# Research Terms of Reference

**UKR1705: Capacity and Vulnerability Assessment of Conflict Affected Raions in Donetsk and Luhansk Oblasts**
**REACH, Ukraine**

January 2017
v1

**REACH** Informing more effective humanitarian action

## 1. Summary

| | | | | | |
|---|---|---|---|---|---|
| **Country of intervention** | *Ukraine* | | | | |
| **Type of Emergency** | Natural disaster | X | Conflict | | Emergency |
| **Type of Crisis** | Sudden onset | | Slow onset | X | Protracted |
| **Mandating Body/ Agency** | *OFDA* | | | | |
| **Project Code** | *64DCJ* | | | | |
| **REACH Pillar** | Planning in Emergencies | | Displacement | X | Building Community Resilience |
| **Research Timeframe** | April 2018 to March 2019 | | | | |
| **General Objective** | To understand the gaps in the provision of basic services (by service providers) and the barriers to accessing these basic services (by households) in raions that have been seperated by the contact line in Donetsk and Luhansk Oblasts | | | | |
| **Specific Objective(s)** | 1. To map basic service delivery networks in raions seperated by the line of contact in eastern Ukraine<br>2. To understand gaps in basic service delivery capacities at the raion level<br>3. To understand vulnerabilities of geographic areas and population groups in terms of accessing basic services<br>4. To understand household satisfaction with access to and availability of basic services. | | | | |
| **Research Questions** | 1. What are the basic services available in cities servicing settlements close to the line of contact?<br>2. Where are these basic services located?<br>3. What are the geographical areas and populations served by these basic services?<br>4. How have these basic services been disrupted by changes in population and basic service delivery networks since the conflict has started?<br>5. What are the gaps in basic service delivery capacities in terms of meeting the needs of populations in raions separated by the line of contact? | | | | |
| **Research Type** | Quantitative | | Qualitative | X | Mixed methods |
| **Geographic Coverage** | Government controlled area of Donetsk and Luhansk Oblasts, all raions abutting the line of contact. | | | | |
| **Target Population(s)** | • Internally Displaced Persons (IDPs) and Non Displaced Persons (NDs) living in raions that abut the line of contact<br>• Service providers in raions that abut the line of contact | | | | |
| **Data Sources** | **Secondary Data:**<br>• Yandex, Open Street Map, Google Maps, Wikimapia<br>• State Statistics of Ukraine<br>• Oblast Statistical Services<br>• City statistics<br>• REACH Data (Area Based Assessment, Trend Analysis) | | | | |

| | | |
|---|---|---|
| | **Primary Data:** <br> • Key informant interviews with education, health, administrations and social services <br> • Household surveys with service users <br> • Direct observation <br> • Enumerator focus group disucssions | |
| **Expected Outputs** | 8 factsheets (one per raion studied and one comparative assessment), Assessment coverage maps, service access network maps, damage maps | |
| **Key Resources** | Assessment Officer, enumerators, GIS officer | |
| **Humanitarian milestones** | | |

| | Milestone | Timeframe |
|---|---|---|
| | Cluster plan/strategy | |
| X | Inter-cluster plan/strategy | HRP 2018 |
| X | Donor plan/strategy | HIP 2018 |
| | NGO plan/strategy | |
| | Other | |

| **Audience** | | |
|---|---|---|

| | Audience type | Specific actors |
|---|---|---|
| | Operational | |
| | Programmatic | |
| X | Strategic | ECHO and Humanitarian Country Team |
| | Other | |

| **Access** | X | Public (available on REACH Resource Centre and other humanitarian platforms) |
|---|---|---|
| | | Restricted (bilateral dissemination only upon agreed dissemination list, no publication on REACH or other platforms) |
| | | Other |

| **Visibility** | IMPACT, UNDP, OCHA, UNHCR, UNICEF and OFDA |
|---|---|
| **Dissemination** | REACH Resource Centre, SendinBlue |

# 2. Background & Rationale

In 2016, REACH with the support of OFDA conducted the first area based assessment (ABA) in Ukraine focusing on access to basic services for the 100 government controlled cities and villages along the line of contact seperating the government controlled (GCA) and non government controlled areas (NGCA) of the Donetsk and Luhansk oblasts. The assessment found that access to basic services in the assessed communities had been severely disrupted due to the disconnection between peripheries of large cities Donbas and the city centres now in NGCA.

As a result of the seperation between GCA and NGCA, settlements along the line of contact in the GCA have reorganised themselves inward towards government controlled urban centres. The networks of communities that access basic services in government controlled areas have adjusted to the reality of a disconnection with non-government controlled cities by reorganizing into new basic service units surrounding cities controlled by the Ukrainian Government.

Based on findings from the ABA, this reorganization of basic service units in Donetsk and Luhansk Oblasts increases pressure on administrative services, housing, education and health services due to multiple potential factors including: i) the departure of qualified personnel ii) the arrival of conflict-displaced populations iii) and the relocation of of administrative centres.

In order to support effective recovery and longer-term development planning it is critical to understand how the conflict has brought new challenges to service delivery in GCA urban centres, particularly with regards to the new population flows following the effective closure of large urbanized areas in the NGCA.

In 2014 Ukraine also started a major decentralization reform which will dramatically change the structure of local governance in the region, aggregating governing councils over different geographies and changing the processes by which local governments provide services. Local government actors will require up-to-date and accurate data about the pressures facing service providers to take efficient control of decentralized service provision bodies.

# 3. Research Objectives

This study has the following general research objective:

- To understand the gaps in the provision of basic services (by service providers) and the barriers to accessing these basic services (by households) in raions that have been seperated by the contact line in Donetsk and Luhansk oblasts

The three specific objectives of the research will be:

1. To map basic service delivery networks in raions seperated by the line of contact in eastern Ukraine
2. To understand gaps in basic service delivery capacities at the raion level
3. To understand vulnerabilities of geographic areas and population groups in terms of accessing basic services
4. To understand household satisfaction with access to and availability of basic services.

