

# SURVEY REPORT



**«FINDINGS OF PUBLIC AND STAKEHOLDERS  
SURVEY ON SOCIO-ECONOMIC IMPACT OF  
THE EUROPEAN INVESTMENT BANK  
UKRAINE EARLY RECOVERY PROGRAMME:  
THE FIRST PHASE»**



**DECEMBER 2019**

*This report summarizes the findings of the first phase of the survey performed in order to assess the impact of the recovery efforts within Ukraine Early Recovery Programme (UERP) on the socio-economic conditions of the population in target regions. In addition, the research findings reflect the attitudes of local communities and IDPs regarding access to and satisfaction with provision of public and social services, level of trust to local authorities and self-government bodies, as well as the engagement of citizens, NGOs and other stakeholders in the UERP implementation process.*

*This study was undertaken by the UN Development Programme in Ukraine within the project "Ukraine Early Recovery: Programme Implementation Support to Final Beneficiaries" implemented with financial support from the European Investment Bank, in partnership with the research agency Info Sapiens. "Ukraine Early Recovery: Programme Implementation Support to Final Beneficiaries" project is a part of the United Nations Recovery and Peacebuilding Programme (UN RPP).*

*UN RPP is led and coordinated by the United Nations Development Programme (UNDP) in partnership with the UN Entity for Gender Equality and the Empowerment of Women (UN Women), the United Nations Population Fund (UNFPA) and the Food and Agriculture Organization of the United Nations (FAO).*

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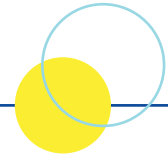


# ◦ LIST OF ACRONYMS ◦

<b>CSO</b>	Civil Society Organization
<b>EIB</b>	European Investment Bank
<b>EU</b>	European Union
<b>FBs</b>	UERP Final Beneficiaries
<b>FGD</b>	Focus Group Discussion
<b>IDP</b>	Internally Displaced Person
<b>MCTD</b>	Ministry for Communities and Territories Development of Ukraine
<b>NGO</b>	Non-Governmental Organisation
<b>SEP</b>	Stakeholders Engagement Plan
<b>SMP</b>	Social Management Plan
<b>TA</b>	Technical Assistance
<b>UN</b>	United Nations
<b>UNHCR</b>	United Nations High Commissioner for Refugees
<b>UNDP</b>	United Nations Development Programme
<b>UERP</b>	Ukraine Early Recovery Programme



# INTRODUCTION



*On 22 December 2014, the European Investment Bank entered into a Loan Agreement with the Government of Ukraine – “Ukraine Early Recovery Programme” project – and granted a multi-sector framework loan with a total amount of EUR 200 million to restore the Government-controlled territories of Donetsk and Luhansk oblasts and neighboring Kharkiv, Dnipropetrovsk and Zaporizhzhia oblasts, which have received significant numbers of internally displaced persons –according to the Ministry of Social Policy of Ukraine as of 02 May 2019 Donetsk oblast has 487 674 registered IDPs, Luhansk oblast – 269 483, Kharkiv oblast – 126 096, Dnipropetrovsk oblast – 67 717, and Zaporizhzhia oblast – 53 234, which is altogether 74% of the registered IDPs Ukraine-wide (totally – 1 361 912 persons). The agreement provides funds for the reconstruction and repair of social infrastructure facilities and improvement of public utilities (water and sanitation, electricity and heating), reconstruction of damaged or emergency schools and pre-schools, medical centers and hospitals, housing, administrative and public buildings, etc.*

*In order to reduce the heavy workload on social infrastructure facilities and housing units in certain regions of other oblasts of Ukraine that host a significant number of IDPs, in 2019 the UERP has been expanded to the respective municipalities in four additional oblasts of Ukraine: Odesa, Kherson, Poltava and Kyiv (apart from the city of Kyiv). According to the Ministry of Social Policy of Ukraine as of 02 May 2019 Odesa oblast has 34 871 registered IDPs, Kherson oblast – 12 749, Poltava oblast – 22 568, Kyiv oblast – 53 989, which is altogether 9% of the registered IDPs Ukraine-wide (totally – 1 361 912 persons). The goal of the Programme is to ensure decent living conditions for displaced people and host communities in these areas.*

*The Ministry for Communities and Territories Development and the Ministry of Finance of Ukraine are responsible for the UERP implementation. The final beneficiaries of the UERP framework loan are oblast and district state or military-civil administrations, local governments - city, town and village councils, as well as communal or state-owned enterprises and institutions that are operating in the affected areas.*

*The UERP framework loan is being implemented through separate tranches for which the MCTD selects specific sub-projects that receive funding after tendering and obtaining approval from the EIB. As of December 2019, 27 UERP sub-projects have been completed, 59 sub-projects are in active construction phase, and about 300 sub-projects will be completed in nine target regions by March 2021. Currently, more than 4 000 000 residents in four regions of Ukraine (including 600 000 IDPs and representatives of other vulnerable groups) have already benefited or will benefit from the UERP implementation.*

*In addition, in 2016, the EIB signed a Technical Assistance Cooperation Agreement with the MCTD. Under this Agreement, the UNDP helps monitor the implementation status of sub-projects selected for financing under UERP at different stages of their project cycle. The UNDP also helps to develop the capacities of final beneficiaries for planning, procurement, identification and managing of social impacts and risks, engagement of stakeholders and local communities in the sub-projects implementation.*

*In order to assess the socio-economic impact of the recovery measures within UERP on the population of the target regions, monitoring the dynamics of life-changing conditions, the UNDP is to organize three annual sociological surveys. This report summarises the findings of the first survey conducted in September – October 2019. Two more surveys will be conducted in summer 2020 and winter 2021. In addition, the research findings will reflect changes in the attitudes of local communities and IDPs regarding access to and satisfaction with provision of public and social services, level of trust to local government authorities, self-government bodies, as well as the engagement of citizens, NGOs and other stakeholders in the UERP implementation process.*

# SUMMARY

## 1

### Survey background and overview of the methodology

The purpose of the research "Socio-Economic Impact of the European Investment Bank Ukraine Early Recovery Programme in Target Regions" is a periodical assessment of socio-economic impact of sub-projects that are implemented within UERP.

The study consists of three stages and will allow assessing the change in the perception of the situation over time by two main target groups of respondents: the population of the regions where UERP is being implemented and local stakeholders engaged in the sub-projects implementation (by March 2021).

The first stage of the study was conducted in September - October 2019 by Info Sapiens Research Company. **This stage consisted of the following components:**

#### 1) Representative survey of residents of target settlements of nine oblasts

The specific goals of this component were:

- 1) Assessment of the local population's awareness of the UERP, the efforts undertaken by the EIB, the MCTD and the UNDP TA Team within the UERP, as well as its social consequences;
- 2) Assessment of life situation of local population, needs and problems of locals and IDPs.

Within this component 600 personal interviews (CAPI) with the residents of the target settlements of 9 oblasts, including interviews with 65 IDPs-residents of these settlements, 200 interviews per sub-sample in the following oblasts: (1) Donetsk and Lugansk; (2) Kharkiv, Zaporizhzhia and Dnipropetrovsk; (3) Kherson, Odessa, Poltava and Kyiv were conducted on September 17 – October 2 (for a complete list of settlements and the number of respondents in each of them – please, see Table A1.1 in Annex A).

15% of the sample was verified by quality assurance procedures through the telephone control (the respondents' phones were recorded in the questionnaire during the interview. 100% of the sample was verified with the help of special Info Sapiens software, which selects suspicious questionnaires. In addition, duplication of respondents' telephone numbers was monitored (collation of telephone numbers with past projects). Unconfirmed questionnaires were removed from the database.

# SUMMARY

## 2) Focus group discussions with FBs and local UERP stakeholders in target oblasts

The goals of this component were identification of the achievements, major challenges and risks of implementing UERP sub-projects in target regions, discussion and development of recommendations for the improvement of sub-projects implementation process, risks mitigation and maximizing UERP's positive social impacts.

Within this component, 12 FGDs were conducted with representatives of the final beneficiaries, administration and staff of the facilities where the restoration is being carried out or planned, as well as with the representatives of local authorities, self-government bodies, community executive bodies (for a complete list of FGD locations and invited participants for each of them, please see Table A2.1 in Annex A).

## 3) Phone interviews with UERP FBs representatives, local stakeholders, representatives of local NGOs and the media

The goals of this study component were:

- 1) Identification of stakeholders' awareness of UERP, efforts undertaken by the EIB, MCTD and UNDP TA Team within UERP, as well as its social impacts;
- 2) Determining the level of engagement and opportunities for local stakeholders to influence the process of UERP sub-projects implementation, including the use of social management tools, as well as determining the sub-projects' compliance with the EIB Environmental and Social Standards.

The interviews with FBs, stakeholders and partially with NGOs and media were conducted with the use of databases provided by the UNDP TA. For NGOs and media from target oblasts contacts were also obtained through open sources. The initial sampling was random from the base without any stratification. In some cases, all contacts from the database were sampled.

Within this component, a total of 246 semi-structured telephone interviews were conducted, including:

- 122 interviews with representatives of UERP final beneficiaries, who are directly responsible for the implementation of the sub-projects;
- 71 interviews with local stakeholders, including 20 interviews with heads of local governments and self-government bodies, deputies, community executive staff; 27 - with the administration and staff of the facilities where restoration work is being carried out or planned; 24 - with contractors who have performed or are performing construction works on UERP sub-projects;
- 33 interviews with non-governmental organizations which are working in the target regions;
- 20 interviews with local media representatives.

A detailed description of the first stage methodology is provided in Annex A of this report.



# – SUMMARY –

## 2

### Survey of residents of target settlements in nine oblasts

- **Awareness of the infrastructure restoration in the target settlements of nine oblasts.** Within the total sample (600 respondents) the biggest share of respondents state that over the last two years healthcare facilities – 287 residents responded (i.e. 47.8%) and schools, kindergartens and other educational institutions – 278 residents responded (i.e. 46.4%) were restored in their settlements.

- **Awareness of the implementation of projects under the EIB UERP.** Among the population of the target settlements of 9 oblasts, 32 residents responded (i.e. 5.4%) know about the EIB and the UERP; within the subsamples, in Donetsk and Luhansk oblasts (government-controlled areas) 11 residents responded out of 200 in the subsample (i.e. 5.7%) know about the EIB and UERP, in Kharkiv, Zaporizhzhia and Dnipropetrovsk – 6 residents responded out of 200 in the subsample (i.e. 3.1%), and in Poltava, Odesa, Kherson and Kyiv oblasts – 16 residents responded out of 200 in the subsample (i.e. 8.1%).

- **Perception of the consequences of infrastructure facilities restoration in target settlements.** For the residents of target settlements of 9 oblasts the most probable changes to which restoration and renovation projects can lead in the local communities are occurrence of new temporary or permanent jobs and facilitating access to social services – 235 (i.e. 70.3%) and 232 (i.e. 70.1%) residents respectively strongly or somewhat agree that restoration can lead to such changes.

- **Opportunities and engagement of residents of target settlements of nine oblasts in decision-making processes by local authorities and self-government bodies.** Among the total population of target settlements, 228 residents of target settlements (i.e. 38.0%) thought that over the last 12 months the opportunities that local authorities and/or self-government bodies provided to citizens to be involved in decision-making process were rather or totally insufficient; 111 residents (i.e. 18.4%) mentioned that there were no such opportunities at all; at the same time, 139 residents (i.e. 23.2%) did not know what to answer. Within subsamples, there are also more respondents who thought that the opportunities were rather or totally insufficient. Although the majority of local residents believe that they were not provided a sufficient possibilities to take part in the decision-making process, it is important to mention that, 67 (i.e. 55.7%) surveyed FBs reported to have engaged members of local communities, including NGOs, to the development or implementation of their sub-projects. Moreover, only 38 residents of target settlements of 9 oblasts (i.e. 6.3%) consider themselves active participants of their community life, while 127 (i.e. 21.1%) take part in community life rarely, and 414 (i.e. 69.0%) do not take part in it at all because they do not have time or are not interested.

# – SUMMARY –

- **Satisfaction with life in target settlement and urgent problems.** More than two-thirds of the residents of target settlements of 9 oblasts both in the general sample (residents of target settlements of 9 oblasts; 600 respondents) and within sub-samples (residents of (1) Donetsk and Luhansk; (2) Kharkiv, Zaporizhzhia and Dnipropetrovsk; and (3) Poltava, Odesa, Kherson and Kyiv oblasts; 200 respondents each) are completely or rather satisfied with life in their settlements; Among all 600 respondents – 441 (i.e. 73,5%) are completely or rather satisfied, and within subsamples – 140 (i.e. 70,0%) in Subsample 1, 138 (i.e. 68,9%) in subsample 2 and 149 (i.e. 74,4%) in subsample 3.

Although, when evaluating the aspects of life in their communities in particular, almost a half of the residents are rather or completely not satisfied with some of them, e.g. quality of housing – 297 (i.e. 50%) within residents of all target settlements, 83 (i.e. 42%) in subsample 1, 104 (i.e. 52%) in subsample 2 and 92 (i.e. 46%) in subsample 3), access to medical services – 305 (i.e. 51%) within residents of all target settlements, 92 (i.e. 46%) in subsample 1, 108 (i.e. 54%) in subsample 2 and 106 (i.e. 53%) in subsample 3) or conditions of employment – 287 (i.e. 48%) within residents of all target settlements, 88 (i.e. 44%) in subsample 1, 104 (i.e. 52%) in subsample 2 and 97 (i.e. 48%) in subsample 3).

Speaking about the community problems that are most relevant to the respondents – these are local prices and utility tariffs, more than two-thirds of the residents of target settlements of 9 oblasts – 442 (i.e. 73,6%) reported this problem as the most relevant; followed by the amount and payment of pensions – 189 (i.e. 31,5%), the employment situation – 173 (i.e. 28,8%) and local corruption – 171 (i.e. 28,8%). Among the IDPs, who are residents of target settlements of 9 oblasts, the perception of the most actual problems is different – most of them – 53 (i.e. 82,2%) claim the problem of condition of local schools and kindergartens as most relevant, – 29 (i.e. 44,1%) – the condition of residential buildings, and 20 (i.e. 30,3%) – local crime.

- **The IDPs' integration in local communities and their plans for future residence.** Among the 600 residents of target settlements of 9 oblasts, 65 (i.e. 10,8%) IDPs were interviewed, who were identified as persons who was forced to move to their settlement due to armed conflict or from the territory not controlled by the government of Ukraine. 44 (i.e. 67,7%) of surveyed IDPs totally or rather agree with the statement that they had completely integrated to the communities where they live right now. Moreover, the great majority of them – 58 (i.e. 90,7%) – totally or rather agree with the statement that they were treated well when they moved into new communities. As for the plans for further place of living, 36 (i.e. 55,8%) of surveyed IDPs plan to stay at the settlement they live right now, 13 (i.e. 20,0%) want to come back to their hometown, and 3 (i.e. 4,1%) plan on moving to another settlement. 13 (i.e. 20,0%) stated “Hard to answer to this question”.

# – SUMMARY –

## 3

### UERP final beneficiaries and local stakeholders' FGDs and telephone survey results in target oblasts

- **Application and selection of sub-projects within UERP.** 78 (i.e. 63.9%) of surveyed final beneficiaries reported that all the sub-projects they've submitted were selected for participation in UERP. Despite the lack of understanding among the participants of the reasons why some of their sub-projects were not selected, almost all the interviewed beneficiaries – 109 (i.e. 89.3%) – indicated that the sub-projects submission criteria were completely or rather clear. Although, at FGDs some of both beneficiaries and local stakeholders indicated that the difference between the sub-projects submission criteria and final selection criteria applied by the MCTD and EIB is not clear. Participants are mostly satisfied with the sub-project selection process, although many want the selection system to be described better. In addition, at the FGDs many stated that the MCTD's feedback system should be improved, as it is not clear for some of them whom to contact or where to get information about the selection process and its results.

- **Engagement in the development and implementation of UERP sub-projects.** All the final beneficiaries and stakeholders, who participated in FGDs, learned about and engaged to the Programme either through the departments of city councils or directly through the oblast state administrations. Therefore, their engagement in the UERP implementation was carried out on the basis of official duties, although some of the participants also mentioned engagement on the basis of the wish to improve the situation in their communities.

