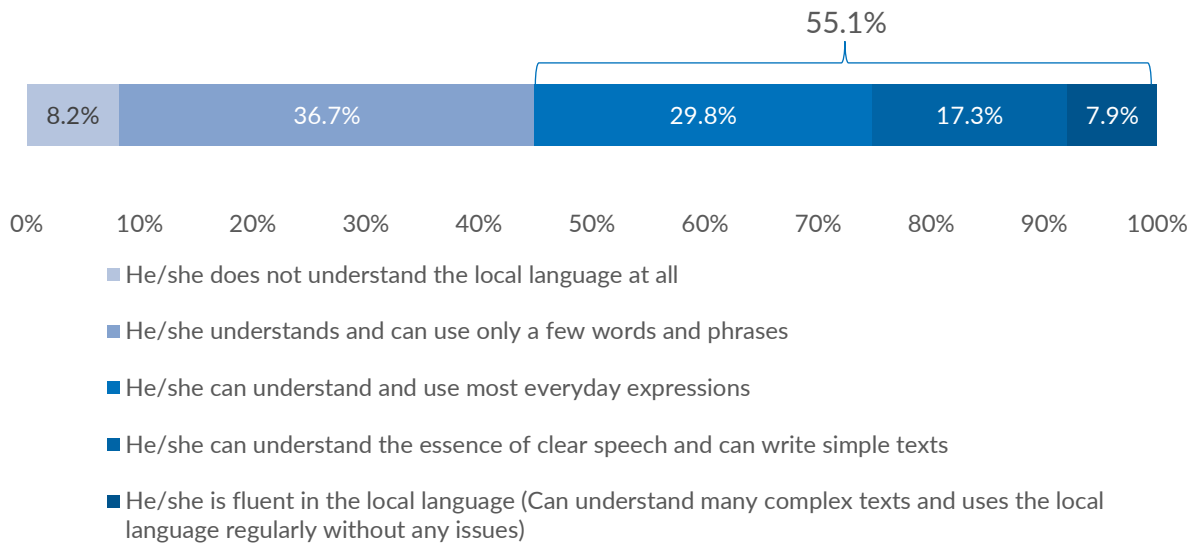
The statistical distribution shows that after arriving in Bulgaria respondents have often changed the field of work in which they are employed. Accommodation and food service activities were the main sectors to which most of the workers shifted. Those working in Information and Communication (76.7%) and Construction (73.2%) most often started working in Bulgaria in similar positions. Just over 53% of those working in education went on to do similar work in Bulgaria. 24.1%, however, went on to careers in Accommodation and food service activities. Similar trends were also observed for those working in Wholesale and retail trade, repair of

motor vehicles, where 33.3%, also started work in Accommodation and food service activities. Among those working in Financial and insurance activities, this share was 17.6%.

1.2. Bulgarian language skills

The majority of respondents rated the level of Bulgarian language proficiency in their households as good - about 55% overall. On the contrary, nearly 45% estimate that other household members have poor or no skills of Bulgarian language, with 37% emphasizing that other household members could understand and could use only a few words and phrases.

Which of the following options best describes this person's knowledge of Bulgarian?



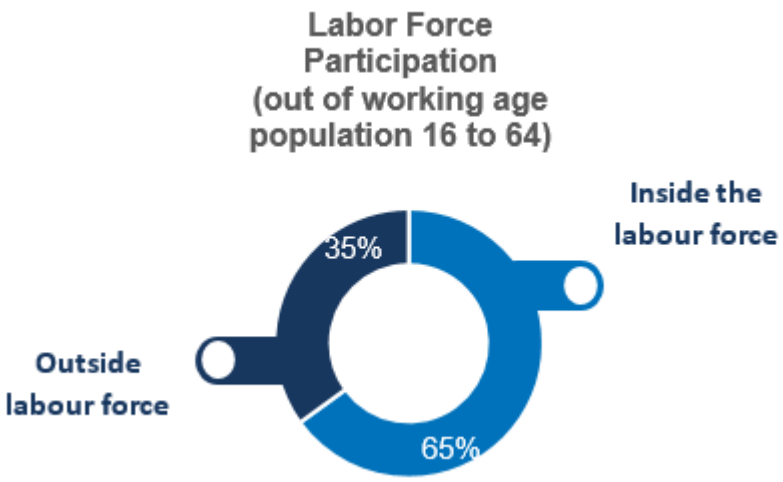
**Among HH members aged 12-64 y.o.*

Approximately 8% consider that the other household members are fluent in the local language and could understand many complex texts and use the local language regularly without any issues. Another 17% believe that the other member of their household in general could understand the essence of clear speech and can write simple texts. Nearly 30% consider that the other member of their household could understand and use most everyday expressions.