# 4. Research Questions

This study will be guided by the following research questions:

1. What are the basic services available in cities servicing settlements close to the line of contact?
2. Where are these basic services located?
3. What are the geographical areas and populations served by these basic services?
4. How have these basic services been disrupted by changes in population and basic service delivery networks since the conflict has started?
5. What are the gaps in basic service delivery capacities in terms of meeting the needs of populations in raions separated by the line of contact?

# 5. Methodology

## 5.1. Methodology overview

This study will start with a neighbourhood and service mapping exercise using geospatial data provided by the main mapping services available in Ukraine (Yandex, Google Maps, and Open Street map). Secondary geospatial data will be confirmed and validated through direct field observations from REACH enumerators to check the location and status of key service provision facilities including (electricity, heating, water, housing, education, health, markets, social and administrative services). Contact information will be collected and validated during the field observations to ensure that REACH has an accurate database and map of all critical services in the main urban centres of the GCA of Donetsk and Luhansk Oblasts. A secondary data review exercise will take place to see what type of data is available that can quantify changes in service delivery capacities between 2013 and 2016 (i.e. # of pupils in schools, electricity and heating consumption, # of patients…). For data that will not be available through secondary data REACH will conduct key informant interviews with representatives of each service provider/retailer to gather information about the nature of services provided, pressures on service providers, changing service access dynamics, facility infrastructure and suitability, and barriers to service provision and user access.

The service delivery analysis will be followed by a quantitative and qualitative investigation of service/market demand by conducting HH surveys and focus group discussions with service users in each neighbourhood of the surveyed region. This primary data collection effort will explore perceptions of service usage changes since 2013.

The assessment will then compare pre-and post-conflict levels of service delivery and demand to identify specific sectors that have experienced significant changes in outputs/demand since 2013 in order to identify systems that are now under stress in terms of delivering services to the local populations.

## 5.2. Population of interest

The populations of interest in this study are defined as:

- IDP and ND populations living in raions that abut the line of contact
- Service providers in raions that abut the line of contact

## 5.3. Secondary data review

Prior to collecting primary data, a review of facilities that provide basic services (defined in this study as education facilities, health facilities, social service providers, food/non-food item (NFI) markets, financial services and administrative services) will be conducted to determine the location and catchment area of each facility in the raions abutting the line of contact. This review will assist in mapping the current capacity of settlements in the basic service unit, and will aid in identifying facilities in which to conduct key informant interviews (KII).

The following data will be used to conduct the service mapping:
1. Ministry of Education website
2. Ministry of Health website
3. Ministry of Social Policy website
4. Yandex, Google maps, Open Street Map, Wikimapia
5. City council's website

## 5.4. Primary Data Collection

**Key informant interviews – Service Providers:**

For all indicators that are not available from secondary data sources REACH will conduct key informant interviews with representatives of the main service providers to measure changes in service delivery outputs since 2013. This will be done through semi structured interviews collecting data on core indicators and qualitative measures of changes in service delivery. Key informants in administrative services, education, health care and social services will provide data service provision as well as on current and pre-conflict catchment areas.

**Household Survey:**

The household survey will explore perceptions of residents in terms of changes in service delivery outputs compared to pre-conflict perspectives. The survey will use a stratified random sampling approach with a 90% confidence interval and 7% margin of error stratified by i) raion, ii) proximity to the line of contact (outside or within 5km area of raions along the line of contact) and iii) urban or rural settlement. The household questionnaire will focus on household satisfaction with service provision, changes in service access geographies and catchment areas, as well as identifying which households are most vulnerable to barriers to access.

Due to the ongoing severity of the conflict in several geographic areas, randomly selected households may be located in communities that may not be accessible due to safety concerns for enumerators. In the case that safety and security staff recommend that a randomly selected community be excluded, this community will be removed from the random sample generator and new settlements will be selected. The sampling will be designed around the size of the settlements and their proximity to the contact line based on the following stratums:

| Stratum 1 | Stratum 2 | Stratum 3 | Surveys |
|---|---|---|---|
| *Yasynuvata Raion* | 5km area | Urban | 145 |
| | | Rural | 142 |
| | Non 5km area | Urban | 142 |
| | | Rural | 143 |
| *Popasna Raion* | 5km area | Urban | 139 |
| | | Rural | 139 |
| | Non 5km area | Urban | 139 |
| | | Rural | 139 |
| *Bakhmut Raion* | 5km area | Urban | 139 |
| | | Rural | 139 |
| | Non 5km area | Urban | 139 |
| | | Rural | 139 |
| *Marinka Raion* | 5km area | Urban | 139 |
| | | Rural | 139 |
| | Non 5km area | Urban | 139 |
| | | Rural | 139 |
| *Toretsk Raion* | 5km area | Urban | 139 |
| | | Rural | 139 |
| | Non 5km area | Urban | 139 |
| | | Rural | 139 |
| *Volnovakha Raion* | 5km area | Urban | 139 |
| | | Rural | 139 |
| | Non 5km area | Urban | 139 |
| | | Rural | 139 |
| *Stanytsa Luhanska Raion* | 5km area | Urban | 139 |
| | | Rural | 139 |
| | Non 5km area | Urban | 139 |
| | | Rural | 139 |
| **Total** | | | **3,908** |

**Direct Observation by Enumerators:**

For all facilities in which enumerators conduct KIIs, as well as essential service facilities that will be excluded from KII sampling (for postal facilities both government and private, pharmacies, transport hubs, markets and shops) enumerators will complete a brief observational questionnaire about the physical infrastructure of facilities as well as the services offered by each facilities. This brief questionnaire will provide data about the variation in types of facilities and services offered at each, as well as the number of facilities that are currently non-functional.

**Focus Group Discussions with Enumerators:**

Following each day of field data collection, enumerators will meet and conduct a debrief of their data collection as well as a focus group discussion about their direct observations of the communities that were surveyed as well as their observations of survey participants and KIIs. these FGDs will provide additional qualitative and comparative data about the security situation, infrastructure/damage, access to services, the data collection process, as well as any anecdotal stories from the day's data collection.