- **Social management and stakeholder engagement in implementation of sub-projects.** 69 (i.e. 41.8%) of final beneficiaries conducted both risk and population's social needs assessment prior to the application of sub-projects. Among those beneficiaries who did not conduct such assessments, the majority could not answer the question why such activity was not conducted. 118 (i.e. 96.7%) of surveyed final beneficiaries reported to have engaged other stakeholders in the development or implementation of sub-projects; 68 (i.e. 55.7%) reported to have engaged members of local communities, including NGOs. Among the most popular ways of engagement are ongoing consultations, meetings and focus group discussions – 101 FBs (i.e. 85.6%) named it, public hearings or discussions – 99 FBs (i.e. 83.9%) and participation in working groups – 96 (i.e. 81.4%). Among the stakeholders surveyed, the majority – 43 (i.e. 60.6%) – were unaware of social management and stakeholder engagement activities within the UERP.

- **Compliance of sub-projects with the EIB Environmental and Social Standards.** 97 (i.e. 80.5%) final beneficiaries are aware of the EIB Environmental and Social Standards, among which the one's most known to them are labor standards - 88 FBs mentioned it (i.e.72.1%), and public participation and stakeholder engagement - 85 FBs mentioned it (i.e. 69.7%).

# - SUMMARY -



None of the beneficiaries mentioned that their sub-projects were in breach of standards (34.4% respondents noted that they had not implemented sub-projects yet). Among the stakeholders, only 1 contractor and 2 employees of the facilities where the works were carried out indicated that some of these standards had been violated, mainly those were related to the utilization of construction waste.

- **Capacity and needs for implementation of UERP sub-projects.** 82 (i.e. 67.2%) of surveyed final beneficiaries report that they have completely or rather sufficient amount of resources to develop and implement sub-projects. Those, who do not think so - 38 (i.e. 31.2%), mostly name finances and qualified personell as lacking resources. Among the essential resources needed for sub-project implementation according to the beneficiaries and stakeholders are financial resources, specific knowledge, and developed communication with all engaged parties.

- **Main achievements and problems during the implementation of sub-projects.** Among the FBs and stakeholders from all the target settlements the common achievements are receiving new experience – new information, models of communication with contractors and executive bodies; the possibility of attracting additional funds to the settlement and improving the situation in the settlement through these sub-projects; for the settlements where some sub-projects are already implemented – the fact of implementation, and for those, where the sub-projects are not yet being implemented – the fact of winning the competition and getting the funding. Among the difficulties and problems the following were mentioned: loss of sub-project relevance due to the long duration of the sub-projects selection and approval procedures, attraction of additional costs from the local budget in case the changes need to be made, misunderstanding by the local population, conflict situations, complex requirements for tender procedures which lead to longer tenders and sometimes to cooperation with inappropriate contractors.

- **Satisfaction with the UERP implementation mechanism and future plans.** Among the surveyed stakeholders, 53 (i.e. 74.6%) are totally or rather satisfied with the overall process of implementation of the UERP sub-projects; among them 18 out of 24 contractors are totally or rather satisfied. The final beneficiaries are also satisfied that there is an opportunity to raise additional funds for the development of their communities, despite the shortcomings and difficulties of implementation process mentioned above. Most of the participants plan on continuing to submit sub-projects to UERP.

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- **Evaluation of the work of the UNDP Technical Assistance Project.** 116 (i.e. 96.7%) of surveyed final beneficiaries are aware of the functions of the UNDP TA Project; most of them know about provision of support to final beneficiaries on engineering issues - 110 FBs responded (i.e. 90.2%), monitoring the preparation and implementation of UERP sub-projects - 108 (i.e. 88.5%) and support of final beneficiaries in anti-corruption issues - 101 FBs responded (i.e. 82.8%). 108 (i.e. 85.5%) surveyed final beneficiaries are completely or rather personally satisfied with the support received from the TA Project.

# SUMMARY

## 4

### Local NGOs and media telephone survey results

- Among the NGOs, who we were able to reach, 17 out of 33 knew about the UERP. Among the local media this ratio was 7 out of 20.

- 9 out of 17 surveyed NGOs representatives know, that the UERP is being implemented by the Ministry for Communities and Territories Development of Ukraine at the national level, while among media this ratio is 3 out of 7. Among other promoters who are thought to be implementing the programme – the UN, the EU, the Ministry of Economics of Ukraine and the Ukrainian government.

- Most of the surveyed NGOs and media representatives believe that sub-projects implemented under the UERP meet the needs of local communities and IDPs who live in the local communities.

- 5 out of 7 media representatives and 5 out of 17 surveyed NGOs receive information about UERP sub-projects in their communities – the main sources for this are the UNDP, meetings of local and oblast councils. Among those, who do not receive any information about the UERP sub-projects all wish to receive this information. The most convenient sources to receive this information are email newsletters or specialized pages on social media platforms (Facebook etc.), and the frequency of receiving information varies mostly from once a week to once a quarter, but at least once every six months. All the surveyed media are totally ready to provide media coverage to activities and process of implementation of UERP sub-projects.

- Overall, all of the surveyed NGOs and media representatives feel totally or rather positive about the UERP and the sub-projects implemented under it, as this programme helps their local communities to develop and provides support to the people who need it, though a number of respondents mentioned that they do not have enough information about the UERP to evaluate it thoroughly.

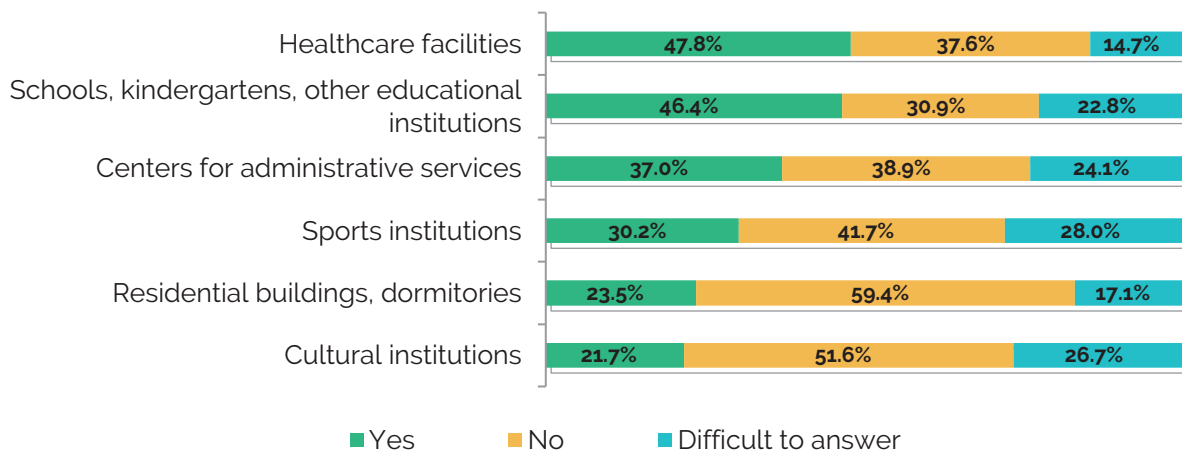
# SURVEY OF RESIDENTS OF SETTLEMENTS IN NINE TARGET OBLASTS

This section presents the results of a quantitative survey of 600 residents of settlements in 9 target oblasts where UERP is being implemented.

## 1. Awareness of the infrastructure restoration in the settlements of the target oblasts

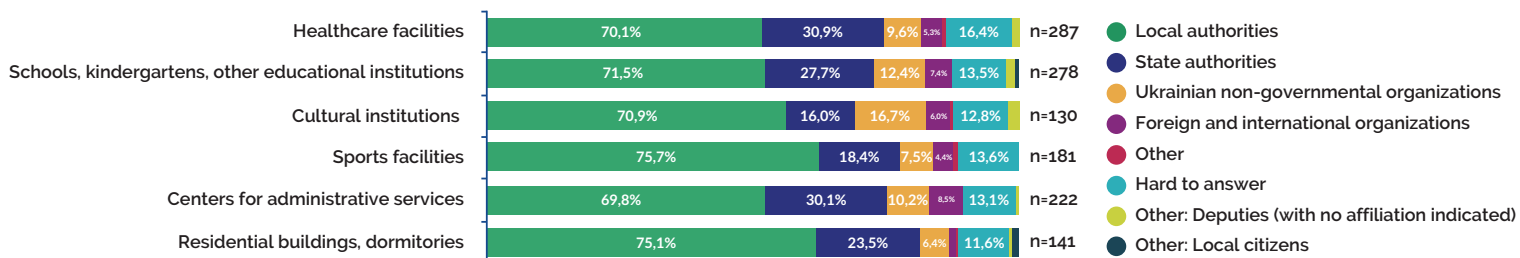
Among the general population of settlements in 9 target oblasts, the largest share knows about the restoration of health institutions (47.8%), schools and other education institutions (46.4%) and centers for administrative services (37.0%) over the last 2 years.

**Graph 1.1.** Awareness of the infrastructure restoration in the settlement over the last 2 years, among all respondents, n=600



Among those respondents who know about the restoration of each type of infrastructure facilities, most say that they have been restored with the assistance of local authorities – from 69.8 to 75.7%. The awareness of the population on the assistance of foreign and international organizations in the reconstruction of social infrastructure is quite low - from 4.4 to 8.5% depending on the type of such facilities.

**Graph 1.2.** Awareness of the source of support for the restoration of infrastructure facilities in the settlement over the last 2 years, among the respondents who answered "Yes" for each type of infrastructure facilities



Respondents were also asked to indicate which of these infrastructure facilities in their settlements need reconstruction and improvement the most urgently. Among the target population, there were named healthcare institutions (61.3%), residential houses and dormitories (58.7%) and schools, kindergartens and other educational institutions (49.1%).

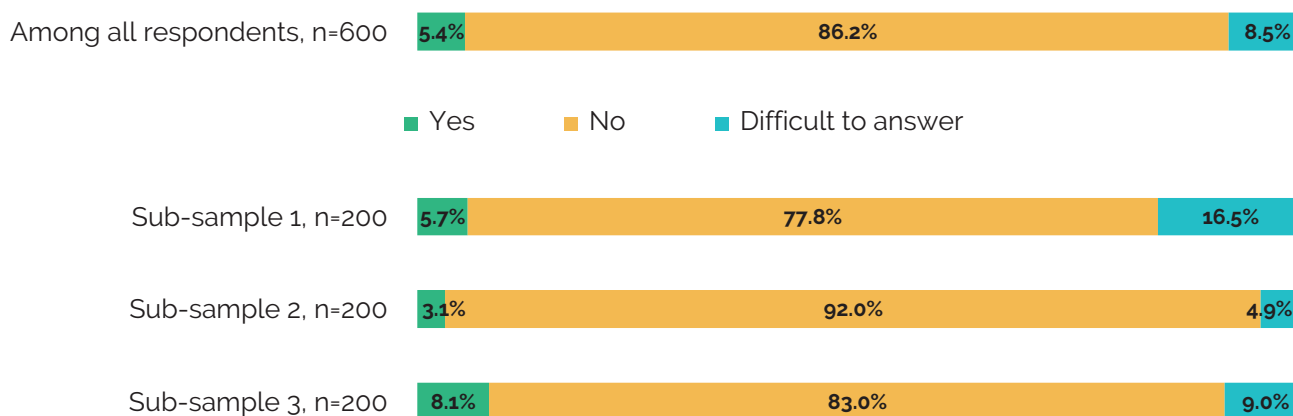
**Graph 1.3.** Breakdown of answers to the question "Which of these infrastructure facilities need reconstruction and improvement in your settlement the most urgently?", among all respondents, n=600



## 2. Awareness of the implementation of projects under the EIB Ukraine Early Recovery Programme

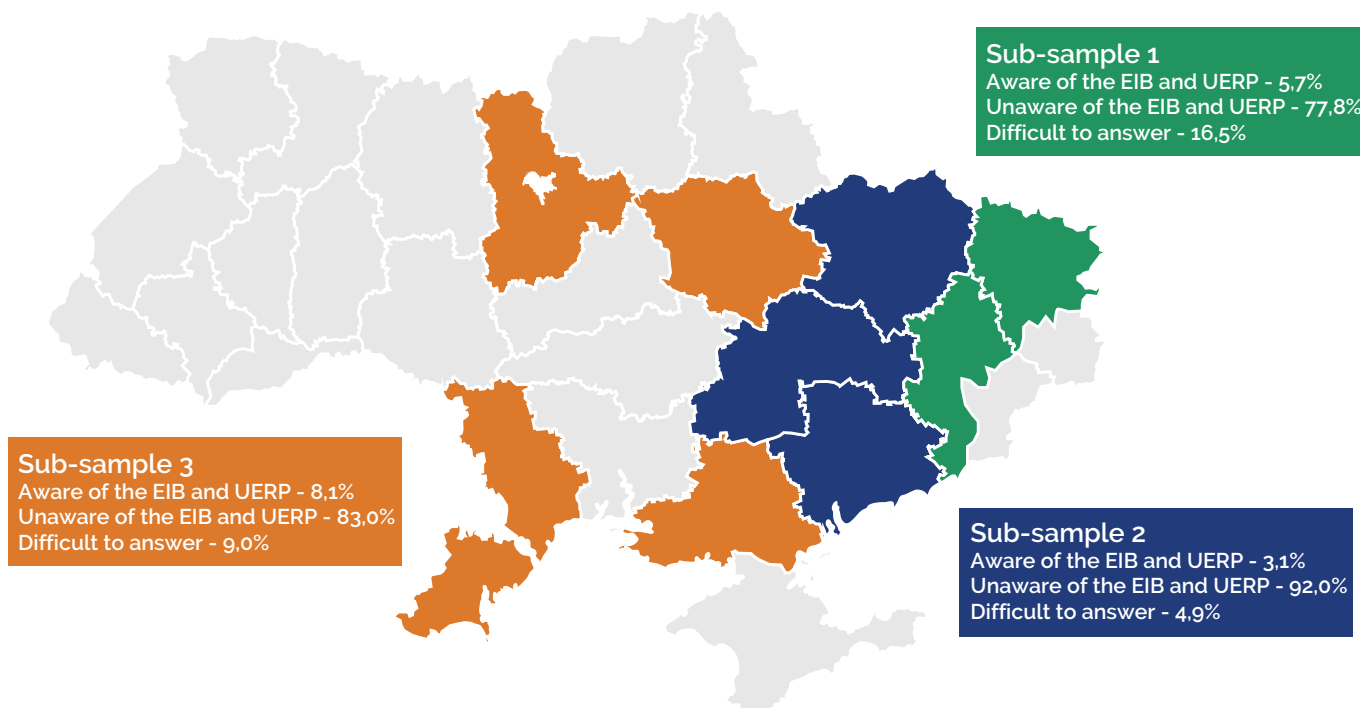
Among the population of the settlements in 9 target oblasts 5.4% know about the European Investment Bank and Ukraine Early Recovery Programme. The highest percentage of awareness among the sub-samples about the EIB and UERP - 8.1% - is in Poltava, Odesa, Kherson and Kyiv oblasts; the lowest - 3.1% - in Kharkiv, Zaporizhzhia and Dnipropetrovsk oblasts. By gender, 6.4% of men (n=263) and 4.6% of women (n=337) said they were aware of the EIB and the UERP.

**Graph 2.1.** Awareness of the activities of the European Investment Bank and Ukraine Early Recovery Programme





**Graph 2.2.** Awareness of the activities of the European Investment Bank and Ukraine Early Recovery Programme



Respondents who indicated that they were aware about UERP were asked to answer a number of questions about their awareness of the UERP sub-projects in their settlements and overall satisfaction with the sub-projects implementation. It is important to note that the total number of such respondents (15 women and 17 men) is insufficient for analysis.

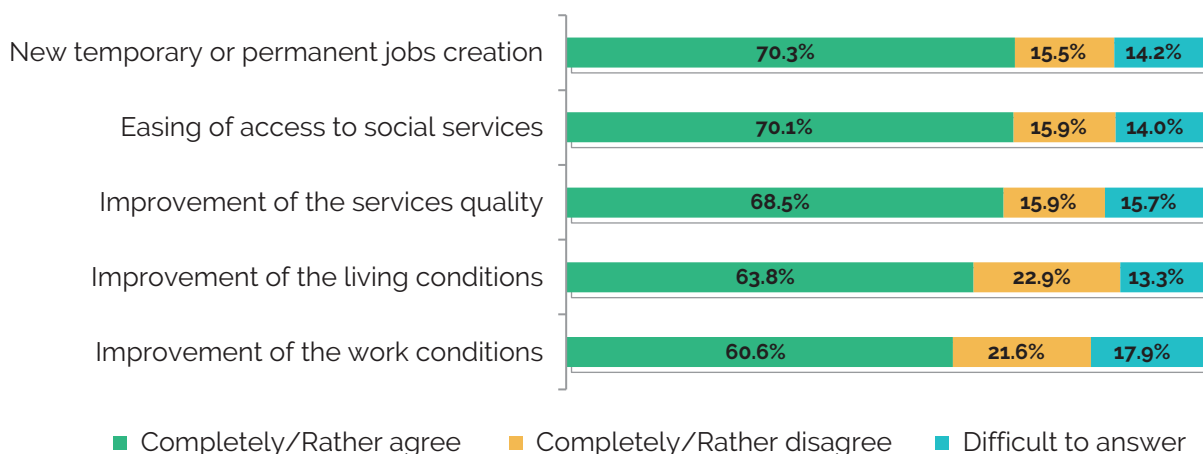
So, out of 32 people who know about the EIB and UERP, 12 learned about it from TV, 10 from the Internet, and 8 from other sources.

