Ukraine – Area-based assessment in conflict-affected area (Mykolaiv city)

Key informant (KI) interviews tool

**Service providers**

|  |  |  |  |
| --- | --- | --- | --- |
| **General information** | | | |
| 1. **Interviewer’s ID** |  | | |
| 1. **Date of interview** |  | | |
| 1. **Interview start time** |  | 1. **End time** |  |
| 1. **Sector representing KI and the name of the facility** | Select one: Education/ Healthcare/ Social | | |
| 1. **KI’s position** |  | | |
| 1. **KI’s gender** |  | | |

Instructions to interviewer(s)

* Questions must be read out and communicated clearly. If there is some specific vocabulary which may be unclear, please provide a definition for the purpose of the exercise.
* **Probing questions** should be used to clarify what participants have said and to get more detailed information on the topic of interest. Do not read the probing questions along with the main questions to the participants, but as follow-up questions. Feel free to adapt them as needed.

Introduction (2 minutes)

Welcome and thank you for agreeing to be interviewed. The interview will take no more than 1 hour. My name is \_\_\_\_\_. I am part of the REACH Assessment Team.

**We would like to talk to you about the public services sector in which you work and the impact of the escalation of the hostilities on this sector from 24 February 2022.** The discussion will cover the impact of the escalation on the activities and priorities of local authorities in maintaining the functionality of public and social services, the needs and capacities of service providers, focusing on services used mainly by women and children, issues of rapid recovery and sustainable solutions for local authorities to provide social services. services in the city.

Please note that everything you tell us will be kept confidential. Your name will not be mentioned in any of the documents of this assessment.

You are free to decide whether you want to answer questions or not once the interview starts. If you choose to stop the interview or to skip any questions, it will have no negative impacts whatsoever on your ability to access services from any agency. Please feel free to ask me any questions now, or at any point during the discussion.

**Do you agree to participate in this survey?**

Yes.

Questions

*Note for the interviewer: when asking a question, name exactly the sector that the respondent represents (education, healthcare or social). Also, please, ask the main questions first, note the answers to closed questions and then ask open-ended questions in probes.*

|  |  |  |
| --- | --- | --- |
|  | **Main questions** | **Probes** |
|  | **General capacity to maintain activities** | |
| **1.** | **Compared to the situation before 24 February 2022, how has the capacity of the facility to provide services changed? (refer to specific sector KI is working in: social, education, healthcare)**   * Significantly decreased. * Moderately decreased. * Remained similar. * Moderately increased. * Significantly increased.   **Why?** | **Has this capacity fluctuated over the past year? Why?**  *E.g., it was difficult at first, and eventually got better;*  *OR it worked for some time, but now it is getting harder.* |
| **2.** | **Did you start providing new services since 24 February 2022? Which ones? Why?** | Did you change your modalities of intervention (e.g., remote working, service provision in bomb shelters)? |
|  | **Internal capacity** | |
| **3.** | **What are the things you need more of to provide services fully?**   * Funds. * Human resources. * Equipment. * Premises. * Bomb shelter capacities. * Transportation means/fuel. * Visibility. * Others (please mention). | **If funds:**  Did your capacities increase/decrease since 24 February 2022? Why? Did it fluctuate recently?  **If human resources:**  Did your capacities increase/decrease since 24 February 2022? Why? Did it fluctuate recently?  Is your staff facing physical or mental exhaustion?  Does your current staff need more training/expertise? If yes, in what sector?  **If equipment:**  What equipment is key to carrying out your activities?  Can it (easily) be found in Mykolaiv? If not, why?  **If premises:**  Is the premise too small compared to the necessary capacity?  Did your infrastructure suffer from damage due to shelling?  Is your infrastructure (partially) used to host IDPs?  Do you need renovation or adaptation?  **If Bomb shelters:**  Are the bomb shelters too small compared to the necessary capacity?  Are they accommodated to provide services comprehensively?  Do you need renovation or adaptation?  For all instances of the above-mentioned elements, are you in need of assistance, if yes from whom? |
|  | **External barriers to basic service provision** | |
| **4.** | **How are the following barriers affecting your capacity to provide services?** (significantly affecting, moderately affecting, not affecting).   * shelling, * damage to infrastructure, * air alarms, * energy disruptions (electricity, heating, water), disruption of telecommunication, * overall conflict-related stress and anxiety. | **If damage to infrastructure, which facilities and where?**  Are there any other external factors affecting your work? |
|  | **Needs of beneficiaries** | |
| **5.** | **In which of the following demographics do you see an increase in demand for your service:**  - IDPs.  - Returnees.  - Non-displaced.  - Women.  - Children.  - Men.  - Older people.  - People with disabilities.  - People with chronic illnesses.  - Single parents.  - People/families with low incomes.  - Minorities. | Why is there an increasing demand?  **If Women:**What are the needs in particular? (e.g. financial assistance, employment support, childcare services, other)  **If Children specifically:**What are the needs in particular? (e.g. lack of socialization, mental-health issues, domestic violence, other)  **How do needs vary within the community? (local residents vs IDPs vs returnees)**  **How do needs vary in different rayons of the city?** |
|  | **Barriers faced by women and children** | |
| **6.** | **How are the following barriers hampering access of women and children to your services?** (significantly affecting, moderately affecting, not affecting).   * security concerns, * lack of information, * lack of transportation, * bureaucratic procedures, * financial difficulties, * language barrier, * discrimination. | How is this affecting access of women and children to your services? What could be done to reduce this barrier in your opinion?  Are there any other barriers affecting the access of women and children to your services? |
|  | **Collaboration with partners** | |
| **7.** | **Are you collaborating with any partners to provide basic services since 24 February 2022?**  - Local authorities/departments  - Humanitarian headquarters  - Regional authorities/departments  - Local CSOs and NGOs  - Volunteers’ initiatives  - International actors (IOs and UN agencies) | On what activities do you collaborate in particular?  What are the strengths and weaknesses of this collaboration?  **What additional actors and type of support are needed?** |
|  | **Risk mitigation** | |
|  | **What are the conflict-related risks (e.g., damage of critical infrastructure, influx of IDPs, conflict-related injuries) that could prevent an effective social services delivery in the city?** | What adaptive measures can be taken if the risk is materialised? |