## 5.5. Data Analysis Plan

Secondary data will be analysed by REACH staff prior to conducting primary data collection to identify gaps and needs for the primary assessment. This gap analysis will include analysis of the comparability of data collected by the various

humanitarian actors, including REACH data.  Primary data will be analyzed by REACH staff using similar data analysis methodologies as the IAVA report, to allow for consistency in indicator measurements across the two reports.

Primary data from both household interviews KIIs will be entered into Excel instantaneously from ODK. During primary data collection, REACH Assessment Officer will review data daily to ensure collection methodology is being followed by enumerators and investigate any extreme outliers or other problematic data, including ensuring the sampling methodology is being carried out in accordance with the sampling plan. The Assessment Officer will keep a log of any changes, including cleaning of data. Data from household interviews and KII will be analysed in Microsoft Excel and SPSS. FGDs with ennumerators will be transcribed, translated and analysed for thematic trends in Excel.

# 6. Product Typology

**Table 1: Type and number of products required**

| Type of Product | Number of Product(s) | Additional information |
|---|---|---|
| Factsheets | 9 | 8 raion-level factsheets with analysis of their cachement areas and an overview document comparing results between the 8 surveyed areas. |
| Presentation | 1 | To be presented at relevant forums |
| Map | 64 | 8 maps for each raion (4 x 8) |

# 7. Management arrangements and work plan

## 7.1. Roles and Responsibilities, Organogram

**Table 2: Description of roles and responsibilities**

| Task Description | Responsible | Accountable | Consulted | Informed |
|---|---|---|---|---|
| Indicator index | Research Assistant | Assessment Officer | Country Focal Point, Headquarters | |
| Secondary Data Review | Assessment Officer | Assessment Officer | Country Focal Point | |
| Questionnaire adjustment | Assessment Officer | Country Focal Point | | |
| Pilot | Assessment Officer | Assessment Officer | | |
| Data Collection | Area coordinator | Area Coordinator | Country Focal Point | |
| Data Cleaning | GIS Officer | GIS Officer | Headquarters | |
| Data Analysis | Data Analyst | Data Analyst | Headquarters | |
| Reporting | Assessment Officer | Assessment Officer | Country Focal Point | |
| Draft Review | Country Focal Point | Country Focal Point | | |
| Report Validation | | | Headquarters | |

**Responsible:** *the person(s) who execute the task*
**Accountable:** *the person who validate the completion of the task and is accountable of the final output or milestone*
**Consulted:** *the person(s) who must be consulted when the task is implemented*
**Informed:** *the person(s) who need to be informed when the task is completed*

7.2. Resources: HR, Logistic and Financial
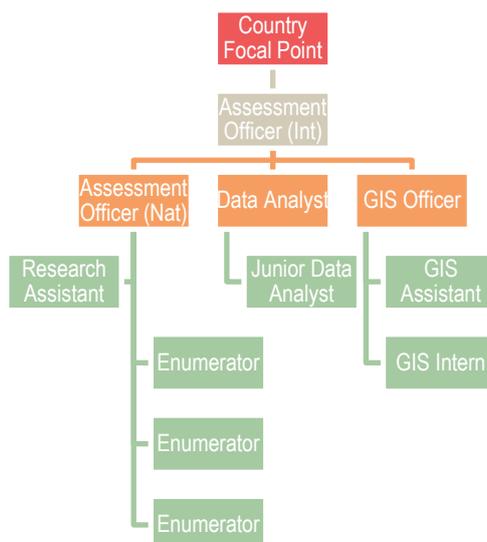


## 7.3. Work plan

| | Nov | Dec | Dec | Jan | Jan | Feb | Feb | Mar | Mar | Apr | Apr | May | May |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| *Research Design* | ■ | ■ | | | | | | | | | | | |
| *Data Analysis Plan* | | ■ | ■ | | | | | | | | | | |
| *Mapping of basic services and markets* | | | ■ | | | | | | | | | | |
| *Building KI database* | | | ■ | | | | | | | | | | |
| *Questionnaire Design, Testing and Validation* | | | ■ | ■ | | | | | | | | | |
| *Primary Data Collection* | | | | ■ | ■ | | | | | | | | |
| *Data Cleaning* | | | | | ■ | ■ | | | | | | | |
| *Data Analysis* | | | | | | | ■ | ■ | | | | | |
| *Draft Factsheets* | | | | | | | | | ■ | ■ | | | |
| *Feedback* | | | | | | | | | | | ■ | | |
| *Second Draft* | | | | | | | | | | | | ■ | |
| *Partner Feedback* | | | | | | | | | | | ■ | ■ | |
| *Publication* | | | | | | | | | | | | | ■ |

# 8. Risks & Assumptions

**Table 3 : List of risks and mitigating action**

| Risk | Mitigation Measure |
|---|---|
| *Uptake in violence along the contact line does not allow for data collection* | Close monitoring of security development and review of plans depending on logistical constraints |
| *Lack of buy in from external stakeholders* | Clear communication of purpose and sharing of data to inform their strategic decision making |
| *Different understanding of the assessment leads to competing/unclear objectives* | Validation of the terms of reference with all key stakeholders and regular communication with partners |