Six (6) of them are aware of UERP sub-projects that are implemented in their settlements, 5 are rather or completely satisfied with the restoration results. Also, 5 people indicated that these sub-projects were in line with the needs of their community, including one person who belongs to vulnerable groups.

### 3. Perception of the consequences of infrastructure facilities restoration in settlements

In general, most respondents believe that restoration of such infrastructure facilities can lead to a number of positive consequences for the community; most – to the new temporary or permanent jobs creation (70.3%) and easing of access to social services (70.1%).

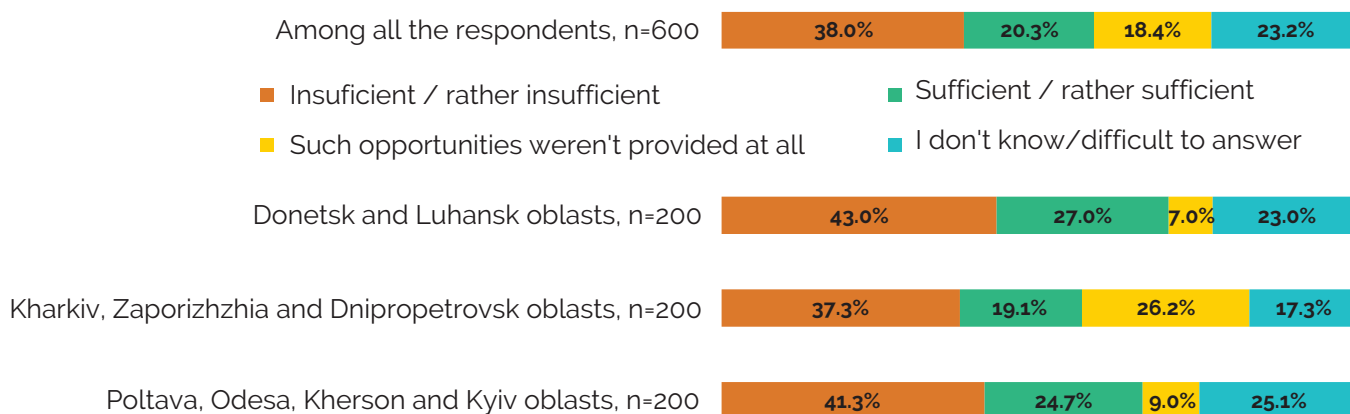
**Graph 3.1.** Perception of possible consequences of reconstruction of infrastructure facilities in the settlement, among all respondents (n=600)



## 4. Opportunities and engagement of residents of target settlements in decision-making processes by local authorities and self-government bodies

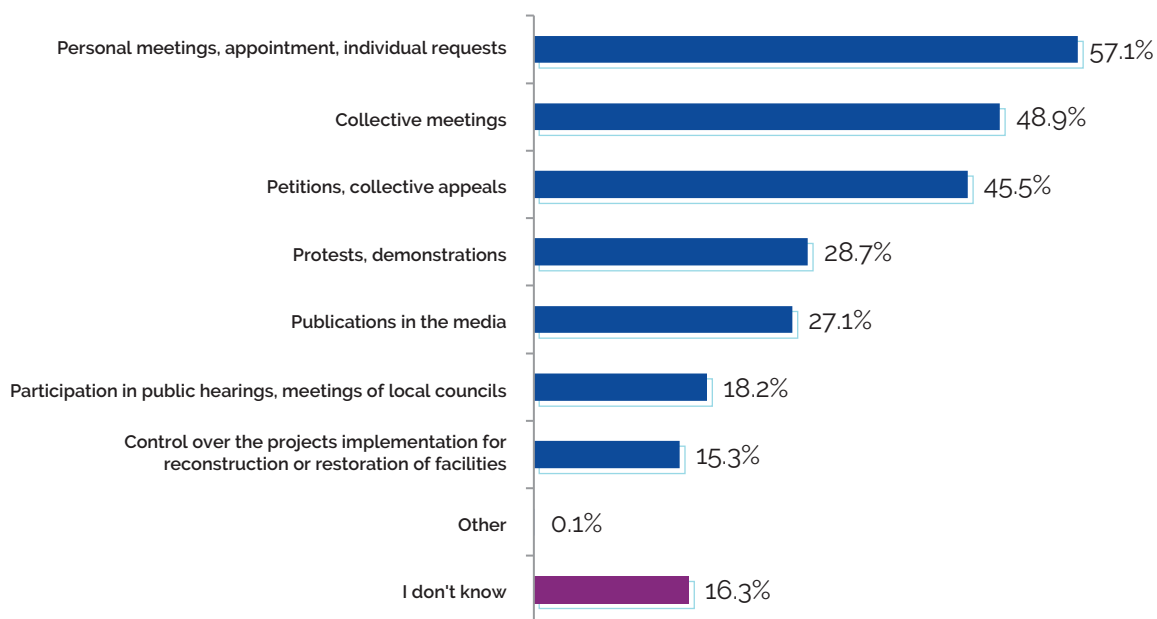
Among the general population of target settlements, 38.0% believe that over the last 12 months the opportunities that local authorities and/or self-government bodies in their settlements provided for citizens to participate in decision-making process have been completely or rather insufficient, 18.4% said that such opportunities were not provided at all, and 23.2% did not know or it was difficult for them to answer. It is important to highlight that on the contrary, 55.7% of surveyed final beneficiaries reported to have engaged members of local communities, including NGOs, to the development or implementation of their sub-projects (see graph 9.2, p. 21). Within the sub-samples, respondents are also dissatisfied with the provided opportunities for the most part.

**Graph 4.1.** Perception of the sufficiency of opportunities for citizens' participation in decision-making provided by local authorities and self-government bodies



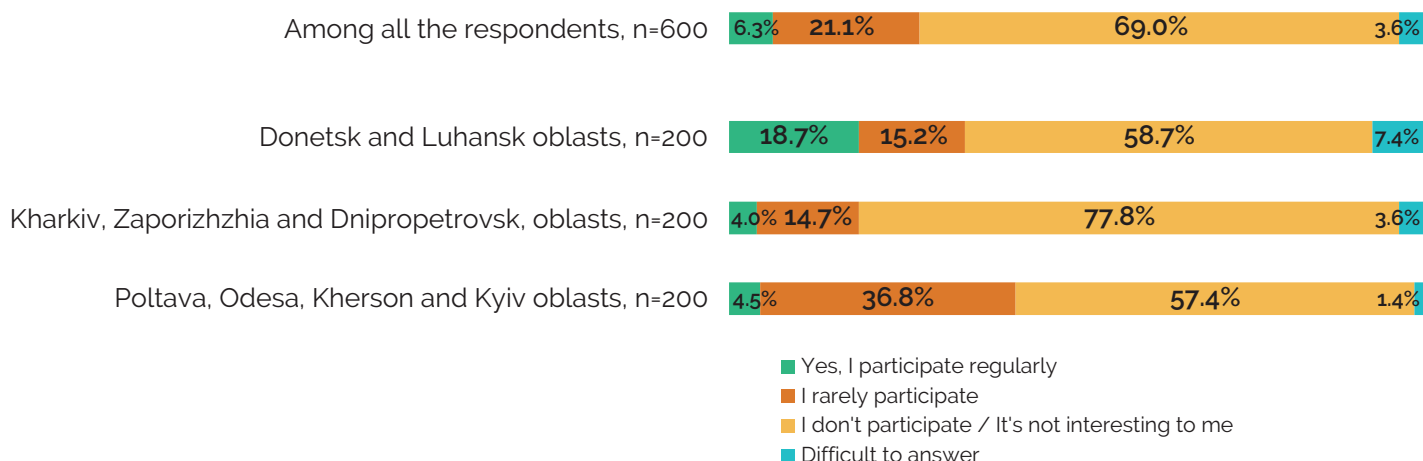
Among the means that local community uses in order to be heard by the authorities, known to the respondents, the best-known are personal meetings (57.1%), collective meetings (48.9%) and petitions or collective appeals (45.5%). Participation in public hearings, meetings of local councils and control over the implementation of recovery projects are least used by the local communities – in 18.2% and 15.3% of cases respectively.

**Graph 4.2.** Known means that local community uses to be heard by the authorities, among all respondents, n=600



In general, the respondents do not see themselves as active participants in the life of their communities – only 6.3% of residents of target settlements say they consider themselves to be such; 21.1% say that they rarely participate in the lives of their communities, and 69.0% say they do not participate at all due to lack of time or interest in such activities. In the sub-samples, residents of Donetsk and Luhansk oblasts consider themselves to be the most active – 18.7% of respondents said that they often take part in the life of their community; there are 4.0% of such respondents in Kharkiv, Zaporizhzhia and Dnipropetrovsk oblasts, and 4.5% – in Poltava, Odesa, Kherson and Kyiv oblasts.

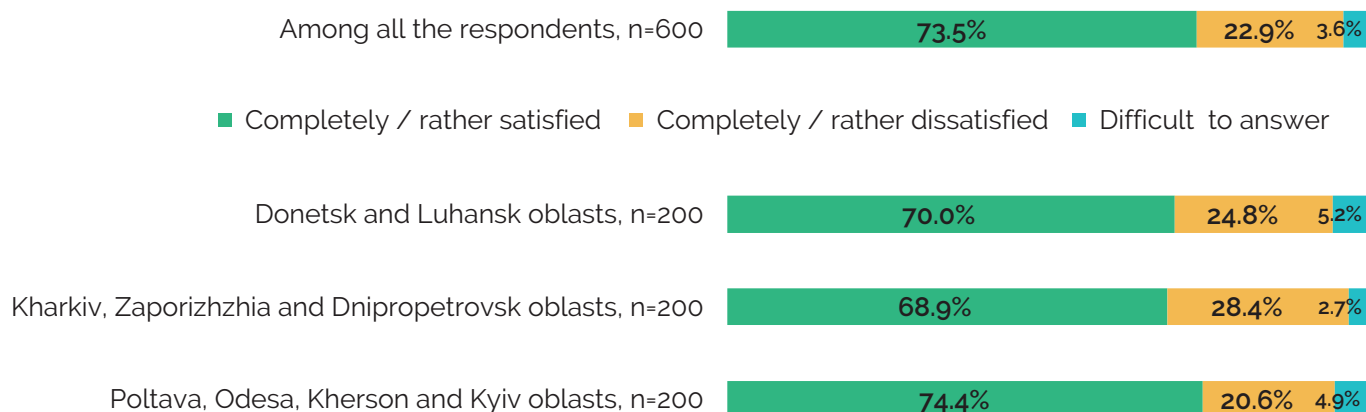
### Graph 4.3. Perceptions of own participation in community's life



## 5. Satisfaction with life in settlement and urgent problems

In general, more than two-thirds of the respondents both in the general sample and within sub-samples are completely or rather satisfied with life in their settlements.

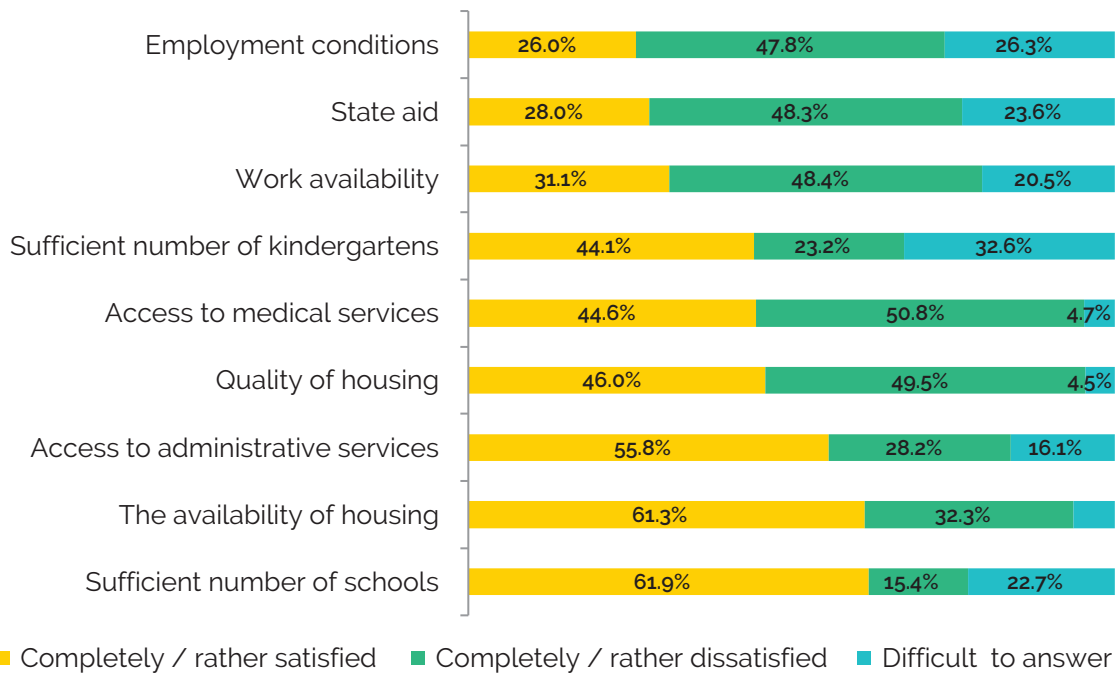
### Graph 5.1. Satisfaction with life in settlement



Speaking about certain life aspects, the residents of the target settlements are most satisfied with three of them - the sufficient number of schools (61.9% completely or rather satisfied), the availability of housing (61.3% completely or rather satisfied) and access to administrative services (55.8% completely or rather satisfied).

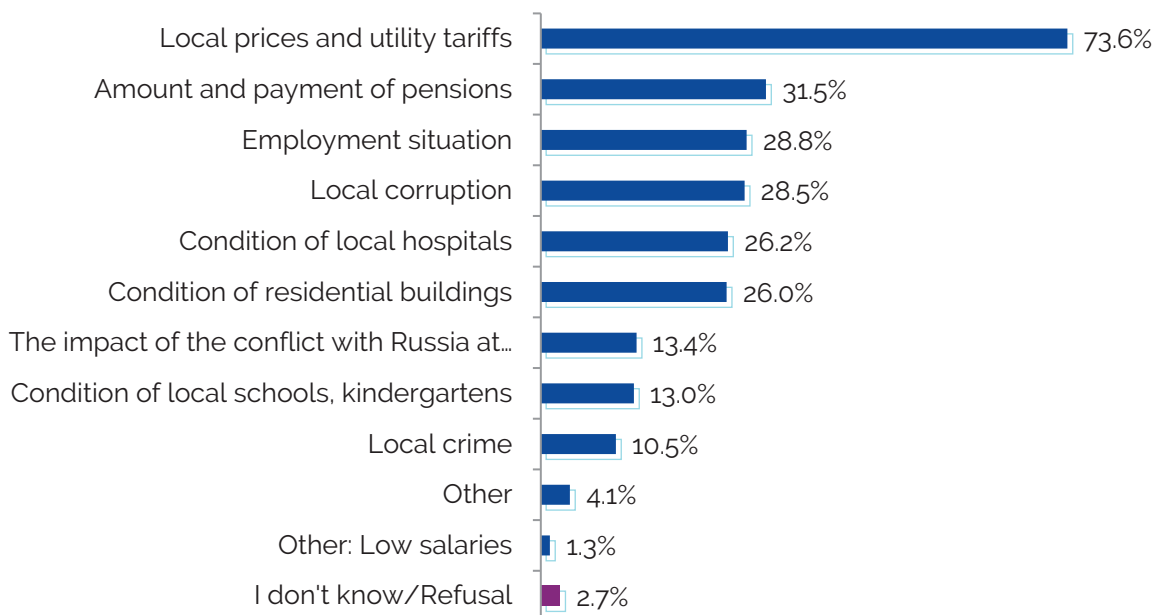


**Graph 5.2.** Satisfaction with individual life aspects in settlement, among all respondents, n=600



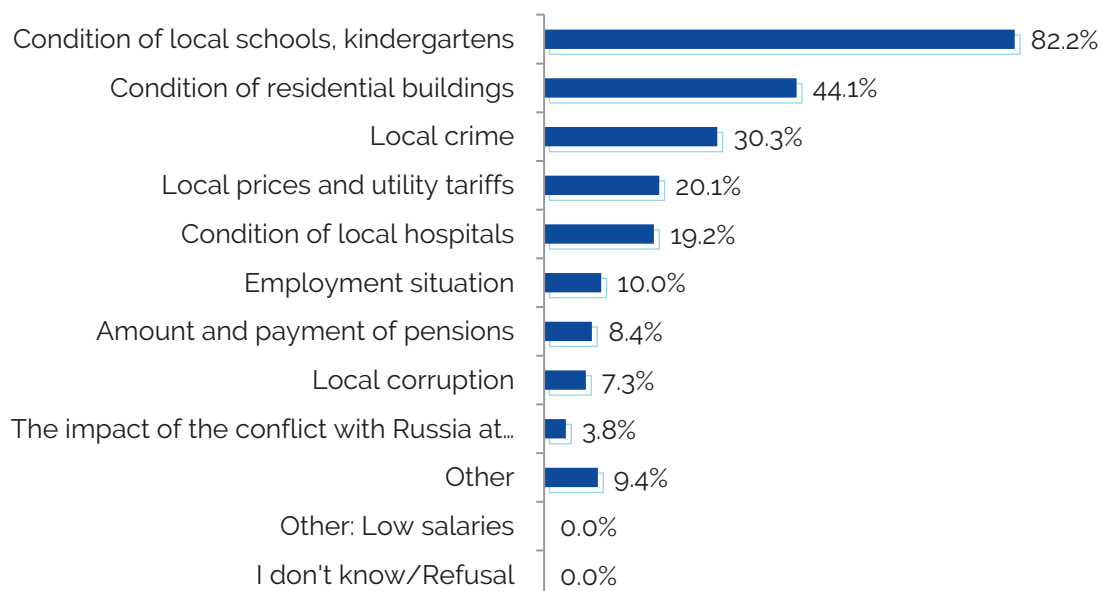
Speaking about the community problems that are most actual to the respondents - these are local prices and utility tariffs, more than two-thirds of the respondents in the general sample (73.6%) reported this problem as the most actual; followed by the amount and payment of pensions (31.5%), the employment situation (28.8%) and local corruption (28.8%).