In total, about 44% share the concern that the other member of their household does not have the skills to speak Bulgarian language, of which 8% are categorical that he or she does not understand the local language at all, and another 37% - could use only a few words and phrases.

1.3. Employment

The share of people of working age who participate in the labour market is 61% with just under 4% not employed[8] at the time of the survey. Nearly 72% (71.8%) work in Bulgaria and 11.5% in Ukraine, 8.6% work in another country that is neither Bulgaria nor Ukraine. Just under 28% of those not in employment (4%) have a bachelor's degree and 15% have a master's degree. Although with a small statistical difference, refugees who are not employed in Bulgaria are more often men (4.1% vs. 3.5%).



Refugees outside the workforce[9] are 35%. Just under 12% of them are retired, and 12.6% are students. The highest proportion are those engaged in household or family responsibilities (50.2%). Women are more often out of the workforce (39% vs. 25.8%).

65.4% of refugees in Bulgaria were employed in the country in in-person employment and 3.4% were employed remotely. 3% indicated that they were employed in a hybrid form. The proportion of refugees working remotely for an employer located in Ukraine was 11.5%.

The share of young people who are not in education, training or employment (NEET) is 13%. According to the data, most of these young people were students before coming to Bulgaria (50%) or were engaged in professional training (14%). Although the statistical cumulations are too small to draw a firm conclusion, the young people who were not studying or working in either Bulgaria or Ukraine were engaged in household responsibilities, had long-term illnesses and were engaged in their own businesses.

13% of youth (16 to 24) are Not in Education, Training or Employment (NEET)

Just over a third of young people who are not in education, training or employment have a chronic illness, while among the rest this proportion is approximately three times lower. Among them, the proportion of those who had a health problem that required health care in the last 30 days was approximately twice as high (27%).

[8] Of working-age who were not employed during the past week (as per the definition above), who looked for a paid job or tried to start a business in the past 4 weeks, and who are available to start working within the next 2 weeks if ever a job or business opportunity becomes available.
[9] Working-age individuals (who were not employed during the past week, and who either cannot start working within the next 2 weeks if a job or business opportunity becomes available, or did not look for a paid job or did not try to start a business in the past 4 weeks.

However, it should be noted that they did not have a more serious problem with accessing health care than the others.

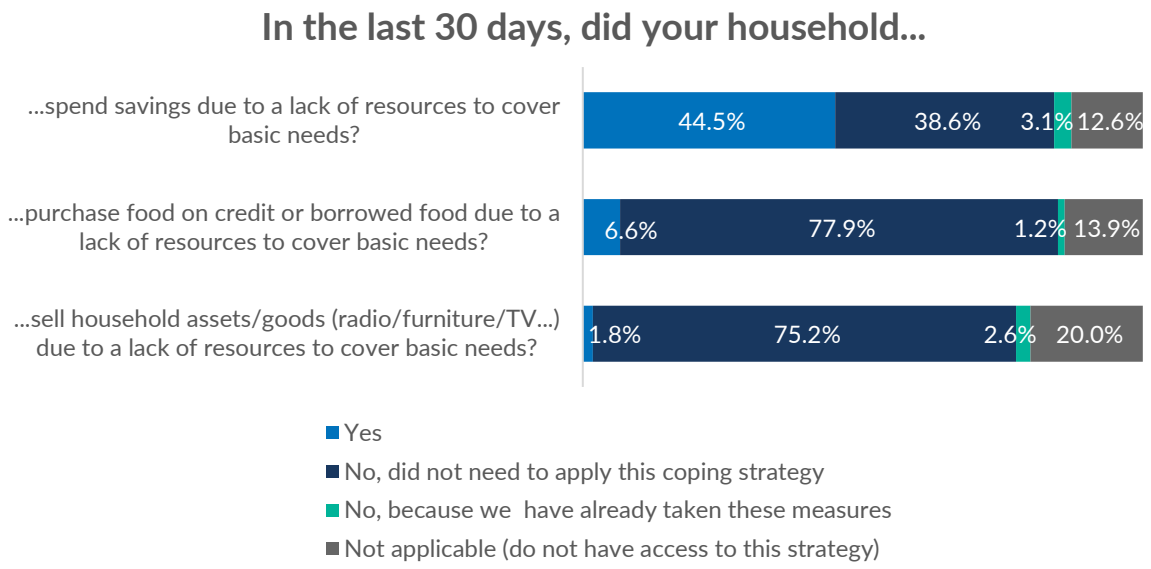
1.4. Challenges for finding work

One fifth of respondents trying to find a job still mention that the lack of knowledge of local language is a barrier for them to enter the labour market (22%). The proposed salary amount is a concern for 18% of people (who mention that they cannot find a job with a decent pay). Flexibility of proposed positions is a challenge for 11% of refugees. Related to this is the answer of 9% of people who mentioned that they need to take care of other household member(s) or another 4% who mention lack of access to childcare services. Only 8% mention a skills mismatch, while 6% face barriers related to their age. Of the remaining, 3% refer to education, skills recognition, which probably includes specific jobs and regulated professions.