# 9. Monitoring and Evaluation

**Table 4: Monitoring and evaluation targets**

| IMPACT Objective | External M&E Indicator | Internal M&E Indicator | Methodology | Focal point | Tool | Research-specific information |
|---|---|---|---|---|---|---|
| **Humanitarian stakeholders are accessing IMPACT products** | Number of humanitarian organisations accessing IMPACT services/ products<br><br>Number of individuals accessing IMPACT services/ products | # of downloads of x product from Resource Center | User monitoring | Country request to HQ | User log | Y |
| | | # of downloads of x product from Relief Web | | Country request to HQ | | Y |
| | | # of downloads of x product from Country level platforms | | Country team | | N |
| | | # of page clicks on x product from REACH global newsletter | | Country request to HQ | | Y |
| | | # of page clicks on x product from country newsletter, sendingBlue, bit.ly | | Country team | | N |
| | | # of visits to x webmap/x dashboard | | Country request to HQ | | N |
| **IMPACT activities contribute to better program implementation and coordination of the humanitarian response** | Number of humanitarian organisations utilizing IMPACT services/products | # references in HPC documents (HNO, SRP, Flash appeals, Cluster/sector strategies)<br><br># references in single agency documents | Reference monitoring | Country team | Reference log | **Humanitarian Development Nexus strategy document**<br><br>**OCHA, UNDP, WB** |
| **Humanitarian stakeholders are using IMPACT products** | Humanitarian actors use IMPACT evidence/products as a basis for decision making, aid planning and delivery<br><br>Number of humanitarian documents (HNO, HRP, cluster/agency strategic plans, etc.) directly informed by IMPACT products | Perceived relevance of IMPACTcountry-programs | Usage M&E | Country team | Usage Feedback *and* Usage Survey template | Partner usage feedback survey<br><br>*to be completed in June, 2018* |
| | | Perceived usefulness and influence of IMPACT outputs | | | | |
| | | Recommendations to strengthen IMPACT programs | | | | |
| | | Perceived capacity of IMPACT staff | | | | |
| | | Perceived quality of outputs/programs | | | | |
| | | Recommendations to strengthen IMPACT programs | | | | |
| **Humanitarian stakeholders are engaged in IMPACT programs throughout the research cycle** | Number and/or percentage of humanitarian organizations directly contributing to IMPACT programs *(providing resources, participating to presentations, etc.)* | # of organisations providing resources (i.e.staff, vehicles, meeting space, budget, etc.) for activity implementation | Engagement Monitoring | Country team | Engagement log | **1** |
| | | # of organisations/clusters inputting in research design and joint analysis | | | | 20 |
| | | # of organisations/clusters attending briefings on findings; | | | | 20 |

## 10. Documentation Plan

| Document | Name | Type | Storage |
|---|---|---|---|
| Research Terms of Reference | REACH_UKR_TOR_URBAN_Final | .docx | Ukraine online storage (Z:) + REACH resource centre |
| Data Analysis Plan | REACH_UKR_Data_ URBAN _Final | .xlsx | Ukraine online storage (Z:) + REACH resource centre |
| HH Dataset | REACH_UKR_ URBAN_ HHDataset_Final | .xlsx | Ukraine online storage (Z:) + REACH resource centre |
| KII Dataset | REACH_UKR_ URBAN_ KIIDataset_Final | .xlsx | Ukraine online storage (Z:) + REACH resource centre |
| FGD Dataset | REACH_UKR_ URBAN_ FGDDataset_Final | .xlsx | Ukraine online storage (Z:) + REACH resource centre |
| MSNA Report | REACH_UKR_Report_ URBAN _Final | .docx | Ukraine online storage (Z:) + REACH resource centre |

## 11. Annexes

1. Data Management Plan
2. Questionnaire(s) / Tool(s)
3. Dissemination Matrix
4. M&E Matrix
5. *Other (if relevant)*

## Annex 1 : Data Management Plan

| Administrative Data | |
|---|---|
| Project Name | Provision of multisector assistance in Eastern Ukraine, Ukraine |
| Project Code | 64DCJ_IAVAU |
| Donor | ECHO |
| Project partners | None |
| Project Description | The project seeks to inform humanitarian stakeholders operating in Ukraine as part of their drafting of humanitarian needs overview and humanitarian response plans for 2018 |
| Project Data Contacts | Jeremy Wetterwald - Country Focal Point (CFP); jeremy.wetterwald@reach-initiative.org |
| DMP Version | Draft version 1 (V.01) |
| Related Policies | |
| **Data Collection** | |
| What data will you collect or create? | **Primary data**- Qualitative and Quantitative data using KIIs, FGDs, and HH interviews<br>**Data format**- word document, excel and SPSS. These formats enable sharing and long-term access to data. The possible implication of storing data in excel could be loss of preserved formats, but the risk is mitigated by preserving datasets in SPSS. |
| How will the data be collected or created? | The data will be collected through structured interviews using KOBO at a household level and at an institutional level. Data will also be collected through direct observation and focus group discussions. |

| Documentation and Metadata | |
|---|---|
| What documentation and metadata will accompany the data? | **Value change log.** Documents changes to the dataset in order to track all the amendments made to the data values.<br>**Data cleaning log.** Documents data cleaning process i.e. checking for inconsistencies, running logical checks, renaming variables, dropping variables if need be, generating new variables, merging or appending datasets if need be.<br>**Analysis log** Documents the analyses commands, either auto-generated by R/STATA or in a do-file. The log will make it possible to replicate the analyses command for other projects too.<br>**Data dictionary** (for an actual dataset, this object highly connected with "Tool" sheet) – should contain information on data types and metadata for each variable. Usually represented in a structured format with the next fields:<br>• Variable ID<br>• Variable Name<br>• Section<br>• Data Type (e. g.):<br>   ○ Integer<br>   ○ Numeric<br>   ○ Logical (TRUE/FALSE)<br>   ○ Text<br>   ○ Date<br>   ○ Time<br>   ○ DateTime<br>• Semantic Data Type (e. g.):<br>   ○ Single Choice<br>   ○ Multiple Choice<br>   ○ Id<br>   ○ Geopoint<br>• Technical Data Type (e. g.):<br>   ○ Auto fill<br>   ○ Calculated<br>   ○ User Input<br>• Reference Field – in case we have related variables, for example one variable with concatenated multiple choices and set of binary responses for each choice, or variable that triggers another answer (like "yes" → reason or "Other" → Specify), this field should contain reference to the primary variable (id).<br><br>**Codebook-** A document that describes data content- values, type of variables, missing values. |
| **Ethics and Legal Compliance** | |
| How will you manage any ethical issues? | - Consent-All the key informants, and respondents at the enterprise and individual level were asked for their consent prior to the interviews.<br>- Anonymisation-all the personally identifiable information (PII) will be removed or anonymised.<br>- Sensitive data will be stored and transferred using encryption / Truecrypt |
| How will you manage copyright and Intellectual Property Rights (IPR) issues? | IMPACT Initiatives (REACH) owns the data. The data will be made public. |
| **Storage and Backup** | |
| How will the data be stored and backed up during the research? | Digitised data will be stored on a secure cloud-based server and backed up on a daily basis. |
| How will you manage | All data on the cloud server is password protected and only accessible to |

