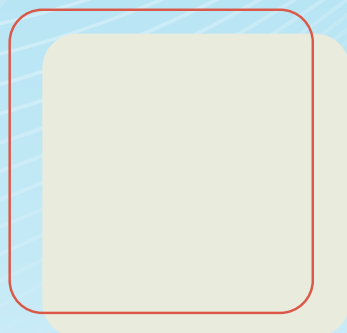


SURVEY REPORT



**FINDINGS OF PUBLIC AND STAKEHOLDERS
SURVEY ON SOCIO-ECONOMIC IMPACT OF
EUROPEAN INVESTMENT BANK'S
UKRAINE EARLY RECOVERY PROGRAMME:
SECOND PHASE**



**European
Investment
Bank**

NOVEMBER 2020

This report summarizes the findings of the second phase of a survey performed to assess the impact on the socioeconomic conditions of the population in target regions of recovery efforts conducted under the Ukraine Early Recovery Programme (UERP). In addition, the research findings reflect the attitudes of local communities and IDPs regarding access to and satisfaction with the provision of public and social services, the level of trust in the 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 under 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. The "Ukraine Early Recovery: Programme Implementation Support to Final Beneficiaries" project is part of the United Nations Recovery and Peacebuilding Programme (UN RPP).

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CONTRIBUTORS:

Coordination: Vsevolod Yakovliev, Markiyan Zhelyak

Data preparation, analysis and visualization: Varvara Podnos, Tetiana Kostiuchenko, Inna Volosevych, Mariia Shylo, Alina Samoylenko

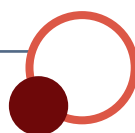
Proofreading and design: Nataliia Martyniuk, Olena Buria,
PE Buria O.D. Publishing House, State Publisher, Certificate ДК No.47 49

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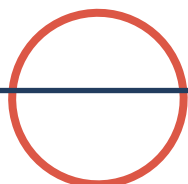
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• LIST OF ACRONYMS •

EIB	European Investment Bank
EU	European Union
FB	UERP Final Beneficiary
FGD	Focus Group Discussion
IDP	Internally Displaced Person
MCTD	Ministry for Communities and Territories Development of Ukraine
MRTOT	Ministry for Reintegration of the Temporarily Occupied Territories of Ukraine
NGO	Non-Governmental Organisation
SEP	Stakeholders Engagement Plan
SMP	Social Management Plan
TA	Technical Assistance
UNDP	United Nations Development Programme
UERP	Ukraine Early Recovery Programme

INTRODUCTION

Ukraine Early Recovery Programme is a multi-sector framework loan with a total amount of EUR 200 million, granted by the European Investment Bank to the Government of Ukraine. Based on the Loan Agreement of 22 December 2014, the EIB provides funds for the reconstruction and major repairs of social infrastructure facilities and improvement of public utilities (water and sanitation, electricity and heating), recovery of damaged or emergency schools and pre-schools, medical centers and hospitals, housing, administrative and public buildings, etc.

The initial goal of UERP is the restoration of the critical infrastructure on Government-controlled territories of Donetsk and Luhansk oblasts as well as the adjacent Kharkiv, Dnipropetrovsk, and Zaporizhzhia oblasts, and to ensure decent living conditions for internally displaced people and host communities in these areas. The social services and infrastructure in UERP target regions are under heavy pressure from the massive influx of IDPs. According to the Ministry for Reintegration of the Temporarily Occupied Territories of Ukraine as of 13 April 2020, there were 510 764 registered IDPs in Donetsk oblast, 280 437 IDPs in Luhansk oblast, 134 100 IDPs in Kharkiv oblast, 71 171 IDPs in Dnipropetrovsk oblast, and 56 017 IDPs in Zaporizhzhia oblast. Altogether 72.7% out of 1 446 881 IDPs registered in Ukraine reside in the abovementioned oblasts.

In order to reduce the heavy workload on social and residential infrastructure in other regions of Ukraine that host a significant number of IDPs, in 2019 UERP has been expanded to the specific municipalities in four additional oblasts of Ukraine: Odesa, Kherson, Poltava, and Kyiv (apart from the city of Kyiv). Based on data of the MRTOT as of 13 April 2020, there were 37 487 registered IDPs in Odesa oblast, 14 341 IDPs in Kherson oblast, 22 505 IDPs in Poltava oblast, and 62 901 IDPs in Kyiv oblast (except the city of Kyiv) – which compose additional 9.5% out of total IDPs who are officially registered in Ukraine.

The Ministry for Communities and Territories Development of Ukraine is the implementing authority of UERP. The Programme is being implemented within separate batches for which the MCTD selects recovery sub-projects that receive

funding after tendering and obtaining approval from the EIB. The Ministry of Finance of Ukraine is responsible for the management of UERP financial tranches and payments. The final beneficiaries of UERP are oblast and rayon state administrations, military-civil administrations, local self-governments: city, town and village councils, as well as communal or state-owned enterprises and institutions.

As of 30 November 2020, 44 UERP sub-projects have been finished in 14 cities and communities, 146 sub-projects are in active construction phase, and about 250 sub-projects are expected to be completed in nine target regions by October 2021. As of today, around 5.7 million residents in four regions of Ukraine, including more than 700 000 IDPs and representatives of other vulnerable groups, have already benefited or will soon benefit from UERP implementation.

In 2016 the EIB signed a Technical Assistance Cooperation Agreement with the MCTD. Under this agreement, UNDP TA Team supports monitoring and implementation of sub-projects selected for financing under UERP at different stages of the project cycle. UNDP also helps to develop the capacities of final beneficiaries for planning, procurement, identification and management of social impacts and risks, engagement of stakeholders and local communities in the sub-projects implementation.

To assess the socio-economic impact of UERP and recovery sub-projects on the local communities and IDPs of target settlements as well as to monitor the dynamics of the Programme implementation life-changing conditions, UNDP is to organize three annual phases of sociological survey. Besides the other goals, the survey's findings are aimed to reflect changes in the attitudes of local communities and IDPs regarding the access to and satisfaction with the social infrastructure and provision of public and social services, level of participation in decision-making, and interaction with local authorities and self-governments, as well as the engagement of communities' representatives and other stakeholders in UERP implementation process.

The first phase of the survey was conducted in September–October 2019. This report summarizes the findings of the second phase of the survey carried out in August–September 2020. The third phase is planned for September 2021.

• SUMMARY •

1. Survey background and overview of the methodology

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

The study consists of three phases and is aimed to allow assessing the perception of the situation over time by two main target groups of respondents: the general population including IDPs of the regions where UERP is being implemented, and final beneficiaries and community stakeholders engaged in the sub-projects implementation (by September 2021).

The second phase consisted of the following components:

1) Representative survey of residents of target settlements of eight oblasts

The specific goals of this component were:

- To assess the local population's awareness of UERP, the efforts undertaken by the EIB, the MCTD, and the UNDP TA Team within UERP, as well as its social and economic effects;
- To assess the life situation of the population of target communities, needs, and problems of locals and IDPs.

Following consultations with the EIB and UNDP TA Team, the sample design for Phase 2 has been adjusted to the current state of UERP implementation. In Phase 1 [2019] the sample design has been designed seeking the equal representation of all regions covered by the Programme. While the Programme implementation is currently in the advanced stage with a bigger number of sub-projects under construction, the decision was to pay more attention in Phase 2 to communities where the sub-projects are already in progress or even finished. This approach aimed to learn better how people in these settlements perceive the impacts of the Programme. In order to achieve the above-mentioned, new settlements were added to the sample in Donetsk, Luhansk, Zaporizhzhia, and Kharkiv oblasts. The survey skipped Kherson oblast in Phase 2 [2020], where only one sub-project is not yet started.

Thus, the comparison of the results of Phase 1 and Phase 2 is correct only for the population survey from target settlements included to the samples of both Phases with additional weighting by sex, age, level of education, and settlement size. Such comparison is provided in this report.

- The sample size was also increased in order to lower the maximum theoretical sampling error: within this component, 1200 computer assisted personal interviews (CAPI) with the residents of the target settlements of eight oblasts and with 400 interviews per each of three subsamples covering the following oblasts: (1) Donetsk and Luhansk; (2) Kharkiv, Zaporizhzhia and Dnipropetrovsk; (3) Odesa, Poltava and Kyiv, were conducted on August 28 – September 25, 2020 (for a complete list of settlements and the number of respondents in each of them – please, see Table A1.1. in Annex A).

The maximum theoretical sampling error does not exceed $\pm 2.8\%$ for the general sample, $\pm 4.9\%$ for subsamples, with a probability of 0.95.

15% of the sample was verified by quality assurance procedures through 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. Also, duplication of respondents' telephone numbers was monitored (collation of telephone numbers with past projects). Unconfirmed questionnaires were removed from the database.

2) Representative survey of IDPs who reside in target settlements of eight oblasts

In Phase 1 of the survey [2019] the separate survey of IDPs was not conducted, so among the general population sample 65 respondents (i.e. 10.8%) with IDP status were interviewed. The theoretical sample error for their answers was $\pm 12.1\%$ with a probability of 0.95. As a result of consultations with the EIB and UNDP TA Team, it was decided that an additional survey among the IDPs who reside in target oblasts should be conducted in order to analyse the situation of IDPs separately from the total sample. Overall, 350 CAPI interviews were conducted with IDPs during Phase 2 [2020] (for the detailed sample of IDPs from target oblasts please, see Table A2.1. in Annex A). The approach of "randomized snowball selection" was applied for the selection of household IDPs. The maximum theoretical sampling error does not exceed $\pm 5.2\%$, with a probability of 0.95.

As a separate study of IDPs was not conducted during Phase 1, the data of Phase 2 of the survey will be used as a baseline data.

3) Focus group discussions with UERP final beneficiaries, contractors, and community stakeholders, including IDPs

In Phase 1 of the survey the focus group discussions were conducted only with the representatives of final beneficiaries and local stakeholders. They were focused mainly on the issues related to submission and selection of sub-projects, as well as on the personal engagement of the parties in the implementation process. Following the consultations with UNDP TA Team on Phase 1 results and to engage a diverse set of stakeholders (including IDPs) to the focus group discussions, the focus of Phase 2 was shifted mainly to the sub-projects implementation stage and to separate discussions within the homogeneous target audiences. Thus, the goal of this component was the identification of achievements, major challenges, and risks of UERP sub-projects implementation in target oblasts, as well as discussion and development of recommendations for the improvement of the implementation process, risks mitigation, and maximizing UERP's positive social impacts.

All the focus group discussions were conducted online (via Zoom). The decision to choose the online format addressed both the COVID-19 pandemic risks and the lessons learned from the Phase 1 of the survey. The online format helped to increase the homogeneity of participants of each focus group and to allow the participants to join the discussion without the travel burden.

In total, 12 FGDs were conducted with: (i) IDPs, (ii) representatives of the final beneficiaries, (iii) management and employees of the facilities (schools, kindergartens, hospitals, etc.) where the restoration is being carried out or planned, as well as representatives of local authorities, self-government bodies, community executive bodies, (iv) contractors involved in UERP sub-projects, (v) communities' and NGOs' representatives and (vi) local media. (For a complete list of FGD locations and invited participants, please see Table A3.1. in Annex A).

4) Phone interviews with UERP final beneficiaries, local stakeholders, communities' representatives, and local media

The goals of this survey's component were broadened as compared to the Phase 1 of the survey to focus more on the sub-projects implementation:

- Identification of final beneficiaries' efforts to implement the sub-projects on time and according to UERP requirements;
- Identification of the challenges the final beneficiaries face while implementing the sub-projects;

- Identification of stakeholders' awareness of UERP, efforts undertaken by the EIB, MCTD, and UNDP TA Team within UERP, as well as its social impacts;
- Determining the level of engagement and opportunities for communities' stakeholders to influence the process of UERP sub-projects implementation, including the use of social management tools by final beneficiaries, as well as determining the sub-projects' compliance with the EIB Environmental and Social Standards;
- Identification of the overall level of satisfaction of final beneficiaries and communities' stakeholders with the implementation of UERP in their settlements.

The interviews with final beneficiaries, stakeholders, communities' and NGOs' representatives, and media were conducted with the use of contacts databases provided by UNDP TA Team. The initial sampling was random from the base without any stratification. In some cases, all contacts from the database were sampled.

Thus, a total of 320 semi-structured telephone interviews were conducted within this component, including:

- 114 interviews with representatives of UERP final beneficiaries who are directly responsible for the implementation of the sub-projects;
- 104 interviews with local stakeholders, including 63 interviews with heads of local administrations and self-government bodies, members of local councils, communities' executive staff; and 41 – with the management and staff of the facilities where restoration work is being carried out or planned;
- 81 interviews with local communities' representatives, including members of non-governmental organizations which are working in the target settlements/rayons;
- 21 interviews with local media representatives.

A detailed description of the second phase methodology is provided in Annex A of this report.

Survey of residents and IDPs of target settlements of eight oblasts

- **Awareness of the infrastructure restoration.** Among the general population of eight target oblasts (1200 respondents interviewed), 908 residents (i.e. 75.6%) know of at least one example of infrastructure restoration. The most well-known reconstructed objects of social infrastructure are: healthcare facilities – 545 residents (i.e. 45.5%) and schools, kindergartens, and other educational institutions – 544 residents (i.e. 45.3%). For the residents of settlements included to the samples of both waves of the survey, the urgency of reconstruction of healthcare facilities, schools, and other educational institutions has significantly decreased.

Among IDPs (350 respondents interviewed) these types of facilities are also the best known in regard to the restoration – 181 IDPs (i.e. 51.8%) and 173 IDPs (i.e. 49.6%) respectively.

As for the awareness of the population on the assistance of foreign and international organizations in the reconstruction of social infrastructure – 1.5% on average are aware of such assistance among the population of 8 oblasts [Phase 2] and 2.86% among the population of 9 oblasts [Phase 1].

- **Awareness of the implementation of sub-projects under UERP.** In Phase 1, among the population of 9 oblasts, 32 residents (i.e. 5.4% of the 600 respondents' sample) knew about UERP. The level of awareness of UERP remains low for the population of 8 target oblasts – in Phase 2, among the population of the target settlements of 8 oblasts, 52 residents (i.e. 4.4% of the 1200 respondents' sample) responded they are aware of the EIB and UERP; within the subsamples, in Donetsk and Luhansk oblasts (Government-controlled areas) – 18 residents out of 400 in the subsample (i.e. 4.6%), in Kharkiv, Zaporizhzhia and Dnipropetrovsk oblasts – 21 residents out of 400 in the subsample (i.e. 5.3%), and in Poltava, Odesa, and Kyiv oblasts – 10 residents out of 400 in the subsample (i.e. 2.4%). For those who are aware of UERP, the main source of information about the Programme is local media – 23 of 52 residents (i.e. 43.8%) indicated.

Among the IDPs who reside in the target settlements of 8 oblasts, 22 out of 350 (i.e. 6.3%) are aware of the EIB and UERP.

- **Perception of the effects of infrastructure restoration in target settlements.** For the residents of target settlements, the most probable changes to which restoration and renovation projects can lead in the local communities are the improvement of the condition of infrastructure objects* – named by 948 residents (i.e. 79.0%), new temporary or permanent jobs creation – named by 941 residents (i.e. 78.4%) and improvement of life situation in the community* – named by 935 residents (i.e. 77.9%).

The majority of IDPs from target oblasts also believe that the restoration of infrastructure objects will lead to the improvement of the condition of these objects – 295 IDPs (i.e. 84.3%); three-thirds of them also believe that such projects result in improvement of access to social services – 267 IDPs (i.e. 76.3%) and improvement of life situation in the community – 264 IDPs (i.e. 75.3%).

**The options were added to the population questionnaire in Phase 2.*

- **Opportunities for citizens' participation in decision-making provided by local authorities and self-government bodies.** Among the general population of target settlements of 8 oblasts, 470 residents (i.e. 39.1%) stated that over the last 12 months the opportunities that local authorities and/or self-government bodies provided to citizens to be involved in the decision-making process were rather insufficient or insufficient; 197 residents (i.e. 16.4%) mentioned that there were no such opportunities at all; at the same time, 139 residents (i.e. 21.9%) did not know what to answer. Moreover, only 66 residents of target settlements (i.e. 5.5%) consider themselves active participants of their community life, while 287 (i.e. 23.9%) take part in community-related activities rarely, and 778 (i.e. 64.8%) do not take part in it because they do not have time or are not interested.

127 IDPs (i.e. 35.7%) believe that the opportunities provided by the local authorities are insufficient or rather insufficient while only 14 (i.e. 4%) of them mention that they participate regularly in the life of the community they live in.

- **Satisfaction with the quality of life in target settlement and urgent problems.** More than two-thirds – 809 residents (i.e. 73.5%) of the target settlements are completely or rather satisfied with life in their settlements. Among the aspects, they are satisfied with mostly: housing availability – 853 (i.e. 71.1%) completely or rather satisfied, the sufficient number of schools – 767 (i.e. 63.9%) completely or rather satisfied, quality of housing – 634 (i.e. 52.9%) completely or rather satisfied. Among IDPs – 235 (i.e. 67%) are completely or rather satisfied with life in their communities. Among the aspects, they are mostly satisfied with: the sufficient number of schools – 238 IDPs (i.e. 68.2%), access to administrative services – 230 (i.e. 65.9%), and the sufficient number of kindergartens – 193 (i.e. 55.2%).

Speaking about the community problems that are the most urgent to the respondents – these are costs of living and local prices – 823 residents (i.e. 68.6%) reported such problem; followed by the employment situation – 408 residents (i.e. 34.0%), condition of local hospitals – 400 residents (i.e. 33.3%) and condition of residential buildings – 393 residents (i.e. 32.8%). Regarding the problems for IDPs, these are also costs of living and local prices – 228 IDPs (i.e. 65.1%) and employment situation – 143 IDPs (i.e. 41%).

- **The integration of IDPs in host communities and their plans for future residence.** 200 of IDPs (i.e. 57.1%) who reside in target settlements totally or rather agree with the statement that they had completely integrated into the communities where they live now. Moreover, three-thirds of them – 273 IDPs (i.e. 77.9%) – totally or rather agree with the statement that they were treated well when they moved into new communities. As for the plans for a further place of living, 150 IDPs (i.e. 42.9%) plan to stay at the settlement they live right now, 32 (i.e. 21.6%) want to come back to their hometown, and 75 (i.e. 21.6%) plan on moving to another settlement. 91 IDPs (i.e. 25.9%) stated "Difficult to answer to this question".

3.

UERP final beneficiaries' and community stakeholders' opinion survey

- **Awareness of EIB's Ukraine Early Recovery Programme and projects implementation.** The share of local stakeholders, communities' representatives, and media representatives familiar with the activities within UERP is rather high – 96 of 104 (i.e. 92.3%) interviewed local stakeholders, 60 of 81 (i.e. 74%) interviewed communities' representatives, and 18 out of 21 local media representatives stated they are aware of the activities within UERP in their region. Among the local stakeholders, who stated they are aware of UERP, 93 (i.e. 96.9%) are informed about specific sub-projects in their settlements; among communities' representatives, 50 (i.e. 83.3%) are informed about such sub-projects. Among media representatives, only 1 person out of 18 does not know about the sub-projects in their settlement. As for the sources of information about UERP sub-projects, they vary for different target audiences: local stakeholders tend to receive this information from the sub-projects' implementers (46 out of 93, i.e. 49.5% stated so), communities' representatives – from public events or working group meetings (29 out of 50 i.e. 58% stated so); for the local media representatives the main source of information are local authorities – 11 out of 18 receive information about UERP sub-projects either through personal communication or from official websites.

- **UERP sub-projects' impacts and compliance with the needs of local communities.**

The sub-projects are believed to have a strong positive impact on the local communities by the representatives of all target audiences. Among the exact examples of such impact – improvement of access to the services (educational, healthcare, other) or positive impact without clarification. The communities' representatives and local stakeholders also mention that UERP implementation is an opportunity to implement projects for which there is no funding in local budgets.

Although not all of the final beneficiaries conduct the participatory needs assessment for local communities and IDPs as well as assessment of risks of sub-projects implementation – 73 (i.e. 64.9%) of them claimed to have conducted the needs assessment while only 34 (i.e. 29.8%) conducted both the assessment of needs and risks. Among the main needs of local communities and IDPs identified through assessments, the majority of final beneficiaries mentioned the need for repair, insulation, and improvement of condition of educational institutions and healthcare facilities.

- **Main problems of UERP sub-projects implementation.** 90 final beneficiaries (i.e. 78.9%) mentioned that they have encountered some problems when implementing their project. Among the listed problems the majority are connected to delays of any kind – delays with financing of sub-projects (17.5%), delayed decisions due to bureaucratic issues (16.7%), long time of approval of the sub-projects' documentation (15.8%). Regarding all these, final beneficiaries are supported by all other target audiences – to the minds of all local stakeholders, communities' representatives, and contractors, the main problems of sub-project implementation are delays of payments and long terms of project approval, which lead to the consequent delays in construction. Among the audience-specific problems, the contractors also name fixed-price contracts which do not allow flexibility to change the materials and types of works which might be needed in case of a long time between the project design, signing of the contract, and start of construction works.

The above-mentioned issues were also raised by UERP final beneficiaries and local stakeholders in 2019 during Phase 1 of the survey. So, there were generally no new problems mentioned – i.e. the majority of final beneficiaries did not feel that COVID-19 pandemic influenced their projects in any way. The participants of focus group discussions reported that no sub-projects were paused because of it. In telephone interviews, 2 out of 114 final beneficiaries (i.e. 1.8%) mentioned that there were some delays because of the pandemic restrictions but the construction works were not suspended.

- **EIB Environmental and Social Standards awareness and compliance.** Overall, the declared level of awareness of the EIB Environmental and Social Standards is quite high among final beneficiaries and community stakeholders. 103 final beneficiaries (i.e. 91.3%) are aware of at least one standard; with 74 (i.e. 79.6%) among the local stakeholders and 43 (i.e. 86%) among communities' representatives respectively. At the same time the contractors' representatives were mostly unable to name the main EIB standards, either referring to the fact that the contract was signed long ago, or saying that they are not personally involved in monitoring the documents, including Environmental and Social Covenant, during tenders. The contractors also pointed out that if one works responsibly, honestly, and complies with the Ukrainian legislation, then one will not violate any of the signed documents.

Thus, almost no community stakeholders reported the infringements of such standards during sub-projects implementation – only few respondents reported such issues in telephone interviews but did not deliver detailed evidence of non-compliance with the standards. Among the main reasons which caused such issues, the respondents indicated the lack of attention of sub-project implementers and local authorities to the compliance with the standards during the implementation process.

- **Social management and stakeholders engagement activities.** 111 final beneficiaries (i.e. 97.4%) indicate that they have engaged other stakeholders into the development or implementation of UERP sub-projects, among whom the majority – 96 (i.e. 84.2%) have engaged the representatives of local authorities and self-government bodies; moreover, 47 (i.e. 41.2%) final beneficiaries engaged members of local communities, including NGOs, to the development or implementation of UERP sub-projects. Among the most popular ways of engagement were consultations with local stakeholders – 71 respondents (i.e. 64.0%), informing on the sub-project implementation status – 61 respondents (i.e. 55.0%), and monitoring visits to construction sites – 58 respondents (i.e. 52.3%). At the same time, the communities' representatives and local stakeholders report that they have mostly learned about the project either from project implementers (final beneficiaries) or through attending public events or Working Groups meetings.

Importantly, as the results of the survey show, the representatives of all target audiences believe that the engagement of different stakeholders helps to effectively implement the project and tie it to the needs and interests of the community.