1.5. Resources and Stress

44.5% of households spent from their savings to cover basic needs in the last 30 days

In the last 30 days, almost half of households have spent from their savings to cover basic needs (44.5%). Those living in urban areas resorted to this measure significantly more often. The data shows that among those spending from their savings, there are the highest proportions living in Collective sites (accommodation centre, transit centre etc.) and Hotels/hostels.

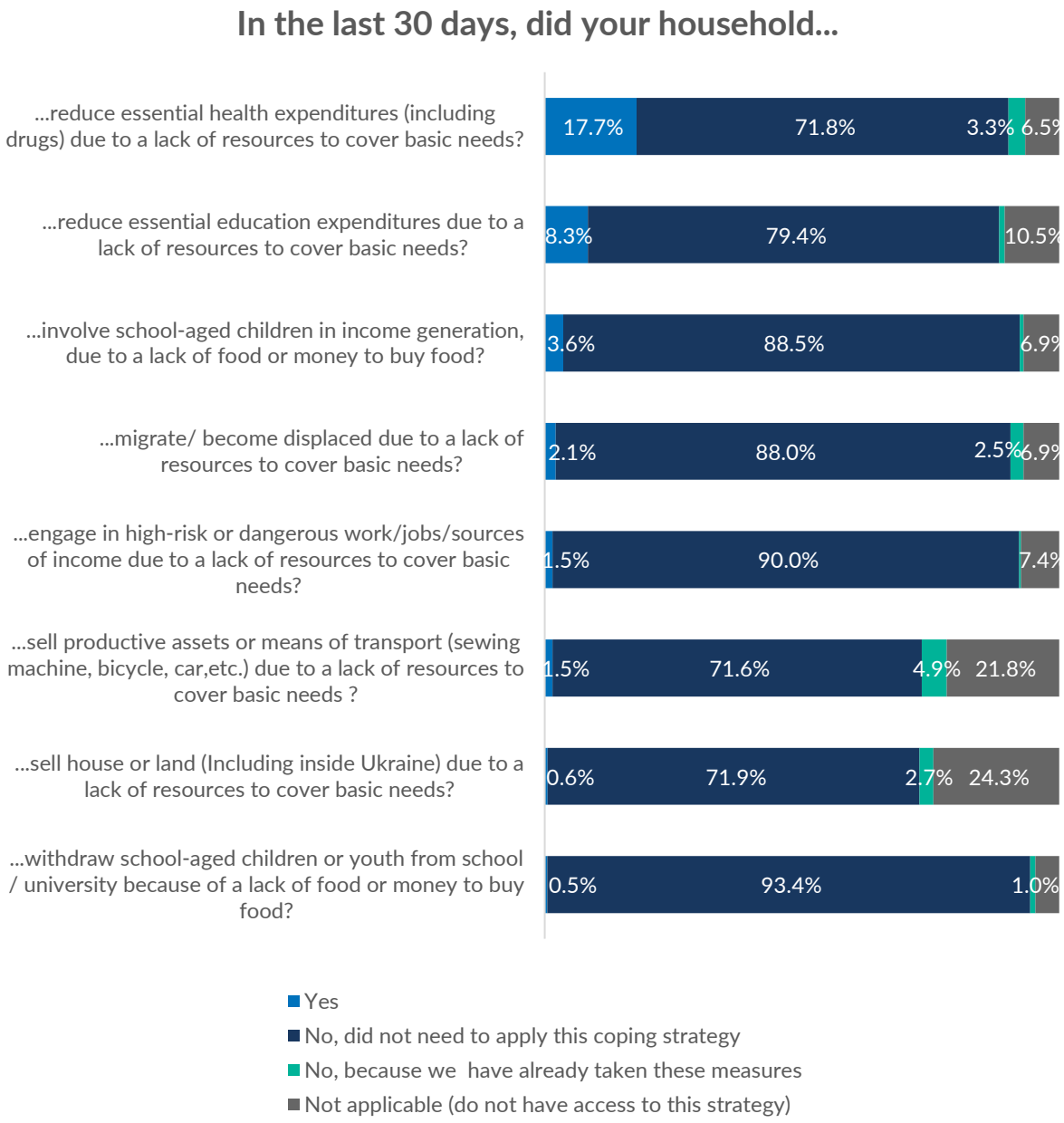


It was relatively rare for households to buy food on credit or on borrowed money due to lack of resources for basic needs (6.6%), however the percentage should be considered carefully due to the sensitivity of the topic. Those housed in a government program reported that their household was in this situation approximately twice as often (10.3%). Nearly 17% of households that borrowed or had credit to buy food had sold household assets/goods in the last 30 days or longer ago.