| | |
|---|---|
| access and security? | REACH staff working on the project. |
| **Selection and Preservation** | |
| Which data should be retained, shared, and/or preserved? | We either anonymise or remove all the PII (Personally Identifiable Information) fields in the dataset such as respondent's name, address, number, enumerator's information, any other information that maybe personal to the respondent including political views, health status. The datasets are shared on the password protected server, which only REACH staff has access to. |
| What is the long-term preservation plan for the dataset? | Datasets will be preserved on cloud server in Excel and SPSS formats. |
| **Data Sharing** | |
| How will you share the data? | Data will be shared through a preliminary analysis presentation and finalized report.Clean datasets will be published on REACH, HDX, and can also be made available to partners on request. |
| Are any restrictions on data sharing required? | N/A |
| **Responsibilities** | |
| Who will be responsible for data management? | Data Analyst, GIS Officer, Country Focal Point |

Adapted from:
DCC. (2013). Checklist for a Data Management Plan. v.4.0. Edinburgh: Digital Curation
Centre. Available online: http://www.dcc.ac.uk/resources/data-management-plans

# Annex 2 : Questionnaire(s) / Tool(s)

## HOUSEHOLD SURVEY QUESTIONNAIRE

### A. Respondent information
- Name of HH representative
- Second name
- First name
- Patronymic
- Gender
- Age
- Phone number

### B. Head of household profile
- What is the age of the HH head?
- What is the sex of the HH head?
- What is the marital status of the HH head?
- What is the employment status of the HH head?
- In what settlement is HH the head employed?
- What was the employment status of the HH head in 2013?
- In which settlement did the HH head work in 2013?
- Why is HH head unemployed?
- In which sector is the Head of Household employed?
- In which sector was the Head of Household employed in 2013?
- What is the income of Head of Household per month? (UAH)
- Is the HH head displaced?

- Does the HH head have a vulnerability?
- What type of disability does the HH head have?
- If not registered, why aren't you registered?
- In which group of disability is the HH head classified?
- Does the HH head have a carer?
- Does the HH head have a social worker?
- What is the level of education of the HH head?

## C. Other household member profiles

- How many additional members does the HH have?
- What is the age of the HH member?
- What is the sex of the HH member?
- What is the employment status of the HH member?
- Why is HH member unemployed?
- In what settlement is HH member employed?
- In which sector is the HH member employed?
- How much money does the member of HH bring to the HH per month? (UAH)
- Is the HH member displaced?
- Does the HH member have a vulnerability?
- What type of disability does the HH member have?
- If not registered, why isn't the HH member registered?
- In which group of disability is the HH head classified?
- Does the HH member have a carer?
- Does the HH member have a social worker?
- Does the HH member receive formal education? If not, Why not?

## D. Education

- Which education facility(-ies) does the HH access?
- Which education facility(-ies) did the HH access in 2013?
- In which settlement is the education facility your HH uses located?
- In which settlement was the education facility your HH used in 2013 located?
- What is the longest time your child spends to get to the education facility your HH uses (one way)?
- Please indicate which of the following methods of transport children use to travel to school in this HH?
- Is it reliable? If yes, what is the frequency of public transport? If no, why not?
- How much do you pay for transport (one-way)?
- Do members of your HH need to pass a checkpoint to access your education facility?
- What security concerns have you experienced on the way to your education facility?
- What services are provided in the education facilities your HH uses?
- What services were provided in the education facility your HH used in 2013?
- Does your HH pay for school education?
- Did your HH pay for school education used in 2013?
- What kind of payment do you make?
- How much in general does your HH pay for education for the academic year? (for education services, supplies, donations, etc.)
- How much do you spend on school needs per month, on average (UAH)?
- Does your HH receive free books from school?

- Did your HH receive free books in school in 2013?
- How much did your HH spend on school books for this current academic year?
- How much do you spend on school supplies in total for academic year (UAH)?
- Is your HH able to buy all the school supplies needed?
- Are you satisfied with the education service your HH uses? If no, why?
- Were you satisfied with the education service your HH used in 2013? If no, why?

### E. Healthcare

- In the last three months, has anybody in your HH paid for medical care?
- Did anybody in your HH pay for medical care in 2013?
- What is the total amount that your HH has spent on medical care over the last three months?
- In what settlement is the health care facility your HH uses located?
- In what settlement was the health care facility your HH used in 2013 located?
- How long does it take you to get to the primary health care facility your HH uses (one way)?
- Please indicate which of the following methods of transport your HH uses to reach the health care facility?
- Is it reliable?
- If yes, what is the frequency of public transport? Why not?
- How much do you pay for transport (one-way)?
- Do members of your HH need to pass a checkpoint to access the health care facility?
- What security concerns have you met on the way to the  health care facility?
- Are you satisfied with the health care available to your household? If not, why?
- Were you satisfied with the health care available to your household in 2013? If not, why?

### F. Social Services

- What types of social service does your HH use?
- What types of social service did your HH use in 2013?
- In which settlement is the social facility your HH uses most frequently located?
- In which settlement was the social facility your HH used in 2013 located?
- What is the distance to the social facility your HH uses?
- Please indicate which of the following methods of transport this HH uses to reach the social facility
- Is it reliable? If yes, what is the frequency of public transport? If no, why not?
- How much do you pay for transport (one-way)?
- Do members of your HH need to pass a checkpoint to access the social facility?
- What security concerns have you met on the way to the social facility?
- Are you satisfied with the social services your HH uses? If not, why?
- Were you satisfied with the social services your HH used in 2013? If no, why?
- What services are available in the post office your HH uses?

### G. Postal Services

- In what settlement is the post office your HH uses located?
- In what settlement was the post office your HH used in 2013 located?
- How long does it take you to get to the post office your HH uses (one way)?
- Please indicate which of the following methods of transport  your HH uses to reach the post office?
- Is it reliable? If yes, what is the frequency of public transport? If no, why not?
- How much do you pay for transport (one-way)?
- Do members of your HH need to pass a checkpoint to access the post office?