As for the social management tools and mechanisms, 108 final beneficiaries (i.e. 94.7%) mentioned that they are aware of at least one social management and stakeholders engagement activity within UERP; among the most well-known: regular informing on the implementation of sub-projects – 90 respondents (i.e. 79%) and reporting and

sharing the information on the results of sub-projects implementation in the community – 85 respondents (i.e. 74.6%). Although, only 72 final beneficiaries (i.e. 66.6%) who are familiar with such activities, have utilized them in the implementation of their sub-projects. Moreover, the community stakeholders are also not well-informed about social management and have quite general knowledge. Among 42 of those local stakeholders who know about such activities (i.e. 52.7%), the majority mentioned that they are needed to get the opinions of community members and implement projects that meet their needs but couldn't get into more detail. 23 communities' representatives (i.e. 46%) are also aware of social management – to their minds these activities are mostly designed for sharing the information among all stakeholders, including the local population and IDPs.

- **Informing the public on UERP sub-projects implementation.** As was identified in the Phase 1 of the survey, there is a gap between the share of UERP final beneficiaries who stated they regularly inform the public and stakeholders on UERP sub-projects implementation and the level of awareness of local population and other stakeholders of UERP sub-projects. Also, the amount of information received by groups of stakeholders, as well as perception of such information's sufficiency, differ.

In Phase 2, 100 final beneficiaries (i.e. 87.7%) claim they share the information on the sub-projects implementation with the public, and 89 respondents (i.e. 78.1%) do it from several times a month to once in a quarter. Although, if among the local stakeholders 55 respondents (i.e. 59.1%) report receiving such information, then among communities' representatives only 17 respondents (i.e. 34%) regularly receive it, and among local media – only 2 out of 18 surveyed representatives. As for the local population, among the 52 respondents who are aware of UERP (i.e. 4.4%) only 7 (i.e. 9%) are informed about the specific objects which are reconstructed in their settlements.

Among the main channels used by the final beneficiaries to share information about sub-projects implementation are publications on the websites of the city/village council or local state administration (83 respondents), publications in local media (61 respondents), and posts in social media (60 respondents). At the same time, the majority of communities' representatives and local stakeholders who want to receive information about the sub-projects, claim that the best option for them to receive such information may be newsletters or posts on social media – the means which deliver information directly to the interested parties. Thus, one can assume that more personalized communication can be used by the final beneficiaries to reach communities' stakeholders.

On the contrary, the media representatives also mentioned that the information on the ongoing status of the project will not be interesting to their audience and they wish to

highlight only the prominent events such as the start and finish of construction works. They also mention that additional facts should be shared about the implementation of sub-projects in other settlements, personal stories of people somehow connected with the renovated facilities, or the general information about UERP framework – for the audience to become aware of the Programme.

- **Anti-corruption activities and practices within UERP.** In general, the topic of corruption risks was rather unpopular during focus group discussions among the representatives of all target audiences – although, contractors' integrity was an issue mentioned by communities' representatives and final beneficiaries. Thus, the main risks which can lead to corruption or other prohibited practices, in this case, are connected to the long duration of the sub-project and the lack of clear deadlines for funding and provision of payments. In such situation the contractors might not want to continue the construction works and leave the construction site, as well as they might be somehow fraudulent in their work. At the same time, according to the final beneficiaries, the contractors are double-checked both by them and the EIB and UNDP TA Team, so the fraudulent contractors are not allowed to work on the sub-projects implementation, and thus there is no room for corruption schemes. Communities' representatives are the only target audience who clearly mentioned the lack of contractors' integrity among the main risks for the implementation of UERP sub-projects. Most of them believe that these issues should be addressed by law enforcement agencies, not NGOs or final beneficiaries.

As for the Covenant of Integrity which is one of the tools of prevention of corruption and other related risks – it is not well-known for all target audiences for the next two reasons: those who work directly with this it (final beneficiaries and contractors) find it hard to remember about the Covenant due to the huge amount of other documents they sign and comply with during the sub-project implementation, and other local stakeholders who do not utilize this document directly, are not interested in every document signed by the implementing parties. Thus, only a few community stakeholders were aware of this document; the contractors and final beneficiaries remembered it, although found it hard to tell in detail what this document is about. Speaking about the effectiveness of this document, with a single opinion all noted that this is rather a formality than an effective way to prevent corruption risks.

- **Sufficiency of capacity and resources for sub-project implementation.** Among the surveyed final beneficiaries, 83 (i.e. 72.8%) reported to have sufficient or rather sufficient resources for sub-projects implementation. For those who believe to have rather or completely insufficient capacity, the main resources they lack are additional financing and qualified specialists.

- **The overall perception of UERP and sub-projects implementation.** The community stakeholders are very much satisfied with UERP and the sub-projects which are being implemented in their settlements – 92 out of 93 local stakeholders (i.e. 98.9%) and 49 out of 50 communities' representatives (i.e. 98%) mentioned, that they are completely or rather satisfied with the Programme and the sub-projects. The local media representatives also evaluate the Programme mostly positively – 17 out of 18 respond extremely or rather positively about the Programme and the ongoing sub-projects. The main reason for such assessments is the perception of importance of any external help in the situation when local budgets do not have funds for such projects. From what is seen in the answers to the telephone surveys and focus groups – all the surveyed parties are very fond of the opportunity to implement the project under UERP even despite the problems they face during the implementation process.

Moreover, the community stakeholders are also mostly satisfied with the way the sub-projects are being implemented in their settlements – 81 local stakeholders (i.e. 87.1%) and 40 communities' representatives (i.e. 80%) are totally or rather satisfied with the implementation process. Among the major issues they might not be satisfied with – the very long terms of implementation.

As for the final beneficiaries, 101 (i.e. 88.6%) of them are completely or rather satisfied with the implementation of UERP. Although, while 21 (i.e. 18.4%) of final beneficiaries believe that the Programme implementation process does not need to be improved, 93 (i.e. 81.6%) have indicated at least one improvement to UERP implementation practices which have to be introduced by the responsible parties, i.e.: procedural changes such as speeding up the sub-projects approval procedures (including the approval of and/or updating the sub-projects design and tender documentation), and resolving the delays issues – by developing clear payment schedules and providing payments on time, the faster processing of payments receipts.

PART 1

GENERAL POPULATION SURVEY

This section presents the results of a quantitative survey of **1200 residents** of the settlements in **eight target oblasts** where UERP sub-projects are being implemented, and the comparison of results of Phase 1 [2019] and Phase 2 [2020] of the survey for the settlements where the survey was conducted in both Phases. For the detailed list of target settlements please see Table A1.1. of Annex A.

Following consultations with the EIB and UNDP TA Team, the sample design for Phase 2 has been adjusted to the current state of UERP implementation. In Phase 1 the sample design was designed seeking the equal representation of all regions covered by the Programme. While the Programme implementation is currently in the advanced stage with a bigger number of sub-projects under construction, the decision was to pay more attention during Phase 2 to communities where the sub-projects are already in progress or finished. This approach is aimed to learn better how people perceive the social and economic impacts of UERP. To achieve the above-mentioned goal new settlements were added to the sample in Donetsk, Luhansk, Zaporizhzhia, and Kharkiv oblasts. The sample of Phase 2 doesn't include Kherson oblast, where the only one approved sub-project is not yet started.

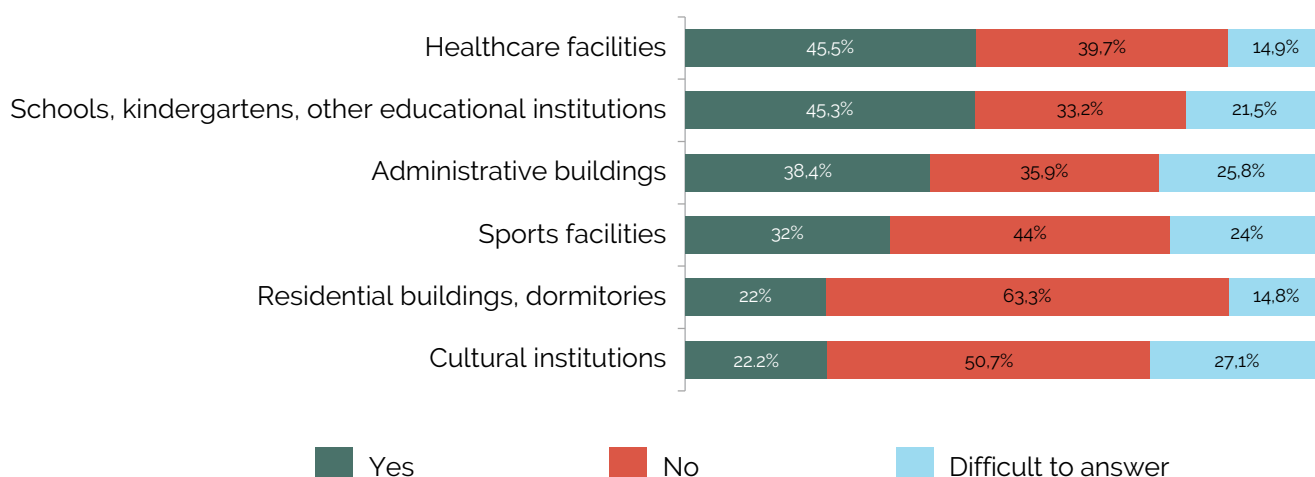
As the samples of Phase 1 and Phase 2 are different, the *comparison of the survey's results was possible and is presented in this report* only for the settlements which were included both in Phase 1 and Phase 2 samples. So, the information in this report is presented in the following sequence: the data and graph illustrating the results of Phase 2 are followed by the data and graph with comparative results of Phase 1 and Phase 2 among the population of settlements included in both phases.

1.1. Awareness of the infrastructure restoration – general population sample

Among the general population of target settlements, 75.6% are aware of at least one infrastructure restoration which has happened in their settlement over the last 2 years. Almost a half of the population are aware of the restoration of healthcare facilities; schools and other education institutions (45.5% and 45.3% respectively).

Graph 1.1.1.

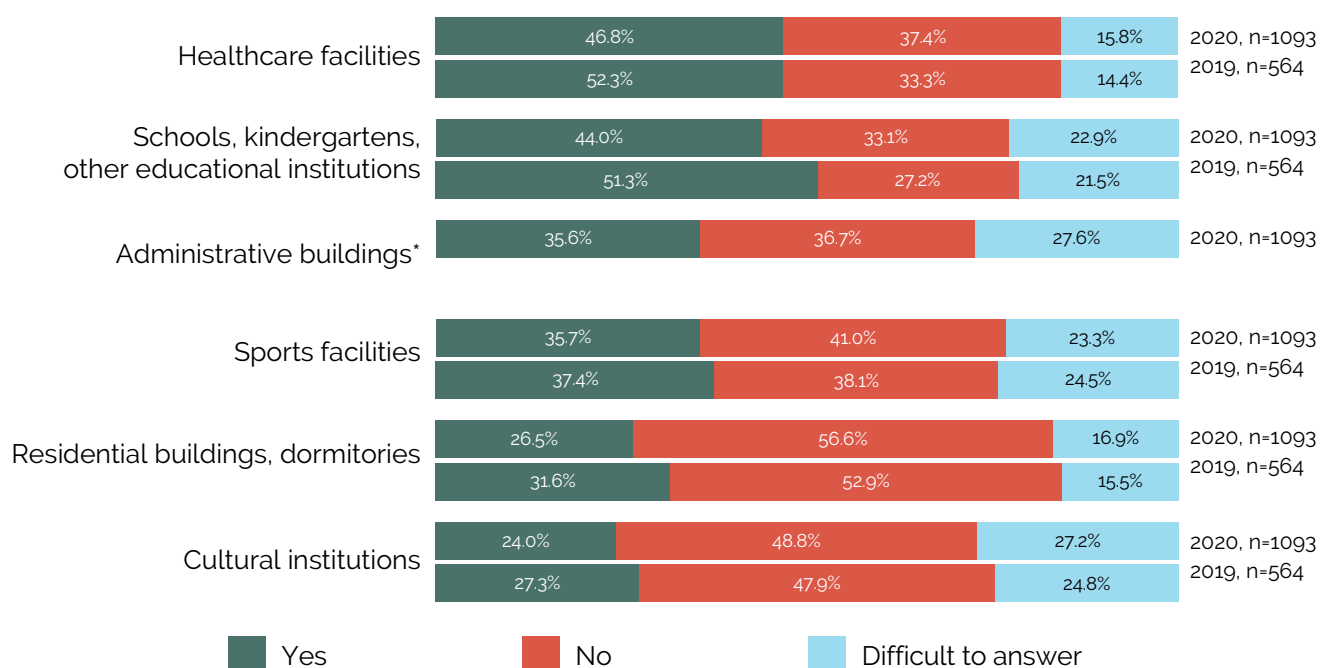
Awareness of the infrastructure restoration in the settlement over the last 2 years, among all respondents, n=1200



As for the residents of the settlements in which the survey was conducted both in Phase 1 [2019] and Phase 2 [2020], the highest level of awareness applies to the restorations of healthcare facilities, schools, and other educational institutions as well.

Graph 1.1.2.

Awareness of the infrastructure restoration in the settlement over the last 2 years, comparison of the results of Phase 1 and Phase 2; options sorted by "Yes" answers of Phase 2

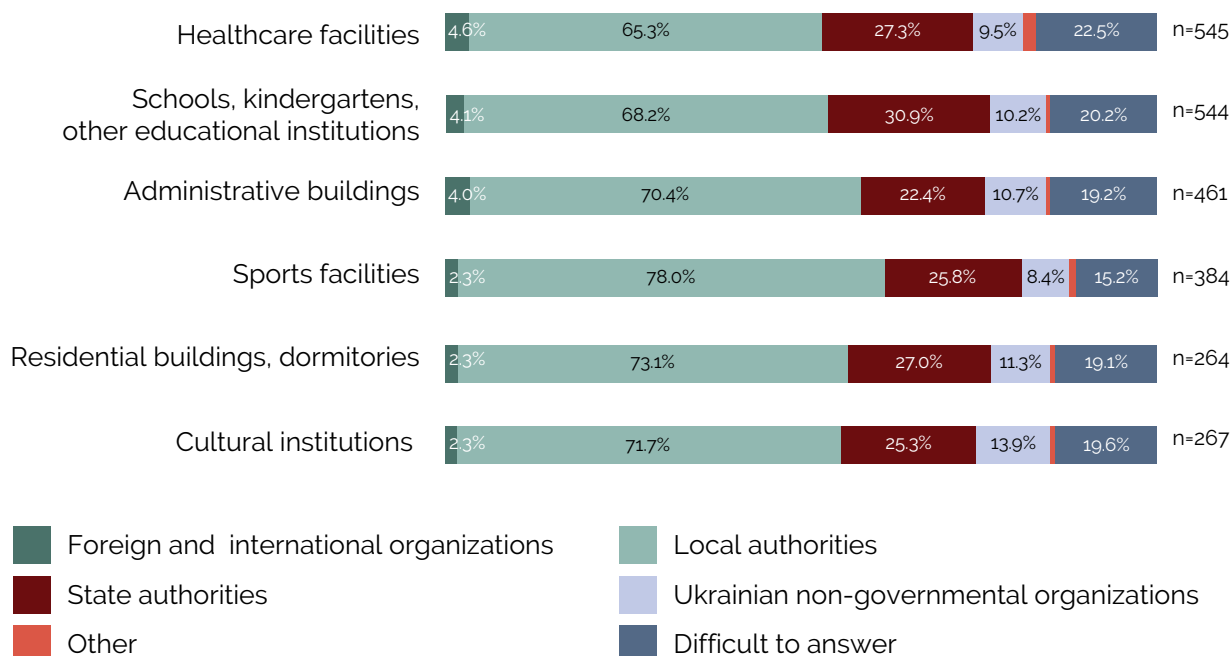


* The option was added in Phase 2 of the survey [2020].

Local authorities are perceived to be the main contributors of such restorations. Among those respondents who are aware of the restoration of each type of infrastructure facilities, from 65.3% to 78.0% say that they have been restored with the support from local authorities. The awareness of the contribution from foreign and international organizations for the reconstruction of social infrastructure remains quite low – from 2.3 to 4.6% depending on the type of facilities.

Graph 1.1.3.

Awareness of the contribution to the restoration of infrastructure facilities in a settlement over the last 2 years, among the respondents who answered “Yes” for each type of infrastructure facilities; options sorted by the highest level of awareness of foreign and international organizations’ contribution to restoration

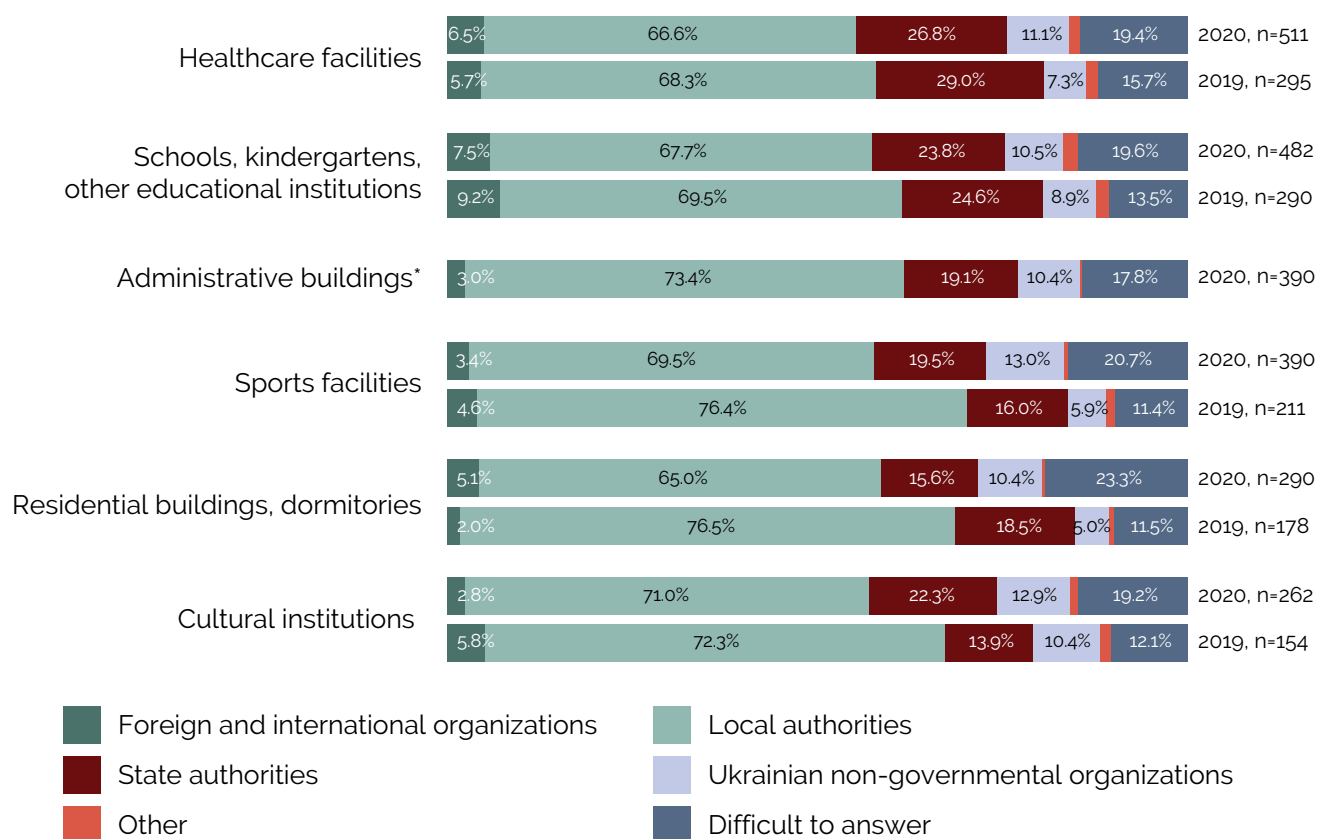


When comparing the settlements which were included to both Phase 1 and Phase 2, the same result is seen – the local authorities are perceived to be the main contributors to the restoration of infrastructure facilities, while the level of awareness of foreign and international organizations’ contribution to such activities is low. Nevertheless, a statistically significant ¹ increase is observed for residential buildings and dormitories. In Phase 1 of the survey, 2.0% of residents were aware of the contribution of foreign and international organizations. In Phase 2 this level has grown to 5.1%.

¹ Statistical significance is a determination that the results are not explainable only by chance, that there is a difference between the results which are collected over the period.

Graph 1.1.4.

Awareness of the contribution to the restoration of infrastructure facilities in the settlement over the last 2 years, comparison of the results of Phase 1 and Phase 2 of the survey, among the respondents who answered "Yes" for each type of infrastructure facilities

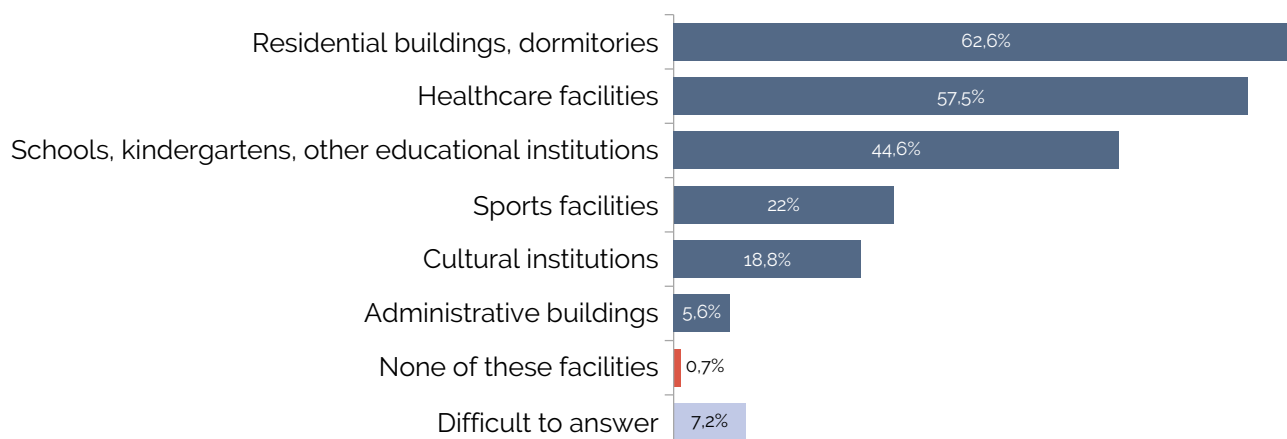


* The option was added in Phase 2 of the study [2020].

To the mind of the respondents of 8 target oblasts, the top 3 types of infrastructure objects where urgent reconstruction is needed are residential buildings (62.6%), healthcare facilities (57.5%), and educational institutions (44.6%).

Graph 1.1.5.