**Graph 5.3.** The most actual problems of people's life in the community for respondents personally, among all respondents, n=600



It is important to note that the problems identified by IDPs as actual to them in the target regions are different from the general sample. Thus, most of them (82.2%) claim the problem of condition of local schools and kindergartens as most actual, 44.1% - the condition of residential buildings, and 30.3% - local crime.

**Graph 5.4.** The most actual problems of people's life in the community for respondents personally, among IDPs, n=65

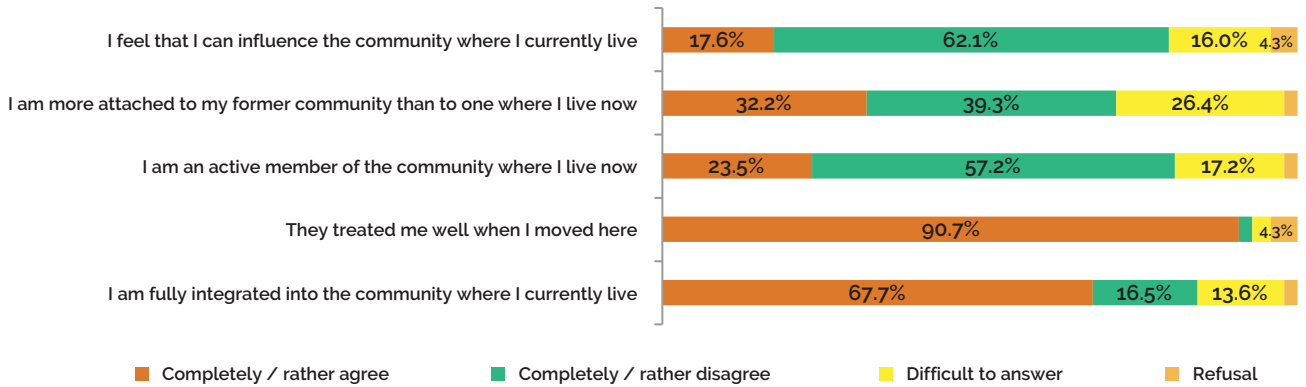


## 6. The IDPs' integration in target communities and their plans for future residence

Among the general sample, 10.8% of IDPs were interviewed, who were identified as persons who was forced to move to their settlement due to armed conflict or from the territory not controlled by the government of Ukraine.

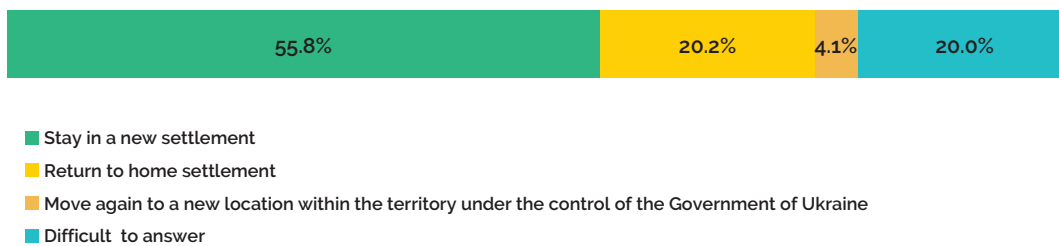
More than two-thirds of surveyed IDPs (67.7%) completely or rather agree with the statement that they have fully integrated into the community where they currently live. The overwhelming majority (90.7%) say that they were treated well when they moved to a new community. However, the majority of surveyed IDPs completely or rather disagree that they are active members of the community in which they live (57.2% completely or rather disagree), and most of them completely or rather do not feel that they can influence community in which they live (62.1%).

**Graph 6.1.** The level of agreement with the statements among surveyed IDPs, n=65



Regarding the plans for future place of residence - more than a half of surveyed IDPs (55.8%) plan to stay in the new settlement, 20.2% - to return to their home settlement, and 4.1% - to move to another place within the territory under the control of Ukrainian Government.

**Graph 6.2.** Plans for future residence, among IDPs, n=65



# UERP FINAL BENEFICIARIES' AND LOCAL STAKEHOLDERS' OPINION SURVEY IN TARGET OBLASTS

This section presents the results of focus group discussions and phone interviews with final beneficiaries and local stakeholders, including contractors.

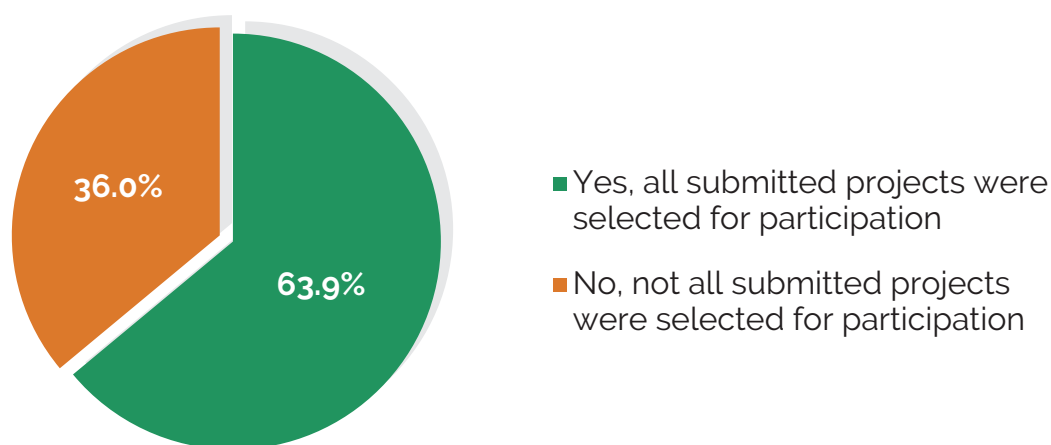
The goals of these study components were identification of the achievements, major challenges and risks of UERP sub-project implementation in the target regions, clarification of the recommendations for improving the sub-projects implementation process, identification the level of awareness of stakeholders, NGOs and the media with the main aspects of UERP.

## 7. Application and selection of sub-projects within UERP

### Experience in submitting and selecting sub-projects within UERP

Among interviewed beneficiaries 63.9% indicated that all sub-projects submitted by them were selected for participation in UERP.

**Graph 7.1.** Breakdown of answers to the question "Were all the sub-projects submitted by you / your team selected for participation in UERP?", among the final beneficiaries, n=122



Also, 13 of them indicated that they had withdrawn sub-projects on their own initiative - most often due to the lack of project financing and long implementation periods.

*"Loss of project relevance due to the duration of its implementation process"  
(Final beneficiaries, phone interviews)*

*"The project was canceled because we implemented it for local budget money, the building was dilapidated and in the need of urgent repair."  
(Final beneficiaries, phone interviews)*

Among those beneficiaries whose sub-projects were not selected for participation (36.0%), 17<sup>1</sup> are completely unaware of why it happened. Others note that the sub-projects did not meet all the requirements, mainly after a complex review of the documents. A part of the beneficiaries also noted that this situation occurred due to a long review of sub-projects - requirements had changed over the years, but the application had already been prepared.

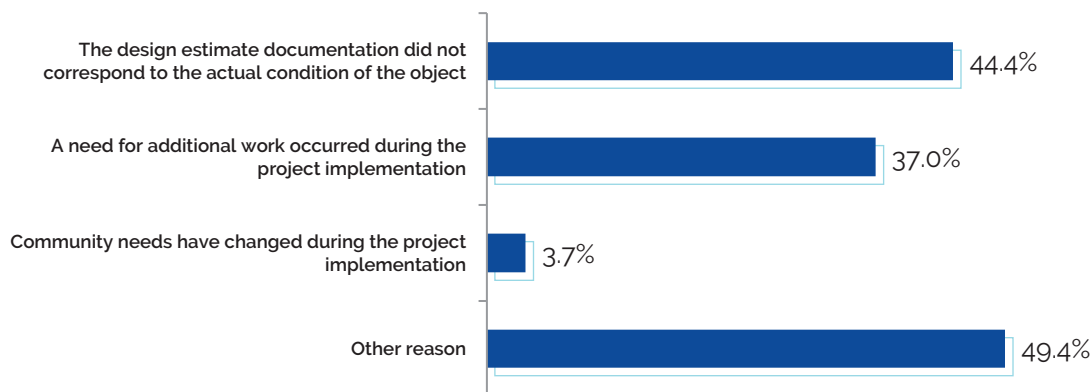
*"As it turned out, due to the non-comprehensive approach. When we were preparing everything in 2016, everything was under other rules, there was a positive expertise to do it. Which is needed very much. And then they introduced a comprehensive approach, a project of over 5 million."*  
 (Final beneficiaries, phone interviews)

*"It was not explained to us why they did not pass. Sometimes it was the high price (kindergarten), in some projects the measures for accessibility that were needed in these projects were not foreseen during the overhaul repair process. But there was no official answer."*  
 (Final beneficiaries, phone interviews)

## Changes in sub-projects applications

66.4% of interviewed final beneficiaries indicated that they had made changes in the sub-projects that had been already selected - 44.4% of them indicated that the project documentation did not correspond to the actual facility condition, 37.0% - that the need in additional construction works emerged during the sub-project implementation.

**Graph 7.2.** Breakdown of answers to the question "What was the reason for making these changes?" among the final beneficiaries who made changes to the sub-projects that had been already selected, n=81



In general, most of them, 85.2%, rate this experience as absolutely or rather positive. However, there were some aspects of the process that could be improved - some noted that they did not have enough experience with such projects, some - that they did not have enough time to refine the project and that the refining process was delayed.

<sup>1</sup> not enough cases for valid analysis



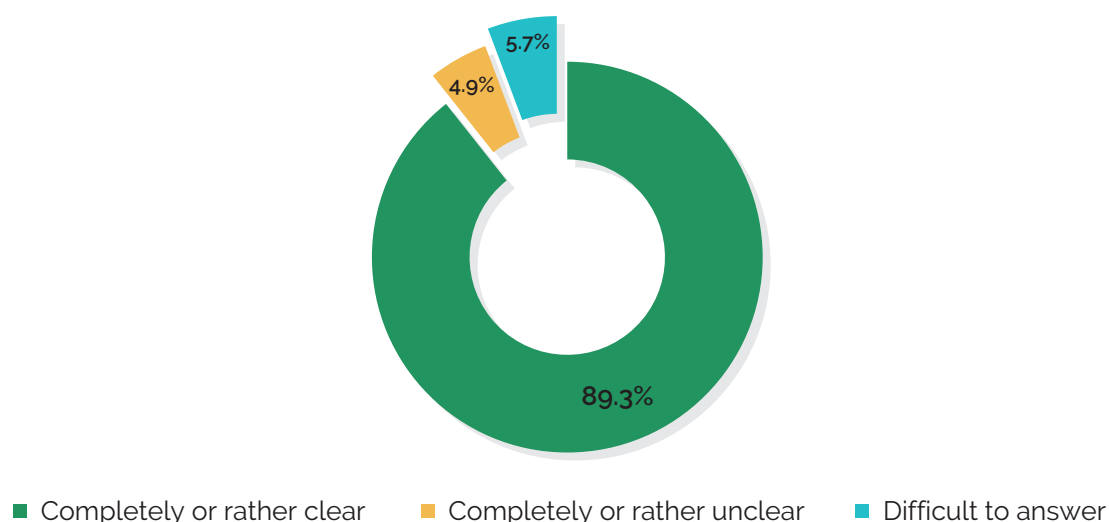
*"Negative, because we could partially implement this project and refine it now. The legislation has changed and with no changes in the project documentation regarding accessibility, the project needed refining regarding the firefighting measures"*  
(Final beneficiaries, phone interviews)

*"Based on the preliminary selection, the UNDP expert came to us, looked at the project and budget documentation, looked at the facility and said that the project is not comprehensive and there is a need to make changes quickly. We made every effort to refine it, and it worked. Our project is in the third pool; we are signing an agreement."*  
(Final beneficiaries, phone interviews)

## Application and selection criteria

Despite the lack of understanding among the participants of the reasons why some of their sub-projects were not selected for implementation, almost all of the interviewed beneficiaries (89.3%) indicated that the sub-projects submission criteria were completely or rather clear.

**Graph 7.3.** Breakdown of answers to the question "In your opinion, how clear are the submission criteria for sub-projects within UERP?", among the final beneficiaries, n=122



On the other hand, as focus group discussions showed, for some of the participants – both final beneficiaries and local stakeholders – the difference between the sub-project submission criteria and final selection criteria applied by the MCTD and EIB is not clear. Also, most focus group participants indicated that they were unaware of the selection criteria and therefore cannot fully understand why certain sub-projects were supported or not.

*"We wrote that water is important for us, and suddenly a music school or cultural house of another rayon gets into the selected projects"*  
(FGD, Kramatorsk)

*"There is not even a list of approved or non-approved projects, they need to be searched [on your own] in various Decrees"*  
(FGD, Mariupol)

Some respondents contacted the MCTD or their contact persons in the Oblast state administration to inquire about the criteria, but most indicated that they did not seek further clarification.

*"You don't want to ask stupid questions one more time"  
(FGD, Severodonetsk)*

Participants are mostly satisfied with the sub-project selection process, although many want the selection system to be described better. In addition, many stated that the Ministry's feedback system should be improved, as it is not clear for some of them whom to contact or where to get information about the selection process and its results.

*"Same to the website of DFRR [State Fund for Regional Development]; there are also projects that are submitted to the commission for consideration, being then selected and implemented. Here is the same so that cities could submit to the site or to this system. And they could follow the evaluating process of this project."  
(FGD, Kramatorsk)*

*"It is important for the meetings at which the project is being considered to be announced, and we are looking at the Resolution whether there have been changes or not"  
(FGD, Myrhorod)*

## 8. Engagement in the development and implementation of UERP sub-projects

### Personal engagement and motivation

All final beneficiaries and stakeholder representatives who participated in the focus group discussions were given information about the UERP and the opportunity to submit sub-projects either through city council departments, which received this information from Oblast state administrations or directly through representatives of Oblast state administrations.

However, some of the respondents referred to the training of international organizations such as the UNDP that they attended as additional sources of information about the Programme and similar opportunities.

*"They told us about many different directions there [at a public event held by an international organization]. Not just repairs, but investments in acquiring the Ambulances, trolleybuses, various IT technologies there, and all sorts of things. As a result, we learned from there that it is possible to participate, with what projects, to what extent."  
(FGD, Mariupol)*

Accordingly, speaking about the motivation to submit sub-projects within UERP, such activity is perceived by the final beneficiaries as fulfilling their official duties. In addition, some participants also mentioned the involvement in the process of seeking additional funding for infrastructure projects for which their local budgets do not have sufficient funding, as well as the desire to improve the situation in their communities, especially the quality of social services.