Just under 2% reported that their household had to sell household assets/goods in the last 30 days. Respondents between the ages of 18 and 25 (3.3%) and those living outside government programs (2%) were relatively more likely to report that their household was in this situation.

1.6. Crisis

The main crisis measures that households have taken in the last 30 days are reducing important health expenditures, such as buying medicines. 17.7% of Ukrainian families in the country had to undergo such deprivations. Respondents over the age of 60 were most likely to say that their households had made such savings (28.4%), while among those aged 26-59 the proportion was twice as low (14.8%). Reductions in health expenditures also occurred more frequently in the households of those housed in government programs (24.1% vs. 15%) and those living in rural areas (25.3% vs. 16.6%).



Just over 8% of respondents said that their households had to reduce essential education expenditures due to a lack of resources to cover basic needs. Such a response was given most often by persons aged between 18 and 25 years and accommodated in an urban environment. Those housed outside of a government program were relatively more likely to report that their households had to reduce education expenditures.

In addition to cutting back on education, it has been relatively common for school-age children to be engaged in work activities in order to increase family income. The proportion of households in which school-age children had to engage in earning is 3.6%. Among those living in rural areas, this had happened more than 30 days ago (1.7%), while among those living in urban areas, this had happened both in the last 30 days (0.6%) and more than that (0.9%).

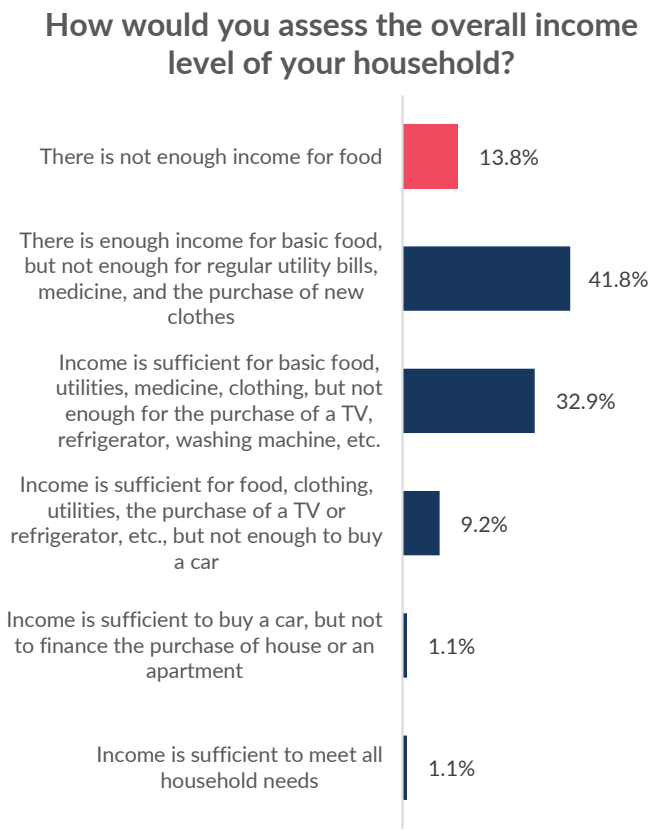
The other strategies to deal with the lack of resources to cover basic needs have rarely happened in the last 30 days. However, when combining cases where the measure was taken recently and over a longer period of time ago, some coping approaches are evident that were used more frequently by those in need. 6.4% indicated that their household had sold productive assets or means of transport (sewing machine, bicycle, car, etc.) due to a lack of resources to cover basic needs (such as food, shelter, health, education, etc.). Additionally, 5.1% had withdrawn school-aged children or youth from school/university, a 4.6% had migrated/ become displaced. 3.3% had sold house or land. The lowest proportion have had to engage in high-risk or dangerous work/jobs/sources of income (1.9%).

2. Economic capacity

2.1. Income

The majority of households are able to cover their basic food needs, but find it difficult to pay regular utility bills, medicine, and the purchase of new clothes (42%). For one third all basic expenses are covered without difficulties, but they do not have enough to purchase home appliances. Those who face more serious difficulties and do not have enough income for food are 14%, with approximately a quarter of them have no income at all and around 50% receive social protection benefits from Ukraine government.

Those living in rural environments are significantly more likely to find themselves in a financial situation that does not allow them to cover regular utility bills, medicine, and the purchase of new clothes (55.4% vs. 38.9%). Among those living in rural areas, the proportion of those who do not have enough income to provide food is also higher (21.1% vs. 12%).



Just under 9% (8.6%) of households have no income.

The majority of households rely on support from a family member in Ukraine (39%) who is supporting the household financially.