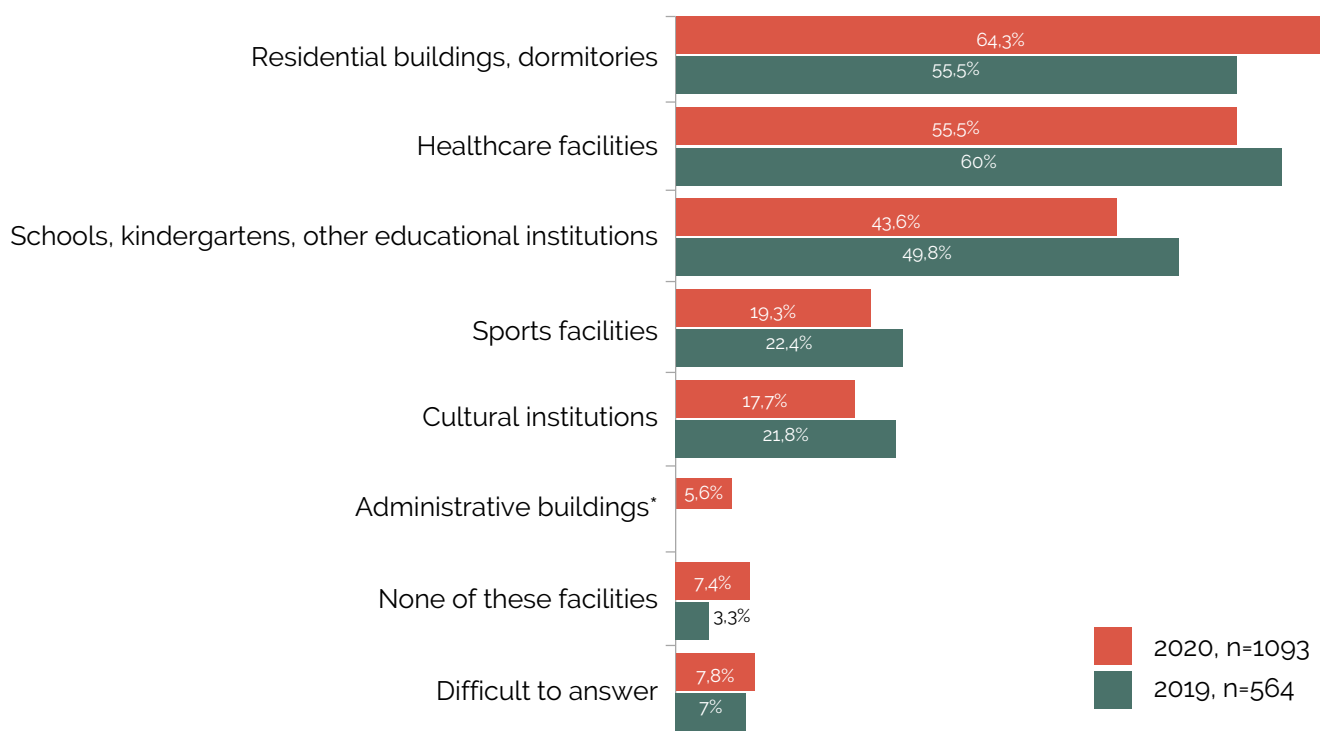
Breakdown of answers to the question “Which of these infrastructure facilities need reconstruction and improvement in your settlement the most urgently?”, among all respondents, n=1200



Based on answers of the residents of settlements included in both Phases of the survey, the need for the urgent reconstruction of residential buildings increased with statistical significance from 55.5% in Phase 1 [2019] to 64.3% in Phase 2 [2020]. At the same time, the urgency of reconstruction of healthcare facilities, schools, and other educational institutions is significantly lower in Phase 2 [2020].

Graph 1.1.6.

Breakdown of answers to the question “Which of these infrastructure facilities need reconstruction and improvement in your settlement the most urgently?”, comparison of the results of Phase 1 and Phase 2 of the survey

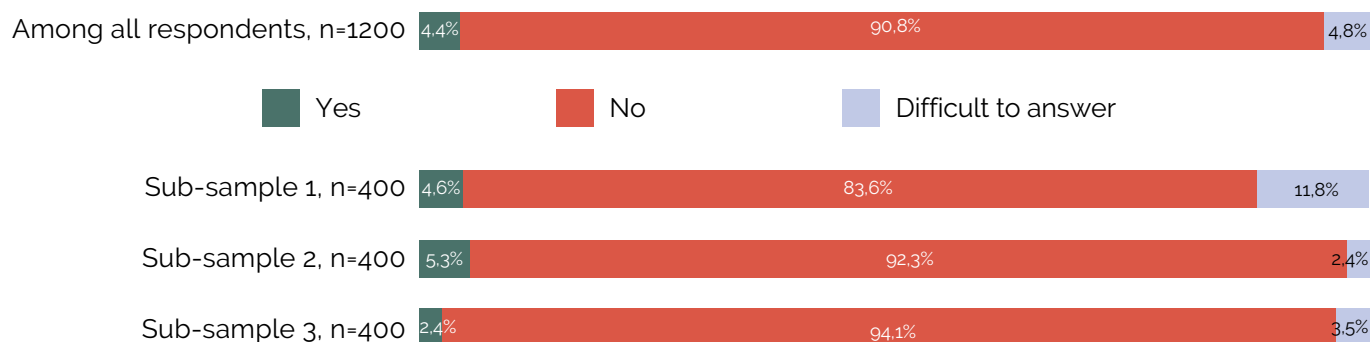


* The option was added in Phase 2 of the survey [2020].

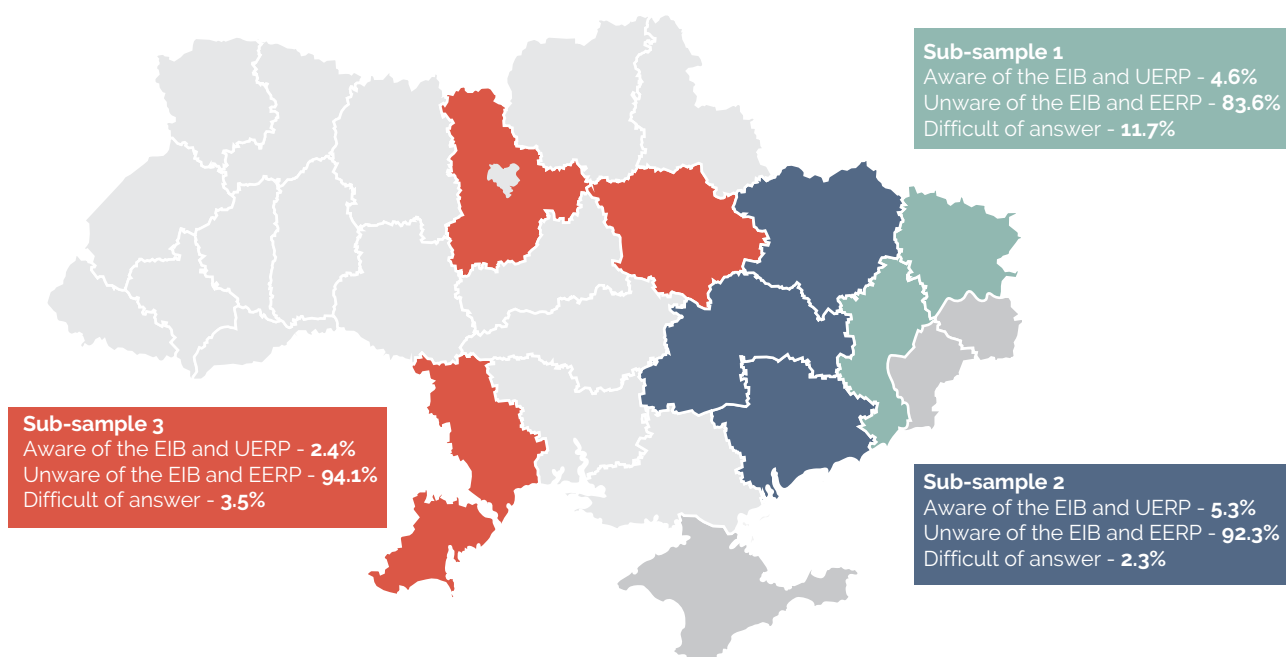
1.2. Awareness of EIB's Ukraine Early Recovery Programme and projects implementation

Among the general population sample, 4.4% stated they are aware of the European Investment Bank and Ukraine Early Recovery Programme. The highest level of awareness among the sub-samples about the EIB and UERP – 5.3% is in Kharkiv, Zaporizhzhia, and Dnipropetrovsk oblasts; the lowest – 2.4% in Poltava, Odesa, and Kyiv oblasts. By gender, 6.9% of men (n=545) and 2.3% of women (n=690) said they were aware of the EIB and UERP.

Graph 1.2.1. Awareness of the activities of the European Investment Bank and Ukraine Early Recovery Programme

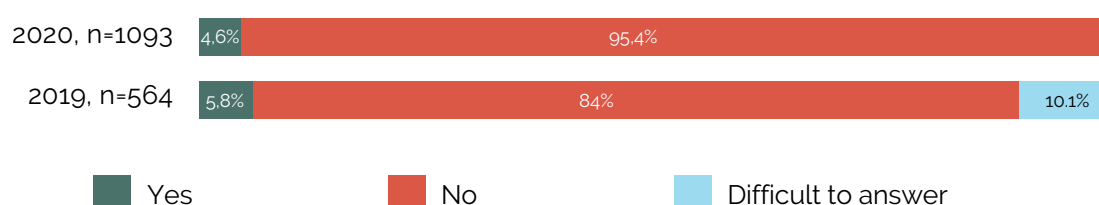


Graph 1.2.2. Awareness of the activities of the European Investment Bank and Ukraine Early Recovery Programme



As depicted in Graph 2.3 there is no statistically significant change in the level of awareness of the EIB and UERP between Phase 1 [2019] and Phase 2 [2020]; at the same time, in Phase 2 there were no respondents who answered "Difficult to answer".

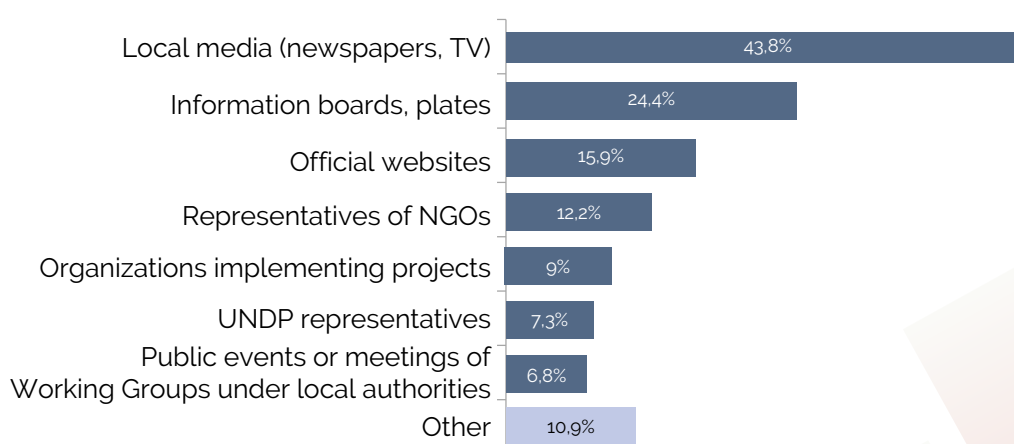
Graph 1.2.3. Awareness of the activities of the European Investment Bank and Ukraine Early Recovery Programme, comparison of the results of Phase 1 and Phase 2 of the survey



The main source of information about UERP for the local population is local media – almost a half (43.8%) of those who are aware of UERP, listed this source; the second most important source of information is the information boards (24.4%).

The main source of information about UERP for the local population are local media – almost a half (43.8%) of those who are aware of UERP, listed this source; the second most important source of information is the information boards (24.4%).

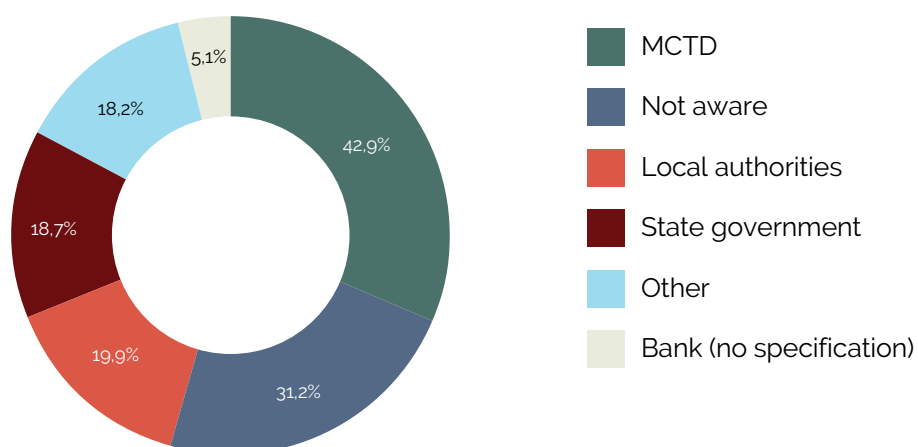
Graph 1.2.4. Sources of information about UERP, among respondents who are aware of UERP, n=52



Almost a half of the respondents who are aware of UERP, are also aware that the Ministry for Communities and Territories Development of Ukraine (MCTD) implements the Programme at the national level. At the same time, 31.2% were not in a position to answer which public authority implements the Programme.

Graph 1.2.5.

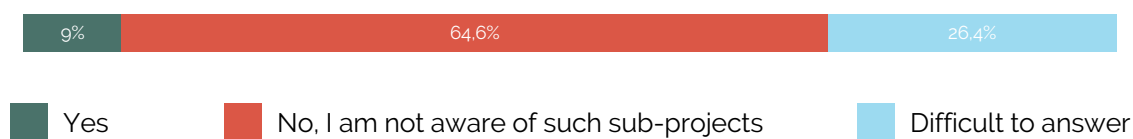
Awareness of UERP implementing public authority, among respondents who are aware of UERP, n=52



However, only 9.0% of those aware of UERP know the exact sub-projects which are implemented in their settlements within the Programme.

Graph 1.2.6.

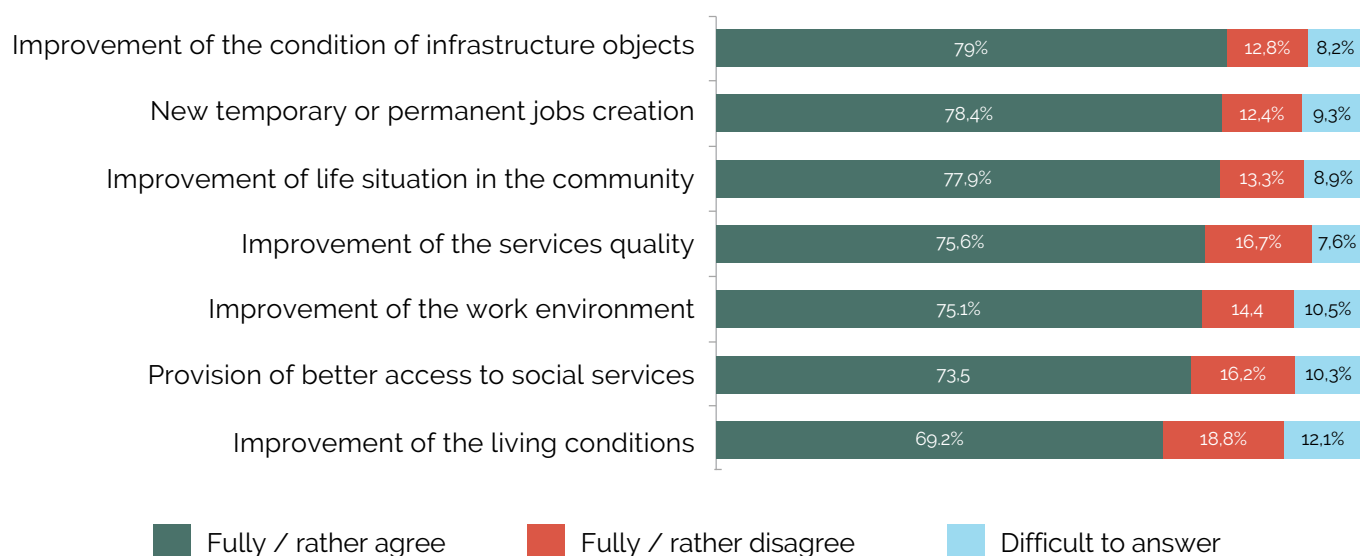
Awareness of UERP sub-projects implemented in the settlement, among respondents who are aware of UERP, n=52



1.3. Perception of the effects of the infrastructure restoration

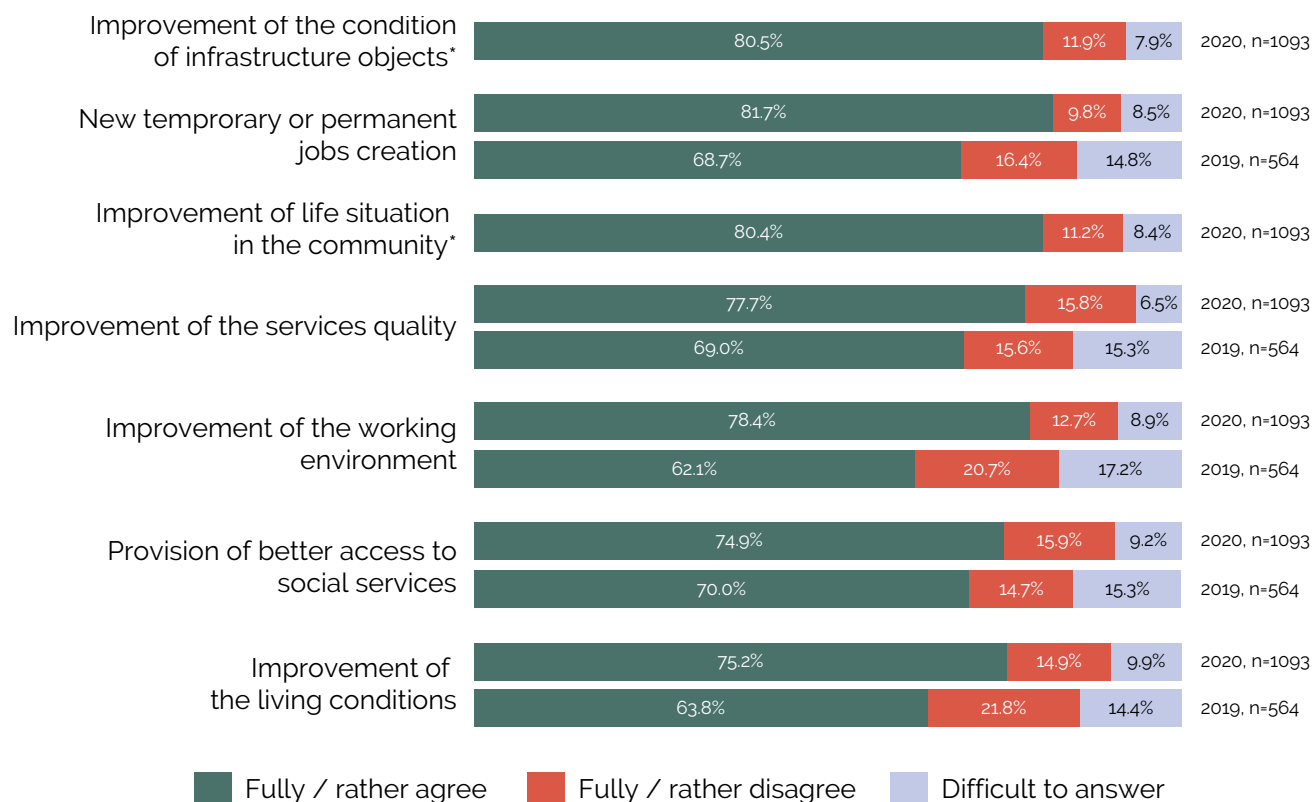
In general, the majority of the residents of target settlements believe that restoration of social infrastructure facilities such as healthcare facilities, educational facilities and others could bring positive effects for the community such as: the improvement of the condition of infrastructure objects (79.0%), new temporary or permanent jobs creation (78.4%), and improvement of life situation in the community (77.9%).

Graph 1.3.1. Expected effects of the infrastructure restoration in the settlement, among all respondents, n=1200



As for the comparison of Phases 1 and 2, there is a significant increase in the number of those who fully or rather agree that restoration may lead to new temporary or permanent jobs creation – from 68.7% in 2019 to 81.7% in 2020; similarly, there is a statistically significant increase in expectations of all positive effects (except the improvement of the condition of infrastructure objects and the improvement of life situation in the community, both were added to the questionnaire in Phase 2).

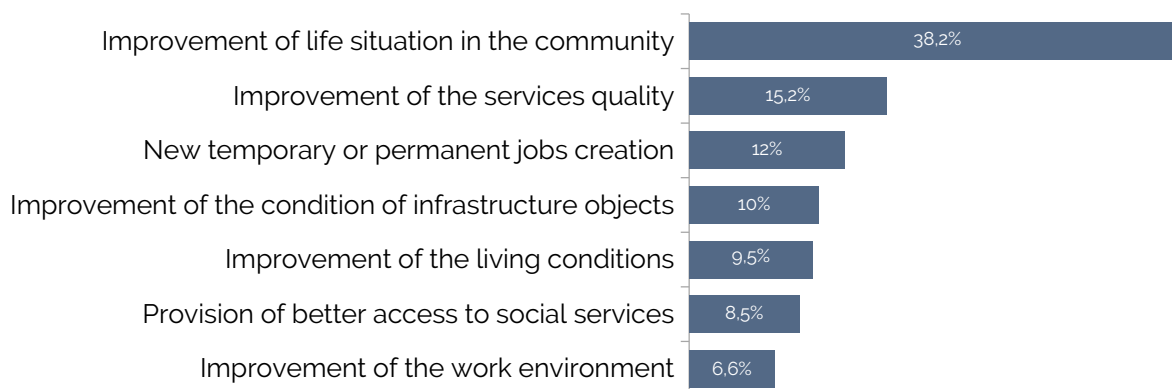
Graph 1.3.2. Expected effects of the infrastructure restoration in the settlement, comparison of the results of Phase 1 and Phase 2 of the survey



* The options were added to the questionnaire in Phase 2 (2020) of the survey.

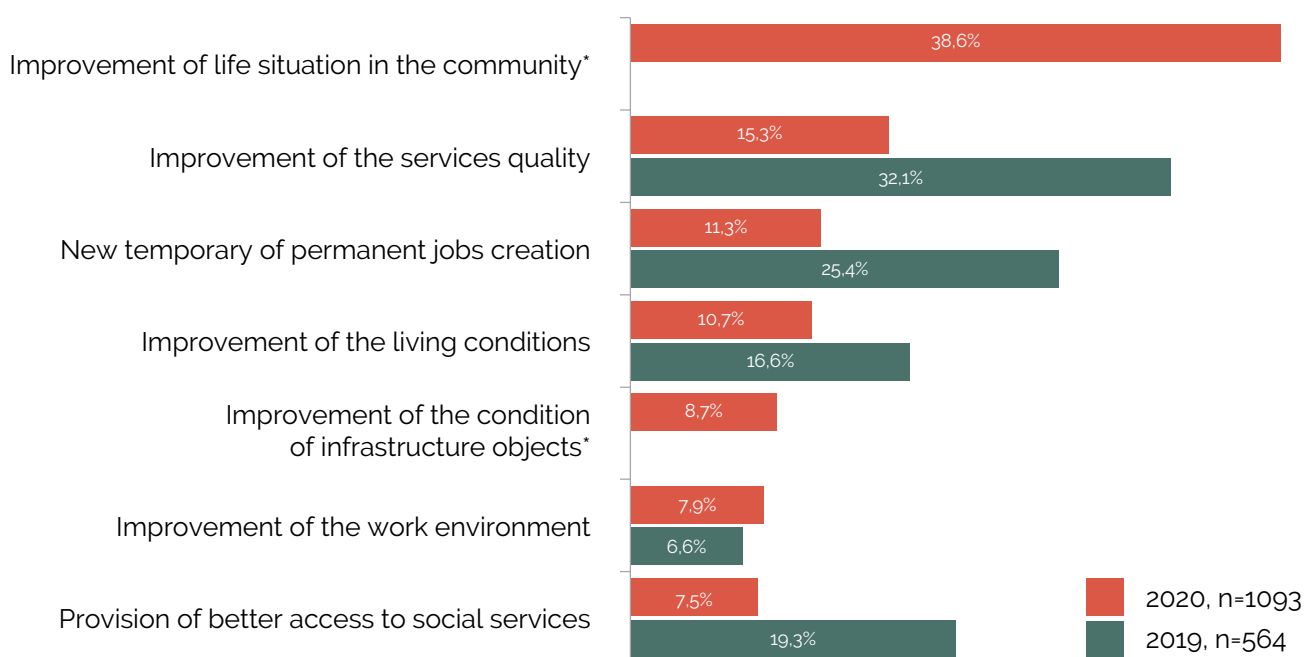
Hence, the improvement of life situation in the community, which in some way incorporates all the above listed different effects of restoration, is perceived to be the most important effect – 38.2% of the population in target settlements believe so.