*"The city budget was not enough to do such big things  
As restoration of the buildings that are already very, very old."  
(FGD, Kramatorsk)*

*"The main priority is to attract additional funds for the economic development of the region."  
(FGD, Severodonetsk)*

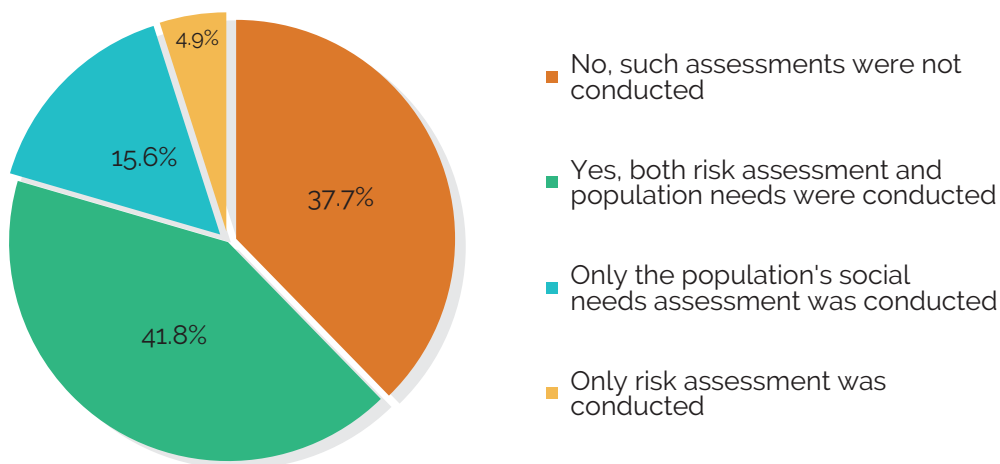
## 9. Social management and stakeholder engagement in implementation of sub-projects

### Assessment of the population's needs, the risks of sub-projects implementation, the conformity of the UERP sub-projects with these needs

37.7% of the interviewed **final beneficiaries** did not conduct an assessment of the population's social needs and the risks of sub-project implementation prior to their application; 41.8% conducted both risk assessment and needs assessment, 15.6% - only population's needs assessment, and 4.9% - risk assessment only.

However, some of the respondents referred to the training of international organizations such as the UNDP that they attended as additional sources of information about the Programme and similar opportunities.

**Graph 9.1.** Breakdown of answers to the question "Did you conduct the assessment of the local population's social needs and the risks of sub-projects implementation prior to their application?", among the final beneficiaries, n=122



Among those beneficiaries who did not conduct such assessments, the majority could not answer the question why such activity was not conducted. Of those, who have conducted such measures and can identify specific needs, the majority point to the needs of communities in the restoration of infrastructure facilities - schools, kindergartens, healthcare facilities.

All final beneficiaries note the expected positive impact of sub-projects on communities, most notably the improvement in the quality of the services provided in the restored facilities, providing more community residents with access to such services. It is noted specifically that, in general, the implementation of such projects can give residents the confidence that the changes for the better life are real.

*"It will have a dramatic impact. This is one of the largest schools. Now it is in a miserable condition. It is important that the population will believe that they can change something for the better. It is very important in the "gray area" and morally for our population, who are almost in the "gray area". But we cannot finish. I would like people to believe that something can change."  
(Phone interviews, final beneficiaries)*

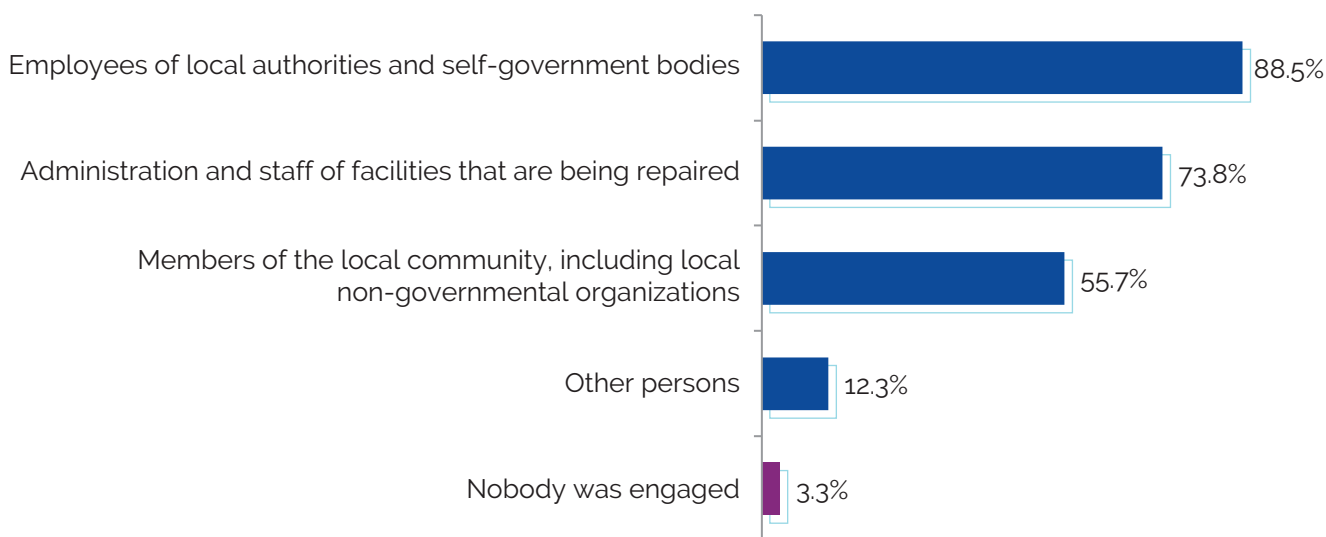
Regarding the impact of sub-projects on IDPs, almost all participants do not differentiate the impact on this group and on the community as a whole and define it as the same as on the whole community.

As for the risks, the failure of the contractor, as well as the negative impact of the construction works on the environment and local residents were identified as the main ones.

*"The influence on the environment, we were coordinating it with the Department of Ecology, with the designers. Will there be any noise, dust, noise from machinery during construction work? The project designer replied that there will be no global impacts"  
(Phone interviews, final beneficiaries)*

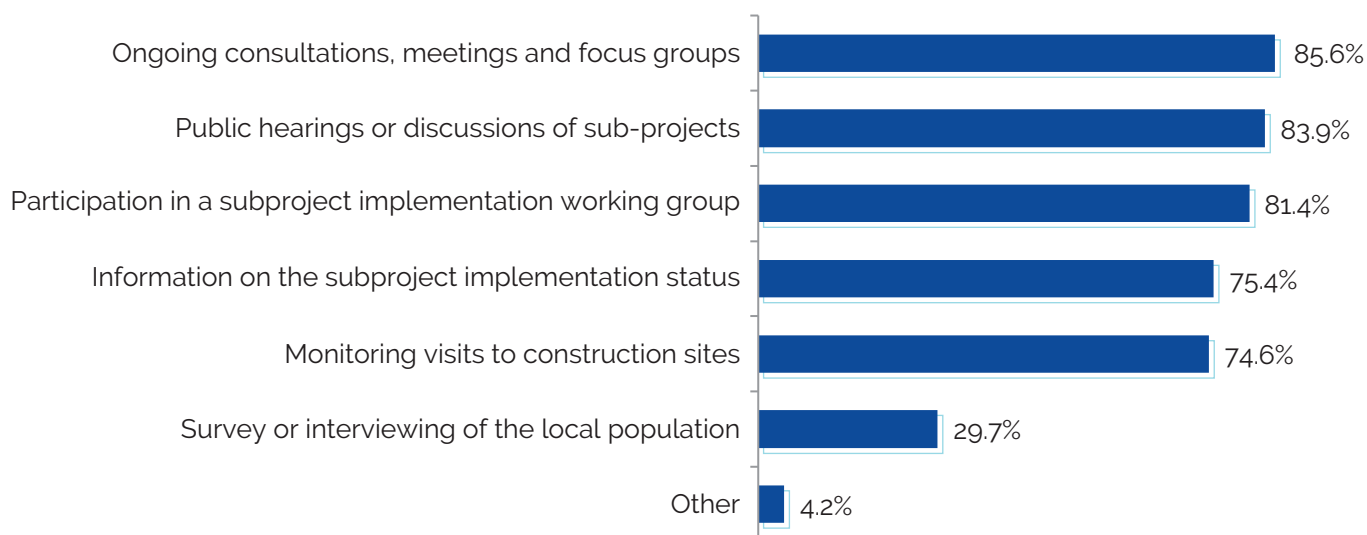
Answering the question, 96.7% of **final beneficiaries** indicated that they engaged other stakeholders in the development or implementation of sub-projects; most of them mentioned the engagement of local authorities (88.5%) and the administration or staff of facilities, where the works were or will be carried out (73.8%). Also, more than half - 55.7% - indicated that they engaged local community members.

**Graph 9.2.** Breakdown of answers to the question "Which parties, besides you, were engaged in the development or implementation of the sub-project?", among the final beneficiaries, n=122



Among the most popular ways of engagement are ongoing consultations, meetings and focus group discussions (85.6%), public hearings or discussions (83.9%) and participation in working groups (81.4%).

**Graph 9.3.** Breakdown of answers to the question "What means of engagement of these parties did you use?", among the final beneficiaries that engaged other stakeholders, n=118





It is also important to note, that in the phone interviews, the final beneficiaries were more likely to agree that the stakeholders had the opportunity to influence the development or implementation of the sub-project, indicating that they listened to the opinions of interested parties; also, the opportunity to support the sub-project with funds was identified as a means of influence in case of stakeholders – representatives of local authorities. 24.6% of final beneficiaries indicated that stakeholders had no influence on the development and implementation of the sub-project - either without identifying the reason, or indicating that all parties had participated in the development rather in a consultative manner and agreed with the decisions taken.

*"The authorities also had influence. The sessions provided co-financing for the project. That is, they also influenced."*

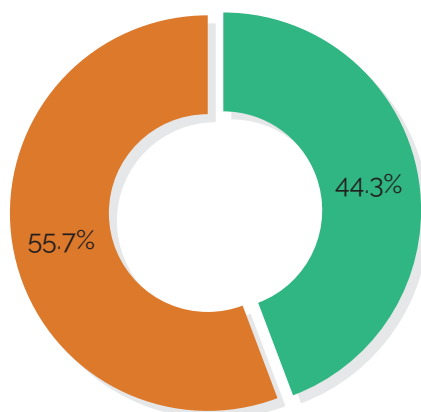
*(Phone interviews, final beneficiaries)*

*"They provided all the necessary documents upon request. All their wishes were taken into account at the design stage."*

*(Phone interviews, final beneficiaries)*

It is also important to note that 44.3% interviewed final beneficiaries have a Social Management Plan and a Stakeholders Engagement Plan.

**Graph 9.4.** Breakdown of answers to the question "Do you have a Social Management Plan and a Stakeholder Engagement Plan for your sub-projects?", among the final beneficiaries, n=122



■ Yes, we have such documents    ■ No, we don't have such documents

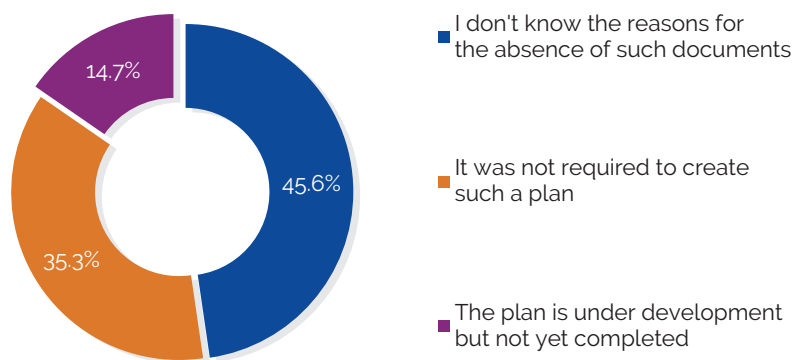
According to the beneficiaries, such documents are used to identify all the necessary stages of work, follow the timetable and carry out the necessary social management activities, including community engagement. However, some of them stated that they knew only about the existence of such a document, but its use is not within their personal sphere of responsibility. Those beneficiaries whose sub-projects have not yet been implemented have indicated that they have such documents but do not use them yet.

*"They are now up for approval. We will create working groups, gather local activists for the Public Hearing, communicate with people, inform people about the progress of work – do they like it or not, organize public hearings, study public and stakeholders' opinions."  
(Phone interviews, final beneficiaries)*

*"According to this plan, information is published on websites and in the media. We hold Working group meetings, public hearings, discussions."  
(Phone interviews, final beneficiaries)*

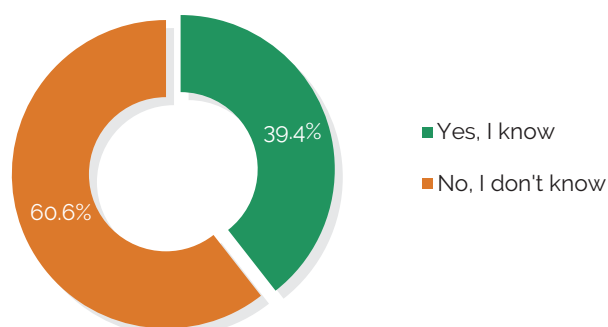
Among those who do not have such documents - 55.7% final beneficiaries - almost half (45.6%) cannot answer the question why they do not have such documents. Those who are aware of the reasons note, that they have not been required to create such a plan (35.3%), or that the plan is being developed but has not been completed yet (14.7%).

**Graph 9.5.** Breakdown of answers to the question "Why don't you have a Social Management Plan and a Stakeholder Engagement Plan for your sub-projects?", among the final beneficiaries who do not have a Social Management Plan and Stakeholder Engagement Plan, n=68



Among **the stakeholders** who took part in the phone survey, the majority - 60.6% - were unaware of social management and stakeholder engagement activities within the UERP; among those who know - 7 local government employees, 5 representatives of management, local councils and administrations, 7 contractors and 9 employees of institutions where works are or will be carried out (provided in quantities, not percentage, as there are not enough cases to analyze each group separately).

**Graph 9.6.** Breakdown of answers to the question "Do you know about social management and stakeholder engagement within UERP?" among local stakeholders, n=71



The number of respondents who are not aware of such measures is much smaller among the final **beneficiaries** - only 8.2% indicated that they did not know anything.

The most well-known social management measures for the final beneficiaries are sub-project monitoring (86.1%), reporting and sub-projects results dissemination within community (85.3%), and creating working groups and dealing with complaints and proposals (82.0% each). Speaking of local stakeholders, most of them are aware of information events - meetings, public hearings, trainings and seminars.

**Graph 9.7.** Breakdown of answers to the question "What social management and stakeholder engagement measures do you know about?", among the final beneficiaries, n=122



*"In public participation in the event implementation and support, informing the public about the implementation process of these projects»  
(Local stakeholders, phone interviews)*

*"Project discussions – stakeholders analyze these projects and give their advice; project discussions – we study the impact on the population, on community development. Discussions are being held publicly; projects are publicly submitted."  
(Local stakeholders, phone interviews)*

95% of the final beneficiaries who are aware of engagement and social management measures (91.8% out of all surveyed FBs) indicate that such measures have completely or rather positively influenced the implementation of their sub-projects, mainly because correct and timely information disclosure and effective communication help to understand needs and requests from different groups, and come to common decisions.

*"When there is good communication between all, then of course the arrangement of priorities is happening more clearly. When everyone's opinions are heard, the priorities can be seen well."*

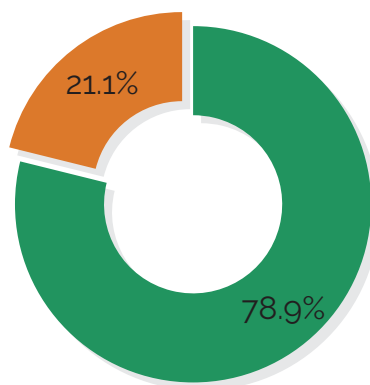
*(Phone interviews, final beneficiaries)*

*"It became clearer to me personally when we started consulting in this direction. We saw the end result, now it is more in-depth. There were a lot of nuances when our projects were in a state of disruption, and then we held proper consultations and that improved."*

*(Phone interviews, final beneficiaries)*

In telephone interviews, most stakeholder representatives (78.9%) also indicated that they had participated in the development or implementation of UERP sub-projects in their communities.