The other main source for refugees from Ukraine is salary from employment in Bulgaria (33.8%). In Bulgaria, 10.6% of surveyed households rely on part time employment, while 8% depend on self-employment. Remote employment is a common form of employment for refugees from Ukraine. Among households, 10% rely on remote employment in Ukraine, while other 8% rely on other types of remote employment. Social protection benefits are mainly from the Ukrainian government (25% rely on them), while only 1% of households rely on social benefits from the Bulgarian government.

2.2 Social Protection Benefits

Approximately 1% declare the sources of their household income in the last 30 days (or since arrival if it was less than 30 days ago) is by social protection benefits from the Bulgarian government. Almost half of them prefer not to say which social protection benefits they have received from the Bulgarian government. As social protection benefits received from the Bulgarian government in the last 30 days, are mentioned disability benefit, accommodation allowance, other vulnerability benefit, and other sources.

In the last 30 days Which social protection benefits do you receive from the Bulgarian government?	Base: All	Base: Those who declare they received social protection benefits from the Bulgarian government on q31.2
Disability benefit	0.3%	25.0%
Accommodation allowance	0.2%	16.7%
Other vulnerability benefit	0.1%	8.3%
Other source	0.1%	8.3%
Prefer not to say	0.5%	41.7%

**Among respondents who say they receive social protection benefits from Bulgarian government on q31.2. What are the sources of your household income in the last 30 days, or since arrival if it was less than 30 days ago?*

Approximately 25% declare the sources of their household income in the last 30 days (or since arrival if it was less than 30 days ago) is received by social protection benefits from the Ukrainian

government. The majority highlight that social protection benefits received from the Ukrainian government is an old-age pension. They represent one-fifth of the study population or about 81% of all those who received social protection benefits from the Ukrainian government. The mentioned other social protection benefits, received from the Ukrainian government, are also disability benefits and parental benefits.

In the last 30 days Which social protection benefits do you receive from the Ukrainian government?	Base: All	Base: Those who declare they received social protection benefits from the Ukrainian government on q31.2
Old-age pension	20.1%	80.8%
Disability benefit	3.3%	13.2%
Parental benefit	2.9%	11.7%
Other vulnerability benefit	0.5%	1.9%
Other Ukrainian government benefit	0.4%	1.5%

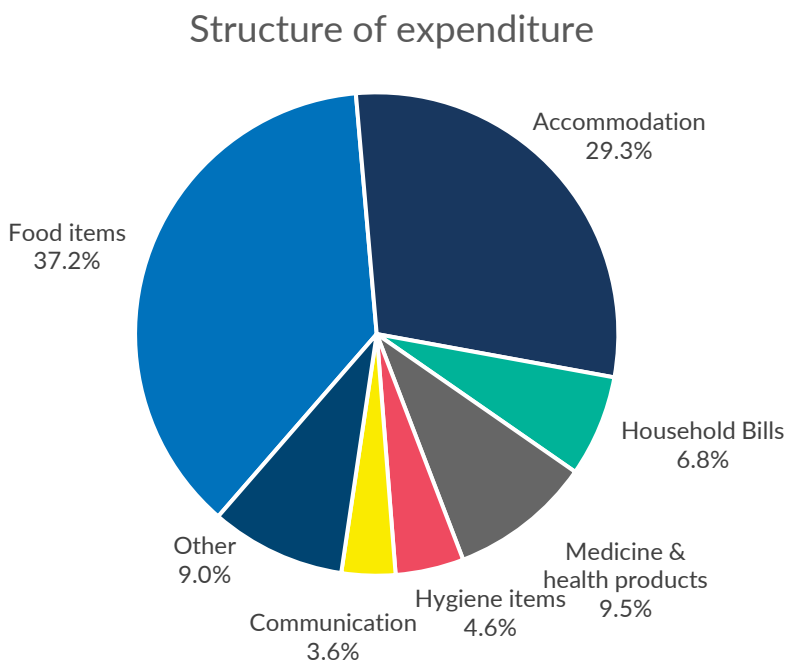
**Among respondents who say they receive social protection benefits from the Ukrainian government on q31.2. What are the sources of your household income in the last 30 days, or since arrival if it was less than 30 days ago?*

Among those who state their household received old-age pension as a social protection benefit from the Ukrainian government in the last 30 days, the average amount is appr. 5500 Ukrainian hryvnia (Mean: 7180.28; Median: 5500.00; Mode: 4000).

Among those who state their household received a social protection benefit from the Ukrainian government in the last 30 days, but other than old-age pension, the average amount is appr. 3000 Ukrainian hryvnia (Mean: 4449.35; Median: 3000.00; Mode: 9999). They represent appr. 4.8% of the entire study population.