- What security concerns have you experienced on the way to the post office?
- Are you satisfied with the government postal services available to your household? If no, why?

### H.  Financial services

- What financial services are availiable in your settlement?
- In which settlement is the atm your HH uses located?
- In what settlement was the atm your HH used in 2013 located?
- How long does it take you to get to atm your HH uses (one way)?
- Please indicate which of the following methods of transport your HH uses to reach the atm
- Is it reliable? If yes, what is the frequency of public transport? If no, why not?
- How much do you pay for transport (one-way)?
- Do members of your HH need to pass a checkpoint to access the atm?
- What security concerns have you experienced on the way to the atm?
- In which settlement is the bank your HH uses located?
- In which settlement was the bank your HH used in 2013 located?
- How long does it take you to get to the bank your HH uses (one way)?
- Please indicate which of the following methods of transport  your HH uses to travel to the bank
- Is it reliable? If yes, what is the frequency of public transport? If no, why not?
- How much do you pay for transport (one-way)?
- Do members of your HH need to pass a checkpoint to access the bank?
- What security concerns have you met on the way to the bank?
- Are you satisfied with the financial services available to your household? If no, why?

### I.  Markets

#### Food Markets

- In which settlement is the food market your HH uses located?
- In which settlement was the food market your HH used in 2013 located?
- How long does it take you to get to the food market your HH uses (one way)?
- Please indicate which of the following methods of transport your HH uses to reach the food market
- Is it reliable? If yes, what is the frequency of public transport? If no, why not?
- How much do you pay for transport (one-way)?
- Do members of your HH need to pass a checkpoint to access the food market?
- What security concerns have you experienced on the way to the food market?

#### NFI Markets

- In which settlement is the NFI market your HH uses located?
- In which settlement was the NFI market your HH used in 2013 located?
- How long does it take you to get to the NFI market your HH uses (one way)?
- Please indicate which of the following methods of transport your HH uses to travel to the NFI market
- Is it reliable? If yes, what is the frequency of public transport? If no, why not?
- How much do you pay for transport (one-way)?
- Do members of your HH need to pass a checkpoint to access the NFI market?
- What security concerns have you experienced on the way to the NFI market?

#### Construction Materials Markets

- Do you know where the closest market (shop) of construction materials is situated?
- In which settlement is the market selling construction materials your HH uses located?

- Did you use the market (shop) of construction materials in 2013?
- In which settlement was the market selling construction materials your HH used in 2013 located?
- How long does it take you to get to the market selling construction materials your HH uses (one way)?
- Please indicate which of the following methods of transport your HH uses to reach the market selling construction materials
- Do members of your HH need to pass a checkpoint to access the market selling construction materials?
- What security concerns have you experienced on the way to the market selling construction materials?
- Are you satisfied with the market available to your household? If not, why?
- Do you know where the nearest bomb shelter is?
- How far is it from your home?

## KEY INFORMANT INTERVIEW TOOLS

**A. Administrative Statistics KII Questionnaire**

- Name of Facility
- Second name of Key Informant
- First name of Key Informant
- Patronymic of Key Informant
- Gender
- Position
- Phone number

- What is the number of total population?
  - Total
  - Male
  - Female
- What is the number vulnerable people?
- Adult people with disability
- IDPs
- Pensioners
- Children with disabilities
- Single parent
- Families with more than 3 children
- Families with foster children
- What is the number of people displaced by conflict who have NOT returned to current location?
  - Total, Male, Female
- # of people displaced by conflict who HAVE returned to current location?
  - Total, Male, Female
- What is the number of unemployed population?
  - Total, Male, Female
- What is the number of people over 60 years of age?
  - Total, Male, Female, IDPs
- What is the number of people between 18 and 60?
  - Total, Male, Female, IDPs
- What is the number of people under 18?
  - Total, Male, Female, IDPs
- Out of all people under 18, what is the number of people under 5?

- o    Total, Male, Female, IDPs
- What was the number of the total population in 2013?
  - o    Total, Male, Female, IDPs
- What was the number of vulnerable people in 2013?
- Adult people with disability
- Pensioners
- Children with disabilities
- Single parent
- Families with more than 3 children
- Families with foster children
- What was the number of the unemployed population in 2013?
  - o    Total, Male, Female
- What was the number of people over 60 years of age in 2013?
  - o    Total, Male, Female
- What was the number of people between 18 and 60 in 2013?
  - o    Total, Male, Female
- What was the number of people under 18 in 2013?
  - o    Total, Male, Female
- Out of all people under 18, what was the number of people under 5 in 2013?
  - o    Total, Male, Female
- Address of the facility
- Please select current oblast
- Please select current raion
- Please select current settlement/village
- Please choose street type
- Please enter street name
- Please enter house number


B.  **Administrative Services KII Questionnaire**
- Name of Facility
- Second name of Key Informant
- First name of Key Informant
- Patronymic of Key Informant
- Gender
- Position
- Phone number
- Does this administration have separate departments? If yes, how many? If yes, which sectors do they cover?
- What is the number of requests to the administration in 2017? (disaggregated by types: Public utilities, Social Protection, Transport and communication, Health protection)
  - o    Specify the period for this figure
- Number of requests in which sector has increased the most since 2013?
- Number of requests in which sector has decreased the most since 2013?
- Has the administration been damaged as a result of the conflict?
- Do you have a bomb shelter in your settlement?
- How many bomb shelters do you have in your settlement?

- Is the number of bomb shelters in the settlement sufficient?
- Are all FTEs occupied? If no, why?
- Which FTEs aren't occupied?
- If you lack qualified candidates, why?
- Do facilities have enough FTE to manage with the workload?
- If no, how many additional FTEs do you need?
- How has your caseload changed since 2013?
- Did you manage with the workload in 2013?
- Which expenditures are you UNABLE to cover?

**C. Education KII Questionnaire**
- Which grades does this school serve?
- Name of Facility
- Second name of Key Informant
- First name of Key Informant
- Patronymic of Key Informant
- Gender
- Position
- Phone number

### Catchment area
- Persons from which settlements does this education facility serve?
- Persons from which settlement did this educational facility serve in 2013?