*Thank you for participating in this interview. Do you have anything you want to add?*

Ukraine – Area-based assessment in conflict-affected area (Mykolaiv city)

Key informant (KI) interviews tool

**Local authorities**

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| --- | --- | --- | --- |
| **General information** | | | |
| 1. **Interviewer’s ID** |  | | |
| 1. **Date of interview** |  | | |
| 1. **Interview start time** |  | 1. **End time** |  |
| 1. **Name of the department of the city council** |  | | |
| 1. **KI’s position** |  | | |
| 1. **KI’s gender** |  | | |

Instructions to interviewer(s)

* Questions must be read out and communicated clearly. If there is some specific vocabulary which may be unclear, please provide a definition for the purpose of the exercise.
* **Probing questions** should be used to clarify what participants have said and to get more detailed information on the topic of interest. Do not read the probing questions along with the main questions to the participants, but as follow up questions. Feel free to adapt them as needed.

Introduction (2 minutes)

Welcome and thank you for agreeing to be interviewed. The interview will take no more than 1 hour. My name is \_\_\_\_\_. I am part of the REACH Assessment Team.

**We would like to talk to you about the public services sector in which you work and the impact of the escalation of the hostilities on this sector from 24 February 2022.** The discussion will cover the impact of the escalation on the activities and priorities of local authorities in maintaining the functionality of public and social services, the needs and capacities of service providers, focusing on services used mainly by women and children, issues of rapid recovery and sustainable solutions for local authorities to provide social services. services in the city.

Please note that everything you tell us will be kept confidential. We will not take down your name for this exercise.

You are free to decide whether you want to answer questions or not once the interview starts. If you choose to stop the interview or to skip any questions, it will have no negative impacts whatsoever on your ability to access services from any agency. Please feel free to ask me any questions now, or at any point during the discussion.

**Do you agree to participate in this survey?**

Yes.

Questions

*Note for the interviewer: when asking a question, name exactly the sector that the respondent represents (education, healthcare or social). Also, please, ask the main questions first, note the answers to closed questions and then ask open-ended questions in probes.*