**Graph 9.8.** Breakdown of answers to the question "Have you participated in the development or implementation of UERP sub-projects in your community?", among local stakeholders, n=71



■ Yes, we participated      ■ No, we didn't participate

59.2% of stakeholders completely or rather agree that they were able to influence the development or implementation of these sub-projects.

*"If I had any suggestions, they were accepted"*

*(Local stakeholders, phone interviews)*

*"Offered ideas, support, and inspiration. Gathered communities, there were meetings, discussions with children, teachers, we made decisions together."*

*(Local stakeholders, phone interviews)*

Among the focus group participants, everyone also participated in the development or implementation of sub-projects. However, in the group discussion, participants had the opportunity to express more concerns about dealing with stakeholders. Thus, the participants mentioned the most problems in cooperation with the project organizations that developed the documentation - in Kramatorsk and Bakhmut the participants noted that the quality of the projects often was low, which made it difficult to continue working with the project.

*"The quality of preparation of design specifications and estimates of all projects in the oblast is terrible"*  
(FGD, Kramatorsk)

Another problem was cooperation with NGOs that were members of local councils - in some locations participants indicated that due to the lack of understanding of the specifics of sub-projects implementation process and budgeting in particular, NGOs can intervene such process.

*"At present, we have a lot of problems with people who do not understand the sources of financing and how they are implemented. Who believes that for this money it was possible to build 2 such buildings?"*  
(FGD, Kramatorsk)

Also, in those settlements where sub-projects are already being implemented, the engagement of community representatives has not always been carried out in a positive way, due to the lack of public interest in such projects, as noted by FGD participants. Also, participants whose sub-project implementation has been delayed or suspended have indicated that the public is treating projects with less confidence because of this.

*"This is such a conflict situation. It is presented as something that is not needed for the community; it is needed by a certain administrator who has an interest in it. Although, all these facilities are social"*  
(FGD, Mariupol)

*"I myself answered at this Public Council. And they asked me questions. And the first question was: "When will the children go to school to study? When will the children be in school?" And I couldn't answer."*  
(FGD, Bakhmut)

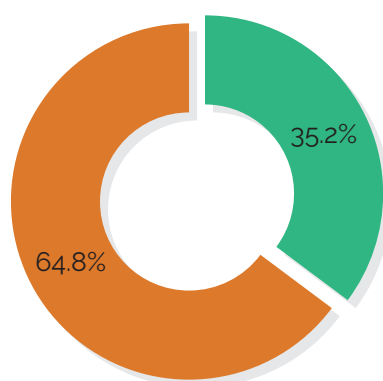
However, in other cities, notably Melitopol, Berdyansk and Odesa, FGD participants were more than happy to work with different stakeholders - in their view, such diversification would engage a sufficient number of specialists in specific fields (developing project documentation, working with contractors, etc.) that will allow implementing projects faster and more efficiently.



Stakeholders' representatives who did not participate in any social management and stakeholder engagement activities within the UERP were asked to answer questions whether they would be willing to take such action in the future. There were two such respondents, and both are ready to participate in all of these activities - project planning and designing within UERP, consultations on project implementation, information events, working group meetings, project implementation monitoring, etc.

As for informing stakeholders about UERP sub-projects, most (64.8%) do not receive such information.

**Graph 9.9.** Breakdown of answers to the question "Do you receive information on implementation of UERP sub-projects, including monitoring data?", among local stakeholders, n=71



■ Yes, I receive this information    ■ No, I don't receive such information

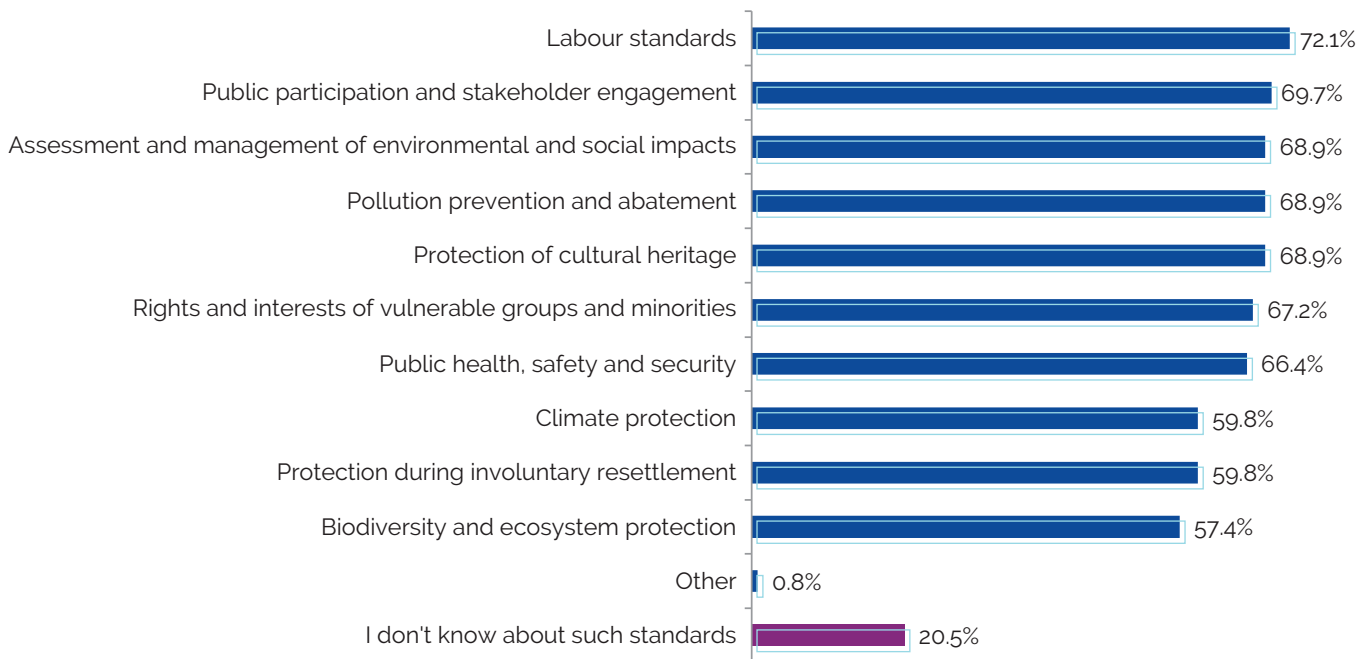
The number of respondents who answered each questions is not enough for valid conclusions and is presented in quantities. Among those who receive it, the main source is local authorities who spread this information (12 of 25); also, stakeholders refer to the UNDP TA and the capital construction departments in their oblasts as sources of such information. 11 of them receive information once a month, 9 - once a week, and others less frequently.

As for those stakeholders who do not receive such information (46 persons), 38 of them would like to receive such information, most often through online sources, at least quarterly.

## 10. Compliance of sub-projects with the EIB Environmental and Social Standards

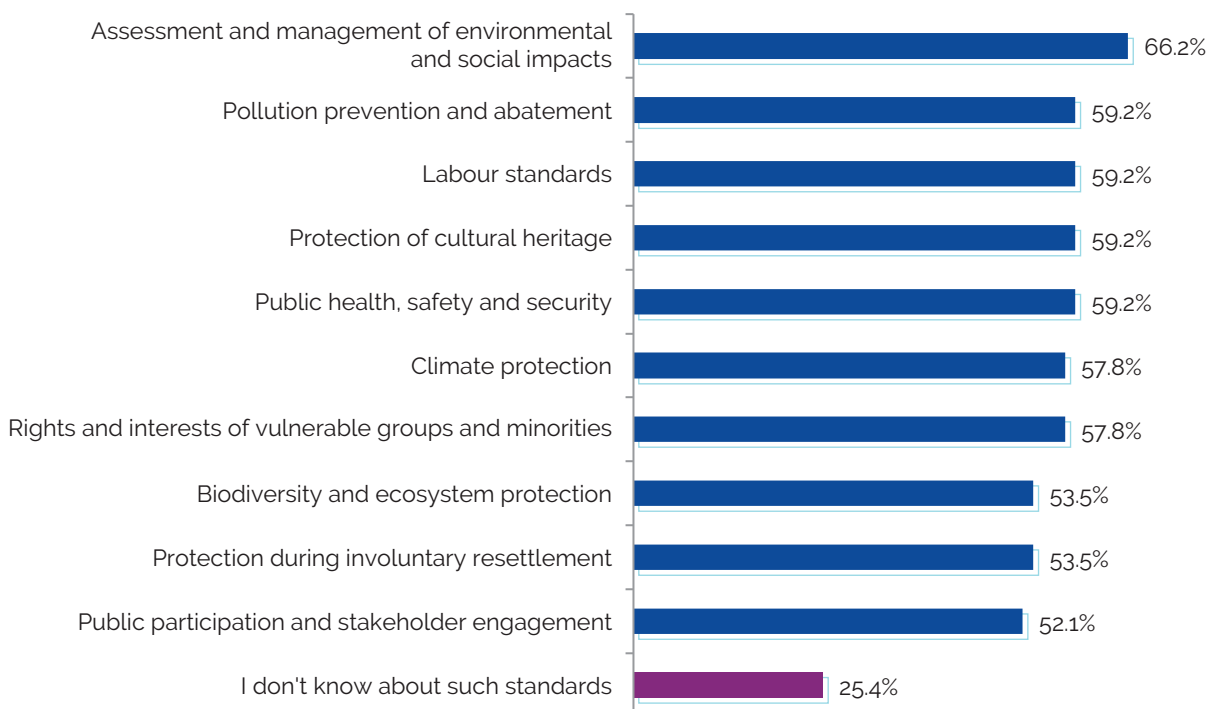
Most of the **final beneficiaries** are aware of the EIB Environmental and Social Standards - only 20.5% of them indicated that they were not aware of such standards. Among the standards that are known to the largest number of final beneficiaries are labor standards (72.1%), public participation and stakeholder engagement (69.7%).

**Graph 10.1.** Breakdown of answers to the question "To the best of your knowledge, what are the Environmental and Social Standards of the European Investment Bank?", among the final beneficiaries, n=122



There are more of those who are familiar with at least one of these standards among **local stakeholders** as well - 25.4% of them indicated that they were not aware of such standards.

**Graph 10.2.** Breakdown of answers to the question "To the best of your knowledge, what are the Environmental and Social Standards of the European Investment Bank?", among the local stakeholders, n=71

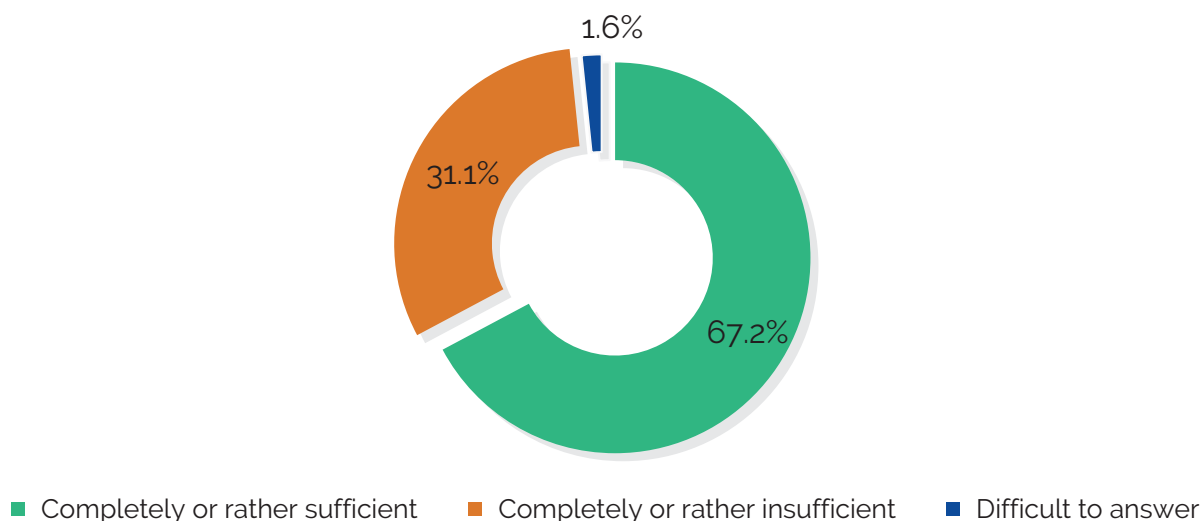


Speaking about compliance with these standards when implementing sub-projects - none of the beneficiaries mentioned that their sub-projects were in breach of standards (it is important to note that 34.4% respondents noted that they had not implemented sub-projects yet). Among the stakeholders, only 1 contractor and 2 employees of the establishments where the works were carried out indicated that some of these standards had been violated, mainly those were the standard related to the utilization of construction waste. According to the respondents who indicated the existence of violations, this was more to do with technical issues - lack of equipment for the removal of construction waste.

## 11. Capacity and needs for implementation of UERP sub-projects

In general, the **final beneficiaries** consider that they rather have sufficient resources to develop and implement sub-projects - 67.2% of final beneficiaries during phone interviews indicated that they have completely or rather sufficient amount of such resources.

**Graph 11.1.** Breakdown of answers to the question "In your opinion, do you have sufficient resources - human, material, financial, etc. - to develop and implement sub-projects within UERP?", among the final beneficiaries, n=122



The number of the respondents, who think that the resources they have are rather or completely insufficient, is not enough for valid conclusions. Finances are mentioned the most among those resources that are lacking (24 respondents); human resources, mainly qualified specialists are in second place (12 respondents); two respondents stated the need for external information support.

*"Specialists in certain areas [are lacking the most], our staff is limited. That's why we turn to the rayon administration on many issues. They have more specialists."*

*(Final beneficiaries, telephone interviews)*

*"I think we must approach from the other side. And we came up with a selection of projects, a review, and then - training people who implement these projects. It would be necessary to gather and teach people the requirements and criteria, and how it should look like, and after that make some mailings and say that "friends, prepare projects". And these trained specialists would do it."*

*(FGD, Kramatorsk)*

The following essential resources needed for project implementation were mentioned in all the target settlements during the Focus group discussions:

- 1.** Financial resources for co-financing and other project needs.
- 2.** Specific knowledge - legal knowledge for tendering and contracting, technical knowledge for creating the right tasks for the project.
- 3.** Developed communication - with contractors, executive bodies and the EIB.

In some settlements (e.g. Dnipro and Melitopol) none of the participants indicated that they needed additional resources. Regarding obtaining such resources – the search for additional funding is mainly concerned with other grant projects or cooperation with the oblast, rayon or city budget, or the search for businesses and other investors; the ways of attracting more qualified staff are not very clear to the participants, since the work of such specialists requires remuneration, but not all participants understand whether they need such an employee in the staff. And, at the same time, they cannot hire such specialists on their own.

*"(International) companies will be selected and they will study the procurement process. And then, in the course of implementation, they will help with advice, something else."*

*(FGD, Mariupol)*

*"Our strategy is that we constantly ask for an additional staffing unit, and they deny us in it"*

*(FGD, Severodonetsk)*

*"There is no money planned for administration process, for example, if such thing is not provided in Shishaky, no department, nothing, then they need an individual to lead the project, and this person needs to be paid, wages and other expenses"*

*(FGD, Mirgorod)*

## 12. Main achievements and problems during the implementation of sub-projects

The following key achievements were identified among the final beneficiaries and stakeholders from all target settlements:

- Gaining new experience - new information, models of communication with contractors, executive bodies of local councils

*"I have gained a lot of experience - how to work in different field outside the local budget. And if there is an expensive local project, then I will understand what requirements can be demanded in the tender documentation"*  
(FGD, Severodonetsk)

- Opportunity of raising additional funds for the development of one's own settlement and improvement of the situation in it through these sub-projects

*"We started with the UERP, and then we somehow got engaged, and then there was NEFCO, then EU money, then something else, in total over two years we have used additional 80 million, while the city budget is 16."*  
(FGD, Severodonetsk)

*"At one time, when my son was graduating from school, we were raising money for windows, now we do not need to do it."*  
(FGD, Melitopol)

- For settlements where some sub-projects are already being implemented – the fact of implementation, and for those where the sub-projects are not yet being implemented – the fact of winning the competition and obtaining funding

*"We have achieved this and we are implementing this Programme! It is necessary to wait for the project to be completed. It is necessary to complete the second stage, signing the 4-party agreement, announcing the tender, conducting the tender, timely completion of all types of works and their timely financing."*  
(FGD, Odesa)

Among the main **difficulties and problems** that they are facing, the named:

- Loss of sub-project relevance due to the long duration of the sub-projects selection and approval procedures

*"Many projects are not accepted, there is a rollback. We re-submitted. They are outdated. That is, we, like members of a cult, are constantly working on them, not feeling when it will shoot. Here's the hardest thing about this Programme. We were given the task; we have prepared the maximum of objects for the 3 billion. Can you imagine what package we have prepared for 3 billion? And we received only 10 million - two facilities."*  
(FGD, Mariupol)



- If projects do not lose their relevance, then cost re-calculations and changes are required, resulting in additional costs from the local budget

*"The amount becomes irrelevant. And this is money from the city budget, and it is not two thousand, not three and not five, it is fifty, seventy, two hundred, three hundred thousand for a project, if a normal project."  
(FGD, Pokrovsk)*

- Communication with local stakeholders and population - misunderstanding by the local population, conflict situations

*"When a project is being carried out and people from this neighborhood begin to say that this facility is more important to us and why are you doing this project? We need to talk to people. For example, there are projects that do not include a social component (talk to people) and then have problems. Therefore, even if the Programme does not provide such activities, we must talk from the very beginning what we plan and why this particular facility is important."  
(FGD, Myrhorod)*

- Conducting tenders through Prozorro and working with contractors: according to many FGD participants, the requirements for tendering are very complex, delaying the start of work. Also, participants noted that among the small number of contractors who could be suitable for the implementation of the sub-projects, some proved to be inappropriate - mostly it was mentioned in the cities of Donetsk oblast.