Graph 1.3.3. Perception of the most important possible effects of restoration of infrastructure facilities in the settlement, among all respondents, n=1200



Comparing the results of Phase 1 [2019] and Phase 2 [2020], a statistically significant decrease in the perception of the possible effects in favour of the improvement of life situation in the community. As mentioned above, this option in some way includes all of the more detailed positive effects of restoration, thus it can be assumed that because this option was added in Phase 2 and as it was the single answer question, the respondents chose a vaguer option which includes all of the positive effects more frequently.

Graph 1.3.4. Perception of the most important possible effects of restoration of infrastructure facilities in the settlement, comparison of the results of Phase 1 and Phase 2 of the survey

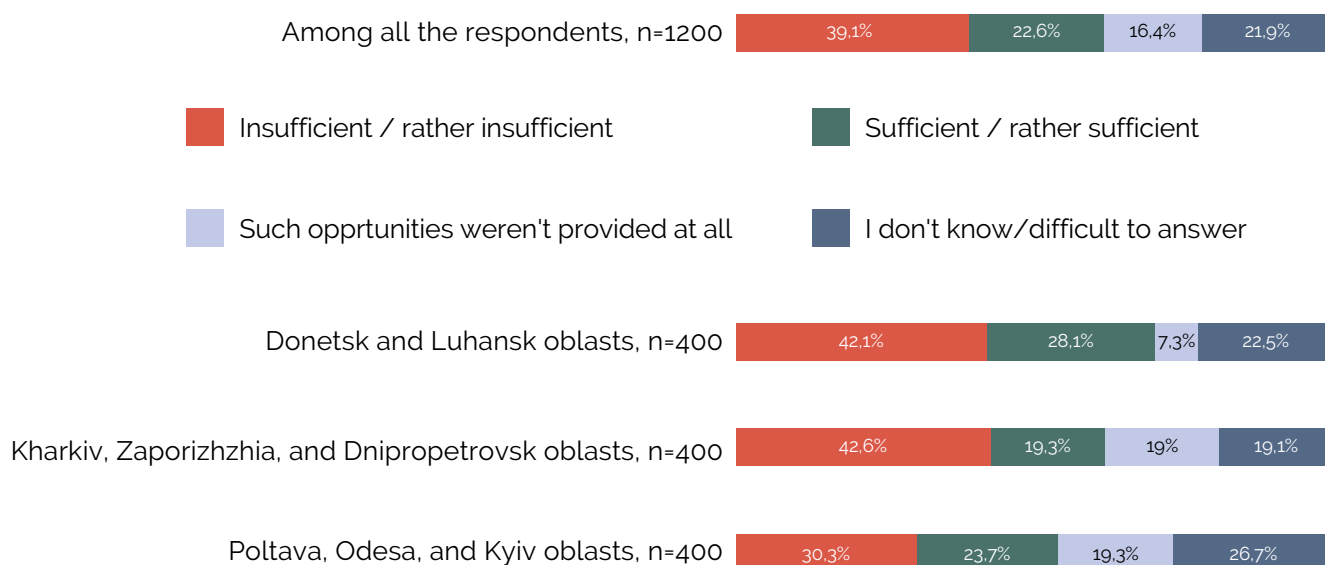


* The options were added to the questionnaire in Phase 2 [2020] of the survey.

1.4. Opportunities for citizens' participation in decision-making provided by local authorities and self-government bodies

The majority of respondents in target oblasts believe that the opportunities for citizens' participation in decision-making provided by local authorities and self-governments are fully or rather insufficient (39.1%). 16.4% of respondents mentioned that such opportunities were not provided at all. Within the sub-samples, most respondents are also rather dissatisfied with the opportunities provided.

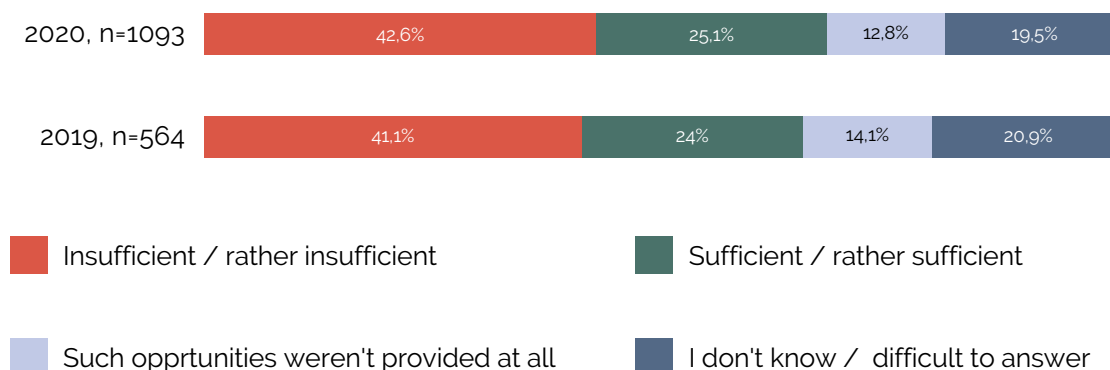
Graph 1.4.1. Perception of the sufficiency of opportunities for citizens' participation in decision-making provided by local authorities and self-government bodies



There are no statistically significant changes in the results of Phase 1 and Phase 2 of the survey (for the residents of the settlements included to both phases of the survey).

Graph 1.4.2.

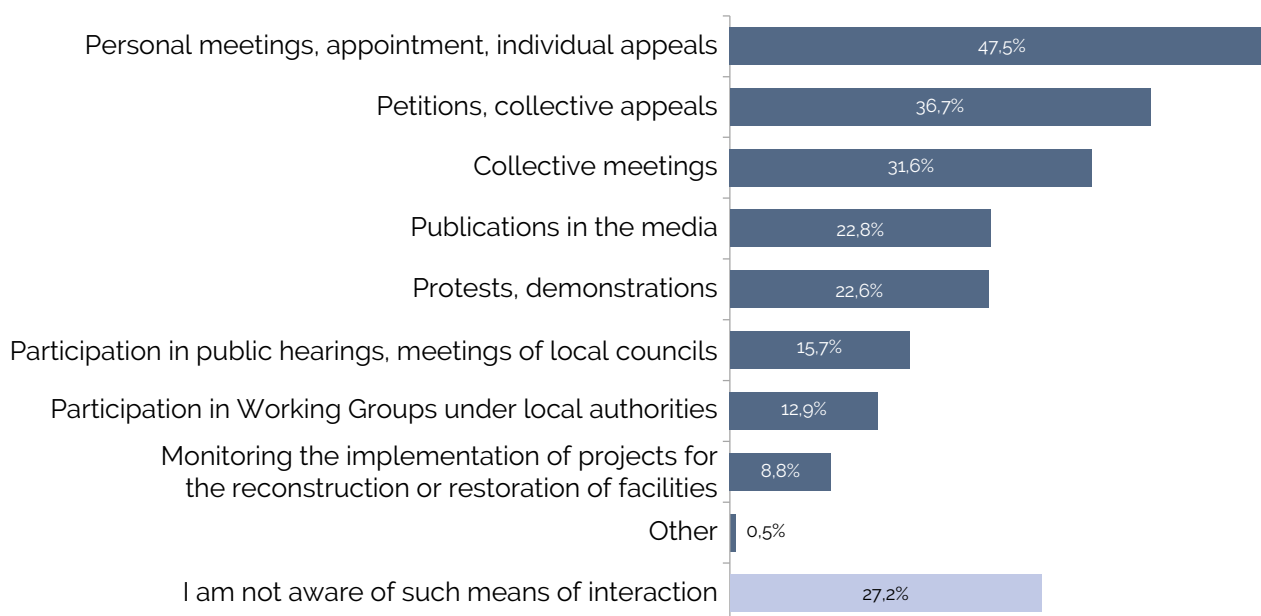
Perception of the sufficiency of opportunities for citizens' participation in decision-making provided by local authorities and self-government bodies, comparison of the results of Phase 1 and Phase 2 of the survey



As for the means of interaction used by the members of communities to deliver their opinion to local authorities, the residents indicated personal meetings or individual appeals (47.5%), petitions or collective appeals (36.7%), and collective meetings (31.6%). It is also important to note that around a quarter (27.2%) of the respondents are not aware of the means of interaction with local authorities' and/or self-governments' representatives.

Graph 1.4.3.

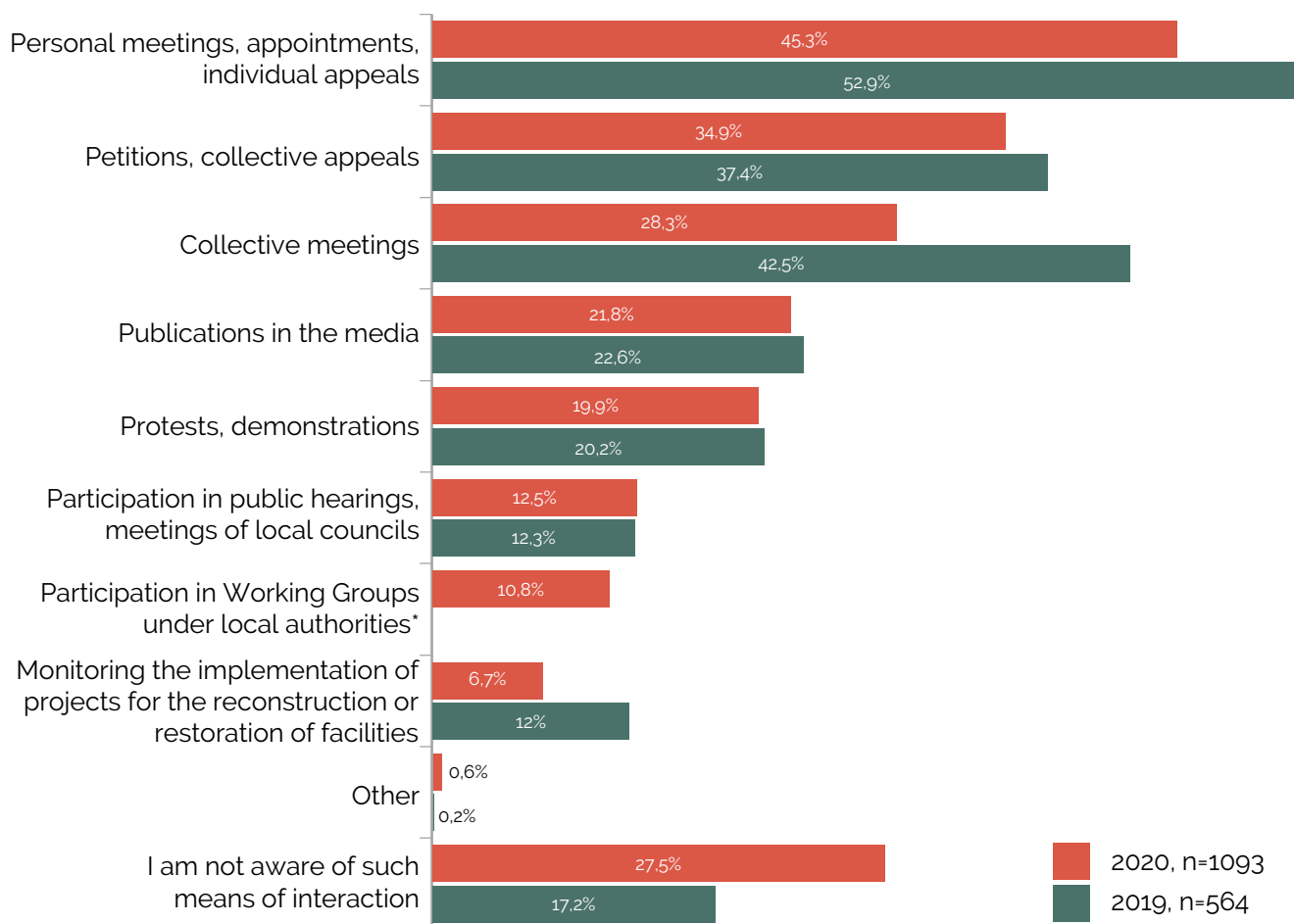
Awareness of the means of interaction used by the members of communities to deliver their opinion to local authorities, among all respondents, n=1200



In both phases of the survey, personal meetings were indicated as the best mean of interaction with local authorities.

Graph 1.4.4.

Awareness of the means of interaction used by the members of communities to deliver their opinion to local authorities, comparison of the results of Phase 1 and Phase 2 of the survey



* The option was added in Phase 2 of the survey [2020].

Moreover, only around 30% of the respondents stated that they take part in community-related public activities. Among them, only 5.5% do it regularly. In the sub-samples, residents of Donetsk and Luhansk oblasts consider themselves to be the most active – 8.8% of respondents said that they often take part in community-related public activities. There are 3.9% of such respondents in Kharkiv, Zaporizhzhia, and Dnipropetrovsk oblasts, and 5.6% – in Poltava, Odesa, and Kyiv oblasts.

Graph 1.4.5. Perception of self-participation in community-related public activities

Among all the respondents, n=1200



Yes, I participate regularly

I rarely participate

I don't participate / it's not interesting to me

Difficult to answer

Donetsk and Luhansk oblasts, n=400



Kharkiv, Zaporizhzhia, and Dnipropetrovsk oblasts, n=400



Poltava, Odesa, and Kyiv oblasts, n=400



The same correlation between those who participate and those who do not was observed in Phase 1 [2019] – no statistically significant change is noticed.

Graph 1.4.6. Perception of self-participation in community-related public activities, comparison of the results of Phase 1 and Phase 2 of the survey

2020, n=1093



2019, n=564



Yes, I participate regularly

I rarely participate

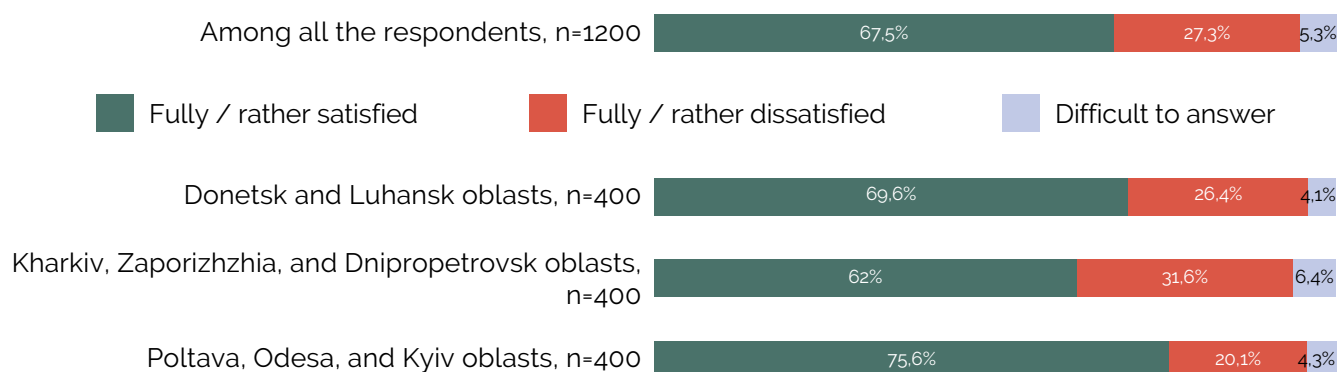
I don't participate / it's not interesting to me

Difficult to answer

1.5. Satisfaction with the quality of life in the settlement and urgent problems

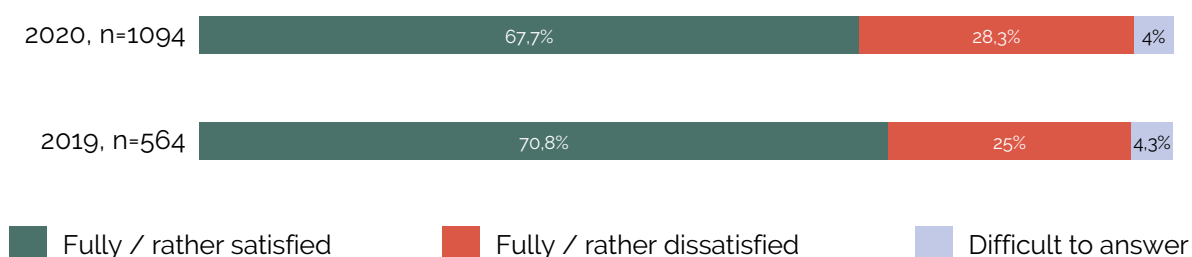
More than two-thirds of the respondents both in the general sample and within the sub-samples are fully or rather satisfied with the quality of life in their settlements.

Graph 1.5.1. Satisfaction with the quality of life in the settlement

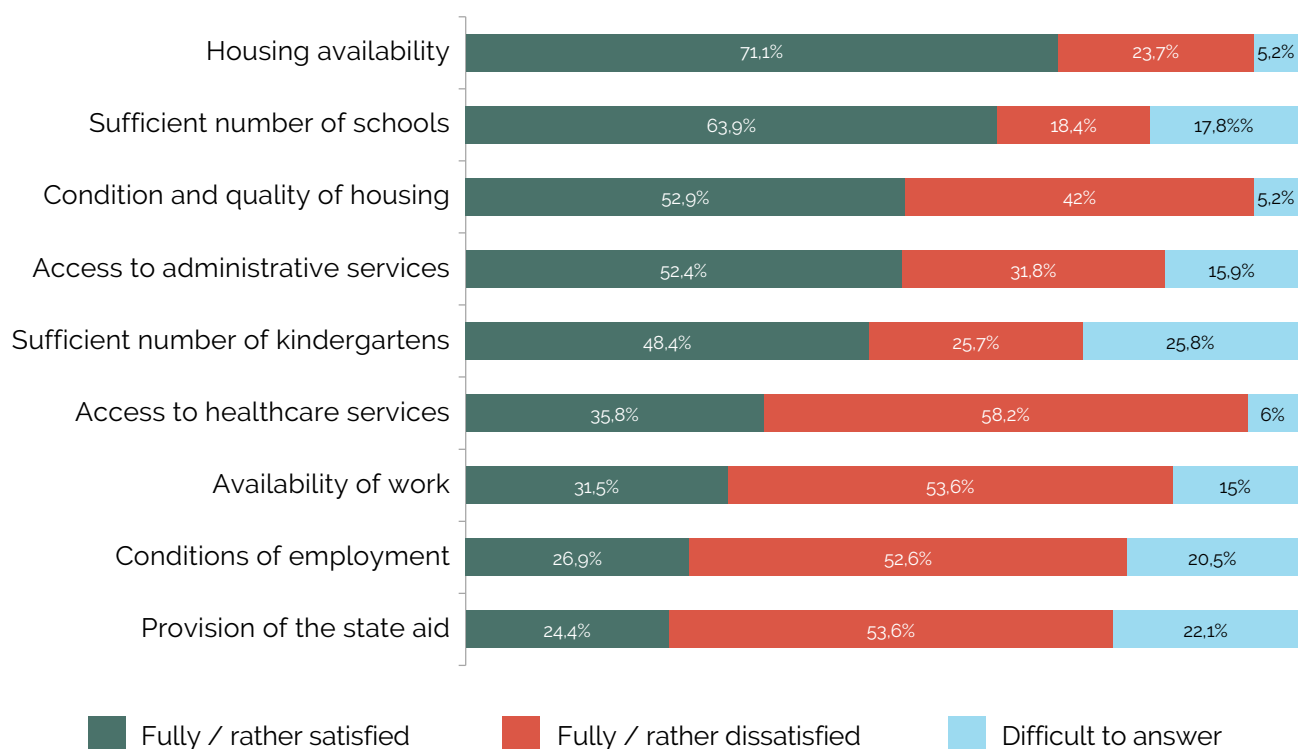


No statistically significant change in the level of satisfaction with the quality of life in target settlements is observed in Phase 1 [2019] and Phase 2 [2020].

Graph 1.5.2. Satisfaction with the quality of life in the settlement, comparison of the results of Phase 1 and Phase 2 of the survey



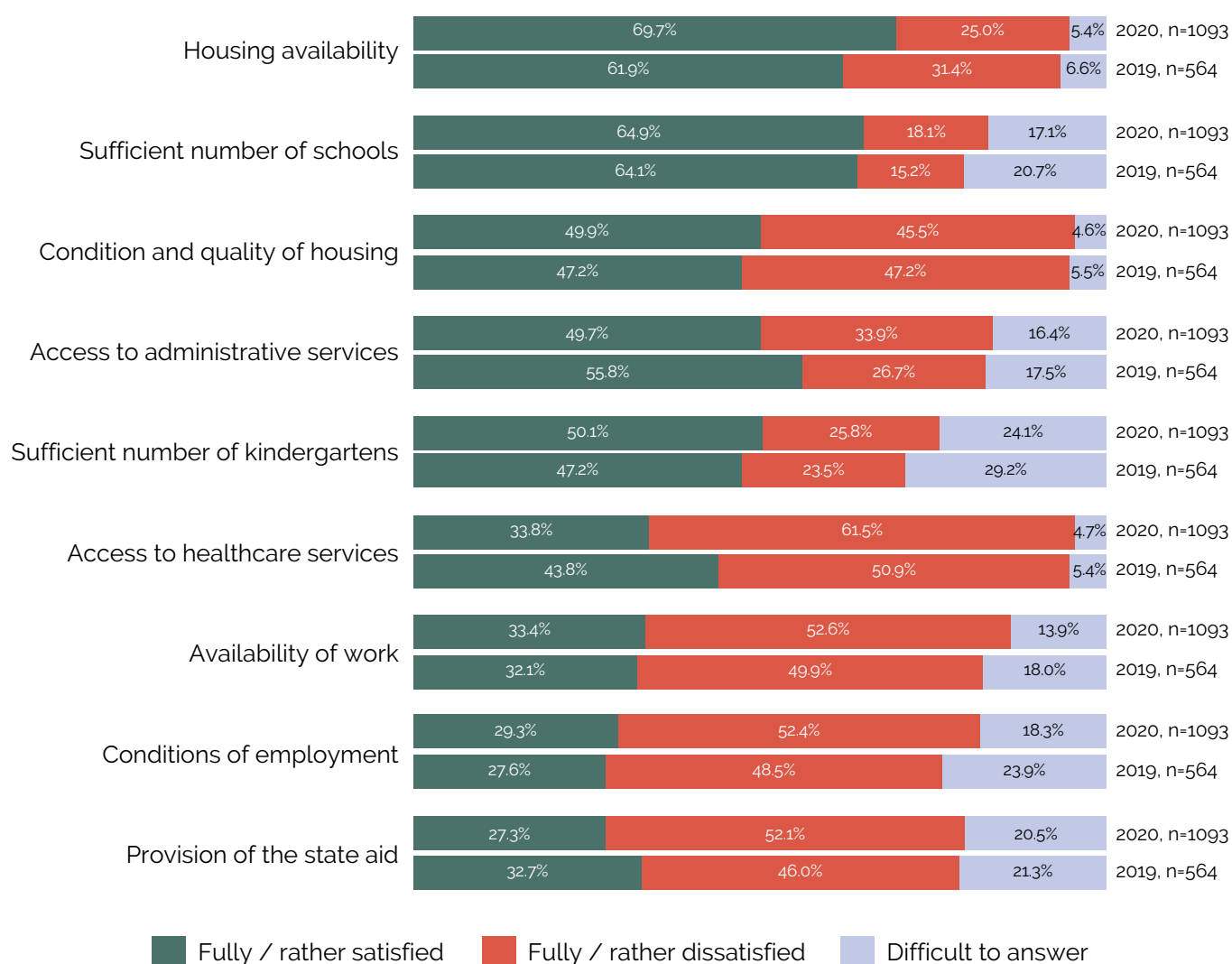
Speaking about the satisfaction with certain life aspects, the three areas of the highest level of respondents' satisfaction are the availability of housing (71.1% fully or rather satisfied), the sufficient number of schools (63.9% fully or rather satisfied), and the condition and quality of housing (52.9% fully or rather satisfied).