|  |  |  |
| --- | --- | --- |
|  | **Main questions** | **Probes** |
|  | **General capacity to maintain activities** | |
| **1.** | **Compared to the situation before 24 February 2022, how has the capacity to provide services changed in your sector?** (refer to specific sector KI is working in: social, education, healthcare)   * Significantly decreased. * Moderately decreased. * Remained similar. * Moderately increased. * Significantly increased.   **Why?** | **Has this capacity fluctuated over the past year? Why?**  *E.g., it was difficult at first, and eventually got better;*  *OR it worked for some time, but now it is getting harder.* |
| **2.** | **Have new services appeared in your sector since 24 February 2022?**  **Which ones? Why?** | Did you change your modalities of intervention (e.g., remote working, service provision in bomb shelters)? |
|  | **Internal capacity** | |
| **3.** | **What are the things the sector needs more of to provide services fully?**   * Funds. * Human resources. * Equipment. * Premises (damage repairs or reconstruction) * Bomb shelter capacities. * Others (please mention). | **If funds:**  Did your capacities increase/decrease since 24 February 2022? Why? Did it fluctuate recently?  **If human resources:**  Did your capacities increase/decrease since 24 February 2022? Why? Did it fluctuate recently?  Does your current staff need more training/expertise? If yes, in what sector?  **If premises:**  Is the premise too small compared to the necessary capacity?  Did your infrastructure suffer from damage due to shelling?  Do you need renovation or adaptation?  **If Bomb shelters:**  Are the bomb shelters too small compared to the necessary capacity?  Are they accommodated to provide services comprehensively?  Do you need renovation or adaptation?  For all instances of the above-mentioned elements, are you in need of assistance, if yes from whom? |
|  | **External barriers to basic service provision** | |
| **4.** | **How are the following barriers affecting your capacity to provide services?** (significantly affecting, moderately affecting, not affecting).   * shelling, * air alarms, * damage to infrastructure, * disruptions to utilities (power, heating, water), * overall conflict-related stress and anxiety. | **If damage to infrastructure, which facilities and where?**  Are there any other external factors affecting your work? |
|  | **Needs of beneficiaries** | |
| **5.** | **In which of the following demographics do you see an increase in demand for the services in your sector:**  - IDPs.  - Returnees.  - Non-displaced.  - Women.  - Children.  - Men.  - Older people.  - People with disabilities.  - People with chronic illnesses.  - Single parents.  - People/families with low incomes.  - Minorities. | Why is there an increasing demand?  **If Women:**What are the needs in particular? (e.g. financial assistance, employment support, childcare services, other)  **If Children specifically:**What are the needs in particular? (e.g. lack of socialization, mental-health issues, domestic violence, other)  **How do needs vary within the community? (local residents vs IDPs vs returnees)**  **How do needs vary in different rayons of the city?** |
|  | **Barriers faced by women and children** | |
| **6.** | **How are the following barriers hampering access of women and children to services in your sector?** (significantly affecting, moderately affecting, not affecting).   * security concerns, * lack of information, * lack of transportation, * bureaucratic procedures, * financial difficulties, * discrimination. | How is this affecting access of women and children to your services? What could be done to reduce this barrier in your opinion?  Are there any other barriers affecting the access of women and children to your services? |
|  | **Collaboration with partners** | |
| **7.** | **Are you collaborating with any partners to provide services in your sector since 24 February 2022?**  - Humanitarian headquarters  - Regional authorities/departments  - Local CSOs and NGOs  - Volunteers’ initiatives  - International actors (IOs and UN agencies) | On what activities do you collaborate in particular?  What are the strengths and weaknesses of this collaboration?  **What additional actors and type of support are needed?** |
|  | **Risk mitigation** | |
|  | **What are the conflict-related risks (e.g., damage of critical infrastructure, the influx of IDPs, conflict-related injuries) that could prevent an effective social services delivery in the city?** | What adaptive measures can be taken if the risk is materialised? |

*Thank you for participating in this interview. Do you have anything you want to add?*

Ukraine – Area-based assessment in conflict-affected area (Mykolaiv city)

Key informant (KI) interviews tool

Civil society organisation

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| --- | --- | --- | --- |
| **General information** | | | |
| 1. **Interviewer’s ID** |  | | |
| 1. **Date of interview** |  | | |
| 1. **Interview start time** |  | 1. **End time** |  |
| 1. **Name of the organization** |  | | |
| 1. **KI’s position** |  | | |
| 1. **KI’s gender** |  | | |

Instructions to interviewer(s)

* Questions must be read out and communicated clearly. If there is some specific vocabulary which may be unclear, please provide a definition for the purpose of the exercise.
* **Probing questions** should be used to clarify what participants have said and to get more detailed information on the topic of interest. Do not read the probing questions along with the main questions to the participants, but as follow up questions. Feel free to adapt them as needed.

Introduction (2 minutes)

Welcome and thank you for agreeing to be interviewed. The interview will take no more than 30 minutes. My name is \_\_\_\_\_. I am part of the REACH Assessment Team.

**We would like to talk to you about your organization and the impact of the escalation of the hostilities from 24 February 2022 on your work.** The discussion will cover the impact of the escalation on the activities and priorities, as well as the needs and capacities of your organization, focusing on services/activities used mainly by women and children.

Please note that everything you tell us will be kept confidential. We will not take down your name for this exercise.