Among those who mention at least on example of social protection benefit, covered by social protection floors/systems in Bulgaria, a relatively high level of satisfaction prevails. Approximately 1% declare their household received social protection benefits from the Bulgarian government, and slightly more than half of them is satisfied with the level of support overall.

2.3. Expenditure[10]



The biggest expenditure for refugees from Ukraine is food. It consists of 37% of the total expenditure of households and is 550 BGN (306 USD) per household. The other expenditure that is weighting approximately one third is accommodation. The average money spend for accommodation is 430 BGN (239 USD) per households.

In addition to share of expenditure and average money spend for different components, it is important to know how many households have some of expenditures. For example, two thirds of households pay for medicine and health products monthly (the average money spent in BGN is 140 BGN or 78 USD)). In addition to that, 44% spend for health services for the last 6 months and the average money spent is 260 BGN (145 USD). For a year the expenditure for education is very disperse – 27% of households that have education expenditure spend less than 100 BGN (56 USD), while other 30% spend more than 1000 BGN (56 USD). 34% spend between 1001 (557 USD) and 500 (278 USD) while between 501 (279 USD) and 999 (556 USD) are 9% of households. This shows that this is the expenditure that different households plan in a very different way, depending on their income and financial status, extracurricular activities attended and educational plans.

Only 5% of household reported having a debt (55 BGN or 31 USD on average). A quarter of those that need to pay debts pay more than 1000 BGN (557 USD) in the last 6 months.

2.4. Debt

The share of households that own debt in Bulgaria is small (2%) and the amount own in total on average is 1540 BGN. The money refugees' households own in Ukraine is 51 350 hryvnias. The share of households that have a debt in Ukraine is 4%.

2.5. Affordability of goods and services

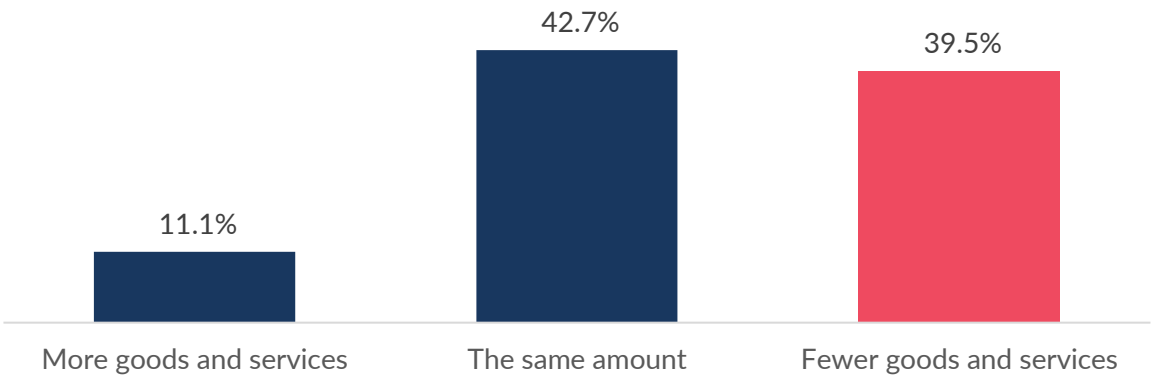
Surveyed households were not unanimous in their opinions about the amount of goods and services they can afford compared to their first months in Bulgaria. The main opinions indicate

[10] The expenditure are groups as follow: Food items, Accommodation in Bulgaria (rent, mortgage, etc.), Household Bills (includes Electricity, Water, Gas etc.), Medicine & health products, Hygiene items, Communication (internet, mobile phone bills, phone calls etc.), Other (including transports, tobacco, alcohol, entertainment & any type of other expenses)

that the amount of what Ukrainians can afford in the country has not increased. About 43% think they now afford the same amount of goods and services, and 39.5% think they afford less compared to their first months after arrival.

Only 11.1% indicated that they now afford more, and such opinions were expressed more often by Ukrainians aged under 25. women and those living in rural areas. The share of refugees from Ukraine who can afford more (4.4% in 2023) or the same amount of goods (34.8% in 2023) increases compared to the 2023 data.

Compared to your first months in Bulgaria, do you think you can now afford more goods and services, the same, or fewer goods and services?



Young people aged between 18 and 25 are approximately twice as likely to say they can currently afford more goods and services (21.1%) compared to those in the 26-59 age group. Among Ukrainians aged 60+ this share is the lowest (5.5%). According to the obtained data, nearly 60% of those accommodated in government programmes indicated that they receive fewer goods and services, while among those accommodated outside government programmes the share is slightly over 31%. There is a correlation between being allowed more goods and services and having full time employment in Bulgaria. Among those receiving more since arriving in the country, the share of those working in Bulgaria (30+ hours) is the highest at 57.1%. On the other hand, among those indicating that they currently receive fewer goods/services the share of those relying on social protection benefits from Ukraine government prevails. Among those who believe that they already receive fewer goods and services, those working full-time in the country are significantly fewer (20.6%), with a major share of them indicating that they receive income from social protection benefits from Ukraine government (37.1%).