Graph 1.5.3.**Satisfaction with certain life aspects in the settlement, among all respondents, n=1200**

As for the changes between the results of Phases 1 and 2 of the survey, there is a statistically significant *increase* in the level of satisfaction with housing availability (from 61.9% to 69.7%). At the same time, there is a statistically significant *decrease* in the level of satisfaction with access to administrative services (from 55.8% to 49.7%), access to health care services (from 43.8% to 33.8%), and the provision of state aid (from 32.7% to 27.3%).

Graph 1.5.4.

Satisfaction with certain life aspects in the settlement, among all respondents, comparison of the results of Phase 1 and Phase 2 of the survey



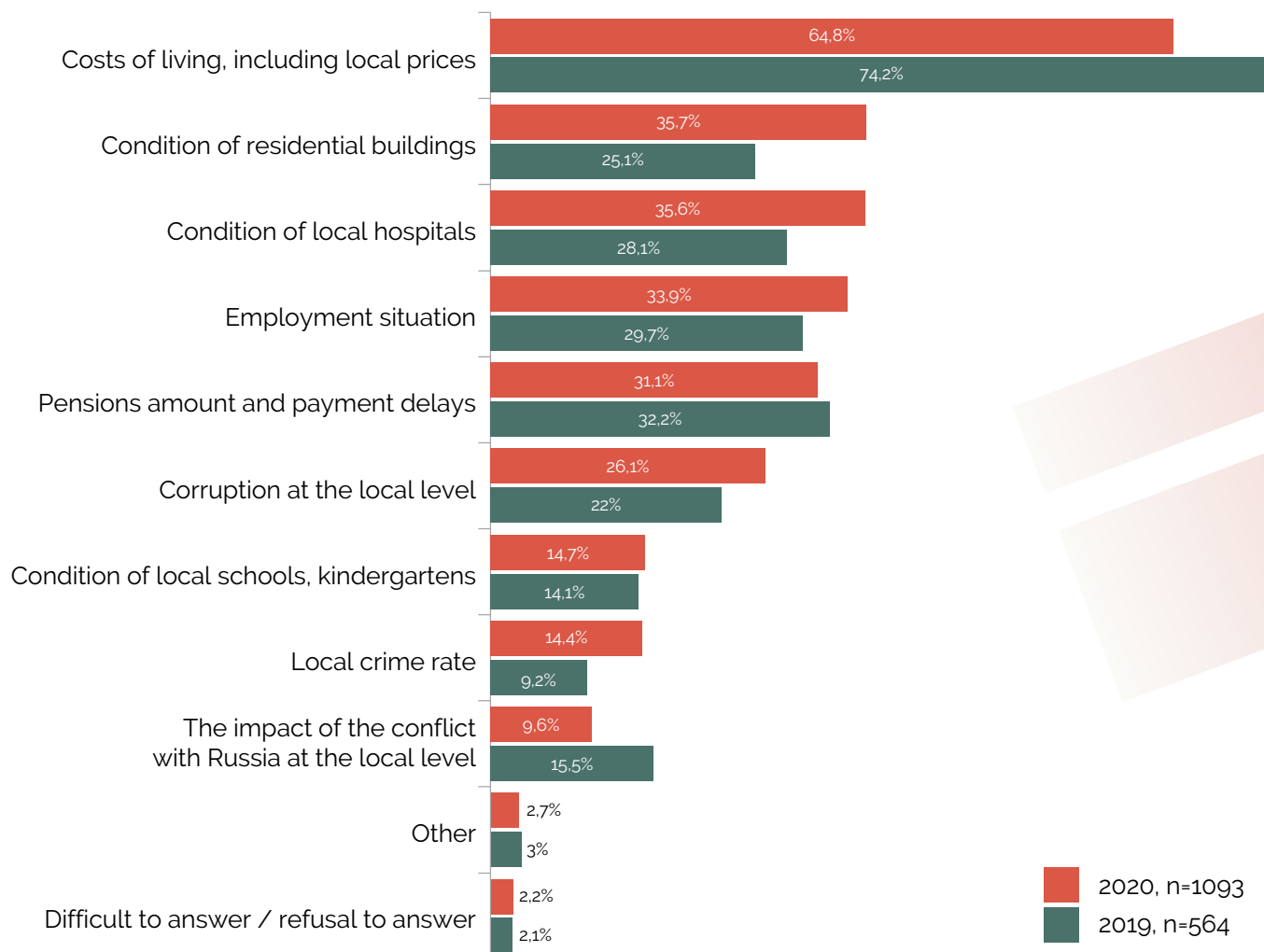
Speaking about the most urgent problems for the inhabitants of 8 target oblasts, the top one is the costs of living, including local prices (68.6%). The employment situation (34.0%), condition of local hospitals (33.3%), and condition of residential buildings (32.8%) are in the following positions.

Graph 1.5.5.

The most urgent problems for local inhabitants, among all respondents, n=1200



The comparison of Phase 1 and Phase 2 results shows a statistically significant *decrease* in the number of residents who mentioned that costs of living, including local prices, is the most urgent problem for them (from 74.2% in Phase 1 to 64.8% in Phase 2). At the same time, there is a significant *increase* in the number of residents who mentioned as the most urgent problem the condition of residential buildings (from 25.1% in Phase 1 to 35.7% in Phase 2), the condition of local hospitals (from 28.1% in Phase 1 to 35.6% in Phase 2), and the employment situation (from 29.7% to 33.9%).

Graph 1.5.6.**The most urgent problems for local inhabitants, comparison of the results of Phase 1 and Phase 2 of the survey**

PART 2

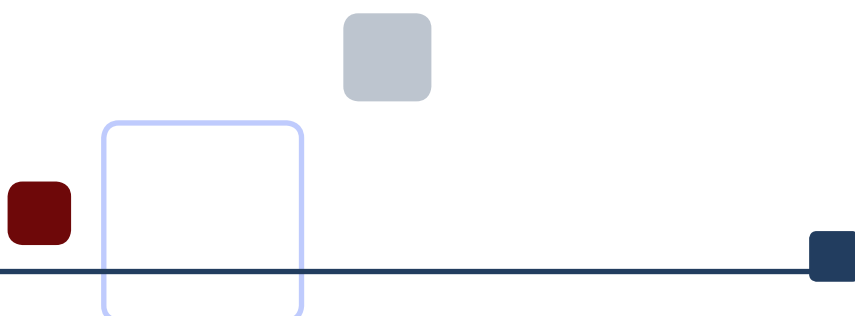
SURVEY OF INTERNALLY DISPLACED PERSONS

This section presents the results of a quantitative survey of **350 IDPs** and **2 focus group discussions** with IDPs who reside in settlements in 8 target oblasts where UERP sub-projects are being implemented.

The main goal of the Ukraine Early Recovery Programme is the rehabilitation of critical infrastructure in Eastern Ukraine and adjacent regions, where social services and infrastructure are under heavy pressure from the massive influx of IDPs and from other disruptions caused by the conflict in Donbas. In Phase 1 [2019] of the survey the situation of IDPs was analysed within the general sample of the population of target settlements in respective oblasts. Based on the evaluation of Phase 1 and in order to better analyse the perceptions of IDPs regarding the life situation in host communities and implementation of recovery projects, the decision was made to conduct in Phase 2 [2020] an additional survey (separately from the general population sample) of the IDPs who reside in target oblasts. Same as the general population survey, the survey of IDPs was conducted in the settlements/communities where UERP sub-projects are in progress or already finished. For the detailed sample of IDPs from target oblasts, please see Table A2.1. in Annex A.

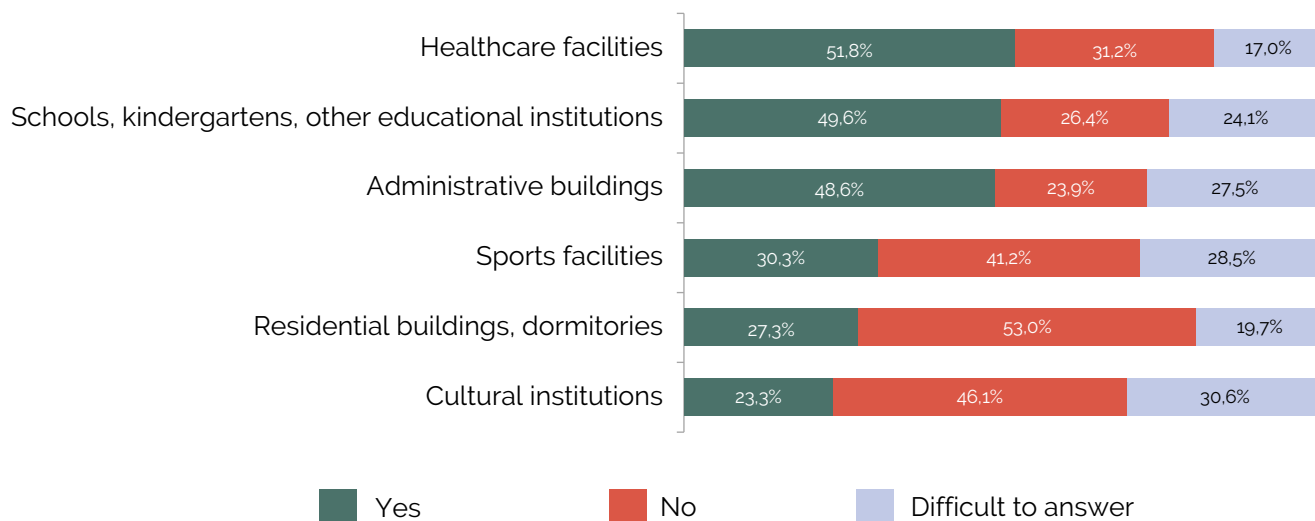
2.1. Awareness of the infrastructure restoration – IDPs

Around a half of the surveyed IDPs stated they are aware of the restoration of healthcare facilities; schools and other educational institutions as well as administrative buildings (51.8%, 49.6%, and 48.6% respectively).



Graph 2.1.1.

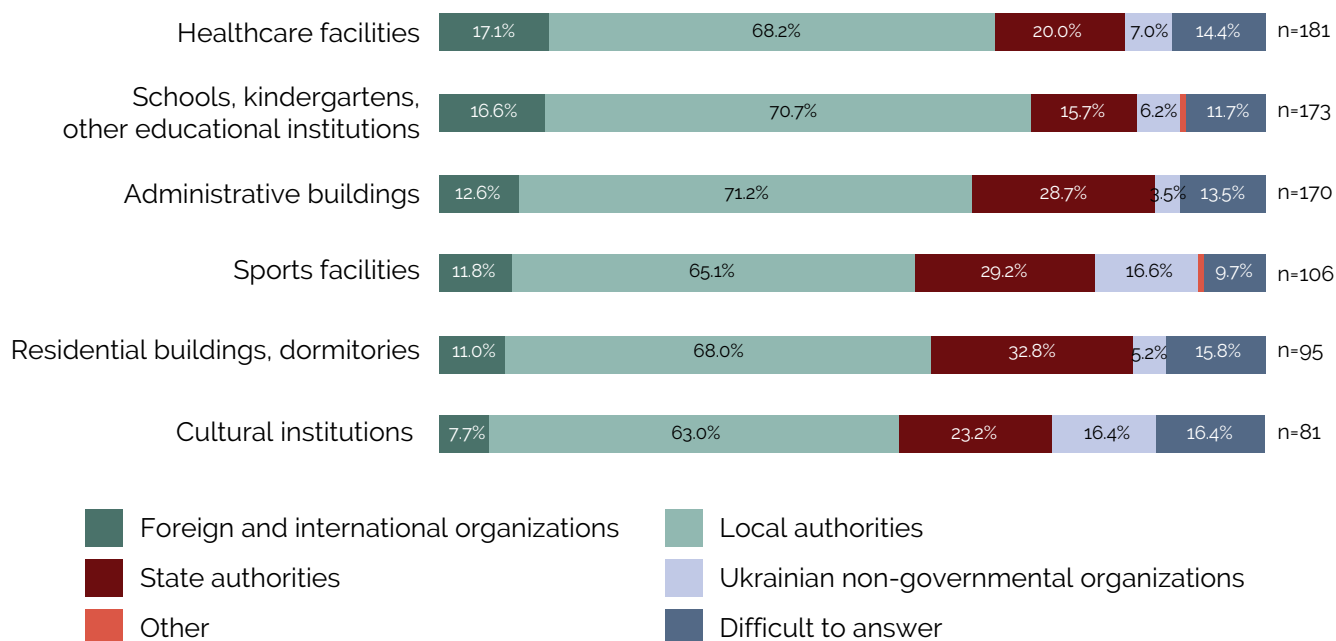
Awareness of the infrastructure restoration in the settlement over the last 2 years, among surveyed IDPs, n=350



The local authorities are perceived to be the main contributors of such restorations by the majority of surveyed IDPs – the same as among the general population sample. The level of awareness of the assistance of foreign and international organizations is higher than among the general population – from 7.7% to 17.1%.

Graph 2.1.2.

Awareness of the contribution to the restoration of infrastructure facilities in the settlement over the last 2 years, among surveyed IDPs who answered “Yes” for each type of infrastructure facilities; options sorted by the highest level of awareness of foreign and international organizations’ contribution to the restoration



Regarding the question of what types of social infrastructure need to be recovered the most urgently, the top 3 answers among the IDPs were the same as among the general population, namely: residential buildings (63.0%), healthcare facilities (51.0%), and educational institutions (41.3%). During the FGDs, the same types of facilities were discussed as those which need to be restored the most urgently.

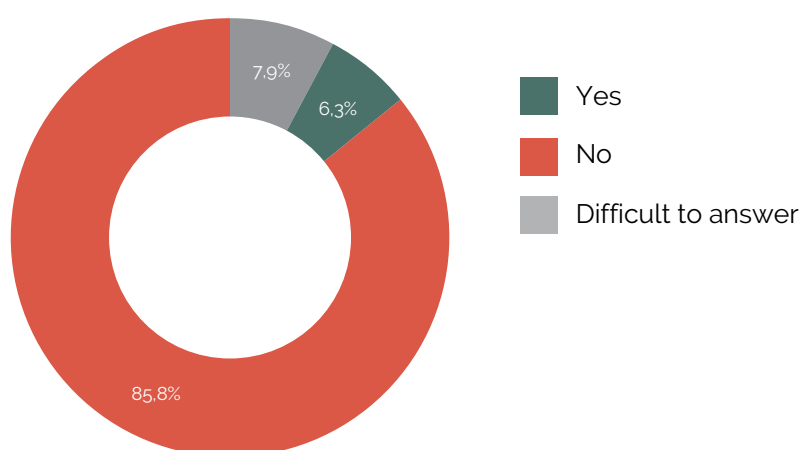
"Look, in Odesa, there are a lot of abandoned buildings and some available housing facilities. If these facilities were restored, and apartments were distributed, housing distributed, it would be great. We need to start with this. Because everything is quite good here both with employment and with everything else" (IDPs, Odesa oblast)

Graph 2.1.3. Breakdown of answers to the question "Which of these infrastructure facilities need reconstruction and improvement in your settlement the most urgently?", among surveyed IDPs, n=350



2.2. Awareness of EIB's Ukraine Early Recovery Programme and projects implementation

Among the surveyed IDPs 6.3% stated they are aware of the European Investment Bank and Ukraine Early Recovery Programme.

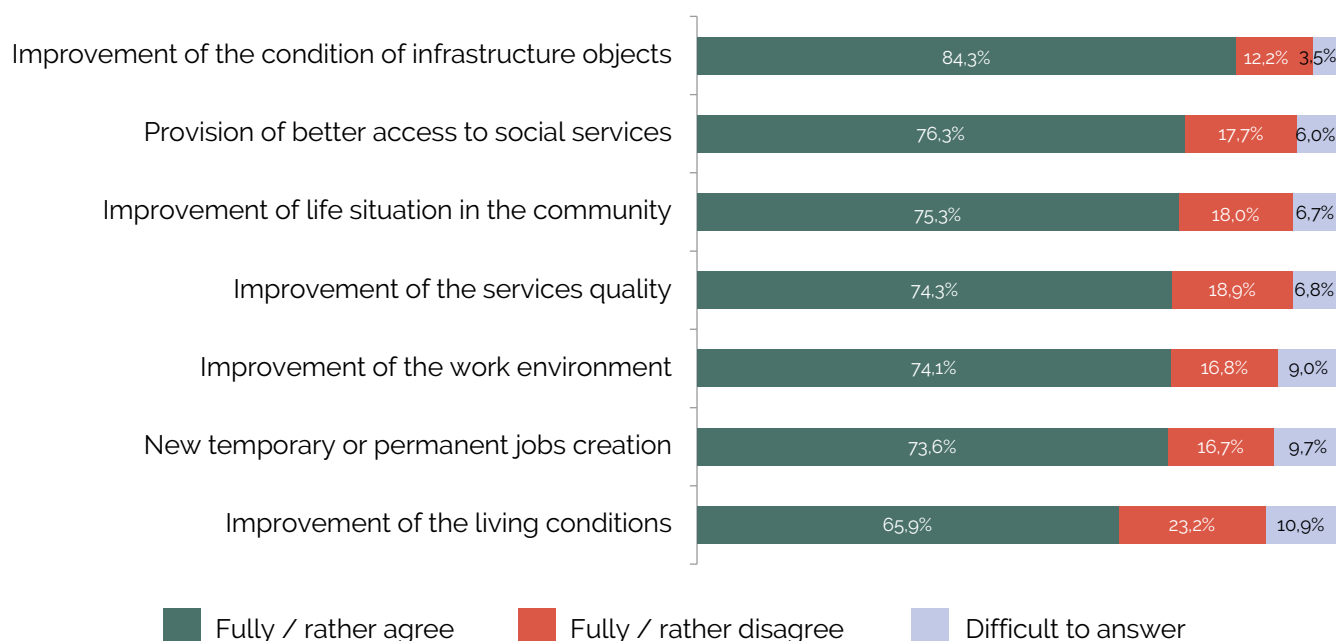
Graph 2.2.1.**Awareness of the activities of the European Investment Bank and Ukraine Early Recovery Programme, among surveyed IDPs, n=350**

IDPs who indicated that they are aware of UERP were asked to answer several questions about their awareness of UERP sub-projects in their settlements and overall satisfaction with the sub-projects implementation. But the total number of such respondents among the overall IDPs sample (13 women and 9 men out of 350 IDPs) is insufficient for analysis.

2.3. Perception of the effects of the infrastructure restoration

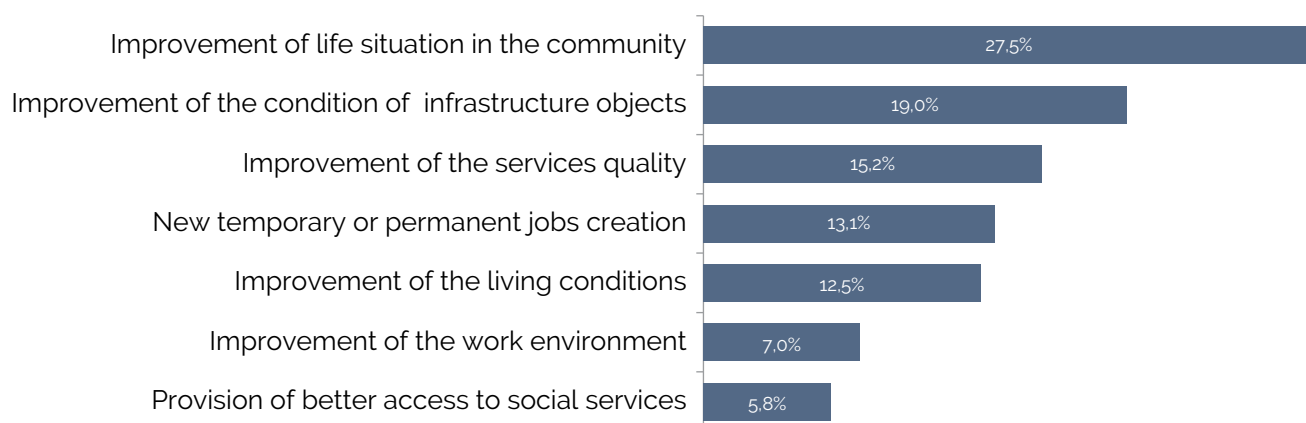
The majority of IDPs from target oblasts believe that the restoration of infrastructure objects will lead to the improvement of the condition of these objects (84.3%), provision of better access to social services (76.3%), and improvement of life situation in the community (75.3%).

Graph 2.3.1. Expected effects of the infrastructure restoration in the settlement, among surveyed IDPs, n=350



Moreover, 27.5% of IDPs believe that the improvement of life situation in the community is the most important effect of the reconstruction of infrastructure facilities in the settlement.

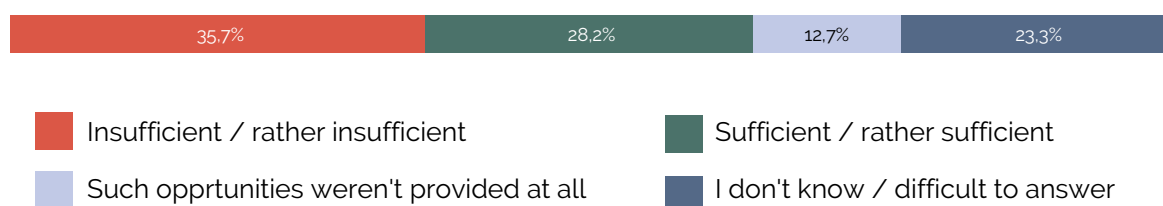
Graph 2.3.2. Perception of the most important possible effects of restoration of infrastructure facilities in the settlement, among surveyed IDPs, n=350



2.4. Opportunities for citizens' participation in decision-making provided by local authorities and self-government bodies

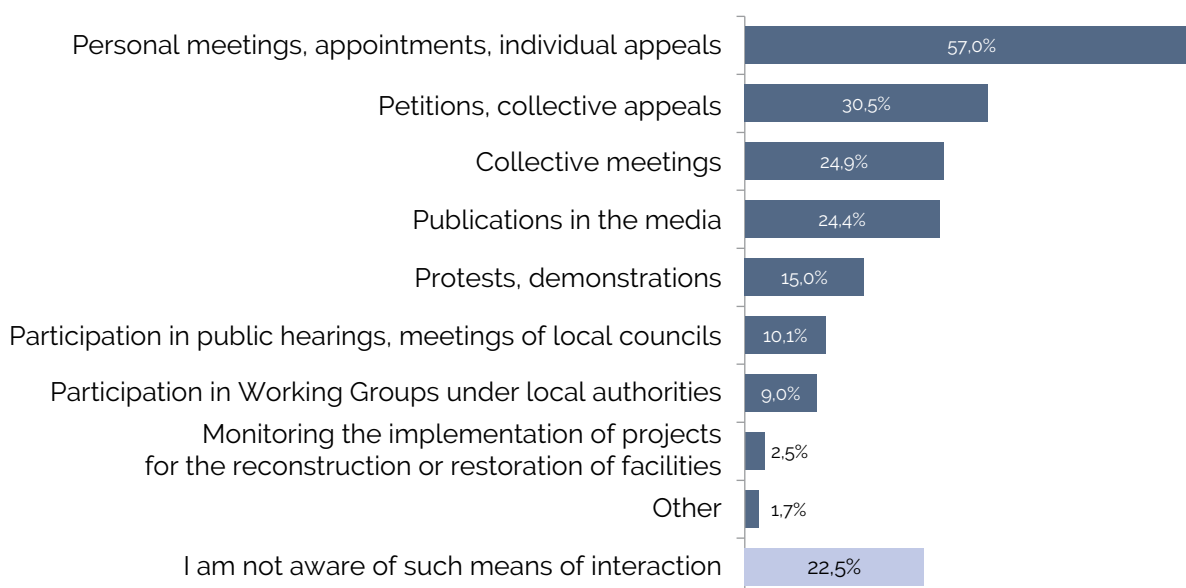
Alike with the general population sample, the surveyed IDPs mostly believe that the opportunities that local authorities and/or self-governments in their settlements provide for citizens to participate in decision-making process are fully or rather insufficient (35.7%). 12.7% of IDPs mentioned that such opportunities were not provided at all.