You are free to decide whether you want to answer questions or not once the interview starts. If you choose to stop the interview or to skip any questions, it will have no negative impacts whatsoever on your ability to access services from any agency. Please feel free to ask me any questions now, or at any point during the discussion.

**Do you agree to participate in this survey?**

Yes.

Questions

|  |  |  |
| --- | --- | --- |
|  | **Main questions** | **Probes** |
|  | **General capacity to maintain activities** | |
|  |  |  |
| **1.** | **Compared to the situation before 24 February 2022, how has your capacity to carry out the activities of your organization changed?**   * Significantly decreased. * Moderately decreased. * Remained similar. * Moderately increased. * Significantly increased.   **Why?** | **Has this capacity fluctuated over the past year? Why?**  *E.g., it was difficult at first, and eventually got better;*  *OR it worked for some time, but now it is getting harder.* |
| **2.** | **Did you start implementing new activities on 24 February 2022? Which ones? Why?** | Did you change your modalities of intervention (e.g., remote working, working in bomb shelters)? |
|  | **Internal capacity** | |
| **3.** | **What are the things you need more of to carry out the activities of your organization fully?**   * Funds. * Human resources. * Equipment. * Premises. * Bomb shelter capacities. * Transportation means/fuel. * Visibility. * Others (please mention). | **If funds:**  Did your capacities increase/decrease since 24 February 2022? Why? Did it fluctuate recently?  **If human resources:**  Did your capacities increase/decrease since 24 February 2022? Why? Did it fluctuate recently?  Is your staff facing physical or mental exhaustion?  Does your current staff need more training/expertise? If yes, in what sector?  **If equipment:**  What equipment is key to carrying out your activities?  Can it (easily) be found in Mykolaiv? If not, why?  **If premises:**  Is the premise too small compared to the necessary capacity?  Did your infrastructure suffer from damage due to shelling?  Is your infrastructure (partially) used to host IDPs?  Do you need renovation or adaptation?  **If Bomb shelters:**  Are the bomb shelters too small compared to the necessary capacity?  Are they accommodated to provide services comprehensively?  Do you need renovation or adaptation?  For all instances of the above-mentioned elements, are you in need of assistance, if yes from whom? |
|  | **External barriers to basic service provision** | |
| **4.** | **How are the following barriers affecting the capacity to provide activities in your organisation?** (significantly affecting, moderately affecting, not affecting).   * shelling, * damage to infrastructure, * air alarms, * energy disruptions (electricity, heating, water), disruption of telecommunication, * overall conflict-related stress and anxiety. | How is this affecting your activities? What impact does it have concretely on your day-to-day activity?  Are there any other external factors affecting your activities? |
|  | **Needs of beneficiaries** | |
| **5.** | **In which of the following demographics do you see an increase in demand for the activities of your organisation:**  - IDPs.  - Returnees.  - Non-displaced.  - Women.  - Children.  - Men.  - Older people.  - People with disabilities.  - People with chronic illnesses.  - Single parents.  - People/families with low incomes.  - Minorities. | Why is there an increasing demand?  Did new needs appear for this category? Did old needs increase?  **If Women:**What are the needs in particular? (e.g. financial assistance, employment support, childcare services, other)  **If Children specifically:**What are the needs in particular? (e.g. lack of socialization, mental-health issues, domestic violence, other) |
|  | **Barriers faced by women and children** | |
| **6.** | **How are the following barriers hampering access of women and children to your activities?** (significantly affecting, moderately affecting, not affecting).   * security concerns, * lack of information, * lack of transportation, * bureaucratic procedures, * financial difficulties, * language barrier, * discrimination. | How is this affecting access of women and children to your services? What could be done to reduce this barrier in your opinion?  Are there any other barriers affecting the access of women and children to your services? |
|  | **Collaboration with partners** | |
| **7.** | **Are you collaborating with any partners to provide basic services since 24 February 2022?**  - Local authorities/departments  - Public service providers  - Regional authorities/departments | On what activities do you collaborate in particular?  What are the strengths and weaknesses of this collaboration?  Do you need more support from them? If yes, on what exactly?  Are there any other types of partners you are collaborating with? |
| **8.** | **How would you evaluate the international response from INGOs and UN agencies to the crisis in Mykolaiv city so far?** | *Please consider whether it has been timely, effective and relevant to the needs.* |
|  | **Risk mitigation** | |
| **9.** | **What are the conflict-related risks (e.g., damage of critical infrastructure, influx of IDPs, conflict-related injuries) that could prevent an effective social services delivery in the city?** | Are there particular services which will be vulnerable to this risk? If so, which services and in what regard?  What adaptive measures can be taken if the risk is materialised? |

*Thank-you for participating in this interview. Do you have anything you want to add?*