Respondents who believe they can afford more or the same amount of goods and services are approximately twice as likely to have bank accounts or an account at a formal financial institution in Bulgaria. It is also more typical for them to have savings to serve in case of emergency.

2.6. Bank account

The share of respondents in the country with a bank account or account at a formal financial institution in Bulgaria, either by themselves or with someone else is 45.6%. 0.3% indicated that they did not know whether they had such accounts, and 1.2% chose not to answer.

52.9% of Ukrainian citizens currently don't have a bank account or account at a formal financial institution in Bulgaria, either by themself or with someone else

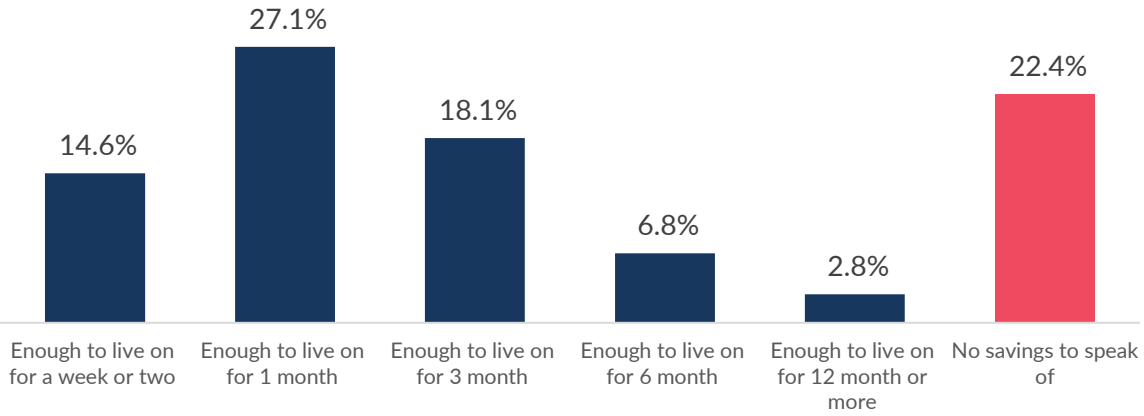
Those placed outside of a state program were significantly more likely to have similar accounts (56%). Just over 76% of those assisted by the government for their accommodation do not use the services of financial institutions in Bulgaria.

The survey shows that Ukrainians aged between 26 and 59 years already use the services of Bulgarian banks more often (56.3%) compared to other age groups. Slightly more than 41% of Ukrainians aged 18 to 25 use the services of formal financial institutions in Bulgaria, while among the elderly aged over 60 this share is 19.2%. The data also show that those living in urban areas are significantly more likely to already use such services in the country (51.2% vs. 20.5%).

2.7. Savings

When asked on savings, respondents most often reported having financial means with which they could live for a month in case of an emergency (27.1%). Just over 18% have savings for three months, and 14.6% only for a week or two. The lowest proportions of people have savings they could live on for 6 months (6.8%) and years or more (2.8%). According to the obtained data, the share of respondents without any saved money in case of emergency is 22.4%.

How would you characterize the amount of savings that your household posesses (in case of emergency)?



*Missing percentages are on account of "Don't know" and "Refuse to answer"