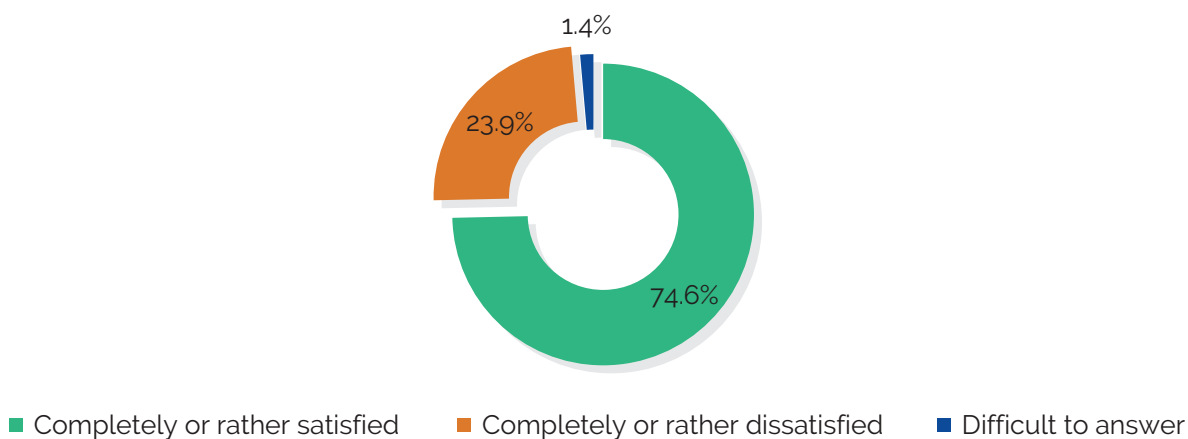
*"Designer [should be searched for] through Prozorro. Insurance company through Prozorro. Contractor - Prozorro. Technical supervision - through Prozorro. The author's ... To pass it all, if you make a deadline, it's a year. We only trade for a year or something. And in a year, I will tell you - a school for a thousand pupils will be built in 9 months. And we are just looking for someone somewhere, some virtual people for a year."  
(FGD, Mariupol)*

- Lack of proper communication with the MCTD, insufficient number of qualified staff, long sub-project review duration, resulting in loss of relevance, conflicts with local residents and additional costs from local budgets

### 13. Satisfaction with the UERP implementation mechanism and future plans

During a phone interviews, **local stakeholders** were asked whether they were satisfied with the implementation of UERP sub-projects - 74.6% stated that they are completely or rather satisfied. In general, the main reason for satisfaction is the fact that such sub-projects exist in the regions, as they, according to stakeholders, help local communities to develop. As for shortcomings, they noted the long process of sub-project applications reviewing and sub-project implementation, partly due to a complex funding system.

**Graph 13.1.** Breakdown of answers to the question "How are you personally satisfied with the overall UERP sub-project implementation process?", among local stakeholders, n=71



*"The first round - a very long implementation, we had to recalculate the project. We were late with payment. And that project had to be closed with local money. We submitted another project - and there was the auction. But I like that all the time someone was counseling us, helping to understand some financial issues, the training was conducted, we were explained individually if we didn't understand something."  
(Local stakeholders, phone interviews)*

The **final beneficiaries** are also satisfied that there is an opportunity to raise additional funds for the development of their communities, despite the shortcomings and difficulties of working with the Programme mentioned in the previous section.

In general, most participants plan to continue to submit sub-projects to UERP, despite the problems and difficulties they face, since the Programme is in any case an opportunity for them to restore infrastructure in the region.

*"Not only we are ready, but we have already submitted 4 more projects."  
(FGD, Melitopol)*

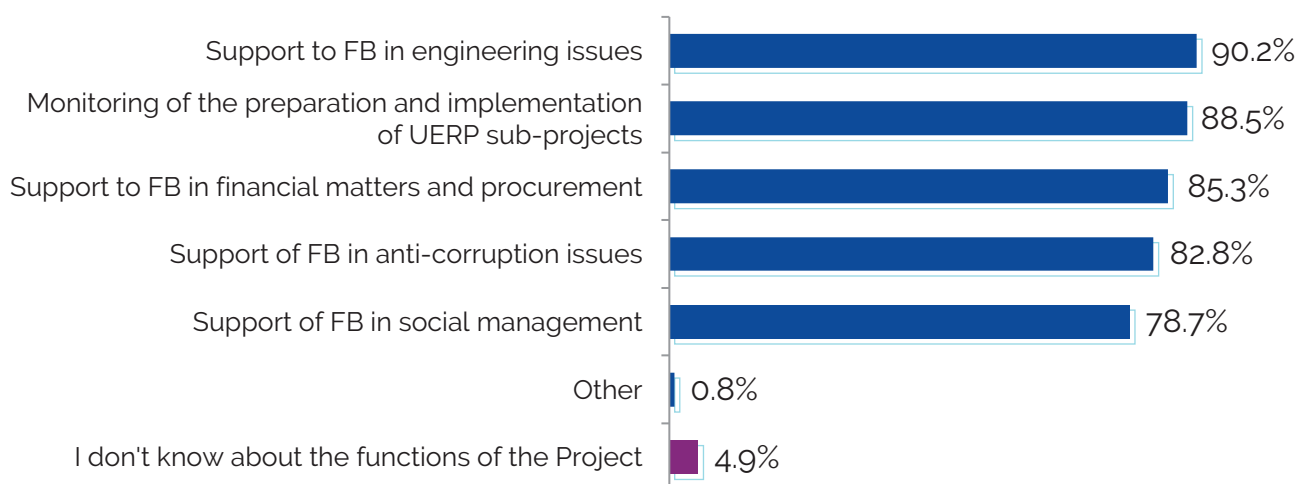
*"As soon as a new pool is announced, we will continue to submit new projects and seek funding."  
(FGD, Berdyansk)*

## 14. Evaluation of the work of the UNDP Technical Assistance Project

During the phone interviews, the **final beneficiaries** were asked to answer questions about their awareness of the activities of the UNDP TA Project within UERP, and to evaluate their satisfaction with this support.

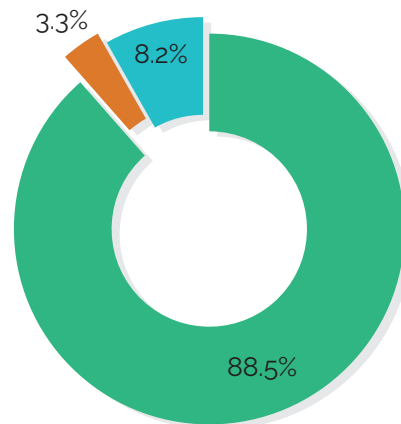
Regarding the awareness of the functions provided by the UNDP TA Project under UERP – only 4.9% of respondents indicated that they did not know anything about the functions of the Project. Most respondents (90.2%) know that the Project provides support to the final beneficiaries on engineering issues, namely in the preparation and adjustment of estimates; 88.5% respondents stated that the function of the Project is to monitor the preparation and implementation of UERP sub-projects; 85.3% - that the Project provides support to final beneficiaries in financial matters and procurement; 82.8% - support in anti-corruption issues, and 78.7% - support in social management, stakeholders and the public engagement.

**Graph 14.1.** Breakdown of answers to the question "To the best of your knowledge, what functions does the UNDP Technical Assistance Project provide within UERP?", among the final beneficiaries, n=122



In general, most of the interviewed **beneficiaries** indicated that they were completely or rather personally satisfied with the support received from the UNDP TA Project - 88.5% of respondents indicated this fact.

**Graph 14.2.** Breakdown of answers to the question "How are you personally satisfied with the support you receive from the UNDP Technical Assistance Project as a final beneficiary?", among the final beneficiaries, n=122



■ Completely or rather satisfied    ■ Completely or rather dissatisfied    ■ Difficult to answer

Only 3.3% of final beneficiaries are rather or completely dissatisfied with this support, and 8.2% more have found it difficult to answer this question. Among the reasons for the negative evaluations are differences in the requirements for the implementation of sub-projects, which, according to the final beneficiaries, are being insufficiently communicated to them. Instead, most of the final beneficiaries, who are rather or completely satisfied with the work of the Project, state that they receive assistance from specialists, help in case of conflicting points in the sub-project implementation process, expertise in the necessary areas.

*"They are correcting our activities; my job is to respond quickly [to the received answers]. I realized what the projects are, thanks to them. They will always advise, consult."*  
 (Final beneficiaries, telephone interviews)

Regarding the recommendations for the UERP TA Project activity, 46.7% interviewed beneficiaries indicated that the assistance they receive is sufficient and no changes to the activity need to be made; another 22.1% hesitate to answer this question. Most of the respondents indicated that they would like to receive more advice and information support on various issues, especially they emphasize the issue of training - there is a demand for more information on sub-project application procedures, legal aspects, tendering and contracting.

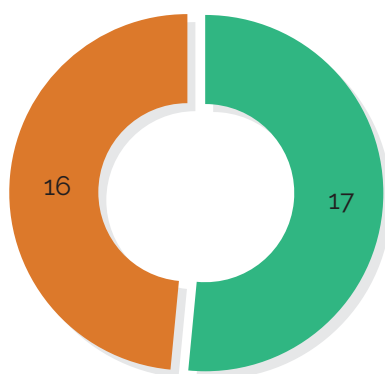
*"Maybe, there should be more methodological materials. The last time [at a meeting with Project representatives] we were provided with a methodical presentation describing the whole process from the beginning to the end of the project implementation. We didn't have enough of this at the beginning of our project implementation, such material would be very useful"*  
 (Final beneficiaries, phone interviews)

# SURVEY OF REPRESENTATIVES OF LOCAL NGOS AND MEDIA

As the total number of resultative interviews with local NGOs (33) and media (20), it is difficult to make valid conclusions based on this data. The results in this subchapter are provided in quantities, not in percentage.

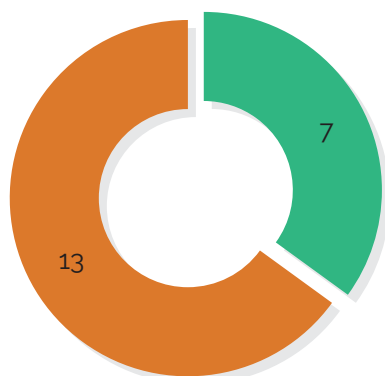
In general, the number of local NGOs and media representatives familiar with the UERP activities is rather low - only 17 of the 33 interviewed NGOs representatives were aware of the UERP activities in their region, 7 of the 20 - among the media representatives.

**Graph 15.1.** Breakdown of answers to the question "Do you have information about the Ukraine Early Recovery Programme (UERP)?", among NGOs, n=33



■ Yes, I have the information      ■ No, I don't have the information

**Graph 15.2.** Breakdown of answers to the question "Do you have information about UERP?", among media, n=20



■ Yes, I have the information      ■ No, I don't have the information



As for sources of information on UERP, 7 out of 17 NGO representatives indicated that they personally worked with UERP sub-projects; among the other sources there were named Internet resources (5 out of 7), including specialized newsletters (CrimeaSOS, UNHCR), personally from the UNDP representatives and from colleagues from other NGOs (4 out of 7). Among the interviewed media representatives, most learned about UERP from public events or meetings that were either personally attended or from other media. Also, all 7 interviewed media representatives indicated that they provided information on sub-project implementation or covered public events within the UERP in their publications - mainly by writing news articles about certain project implementation stages (preparation of documents, etc.) and reconstruction of specific facilities in their settlements.

Regarding the awareness of that who implement the Programme at the national level, both NGOs and media representatives who took part in the survey, are for the most part aware that at the national level the Programme is implemented by the MCTD (9 out of 17 for NGOs, 3 out of 7 for media). Other options include the UN, the EU, the Ministry of Economy of Ukraine, or the Ukrainian government as a whole.

All 7 interviewed media representatives believe that sub-projects that are implemented within the UERP in their regions are completely or rather meet the needs of local communities and IDPs living in these communities. Regarding NGOs, 16 out of 17 completely or rather agree that the sub-projects meet the needs of local communities, but 4 of them indicate that the sub-project does not meet the needs of IDPs living in the community - mainly because the needs of IDPs are not sufficiently studied, and because IDPs themselves are not engaged to sub-project development.

Speaking of awareness of the EIB Environmental and Social Standards - NGO representatives are mostly familiar with them - only 2 of the 17 said they were unaware of such standards. Among the most well-known standards are the rights and interests of vulnerable groups and minorities (12 out of 17 know), protection during involuntary resettlement (11 out of 17 know), public participation and stakeholder engagement, as well as public health, safety and security (10 of 17 know about each of these).

In addition, 12 of the 17 NGO representatives are aware of social management and stakeholders engagement activities within UERP. Most of them (9 out of 17) personally participated in information disclosure activities on sub-project implementation. Fewer respondents participated in other events - 6 participants took part in the working groups, 4 - in monitoring, 3 - grievance redressal or conflict resolution. In general, 12 out of 17 participants believe that their engagement has significantly or rather improved the sub-project implementation process - among the reasons, they name mainly the sharing of their experience and expertise, which was taken into account in the decision-making process by the final beneficiaries and contractors.

Also, interviewed NGOs are more likely to participate in such activities in the future - at least 8 people are completely or rather ready to participate in all types of activities, including 10 people who are willing to participate in the UERP sub-projects planning or development; regarding their role - everyone states that they are ready to join as experts and share their expertise to new projects or implementation of current ones. Those who do not agree to participate in such activities indicate that they do not like this type of work, or that they do not have time to engage in such activities.





Only 5 out of 17 NGO representatives indicate that they regularly receive information on UERP sub-projects in their communities. 5 out of 7 local media representatives are talking about that, too. The main sources of information are the UNDP and meetings of local and regional councils. On the other hand, there is a need to receive information - everyone who does not receive information now (both NGOs and media) would like to receive such information, and among those who already receive information, 4 out of 5 NGOs and 2 out of 5 media representatives indicate that need more information. Among other things, they indicate that they would like to know the progress of existing sub-projects, new sub-projects in the region, as well as receive newsletters or other forms of information spreading about public events within the UERP. The most convenient ways to get information is through emailing and spreading information through special pages on social media platforms (mainly Facebook). Participants want to receive such information at least once every six months, preferably from once a week to once a quarter. It is also important to note that all of the interviewed media representatives are ready to publish UERP sub-project materials in their regions, provided that information will be sent. The range of potential topics varies from highlighting the beginnings and stages of work to the grand opening of the recovered sites. Respondents also noted their interest in highlighting the difficulties that sub-project implementers face and how to address these difficulties, as well as in highlighting the positive experience of implementing such sub-projects - even if it is not a project in their settlements. However, the most part of media representatives state that they are more interested in covering information about their settlement or region.

More than half of the interviewed NGO representatives (11 out of 17) state that they are completely or rather ready to participate in anti-corruption monitoring of the sub-project implementation process; in the case of environmental and social monitoring, the willingness to participate is even higher - only three NGO representatives are rather unwilling to participate in the process. Among the reasons for this, all respondents indicate that they were either not monitoring specialists or not experts in the environmental or social monitoring.

It is important, that among those who are willing to participate in monitoring processes, the largest number (10 out of 17) indicated that they need their own training in monitoring; the next need is financial and technical resources (8 of 17) and human resources (7 of 17).

In general, all interviewed NGOs and the media are completely or rather positive about the UERP - saying that any assistance is needed and that such a programme is a good example of working with small towns and improving the quality of life for residents of settlements. However, many of them indicate that they do not have all the information on the sub-projects, so they cannot evaluate the UERP and its results in more detail.