### Basic services
- What services are provided in your education facilities?
- What services were provided in your education facility in 2013?
- Does the facility provide a stipend for students?
- In which way does this education facility provide education for students with disabilities?
- What is the longest distance you travel for home visits (for disabled students) to HHs your education facility serves?
- Do your colleagues need to pass a checkpoint on the way to HHs your educational facility serves at their home?
- What security concerns have your colleagues experienced on the way to the HH you serve?
- Who helps children with disabilities?
- Does this school charge students for the service?
    - Which type of students are not charged?
- Did this school charge students for services in 2013?
    - Which type of students were not charged in 2013?
- Do you provide lunch at this school? If yes, do you provide lunch for free at this school? If only for particular groups, which groups specifically?
- Did you provide lunch at this school in 2013? If yes, did you provide lunch for free at this school in 2013? If only for vulnerable, for which groups in 2013?
- Do you provide drinking water for students?
- Did you provide drinking water for students in 2013?

Additional services
- Does this school provide free books to students?
- What is the average cost of books for students per academic year?
- Did this school provide free books to students in 2013?
- Does the school have a functioning library?
- Did the school have a functioning library in 2013?
- Does the school provide sports equipment for students to use?
- Did the school have sports equipment for students to use in 2013?
- Does the school have computers for students to use?
- Did the school have computers for students to use in 2013?
- Does the school have a safe outdoor space to play?
- Does the school have hygiene supplies (soap, toilet paper and so on) for students to use?
- Did the school have hygiene supplies for students to use in 2013?
- Does the school have equipment and supplies for labs?
- Did the school have equipment and supplies for labs in 2013?
- Which other additional services does this education facility provide?
- What other additional services did this education facility provide in 2013?

Infrastructure/Damages
- Has the school been damaged as a result of the conflict?
- What was damaged?
- What has been restored?

Utility shortages
- Has your education facility experienced electricity shortages in the last 3 mo?
- How often have you had up to 3 hours of shortages in the last 3 mo?
- What was the longest shortage in the last 3 mo?
- Comparing to 2013, how has the situation with electricity shortages changed?
- Has your facility had gas shortages in the last 3 mo?
- What do you use gas for?
- What was the longest gas shortage in the last 3 mo?
- Was the facility gasified in 2013?
- Comparing to 2013, how has the situation with gas shortages changed?
- Has your facility had water shortages in the last 3 mo?
- How often have you had up to 3 hours shortages in the last 3 mo?
- How long was the longest shortage in the last 3 mo?
- Comparing to 2013, how has the situation with water shortages changed?
- Has your facility had heating shortages in last 3 mo?
- What are the reasons, why there were significant heating shortages?
- What was the longest shortage in the last 3 mo?
- Comparing to 2013, how has the situation with heating shortages changed?
- Is the number of toilets sufficient?
- Are there toilets inside or outside?
- Was the number of toilets sufficient in 2013?

Workload
- Are all FTEs occupied? If no, why?

- Which FTEs aren't occupied
- Why do you lack qualified candidates?
- Do facilities have enough FTE to manage with the workload? If no, how many additional FTEs do you need?
- Did you manage with the workload in 2013?
- How has your caseload changed since 2013?
- Which expenditures are you UNABLE to cover?


**D. Healthcare KII Questionnaire**
- What is the type of this health care facility?
- Name of Facility
- Second name of Key Informant
- First name of Key Informant
- Patronymic of Key Informant
- Gender
- Position
- Phone number

### Catchment area
- Persons from which settlements does this education facility serve?
- Persons from which settlements did this social service facility serve in 2013?

### Basic services
- What services are provided in your health care facility?
- Which services were provided by your health care facility in 2013?
- Does this facility charge patients for medical care?
- Did this facility charge patients for medical care in 2013?
- Were any basic medications unavailable in the last 3 months?
- Which  basic medications have NOT been available in the past 3 months?
- Were any basic medications unavailable in 2013?
- Which  basic medications were not available in 2013?
- Have any medical supplies been unavailable in the past 3 months?
- Which medical supplies have NOT been available in the past 3 months?
- Were any medical supplies unavailable in 2013?
- Which medical supplies were not available in 2013?
- Does the facility have all the medical equipment it needs?
- If not, which medical equipment does it need?
- Did the facility have all the medical equipment it needed in 2013?
- How many ambulances does the facility have?
- Is the number of ambulances sufficient?
- How many ambulances did the facility have in 2013?
- Do you have vehicles (other than ambulances)?
- Is this number sufficient for covering your needs?
- Did you have vehicles (other than ambulances) in 2013?
- Was this number sufficient for covering your needs?

### Infrastructure

- What is the longest distance you travel for home visits to HHs your health facility serves?
- How long does it take your colleagues to get to HHs you serve (one way)?
- Do your colleagues need to pass a checkpoint on the way to the HHs your health care facility serves at their home?
- What security concerns have your colleagues experienced on the way to the HHs you serve?
- Does this health care facility have infrastructure suitable for disabled access?
- Did this health care facility have infrastructure suitable for disabled access in 2013?
- Has the health care facility been damaged as a result of the conflict?
- What was damaged?
- What has been repaired?

### Utility shortages

- Has your health care facility experienced electricity shortages in the last 3 mo?
- How often have you had up to 3 hours of shortages in the last 3 mo?
- What was the longest shortage in the last 3 mo?
- Comparing to 2013, how has the situation with electricity shortages changed?
- Has your facility had gas shortages in the last 3 mo?
- What do you use gas for?
- What was the longest gas shortage in the last 3 mo?
- Was the facility gasified in 2013?
- Comparing to 2013, how has the situation with gas shortages changed?
- Has your facility had water shortages in last 3 mo?
- How often have you had up to 3 hours shortages in the last 3 mo?
- How long was the longest shortage in the last 3 mo?
- Comparing to 2013, how has the situation with water shortages changed?
- Has your facility had heating shortages in last 3 mo?
- What are the reasons, why there were significant heating shortages?
- What was the longest shortage in the last 3 mo?
- Comparing to 2013, how has the situation with heating shortages changed?
- Is the number of toilets sufficient?
- Are there toilets inside or outside?
- Was the number of toilets sufficient in 2013?