Graph 2.4.1. Perception of the sufficiency of opportunities for citizens' participation in decision-making provided by local authorities and self-government bodies, among surveyed IDPs, n=350



Among the means of interaction used by the members of communities to deliver their opinion to local authorities, more than a half of the IDPs (57.0%) indicated personal meetings or individual appeals; 30.5% – petitions or collective appeals, and 24.9% – collective meetings. Almost a quarter of IDPs (22.5%) were not in a position to indicate the means of interaction with local authorities in the communities they live in.

Graph 2.4.2. Awareness of the means of interaction used by the members of communities to deliver their opinion to local authorities, among surveyed IDPs, n=350



Moreover, only a quarter (25.5%) of the surveyed IDPs take part in community-related public activities, among whom only 4.0% do it regularly. Among FGDs participants there were also just a few respondents who considered themselves somewhat active. Among the main reasons for not being active, the lack of time or health problems were mentioned.

Graph 2.4.3. Perception of self-participation in community-related public activities, among surveyed IDPs, n=350



2.5. Satisfaction with the quality of life in the settlement and urgent problems

In general, more than two-thirds of the surveyed IDPs – same as in the general population sample – are fully or rather satisfied with the quality of life in their settlements.

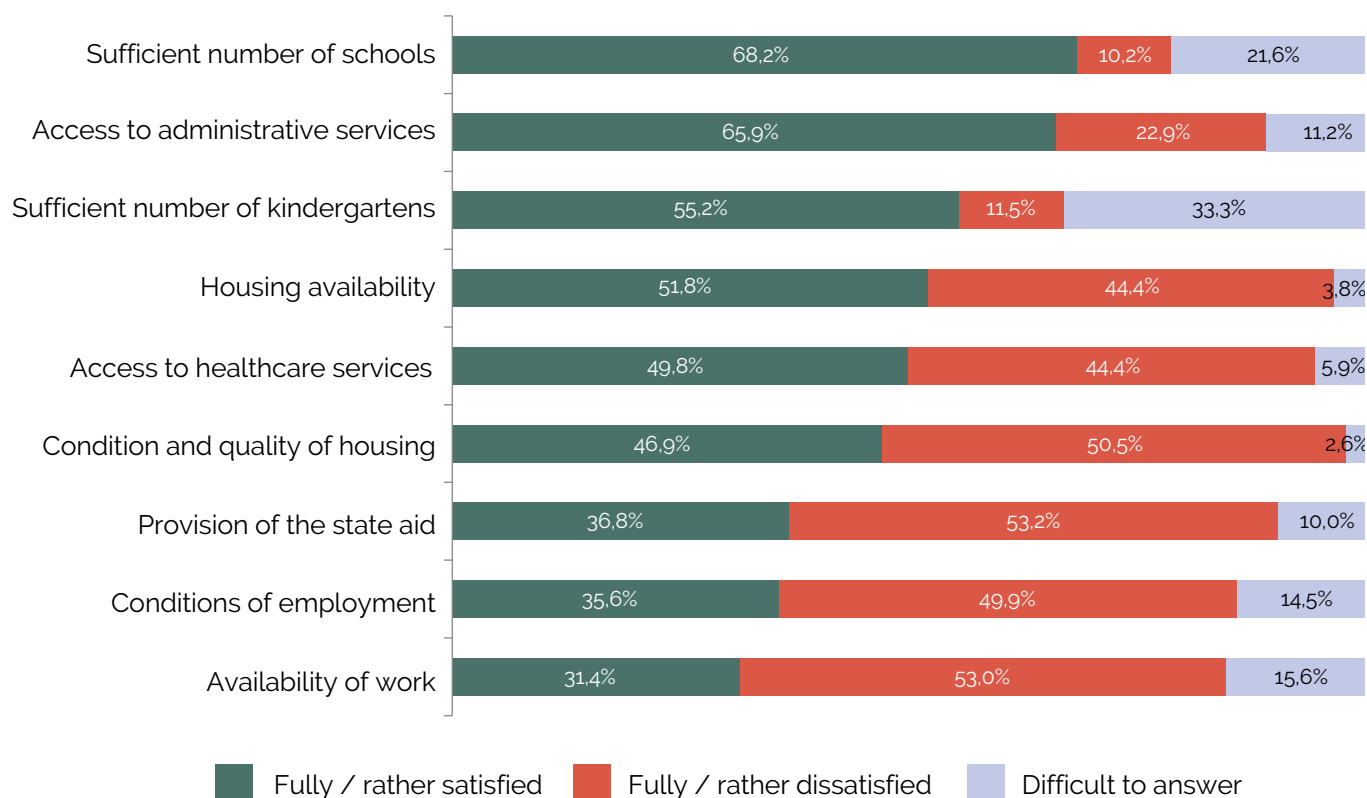
Graph 2.5.1. Satisfaction with the quality of life in the settlement, among surveyed IDPs, n=350



Speaking about certain life aspects, the three areas of the highest level of respondents' satisfaction are: the sufficient number of schools (68.2% fully or rather satisfied), access to administrative services (65.9% fully or rather satisfied), and the sufficient number of kindergartens (55.2% fully or rather satisfied). It is also important to highlight, that unlike the locals, more IDPs are fully or rather dissatisfied with the availability of housing, its condition, and quality.

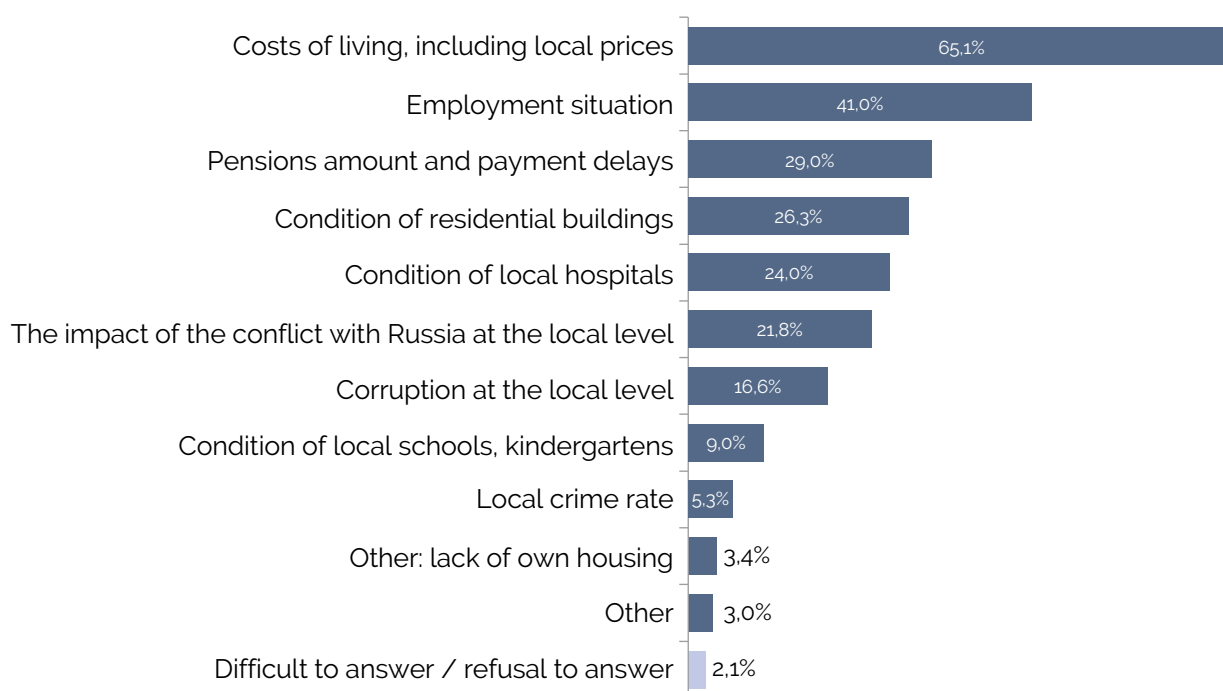
Graph 2.5.2.

Satisfaction with certain life aspects in the settlement, among surveyed IDPs, n=350



The majority of FGDs participants stated that they are generally satisfied with the quality of life in the communities where they live today. Speaking about the main reasons of their dissatisfaction and discomfort, the participants mentioned: (i) no possessing of own housing in the host community; (ii) a lack of local registration, which is a significant limitation in terms of the availability of mortgages/loans.

Speaking about the most urgent problems, the surveyed IDPs mentioned costs of living, including local prices (65.1%), the employment situation (41.0%). The answers are very similar with the general population sample.

Graph 2.5.3.**The most urgent problems for local inhabitants, among surveyed IDPs, n=350**

During the FGDs, the IDPs indicated the housing-related problems as those of the most urgent. Among such problems the most meaningful are: (i) not possessing of an apartment in own property, (ii) high rates for rent and (iii) problems related to the implementation of state housing programmes. To the mind of FGDs participants, the state housing programs have no sufficient allocation to offer the housing for all people in need.

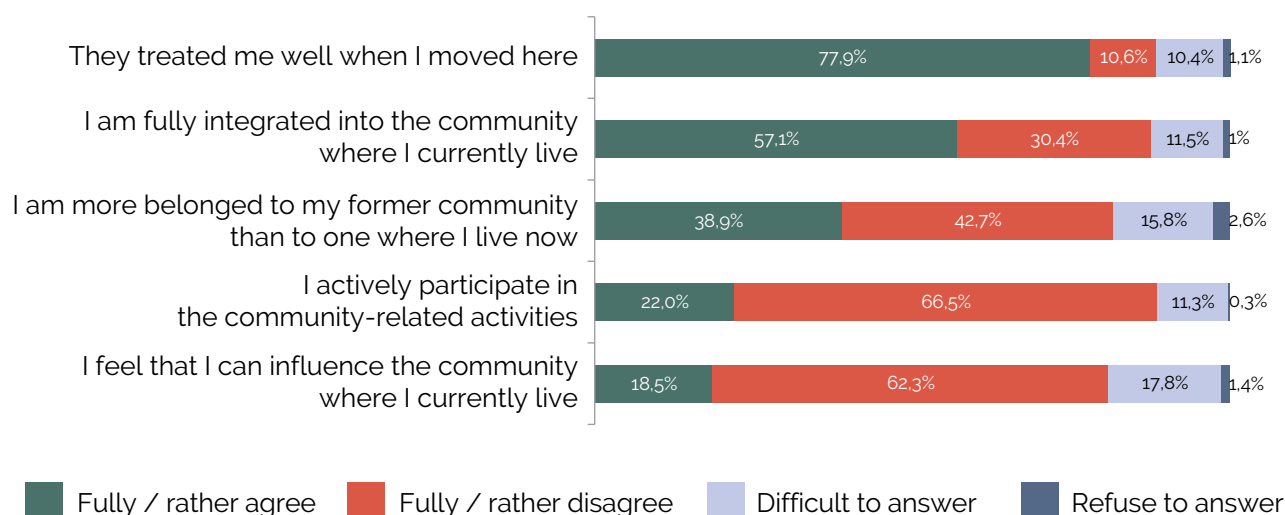
"As usual, the main problem is housing. And it turns out that there are not any programs, or they exist, but they do not work. There were, for example, programs like "Affordable Housing" where 50% of the sum should have been reimbursed by the state – but it doesn't work. The other programs do not generally work either..." (IDPs, Kyiv oblast)

2.6. The integration of IDPs in host communities and their plans for future residence

More than a half of the surveyed IDPs (57.1%) fully or rather agree with the statement that they have fully integrated into the community where they currently live. More than three-quarters (77.9%) say that they were treated well when they moved to a new community.

However, the majority of IDPs (66.5%) fully or rather disagree with the statement that they actively participate in community-related public activities. The majority of IDPs (62.3%) also fully or rather do not feel that they can influence the communities where they live.

Graph 2.6.1. The level of self-perception of IDPs in host communities, among surveyed IDPs, n=350



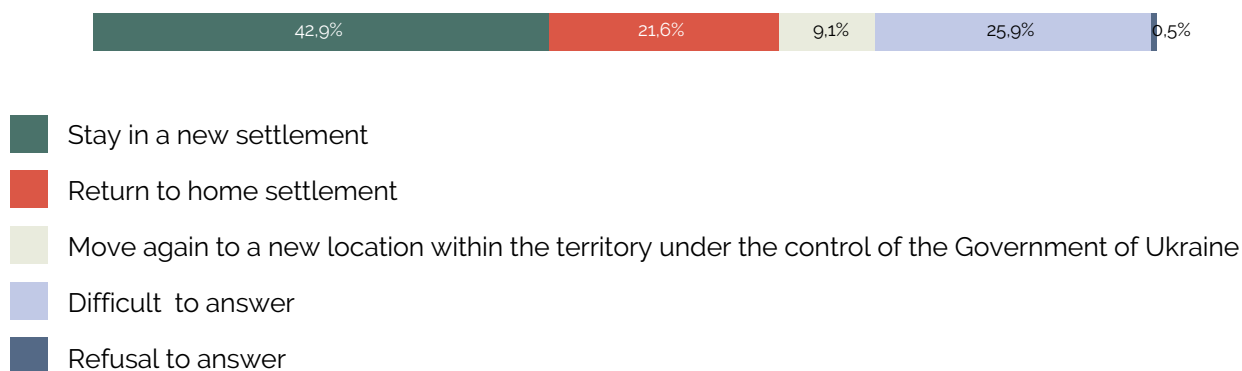
The IDPs who participated in FGDs also mentioned that they positively assess the social interaction with their host communities. Most participants didn't mention issues related to the host community or said, that it depends on individual behaviour, while mostly the situation is fine. However, it should be noted that in order to avoid conflict situations, as well as a special attitude towards themselves, a significant part of IDPs prefer not to talk about their status and hometown.

"It would be a lie if I told you that I have never encountered problems. [...] I heard a couple of times: "So, you have moved here and started telling us what to do – sit tight". Well, why should I be silent and sit tight? I am the same person as you. Well, it happened a couple of times, but, in general, everything is fine. Depends on people" (IDPs, Donetsk oblast)

"Not to say that we are from Donetsk. Well, I'm not saying that I'm from Donetsk – and feel very good" (IDPs, Odesa oblast)

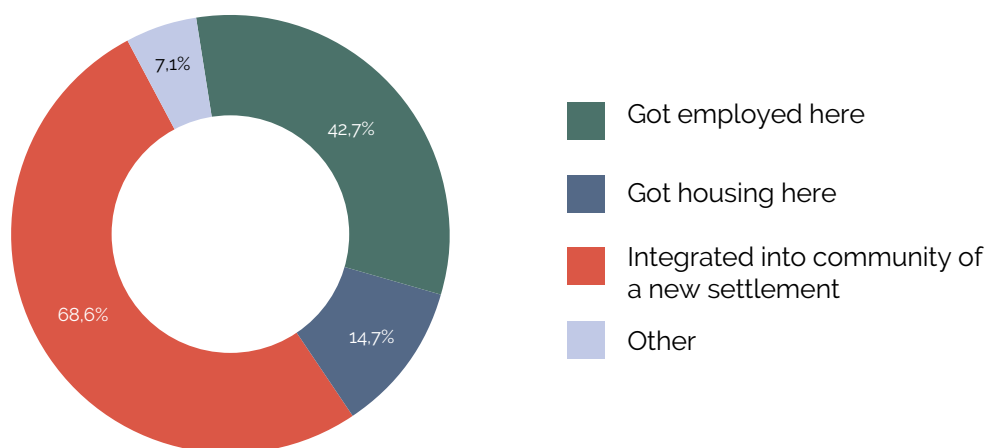
Regarding the plans for the future place of residence – 42.9% of IDPs stated they plan to stay in a new settlement, 21.6% – to return to their home settlement, and 9.1% – to move to another place within the territory under the control of Ukrainian Government. More than a quarter of the IDPs (25.9%) also find it difficult to answer this question.

Graph 2.6.2. Plans for the future residence, among surveyed IDPs, n=350



The main reasons for planning to stay in the current settlement are feeling safe in this settlement (68.6%) and getting employed there (42.7%).

Graph 2.6.3. Reasons for staying in the current settlement, among surveyed IDPs who plan to stay in a new settlement, n=150



PART 3

UERP FINAL BENEFICIARIES' AND COMMUNITY STAKEHOLDERS' OPINION SURVEY

This section presents the outcomes of focus group discussions (FGDs) and phone interviews with UERP final beneficiaries and a wide range of community stakeholders, namely:

- local stakeholders: representatives of local authorities and self-government bodies, heads/deputy heads of local councils, regional state administrations, local councils' members, management and staff of the facilities where construction works are carried out;
- communities' representatives: members of local NGOs, local civil activists, members of parents' committees;
- representatives of local media;
- representatives of construction companies/contractors (only FGDs were conducted with this target audience).

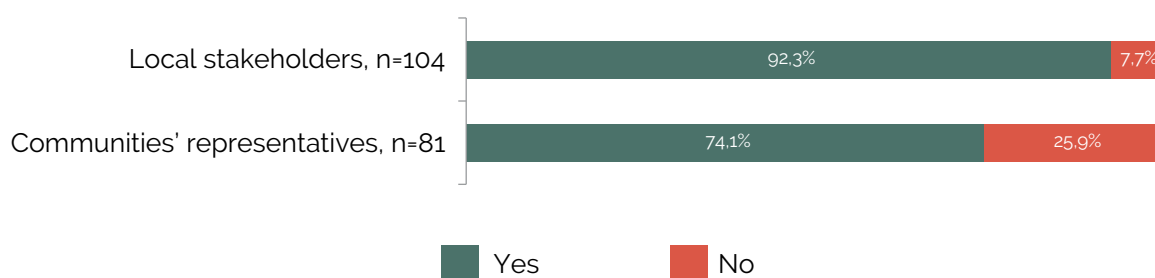
As compared to the results of Phase 1, more community stakeholders who were aware of the Programme and specific sub-projects were reached during Phase 2. Due to the difference in the number of respondents of respective target audiences surveyed in Phase 1 and Phase 2, it is not possible to provide a detailed comparison of the results of both Phases. At the same time, the comparison of the general trends observed in Phases 1 and 2 is provided in respective sub-sections.

The information in this section is presented in the following order: each sub-section stands for a topic and includes the results of the survey of several target audiences if the topic was discussed with them.

3.1. Awareness of EIB's Ukraine Early Recovery Programme and projects implementation among community stakeholders

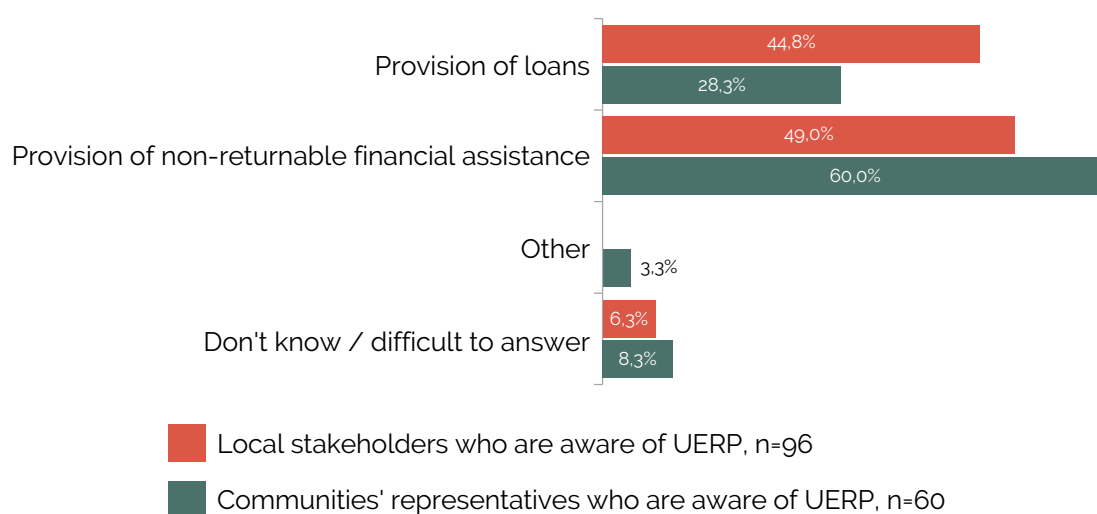
Overall, the share of local stakeholders, communities' representatives, and media representatives familiar with the activities within UERP is rather high – 92.3% of interviewed *local stakeholders*, 74% of interviewed *communities' representatives*, and 19 out of 21 *local media representatives* stated they are aware of the activities within UERP in their region.

Graph 3.1.1. Breakdown of answers to the question “Are you aware of Ukraine Early Recovery Programme?”



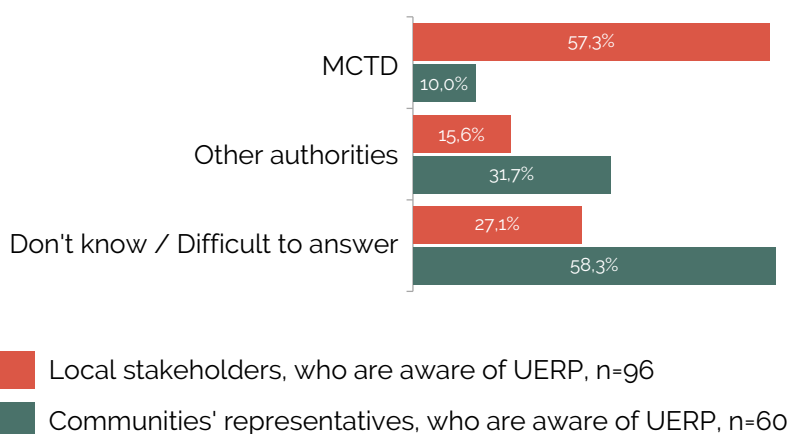
As for the awareness of the sources of funding and conditions of UERP implementation, 44.8% of the *local stakeholders* believe that the EIB provides loans which then should be returned, while 49% believe that the provided financial assistance is non-returnable. The majority of *communities' representatives* (60%) and *local media representatives* (14 out of 19) also think that the financial assistance is non-refundable.