# MAIN RECOMMENDATIONS

Based on the results of the study components described in the previous sections, taking into account the comments and suggestions received from the final beneficiaries and local stakeholder representatives, a number of recommendations have been identified to improve the sub-projects implementation, reduce risks and maximize the positive social impacts of UERP.

**1. Improving the information coverage on UERP sub-projects for community residents** through local media (who are willing to share such information if received timely), local NGOs, which can act as a link between the final beneficiaries and the community in sharing project information. Sharing information about UERP on special local governments' and self-government bodies' pages on the Internet resources and in social media, info-stands on construction sites and information boards on the recovered facilities can be useful.

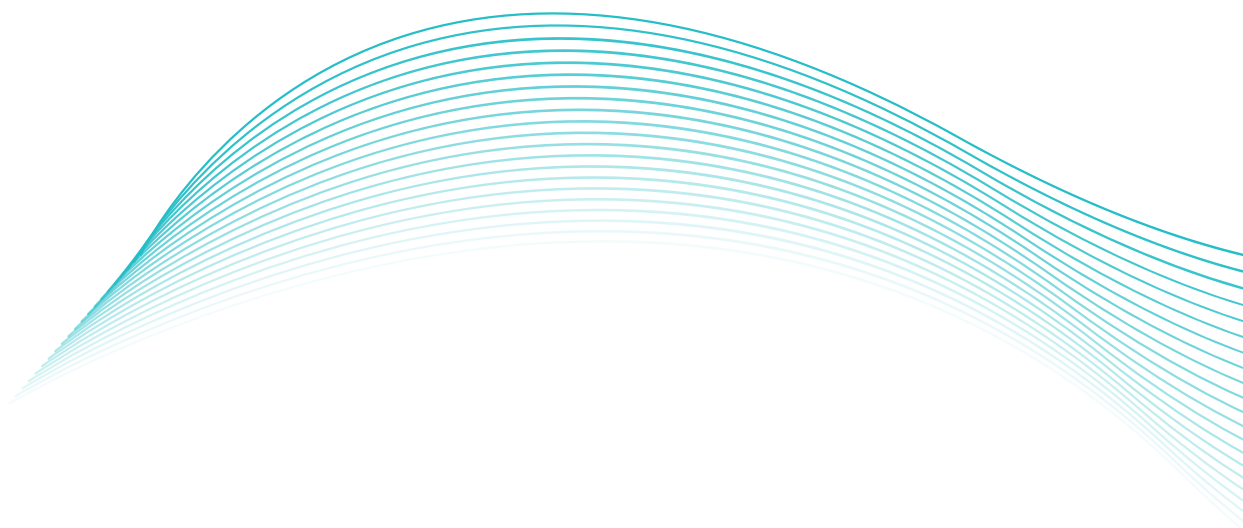
**2. Fostering the communication between the final beneficiaries, MCTD and the EIB** through the launch of additional newsletters or websites that will provide up-to-date and regularly updated information on selected sub-projects, changes in requirements, etc.; if it is possible - to assign Ministry specialists for each region and share their contacts with the final beneficiaries and stakeholders for direct communication, or to create a feedback form that can be used by engaged parties when needed.

**3. Improvement of work with the system of consideration and selection of sub-projects applications** - perhaps the most common problem faced by the final beneficiaries was that the applications themselves became irrelevant due to the long consideration of sub-projects, it was necessary to make changes, attract additional funding for adjusting project budget estimates etc. In addition, a large number of beneficiaries did not clearly understand the sub-projects selection criteria applied by the UERP implementers. Accordingly, the possible ways of solving such issues could be an adjustment to the algorithm and timing of consideration of sub-project applications, preparation of the list of selection criteria and dissemination of such information to all beneficiaries on Internet resources, during working meetings, public events, etc.

# MAIN RECOMMENDATIONS

**4. Training of beneficiaries and stakeholders on communication and community engagement skills** - a number of interviewed and FGD participants noted that creating Working Groups and communicating with the community was problematic for them - sometimes because of the lack of trust of NGOs to the authorities, sometimes because the beneficiaries did not have the necessary answers (as in the case of delays and, consequently, the extension of sub-project implementation period). Accordingly, the engagement of these parties in the development and implementation of sub-projects is rather formal, because it is a requirement of the EIB, than a conscious need to communicate with and engage the community. However, the availability of information, consultations and other means of engaging the community in the UERP sub-projects is crucial, as it is local residents who benefit directly from the renovation of social infrastructure. Many of the final beneficiaries have limited knowledge, motivation and experience in communication with citizens. Thus, there is a need to increase the capacity of final beneficiaries and other stakeholders to interact systematically and effectively with the community. So, specialized trainings and seminars on these topics can be extremely useful and will help to gain the necessary knowledge and skills.

**5. Increasing the flexibility of sub-projects implementation process**, giving final beneficiaries more time for the development and submission of applications and enabling the community or other stakeholders to influence and modify certain project provisions without the need for a lengthy, complicated and costly sub-project adjustment process. Even when there is a need for adjustments or public comments, the final beneficiaries are very reluctant to go through this process, either fearing delays and, as a consequence, possible exclusion from the UERP, or due to the lack of funds to pay for project adjustments. It also complicates the engagement of a wide range of stakeholders at a later stage because they do not see a real opportunity to influence the implementation of sub-projects and to reach positive changes in their communities.



# ANNEX A.

## RESEARCH METHODOLOGY

### 1. Representative survey of residents of settlements in nine target oblasts

600 residents aged 18+ of settlements in 9 target oblasts were interviewed on September 17 - October 2, 2019. The general sample consisted of three sub-samples - residents of target settlements in Donetsk and Luhansk oblasts (Sub-sample 1), Kharkiv, Zaporizhzhia and Dnipropetrovsk oblasts (Sub-sample 2), and Poltava, Odesa, Kherson, and Kyiv oblasts (Sub-sample 3); the size of each sub-sample is 200 respondents. Statistical weighting procedure for proportional representation of target settlements from 9 regions was applied to the general sample.

The maximum theoretical sampling error does not exceed  $\pm 4.0\%$  for the general sample,  $\pm 6.9\%$  for sub-samples, with a probability of 0.95.

The sample design is provided below:

**Table A1.1.** Sample design

Subsample	Oblast	Settlement	Population 18+ y.o.	% to the total population of settlements in subsample	Number of interviews in sample	% in sample	
1	Donetsk	Kramatorsk	147 375	13%	30	15%	
		Sloviansk	105 588	10%	20	10%	
		Druzhkivka	54 474	5%	10	5%	
		Pokrovsk	59 649	5%	10	5%	
		Myrnohrad	45 872	4%	10	5%	
		Mariupol	420 979	38%	50	25%*	
		Mangush	7 654	1%	10	5%	
		Bakhmut	70 917	6%	14	7%	
	<b>Total per settlements in oblast</b>			<b>912 509</b>	83%	154	77%
	Luhansk	Sievierodonetsk	99 639	9%	20	10%	
		Starobilsk	16 130	1%	8	4%	
		Rubizhne	55 075	5%	10	5%	
Kreminna		18 264	2%	8	4%		
<b>Total per settlements in oblast</b>			<b>189 107</b>	17%	46	23%	
<b>Total per settlements in subsample</b>			<b>1 101 616</b>	100%	200	100%	
2	Kharkiv	Kharkiv	<b>1 360 212</b>	54%	75	38%*	
	Zaporizhzhia	Zaporizhzhia	697 670	28%	55	28%	
		Melitopol	140 916	6%	15	8%	
		Prymorsk	10 720	0.4%	15	8%	
		Berdiansk	106 046	4%	15	8%	

\*The weight of the following settlements was decreased in the sample to ensure appropriate representation of smaller settlements in the sample and approved by the UNDP TA.

	<b>Total per settlements in oblast</b>		<b>955 351</b>	38%	100	50%
	Dnipropetrovska	Kamianske	<b>212 375</b>	8%	25	13%
	<b>Total per settlements in subsample</b>		<b>2 527 938</b>	100%	200	100%
<b>3</b>	Poltava	Myrhorod	36 643	2%	15	8%
		Kremenchuk	204 524	11%	20	10%
		Reshetylivka	8 552	0%	15	8%
		Shyshaky	4 093	0%		
		Dykan'ka	7 108	0%		
	<b>Total per settlements in oblast</b>		<b>260 920</b>	14%	50	25%
	Odesa	Odesa	<b>946 106</b>	49%	65	33% *
	Kherson	Kherson	<b>266 135</b>	14%	30	15%
	Kyiv	Brovary	91 366	5%	15	8%
		Boryspil	54 660	3%	10	5%
		Bucha	29 952	2%	10	5%
		Vyshhorod district (Khotianivka)	75 732	4%	10	5%
		Kyiv -Sviatoshyn district (Sofiivska Borshchahivka)	203 427	11%	10	5%
	<b>Total per settlements in oblast</b>		<b>455 137</b>	24%	55	28%
<b>Total per settlements in subsample</b>		<b>1 928 299</b>	100%	200	100%	
<b>Total per settlements in 9 oblasts</b>			<b>5 368 745</b>		<b>600</b>	

Data Acquisition Method is a personal interview using the Computer-assisted personal interviewing (CAPI) method, the interview duration is approximately 30 minutes.

The routes for the search and selection of respondents were constructed outside polling stations located in settlements according to the Central Election Commission data as of January 2018 (each route lay within one constituency - each constituency in Ukraine is designated by the Central Election Commission and is a set of exact addresses and buildings). In the settlement randomly (from the list of possible routes with a description of the boundaries of the route - street names and house numbers, using a random number generator) was selected the required number of routes. The number of routes in each settlement was calculated as the planned number of interviews in the city, divided by 5 (maximum number of interviews per route).

Data control: 15% of the sample was verified by quality assurance procedures. With the help of telephone control (the respondents' phones were recorded in the questionnaire during the interview), the managers of the control department checked: the fact that the interview was conducted and its duration, the correctness of filling in the questionnaire (the answers to the control questions were compared). Also, 100% of the sample was verified with the help of special Info Sapiens software, which selects suspicious questionnaires. In addition, duplication of respondents' telephone numbers was monitored (collation of telephone numbers with past projects). Unconfirmed questionnaires were removed from the database.

## SOCIO-DEMOGRAPHIC PROFILE OF RESPONDENTS

Among the interviewed respondents, 43.8% were men and 56.2% were women. Age of respondents: 18.9% - 18-29 years; 19.7% - 30-39 years; 17.6% - 40-49 years; 17.0% - 50-59 years; 26.9% are 60 years and older.

**Table A1.2.** Gender breakdown of the respondents:

Gender	Total in the sample, n=600
Men	43.8%
Women	56.2%

**Table A1.3.** Age breakdown of the respondents:

Age group	Total in the sample, n=600
18-29 years	18.9%
30-39 years	19.7%
40-49 years	17.6%
50-59 years	17.0%
60 years and older	26.9%

10.8% of the respondents indicated that they were forced to move to their settlement due to armed conflict or from territory not controlled by the Ukrainian Government.

Almost half of the respondents (47.8%) have secondary or special education; a quarter of respondents (25.5%) said they had a university degree or an academic degree.

**Table A1.4.** Education breakdown of the respondents:

Education	Total in the sample, n=600
Elementary / Incomplete Secondary	0.9%
General Secondary	15.6%
Secondary Special	32.2%
College, technical school	18.5%
Basic or university not completed	6.7%
University degree / academic degree	25.5%
Refusal / Difficult to answer	0.6%

At the time of the survey, half of the respondents (51.2%) were employed or self-employed.



**Table A1.5.** Employment status of the respondents

Employment status	Total in the sample, n=600
Full time / part time employee	47.7%
Self-employed, private entrepreneur	3.5%
Retired	26.0%
Keeping the household / caring for the family	7.6%
Unemployed, looking for a job	7.0%
Student	6.1%
Unemployed, not looking for a job	2.0%
Other	0.1%
Other: on maternity leave	0.9%
Refusal / Difficult to answer	0.6%

Among those respondents who are employed or self-employed, more than a quarter (27.4%) are employed in manufacturing (industry); 22.1% are engaged in trade.

**Table A1.6.** Employment spheres of the respondents

Employment spheres	Among employed, n=305
Production (industry)	27.4%
Trade	22.1%
Construction	10.7%
Transport	8.2%
Public administration and defense	8.1%
Education	6.1%
Health care	3.7%
Agriculture, forestry or fisheries	2.7%
Other	8.3%
Difficult to say / Refusal to answer	2.7%

## 2. Focus group discussions with final beneficiaries and local stakeholders of UERP in target oblasts

In October 2019, a series of focus group discussions were held with final beneficiaries and local stakeholders of UERP in key oblasts.

Representatives of the following target groups participated in the groups:

- UERP final beneficiaries with experience in submitting and/or implementing sub-projects within UERP;
- Representatives of the administrations of institutions and establishments where UERP restoration works are carried out;
- Representatives of local government, self-government, community executive bodies engaged in the process of submitting and/or implementing UERP sub-projects in their settlements.

The topics discussed during the FGDs included engagement in the development and implementation of sub-projects within the UERP, submission and selection of sub-projects to the UERP, abilities and needs for the implementation of the UERP sub-projects, and future plans, recommendations and suggestions.

In total, 12 focus group discussions were held. The full list of discussions with venues is given in the table below.

**Table A2.1.** Information about focus group discussions

#	Place	Which settlements participants were invited from
FGD 1	Kramatorsk	Kramatorsk, Sloviansk, Druzhkivka;
FGD 2	Mariupol	Mariupol, urban type settlement Mangush;
FGD3	Pokrovsk	Pokrovsk, Myrnohrad, Dobropillya
FGD4	Bakhmut	Bakhmut, Kostyantynivka, Toretsk
FGD5	Sievierodonetsk	Sievierodonetsk, Rubizhne, Kreminna;
FGD6	Kharkiv	Kharkiv, Balakliya, Valky, Zolochiv
FGD7	Melitopol	Melitopol
FGD8	Berdyansk	Berdyansk, Prymorsk
FGD9	Dnipro	Dnipro, Kamianske;
FGD10	Myrhorod	Myrhorod, Shyshaky
FGD11	Odesa	Odesa;
FGD12	Kyiv	Brovary, Boryspil, Bucha, Vyshhorod district, Kyiv-Svyatoshin district.

More than 5 representatives of the final beneficiaries and local stakeholders were invited to participate in the focus group discussions. The screening criterion was invitation of people who had personal experience within UERP. Participants were invited by the UNDP contact database.

The average duration of the FGD was 1,5 hours.

### **3. Telephone interviews with representatives of the UERP final beneficiaries, local stakeholders, representatives of local non-governmental organizations and the media**

A series of phone semi-structured interviews were conducted in September and October 2019 with representatives of the UERP final beneficiaries, local stakeholders, representatives of local non-governmental organizations (NGOs) and the media. In total, 246 interviews were conducted with representatives of all target audiences (TAs). The interviews with final beneficiaries, stakeholders and partially with NGOs and media were conducted with the use of databases provided by the UNDP TA. For NGOs and media from target oblasts contacts were also obtained through open sources. The initial sampling was random from the base without any stratification. In some cases, all contacts from the database were sampled. Interviews were conducted with a semi-structured questionnaire, which included a number of questions on the following blocks:

- Experience with UERP sub-projects;
- Experience in engaging parties in project development and implementation;
- Awareness of and compliance with EIB Environmental and Social Standards;
- General assessment of UERP sub-project implementation;
- For final beneficiaries - Evaluation of the work of the UNDP Technical Assistance Project;
- For all TAs, except final beneficiaries - Awareness of the EIB and UERP activities;
- For all TAs, except final beneficiaries - Information on UERP sub-projects.

Within the research there were conducted:

- 122 interviews with representatives of the UERP final beneficiaries, who are directly responsible for the implementation of the sub-projects;
- 71 interviews with local stakeholders including:
  - 20 interviews with heads of local governments and self-governments bodies, deputies, community executive staff;
  - 27 interviews with the administration and staff of the institutions where restoration works are being carried out or planned;
  - 24 interviews with contractors who performed or perform construction works on UERP sub-projects.
- 33 interviews with non-governmental organizations which are working in the target regions;
- 20 interviews with local media representatives.

**Table A3.1.** Respondent's reach status

Interview status	Final beneficiaries	Local stakeholders	NGOs	Media
Successfully conducted interviews	122	71	33	20
Refusal to participate / respondent stated that he or she was not competent to speak on this topic	32	40	17	10
Invalid number	7	16	0	0
Could not reach respondent (call not answered, number was busy, out of reach)	51	139	22	29
Total	212	266	72	59

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