### Workload

- Are all FTEs occupied? If no, why?
- Which FTEs aren't occupied
- Why do you lack qualified candidates?
- Do facilities have enough FTE to manage with the workload? If no, how many additional FTEs do you need?
- Did you manage with the workload in 2013?
- How has your caseload changed since 2013?
- Which expenditures are you UNABLE to cover?

## E.  Social Service KII Questionnaire

- What is this type of social facility?
- Name of Facility

- Second name of Key Informant
- First name of Key Informant
- Patronymic of Key Informant
- Position
- Gender
- Phone number

## Basic services

- What services are provided by your social services facility?
- What is the ratio of candidates per a position?
- How has this ratio changed since 2013?
- What were services provided by your social services facility in 2013?

## Catchment area

- Persons from which settlements does this social service facility serve?
- Persons from which settlement did this social service facility serve in 2013?

## Supplies and utility shortages

- Are you provided with all necessary supplies (stationery, computers, etc.)?
- If not, which supplies do you lack?
- Did you experience any significant electricity shortages which affected providing services in the last 3 months? If yes, what was the longest time you've spent without electricity?
- Comparing to 2013, how has the situation with electricity shortages changed?
- Do you have a toilet in the facility?
- Did you have a toilet in the facility in 2013?

## Infrastructure

- What is the longest distance you travel for home visits to HHs your social service facility serves?
- Do your colleagues need to pass a checkpoint on the way to HH your social services facility serves at home?
- What security concerns have your colleagues experienced on the way to the HHs you serve?
- Has the social service facility been damaged as a result of the conflict?

## Workload

- Are all FTEs occupied? If no, why?
- Which FTEs aren't occupied
- Why do you lack qualified candidates?
- Do facilities have enough FTE to manage with the workload? If no, how many additional FTEs do you need?
- How has your caseload changed since 2013?
- Did you manage with the workload in 2013?
- Which expenditures are you UNABLE to cover?

# ENUMERATOR DIRECT OBSERVATION TOOL

- Choose the type of the facility
  - Governmental post office
    - What financial services are avaliable in this government post office?
  - Private post office
    - What services are avaliable in this private post office?
    - What financial services are avaliable in this private post office?

- o Shop
  - ▪ Choose the type of shop
- o Market
  - ▪ Choose the type of market
  - ▪ What goods and services are avaliable in this market?
- o Bus stop
  - ▪ Is it regular or irregular?
- o Financial facility
  - ▪ Choose the type of financial facility
  - ▪ What services are avaliable in this bank?
  - ▪ What types of money transfer services are avaliable in this bank?
- o Pharmacy
- o Education facility
  - ▪ Choose the type of education facility
  - ▪ Does this education facility have infrastructure suitable for disabled access?
- o Health facility
  - ▪ Choose the type of health care facility
- o Social service
  - ▪ Choose the type of social service facility
- o Administrative
- o Utility office
- Is it functional?
- Is it damaged?
- Address of the facility

## ENUMERATOR FOCUS GROUP DISCUSSION QUESTIONNAIRE

- Focus Group Name/Code
- Location
- Facilitator Name
- Assistant Facilitator Name

### Settlement introduction

- Provide us, please, with brief description of the settlement according to your perception.
  - Is it small or big? Is the majority of population elderly or there are a lot of kids? Is the atmosphere depressive or positive? Other facts about the settlement?
- If enumerators couldn't visit the settlement. Why couldn't you enter the settlement? Did it happen because of military or other reasons?

### Data collection process

- Have you managed to conduct required number of interviews? If not, why?
- For HH interviews. How did people behave before and during the interview?
- How much time did you spend to find a respondent?
- Were people friendly? Did they agree to answer all questions?
- If not, which questions were the most sensitive for them?"
- For KI interviews. How did KIs behave before and during the interview?
  - Administration?
  - Education?

- Health?
- Social Service?

### Security
- What is the situation in terms of security in the settlement?
- Have you heard the sound of shelling?
- Have you seen military or any military vehicles in the settlement?
- Have you seen any exploded of unexploded landmines / other EWR?
- How did you feel being there?
- Are there any comments from population regarding security situation in the settlement?
- Do you have any other comments concerning security issues?

### Access to services
- Have you seen any queues? (ATM, bank, social service facilities, post office, etc.?)
- Have you seen closed, not functioning service facilities? (ATM, bank, social service facilities, post office, etc.?)
- Describe, please, the conditions of each facility you have visited today (state of renovation, do the toilets work, etc.).
- Have you seen any private recruitment companies?

### Infrastructure
- What is the quality of roads to the settlement and inside the settlement (evaluate from 1 to 5, where 1 is 'no asphalt surface', 2 is 'there are more holes than asphalt', 3 is 'asphalt surface but a lot of holes', 4 is 'good surface with minor holes', and 5 is 'excellent')?
- What is the situation with transport inside the settlement and to the nearest bigger settlements?
- *What is the main transport people use to go out of the settlement?
- *Is there any public transport available? To which settlements does it run?
- *Is there any alternative transport (e.g. shared private cars)?
- What is the situation with employment and employment opportunities in the settlement?
- Do you have any other comments concerning issues connected to infrastructure?

### Personal Stories from KIs
- Are there any (personal) stories from KIs?
- What are the biggest concerns and issues of the population in the settlement? (shelling, absence of employment, staff reduction on local enterprises, persons are leaving the settlement, insufficient medical care, lack of markets, lack of transport, etc.)?
- How do you think, does the majority of population have sufficient conditions of living? Enough sources for satisfaction of basic needs and access to services?
- Do you have any other comments?

# Annex 3 : Dissemination Matrix

| Dissemination Channel | Comments |
|---|---|
| Resource Centre | Upload all data to the resource centre |
| HDX | Upload all data to HDX |
| Sendin Blue | Share data through Sendin Blue |