Graph 3.1.2. Breakdown of answers to the question “From what you know, what are the sources of funding and conditions of implementation of the Programme”



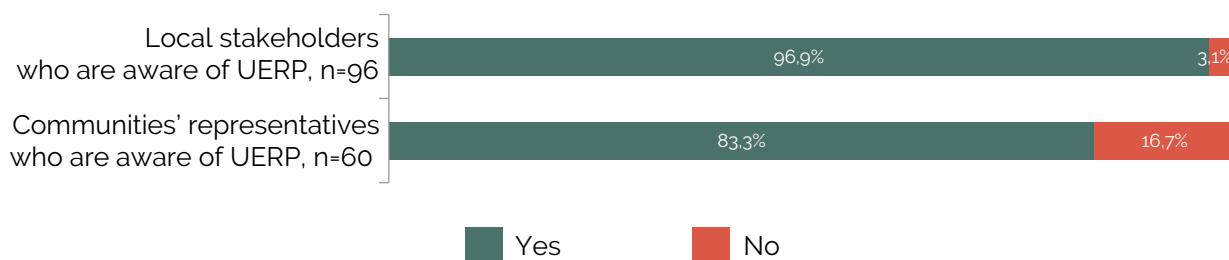
However, not all the community stakeholders are well-informed about the Programme's implementer. 57.3% of the *local stakeholders* are aware that on the national level UERP is being implemented by the Ministry for Communities and Territories Development of Ukraine, while only 10% among *communities' representatives* are aware of this. At the same time, only 6 out of 19 surveyed *media representatives* who are aware of UERP know that MCTD is the implementor of the Programme, and most of them – 13 out of 19 – either believe it's being implemented by other authorities or are not aware of the implementer at all.

Graph 3.1.3. Breakdown of answers to the question “As far as you know, which state authority implements UERP at the national level?”



Among the local stakeholders who stated they are aware of UERP, 96.9% are informed about specific sub-projects in their settlements. Among communities' representatives who stated they are aware of UERP, 83.3% are informed about specific sub-projects. With it, among media representatives this level of awareness is rather high – only 1 person out of 19 does not know about UERP sub-projects in their settlement.

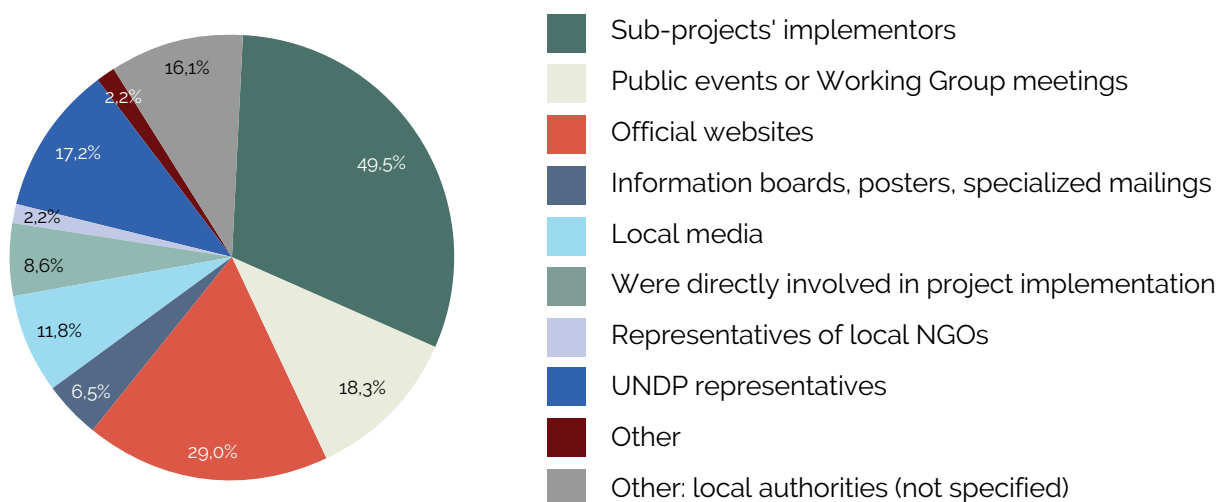
Graph 3.1.4. Breakdown of answers to the question “Are you aware of reconstruction projects of social infrastructure – schools, kindergartens, health care facilities, dormitories – which are implemented or completed under UERP in your settlement, community”



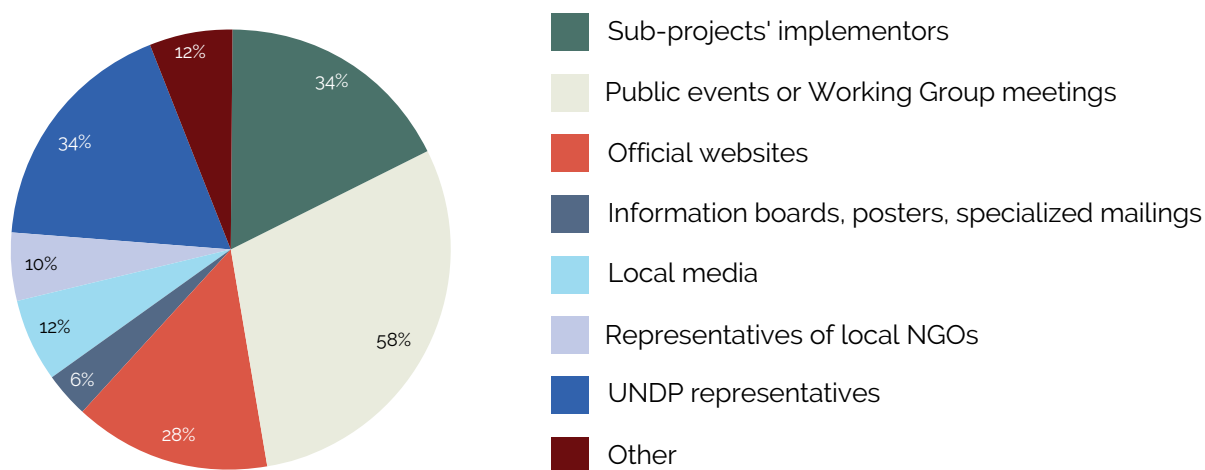
Sources of information

The sources of information about UERP sub-projects vary among different target groups. Almost a half of the *local stakeholders* (49.5%) got information about UERP sub-projects from the sub-projects implementors. The majority of *communities' representatives* receive information about the sub-projects in their settlements from three main sources – public events or working group meetings (58%), sub-projects implementors (34%), and UNDP representatives (34%). As for the *local media representatives*, the main source of information is local authorities – 11 out of 18 receive information about UERP sub-projects either through personal communication or from official websites.

Graph 3.1.5. Breakdown of answers to the question “Where did you get the information about UERP sub-projects from?”, among the local stakeholders who are aware of UERP sub-projects in their community, n=93



Graph 3.1.6. Breakdown of answers to the question “Where did you get the information about UERP sub-projects from?”, among communities' representatives who are aware of UERP sub-projects in their community, n=50



Most *contractors* got information about the possibility to participate in the implementation of sub-projects within UERP on Prozorro procurement platform ² when noticed a tender announcement; in Donetsk and Luhansk oblasts some of the contractors stated they were informed about the possibility of participation in tenders within UERP directly by the final beneficiaries.

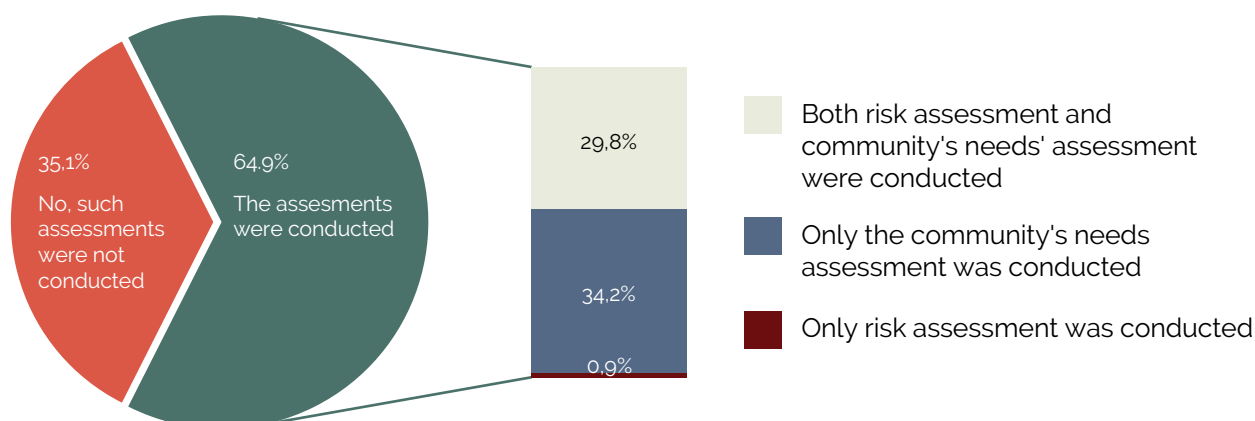
"We were engaged in construction works in Popasna, built other objects, but they saw our work, and the school invited us to participate in a future tender" (contractors, Luhansk oblast)

3.2. UERP sub-projects' impacts and compliance with the needs of local communities

64.9% of the interviewed *final beneficiaries* claim they conducted the assessment of needs of local communities; although less than a half of them (29.8%) conducted both community's needs and risks of sub-projects implementation assessments.

Graph 3.2.1.

Breakdown of answers to the question "Before submitting the sub-project application, did you conduct an assessment of needs of local community, including the needs of IDPs and vulnerable groups, as well as risks assessment?", among the final beneficiaries, n=114



² Open e-procurement platform in Ukraine where the tender announcements for procurement of goods, works and services at public expense are published according to the Law of Ukraine "On Public Procurement".

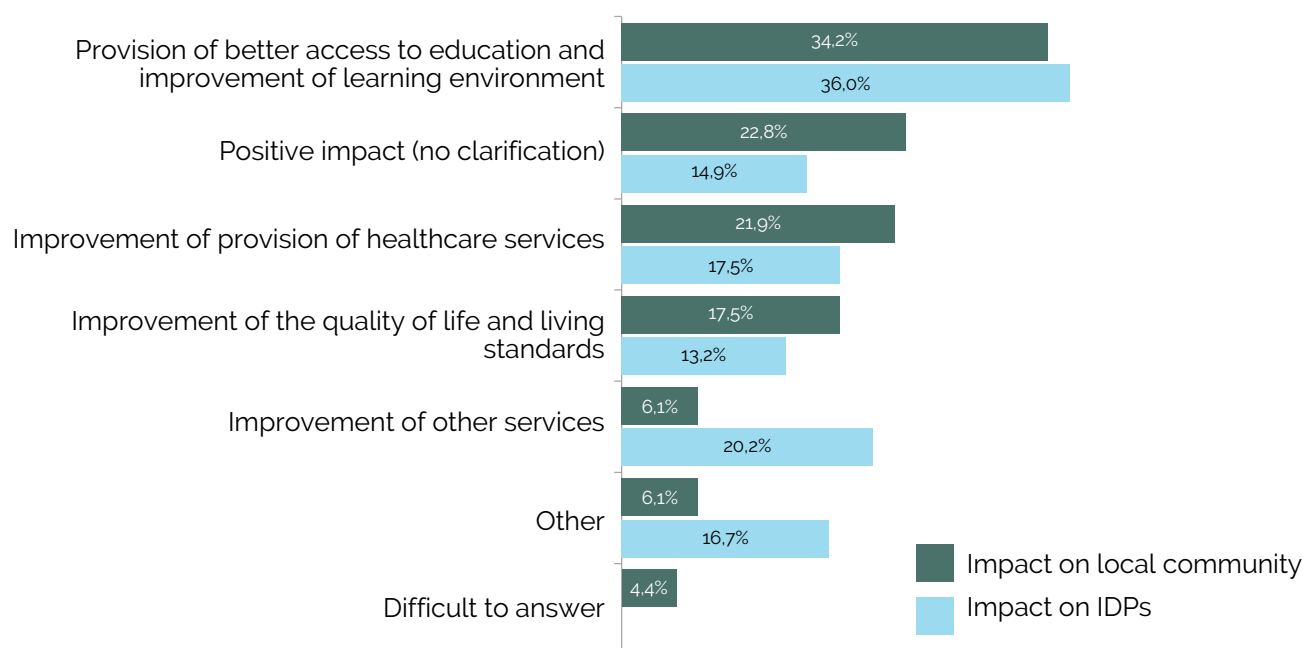
Among *final beneficiaries* who did not conduct such assessments, the majority could not name the exact reasons for not performing such activities. Those final beneficiaries either stated that such activities were conducted by other departments/organizations or that it is out of their scope of work.

Among the **main needs of local communities and IDPs**, many *final beneficiaries* who conducted community needs' and risks assessment (34 in total) mentioned: the need for repair, insulation, and improvement of conditions of educational institutions (14 respondents indicated as needs of local population and 8 respondents as needs of IDPs), the need for quality and affordable healthcare (7 respondents indicated as needs of local population and 7 respondents as needs of IDPs), and the need to improve living conditions (5 respondents indicated as needs of local population and 8 respondents as needs of IDPs).

Among the **main risks of sub-projects implementation**, the *final beneficiaries* who conducted the risks assessment (34 in total) identified: the problems with financing and inflation (15 out of 34 respondents) and the risk of not finishing the sub-project on time (6 out of 34 respondents).

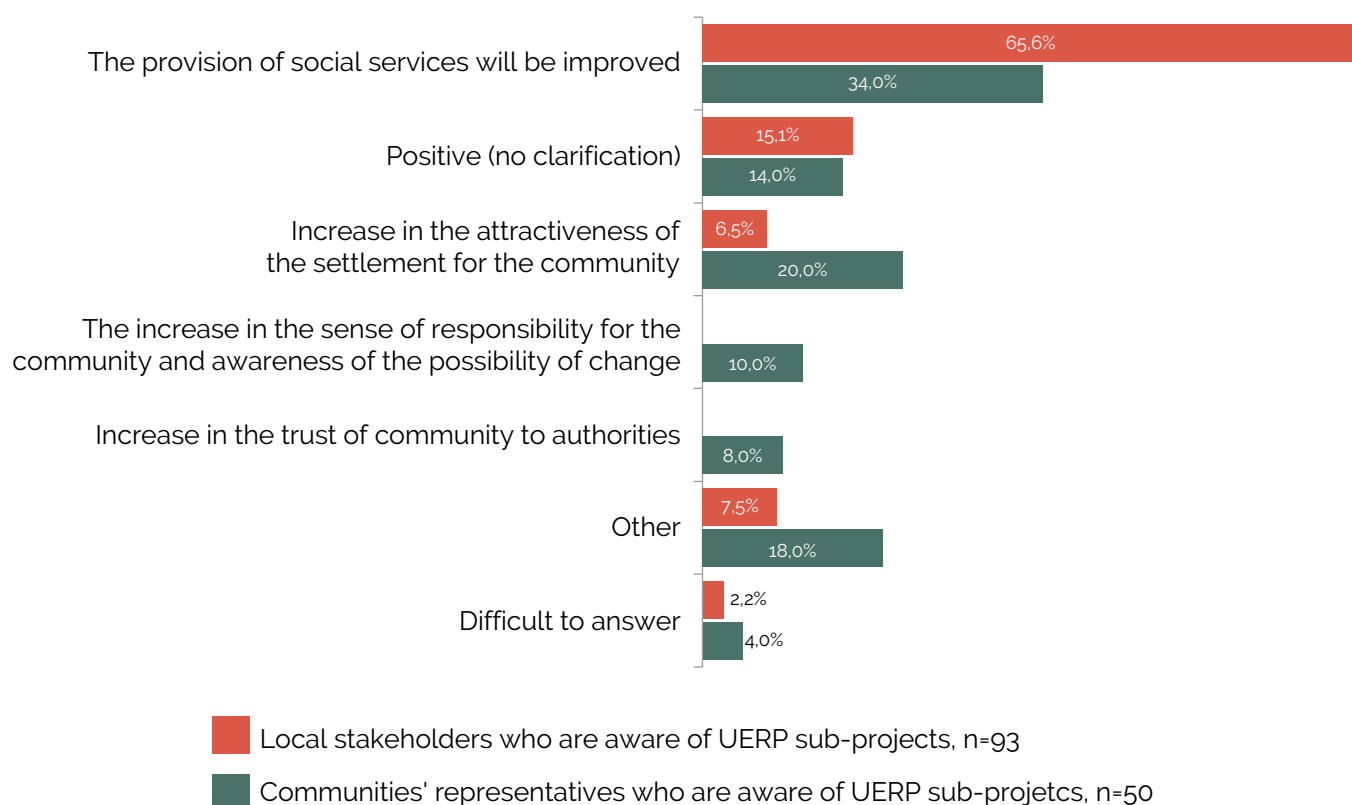
All the *final beneficiaries* perceive a positive **impact** of sub-projects on both local community members and IDPs – mostly in terms of better access to services (education, healthcare) and improvement of the quality of life and living conditions. 22.8% and 14.9% of *final beneficiaries* also stated that sub-projects have a positive impact on their communities and IDPs respectively but did not provide additional clarification on the essence of this impact.

Graph 3.2.2. Breakdown of answers to the questions “What impact on local residents/ IDPs do you observe or expect as a result of UERP sub-projects implementation?”, among the final beneficiaries, n=114

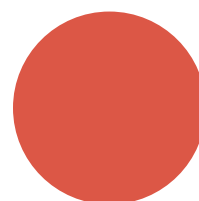
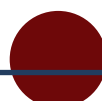
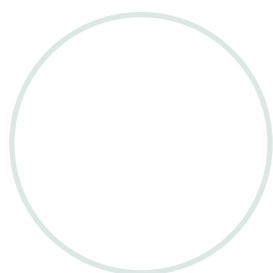


For the majority of both local *stakeholders* (65.6%) and *communities' representatives* (34%), the main impact of the implemented sub-projects on the local community will be the improvement in provision of social services.

Graph 3.2.3. Breakdown of answers to the questions "What impact on local residents do you observe or expect from the implementation of UERP sub-projects?"

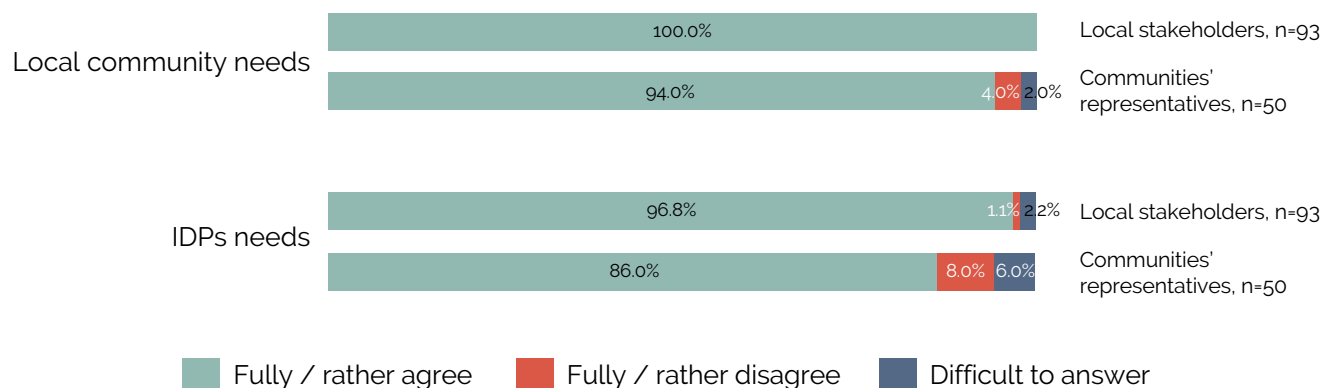


The overwhelming majority of local *stakeholders and communities' representatives* who were surveyed over the phone believe that UERP sub-projects implemented in their settlements fully or rather meet the needs of both local community and IDPs.



Graph 3.2.4.

Breakdown of answers to the questions “In your opinion, do the submitted or implemented sub-projects meet the needs of local community/IDPs?”, among the local stakeholders and communities' representatives who are aware of UERP sub-projects in their community



“Two hospitals, which we are currently renovating, are key hospitals for the city and four nearby rayons. Our maternity hospital is practically the only one in the rayon now [...] Well, and the infectious diseases hospital that serves the nearby territories [...] is now very relevant with the COVID-19 problem, and, of course, meets the needs [of the community]” (local stakeholders, Zaporizhzhia oblast)

“When we extend the life of buildings, socially important objects, this understandably meets the needs of the local community” (local stakeholders, Odesa oblast)

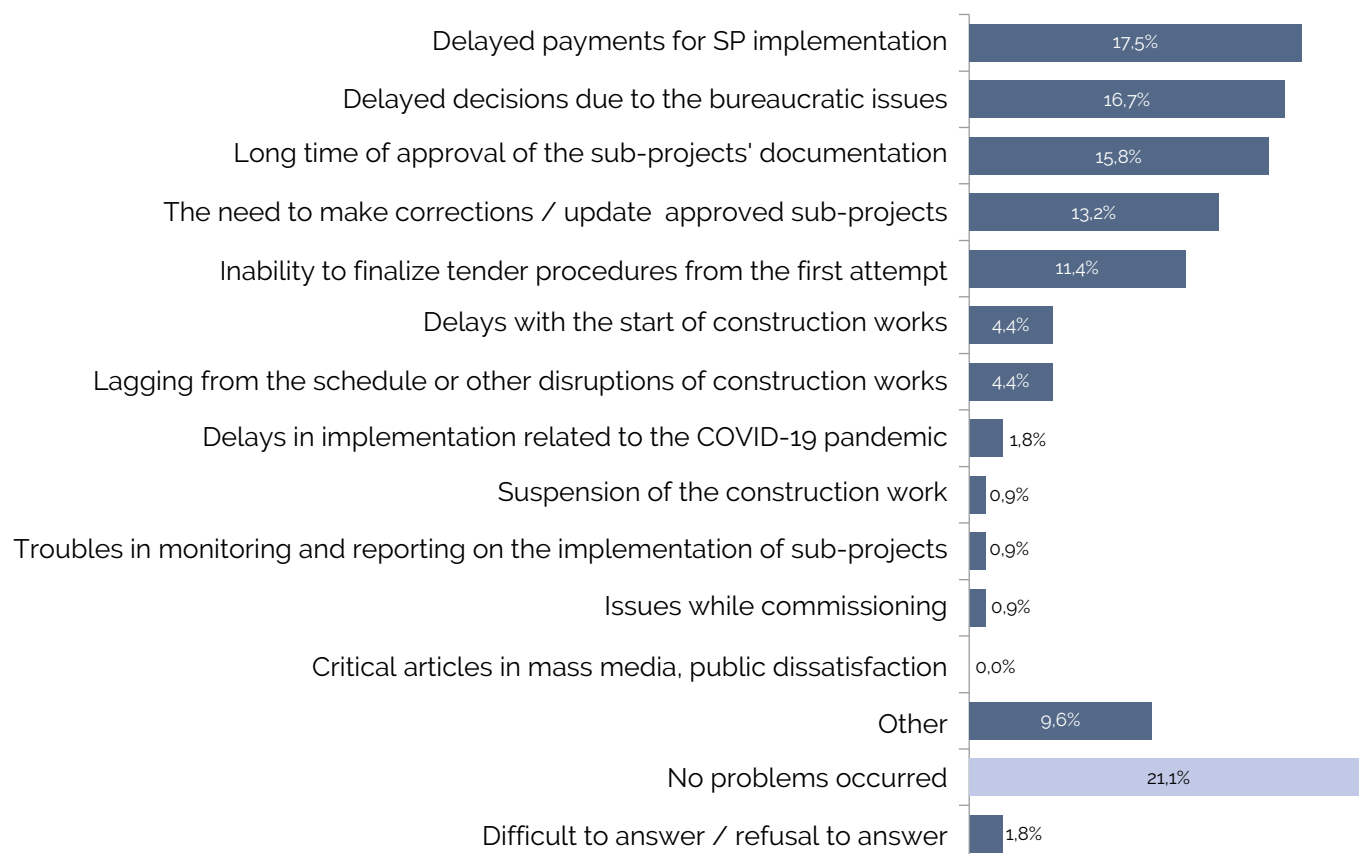
“We have a large number of IDPs. Now, thanks to the European Investment Bank, the project for the reconstruction of a school into a hostel for the IDPs is being completed. Since the city is small – somewhere around 180 thousand people and about 40 thousand IDPs – every kindergarten, every school has people who fall into this category. By improving the community's infrastructure, we create better conditions for IDPs too” (communities' representatives, Donetsk oblast)

The perception of whether UERP sub-projects meet the needs of local community among the representatives of local media is like among the other target groups. All of the *media representatives* (18 out of 18) believe that the sub-projects fully or rather meet the needs of local communities, while 16 out of 18 mentioned that the sub-projects meet the needs of IDPs who reside in their settlement.