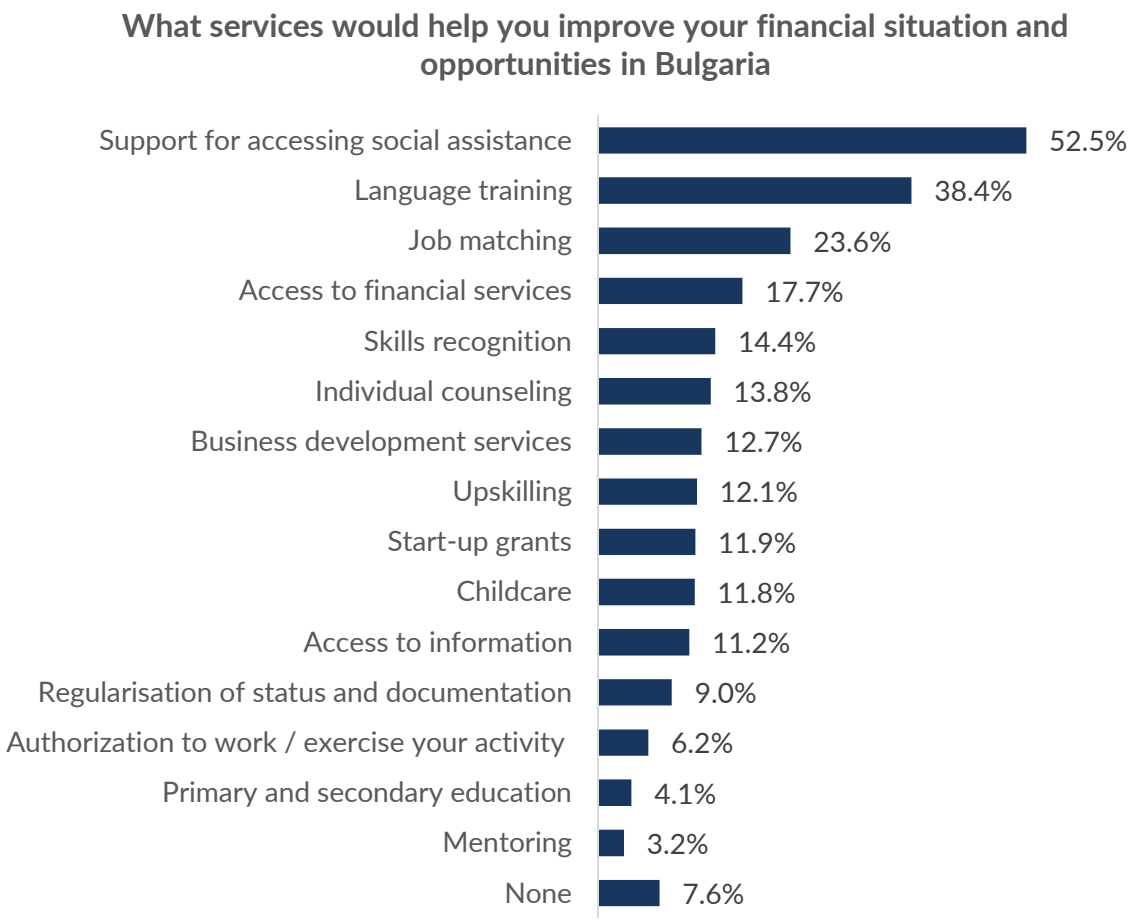
A third of respondents aged 60 and over say they have no savings. With an overall percentage of 45%, Ukrainians in this age group indicate that their savings would be enough to live on for two weeks (21%) or a month (23.2%). Only about 12% have enough savings to live on for three months. Younger people are more likely to have savings that would secure their lives for longer.

How would you characterize the amount of savings that your household possesses? Enough to... (in case of emergency)

Row %		... live on for a week or two	... live on for 1 month	... live on for 3 months	... live on for 6 months	... live on for 12 months or more	No savings to speak of
Age	18-25	12.2	33.3	22.2	5.6	2.2	12.2
	26-59	12.5	27.7	20.1	8.2	3.4	19.5
	60+	21.0	23.2	11.4	3.7	1.5	33.2
Accommodation	Out of government program	10.7	26.6	20.0	8.6	3.9	19.7
	Government program (full or partial)	24.1	27.8	14.1	2.8	0.3	28.8

2.8. Support services

Respondents are strongly united around the opinion that they could receive support for improving their financial situation and opportunities in Bulgaria. The most frequently mentioned need is help with access to social assistance (52.5%). The need for language trainings is also often mentioned (38.4%). These types of support were highlighted as most needed by all age groups. However, it should be noted that among Ukrainian citizens over the age of 60. the answers are significantly more strongly united around the need for support for accessing social assistance, at the expense of familiarity with the local language.



About a quarter indicated that support in finding a job would help them improve their financial situation (23.6%), with recognition of skills acquired in Ukraine being relatively often mentioned as a key support (14.4%). Both are most often cited as necessary by Ukrainians between the ages of 26 and 59. According to the data obtained, among Ukrainian citizens between the ages of 18 and 25. the need for recognition of skills is significantly weaker than among those aged up to 59. At the same time, the need for individual counselling is pointed out significantly more often.

About 13% need business development services, 12.1% would benefit from upskilling, 11.9% from start-up grants, 11.8% from childcare, and 11.2% from access to information. A little under 10% need regularization of status and documentation. Relatively less often it is indicated that authorization to work or exercise their activity in Bulgaria (6.1%), primary and secondary education (4.1%) and mentoring (3.2%) will help to improve the financial situation and opportunities.

Although those accommodated under a state program and those outside it shows similar desires for support in improving their financial situation, it is noticeable that among those living without state support, upskilling, access to information and start-up grants are more often desired. Those accommodated under a state program are significantly more often united around the statement that their financial situation and opportunities for realization will improve if they receive support for accessing social assistance (67.2% versus 46.3%) while the desire for language training is relatively equal (36.9% vs. 39.1%).