Ukraine – Area-based assessment in conflict-affected area (Mykolaiv city)

Focus group discussion tool

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| --- | --- | --- | --- |
| **General information** | | | |
| 1. **Facilitator’s name:** |  | | |
| 1. **Note taker’s name:** |  | | |
| 1. **Date of focus group discussion (FGD)** |  | | |
| 1. **Start time of FGD** |  | 1. **End time** |  |
| 1. **Number of participants:** |  | | |

**Instructions to interviewer(s)**

* Questions must be read out and communicated clearly. If there is some specific vocabulary which may be unclear, please provide a definition for the purpose of the exercise.
* **Probing questions** should be used to clarify what participants have said and to get more detailed information on the topic of interest. Do not read the probing questions along with the main questions to the participant, but as follow up questions. Feel free to adapt them as needed.

**Introduction (2 minutes)**

Welcome and thank you for agreeing to participate in the discussion. My name is \_\_\_\_\_\_ and I work for REACH, an international NGO specializing in evaluations.

We would like to talk to you about the social services you are using, and the difficulties you face using these services from 24 February 2022. The discussion will cover the impact of war on public and social services, primarily those, used by women and children (education, healthcare, protection of children and women, mental health services, social services for large families, children with disabilities, orphans, etc.), your needs and barriers to access these services with a focus on early recovery and sustainable solutions to support social service delivery in the city.

You have been asked to participate because your point of view is important, and we want to understand your knowledge and perspectives on those *[Internally Displaced People, Local residents, Returnees] in* Mykolaiv city. There are no right or wrong answers, and we will appreciate it if you speak as openly as possible.

Please note that everything you tell us will be kept confidential. We will not take down your name for this exercise.

You are free to decide whether you want to answer questions or not once the interview starts. If you choose to stop the interview or to skip any questions, it will have no negative impact whatsoever on your ability to access services from any humanitarian agency. Please feel free to ask me any questions now, or at any point during the discussion.

**Questions**

|  |  |  |
| --- | --- | --- |
|  | **Main question** | **Probes** |
| **Overall change in lives of women and children after 24.02** | | |
| **1.** | **How has life changed for the women and children of Mykolaiv since February 24?** | How have the needs of women and children changed since February 24?  (E.g. the needs significantly increased, no means to live, housing and financial needs appeared, employment issues) |
| **Changes in public services used by women and children in the city** | | |
| **2.** | **How, if at all, would you say your experience of using public services has changed since February 24, 2022?**  E.g. services become easier/more difficult to access | Public services such as education, healthcare, social services, environmental protection, public transportation. |
| **3.** | **How have the disruptions of infrastructure (shortages of water, electricity) and public utilities impacted the access to social services?** |  |
| **4.** | **Which particular services (e.g. health, education, social services etc.) have become more difficult to access since 24 February 2022?** | What barriers are children facing accessing education services?  What barriers are women and children facing accessing healthcare services?  What barriers are women and children facing accessing social service\*?    What barriers are women and children facing accessing other services? (transportation, Internet access)  *\* Social services are actions aimed at overcoming difficult life circumstances (social support), minimizing their consequences (social service) and at prevention (social prevention). E.g. adults or children who have disabilities, incurable diseases, mental disorders, as well as families who have suffered damage as a result of fire, natural disaster, or hostilities; low-income families; orphans; children who are in residential institutions etc. Social services can be provided by state providers, public/non-governmental organizations, local business structures, and religious institutions.* |
| **Priority needs related to public services** | | |
| **5.** | **What are the specific education needs of children? Why?** | (e.g. communication with classmates, equipment) |
| **6.** | **What are the specific healthcare needs of women and children? Why?** | (e.g. medicines, psychosocial support) |
| **7.** | **What are the specific social needs of women and children? Why?** | (e.g. home-help service, financial support, timely payment of social benefits) |
| **8.** | **To what extent do the needs differ depending on the vulnerable category of women and children (taking into account gender, age, disability, etc)? Why?** |  |
| **Satisfaction with social services provided by public service providers and humanitarian actors** | | |
| **9.** | **In your opinion, to what extent have public service providers successfully met the needs of women and children in the city?** | If yes, why?  If not successful, why?  What type of services/assistance is additionally needed from public service providers? |
| **10.** | **In your opinion, to what extent have humanitarian aid actors (local and national NGOs, civil society organizations, women-led organizations, volunteer initiatives) successfully met the needs of women and children in the city?** | If yes, why?  If not successful, why?  What type of services/assistance is additionally needed from humanitarian aid actors? |

*Thank you for participating in this discussion. Do you have anything you want to add?*