3.3. Main problems of UERP sub-projects implementation

78.9% of *final beneficiaries* mentioned that they have encountered some problems when implementing their sub-project. Among the listed problems the majority are connected to delays of any kind: delayed payments for sub-project implementation (17.5%), delayed decision-making due to the bureaucratic issues (16.7%), long time of approval of the sub-projects' documentation (15.8%) and poor quality of sub-projects design documentation which required to correct, or update approved sub-projects (13.2%).

Graph 3.3.1. Breakdown of answers to the question "Which problems have you/your team faced when implementing UERP sub-projects?", among the final beneficiaries, n=114



Based on the collected during the FGDs opinions of both the final beneficiaries and other stakeholders, the two main problems of UERP implementation were identified: 1) delayed procedures of decision-making and approval of related documents, and 2) delayed payments/funding of sub-projects. Both problems finally lead to consequent delays in construction works and overall sub-project implementation.

"The delay was due to the lengthy tender procedure. We have carried out these procedures several times for the same object. Firstly, they could not determine the winner. Then they had few participants. After this, there were some complaints about the documentation, after which we finally signed agreements on five objects. Further, there was a delay in the fact that for a long time we could not get a permit to perform work as we can apply for this permit only after the contractor has already been appointed. Therefore, we've started the works on the first object not so long ago" (final beneficiaries, Odesa oblast)

According to final beneficiaries, such problems have been addressed mainly through:

- regular communication with responsible parties (e.g., MCTD, other state or local authorities, contractors) – 70% of *final beneficiaries* used such means while solving the problem with delayed payments/funding of sub-projects, and
- adjusting sub-projects design or tender documentation in case of poor quality of sub-projects documentation or inability to finalize tender procedures from the first attempt – 86.7% and 69.2% of *final beneficiaries* used such means respectively.

Among the *contractors*, the most serious problems of sub-project implementation reported during FGDs are: 1) fixed price ³ contract, which does not allow changing types of work and performing additional works if necessary, and 2) poor quality of the sub-project design documentation.

Also, the delayed approval procedures are the problem for all implementing parties. In case when a significant amount of time passes between the sub-project submission and approval, the need for additional works or the change of materials might occur. However, due to the fixed price the contractors cannot be flexible. This problem has negative consequences both for the quality of construction works at the facility and for the contractor. While the

³ According to Decree No. 293 issued by the Ministry of Regional Development, Construction, Housing and Communal Services of Ukraine on 5 July 2013, the fixed contract price is defined as a fixed estimate, which can be adjusted only in some cases with the consent of the parties in the manner prescribed by the contract.

contracting parties cannot adjust the planned works or change the materials to be used because of a fixed-price contract, they also lose their profit due to the prices increase comparing those fixed in their contracts and actual ones.

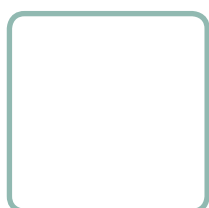
"We have projects of 2015, the implementation of which has finally started in 2020. Accordingly, the materials and equipment [mentioned in the contract], are already inapplicable today. And the replacement of materials is a very problematic issue. There is a financial justification, everything is prepared, but it is impossible to implement..." (contractors, Donetsk oblast)

"...all issues have been already raised – a fixed price, a dynamic price. Because years have passed since the approval of the sub-project. To my understanding, when the sub-project was prepared and a certain amount was agreed upon, it was already registered in the European Investment Bank. And it is no longer possible to change it. It is needed to allocate either a fund for these changes or [...] a dynamic price [...] the ability to change the price of work performed" (contractors, Kharkiv oblast)

The main means used for problem-solving which were reported by the contractors are:

- official correspondence, and
- final beneficiary-UNDP-contractor meetings and consultations, with the involvement of government agencies, local authorities.

Despite this, the problem of delayed payments quite often remains not resolved. In such situations the contractors work at their own expense prior to receiving the payments. In some cases, the contractors receive the funding when a sub-project is finished. Meetings with representatives of local, regional, or ministerial authorities are considered by contractors as an opportunity to raise an issue of delayed payments and to speed up the receipt of payments.



The above-mentioned issues were also mentioned by UERP's final beneficiaries and local stakeholders in Phase 1 of the survey. No new problematic areas or bottlenecks were indicated in Phase 2 of the survey.

In Phase 2 of the survey a few questions regarding the COVID-19 pandemic and its impact on UERP implementation were asked. Most of the *final beneficiaries* did not indicate that COVID-19 pandemic influenced their sub-projects somehow. Only 1.8% out of all surveyed final beneficiaries mentioned that there were some delays because of the pandemic restrictions (but the construction works were not suspended due to this reason).

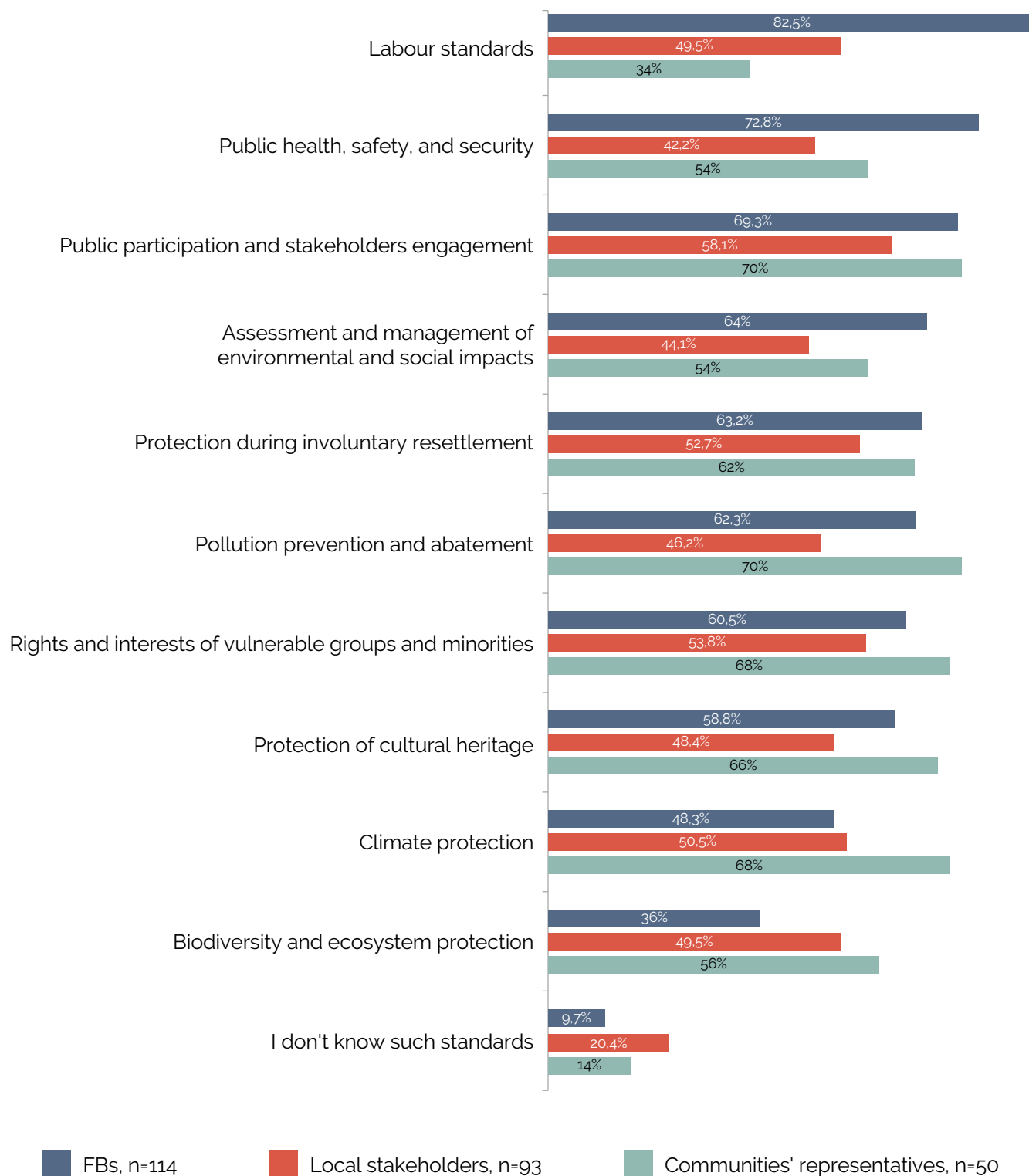
"The contractor and their employees follow the rules of the quarantine and they are isolated from communication with other staff. I emphasize that our construction works are carried out in isolation, the contractor and their employees work in a separate block, and there is a separate entrance to this block. It is a fenced area, and there is no contact with staff or students, so there is an opportunity to perform construction works even during quarantine....» (final beneficiaries, Donetsk oblast)

3.4. EIB Environmental and Social Standards: awareness and compliance

Among final beneficiaries and community stakeholders the level of declared awareness of EIB standards is quite high. 90.3% of *final beneficiaries* stated they are aware of at least one standard. 79.6% of the *local stakeholders*, and 86% of the *communities' representatives* stated they are aware of at least one EIB standard.

Graph 3.4.1.

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 final beneficiaries, local stakeholders, and communities' representatives

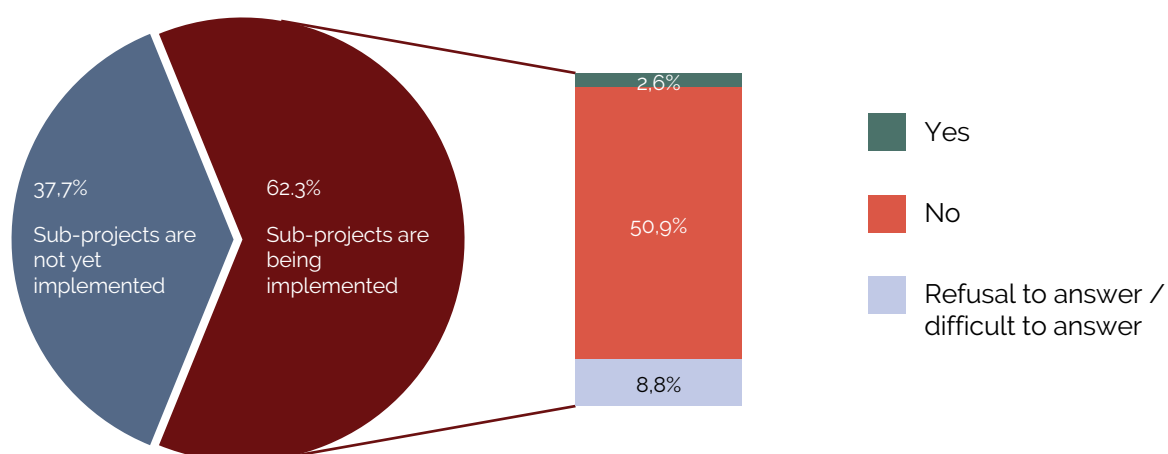


As for the *contractors*, most of them were unable to name the main EIB standards (either referring to the fact that the contract was signed long ago or saying that they were not personally involved in monitoring the documents, including Environmental and Social Covenant, during the tenders). The representatives of the contractors stated that they carry out construction works in accordance with Ukrainian legislation, especially the Law "On Occupational Health". The contractors pointed out that if one works responsibly, honestly, and complies with the law, then one will not violate any of the above-mentioned standards.

"I've heard about them, but let's say so... I have construction norms and regulations, and all these standards are taken into account during the preparation of project documentation. I have a project, and I am working on it. Everything is written there according to the standards. If one fulfils these requirements [of the project documentation], then one will not violate anything ... And the particular name of the standard, I will say right away – is an organizational issue.." (contractors, Luhansk oblast)

In terms of compliance with the EIB Environmental and Social Standards while implementing sub-projects, among the surveyed final beneficiaries only 3 out of 114 (2.6%) reported that there were instances of non-compliance and 37.7% reported that their sub-projects are not yet started.

Graph 3.4.2. Breakdown of answers to the question "In your opinion, were any of these standards not met during the implementation of your sub-project(s)?", among all final beneficiaries, n=114



All 3 final beneficiaries reported the infringement of the labour standards. Among the reasons for the non-compliance, they mentioned construction workers who did not follow the safety rules and the lack of financing.

Almost no community stakeholders reported the infringements of the EIB standards. Only one of the *local stakeholders* stated that all standards were not met but did not name the reasons, and 5 *communities' representatives* reported some issues regarding the public participation and improper construction waste management. With it, quoted community stakeholders did not deliver detailed evidence of non-compliance with the standards. Among the main reasons which caused such issues the respondents indicated the lack of attention of sub-project implementers and local authorities to the compliance with the standards during the implementation process ⁴.

3.5. Social management and stakeholders engagement within UERP

94.7% of *final beneficiaries* mentioned that they are aware of at least one social management and stakeholders engagement activity within UERP. Regular informing on the implementation of sub-projects (79%), and reporting on sub-projects implementation status to the community (74.6%) are the best-known activities mentioned by the interviewed final beneficiaries.

Graph 3.5.1. Breakdown of answers to the question “What social management and stakeholder engagement activities within UERP are you aware of?”, among final beneficiaries, n=114

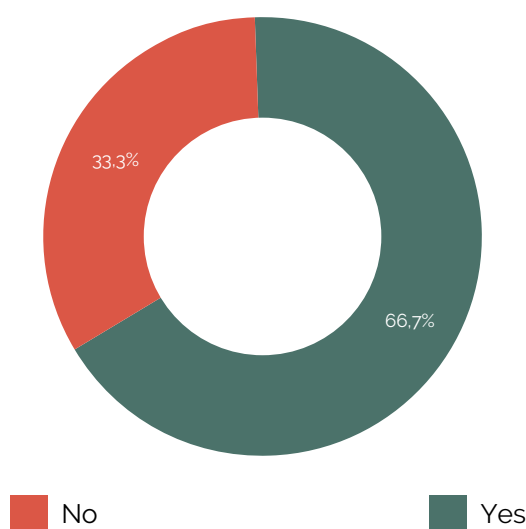


⁴ While the information regarding the compliance with EIB standards received from the surveyed final beneficiaries and community stakeholders should be taken into consideration, to have the comprehensive appraisal the received data should be triangulated with the data obtained from the monitoring visits of UNDP TA and through Environmental and Social Questionnaires.

Among the *final beneficiaries* who are aware of social management and stakeholder engagement tools, 66.7% utilized or are utilizing them in course of the implementation of their sub-projects. The final beneficiaries who stated they did not apply such tools, mostly cannot explain the exact reasons for not doing so, apart from saying that it was somebody's else's responsibility.

Graph 3.5.2.

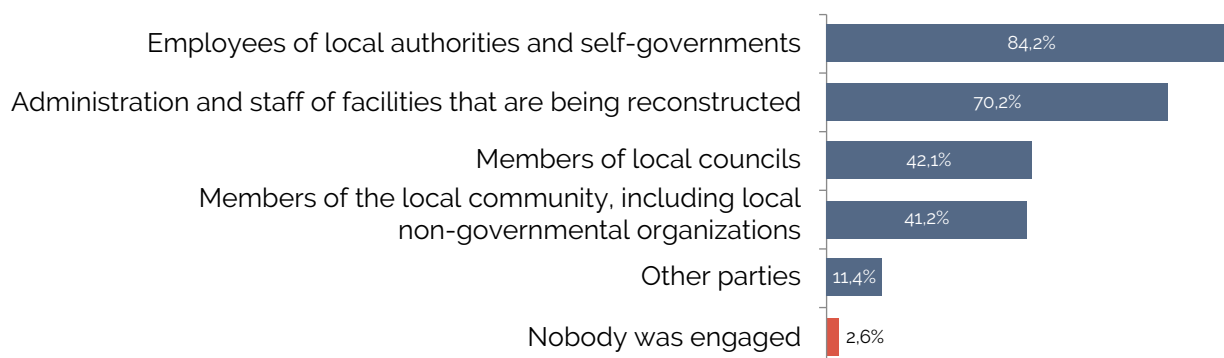
Breakdown of answers to the question “Do/did you utilize social management and stakeholder engagement tools during the development and/or implementation of your sub-projects?”, among final beneficiaries aware of social management and stakeholder engagement activities, n=108



97.4% of final beneficiaries indicated that they engaged external partners in the development and/or implementation of their sub-projects; most of them mentioned the engagement of local authorities (84.2%) and the management and/or staff of facilities, where the construction works were or will be carried out (70.2%). Also, 41.2% indicated that they engaged local community members, including community activists.

Graph 3.5.3.

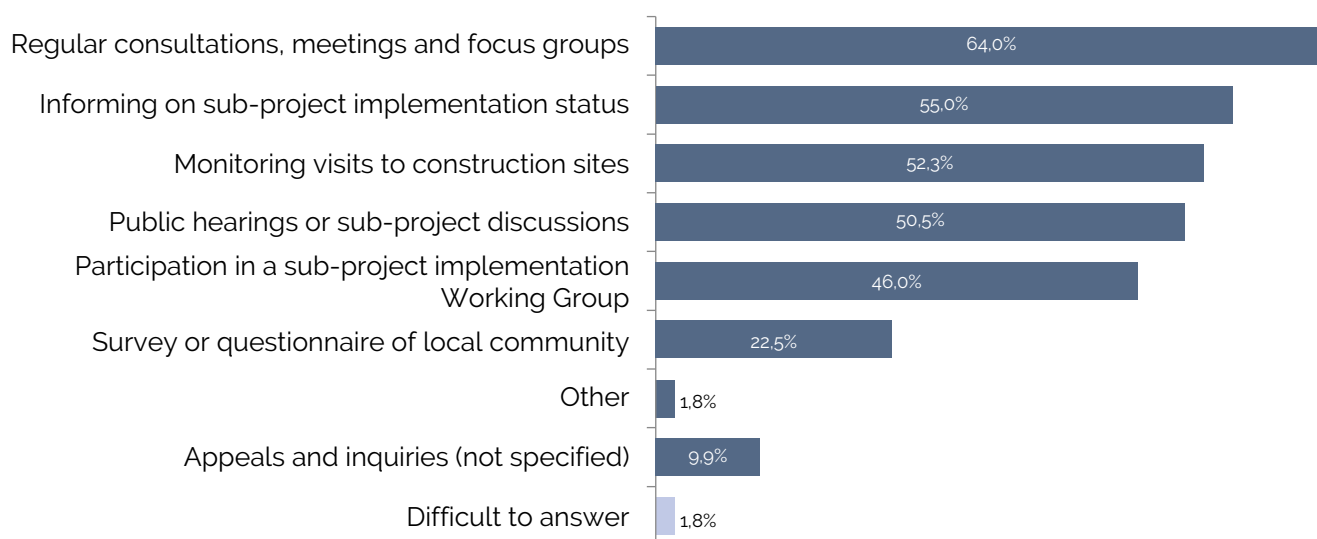
Breakdown of answers to the question “Which external partners were engaged in the development and/or implementation of the sub-project?”, among the final beneficiaries, n=114



Among the most popular forms of engagement are regular consultations, meetings, and focus group discussions (64.0%), informing on the sub-project implementation status (55.0%), and monitoring visits to construction sites (52.3%).

Graph 3.5.4.

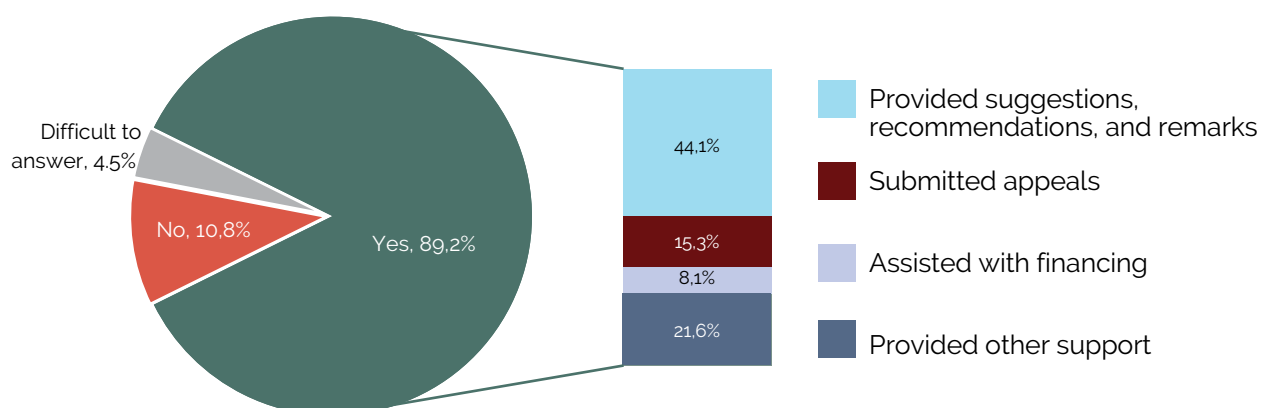
Breakdown of answers to the question “What forms of engagement did you use?”, among the final beneficiaries that engaged other stakeholders, n=111



89.2% of *final beneficiaries* who engaged other stakeholders reported that these parties influenced the development or implementation of sub-projects. Many of them (44.1%) mentioned that the engaged parties provided their suggestions, recommendations, and remarks to the sub-projects.

Graph 3.5.5.

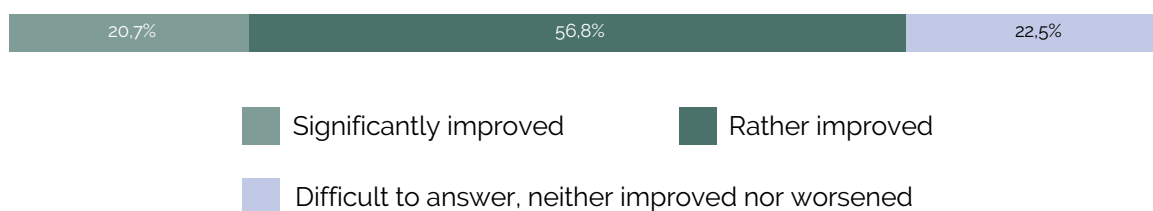
Breakdown of answers to the question “Did these parties influence the development or implementation of sub-projects? How could they do it?”, among the final beneficiaries that engaged other stakeholders, n=111



The assessment of stakeholders' engagement to the implementation of the sub-project is mostly positive among *final beneficiaries* – none of them reported that the participation of third parties in any way worsened the implementation process. More than a half of the final beneficiaries (56.8%) believe that the participation of community stakeholders rather improved the sub-project implementation.

Graph 3.5.6.

Breakdown of answers to the question “In your opinion, how did the participation of these parties affect the implementation of sub-projects in general?”, among the final beneficiaries that engaged other stakeholders, n=111



At the same time, most of the *final beneficiaries* who participated in FGDs believe that it is necessary to involve a wide range of community stakeholders, both favourable of the sub-projects being implemented, and those who are sceptical. The involvement of different partners would help in creating better motivation to work, as well as would provide the opportunity to use the professional knowledge and alternative views of colleagues.

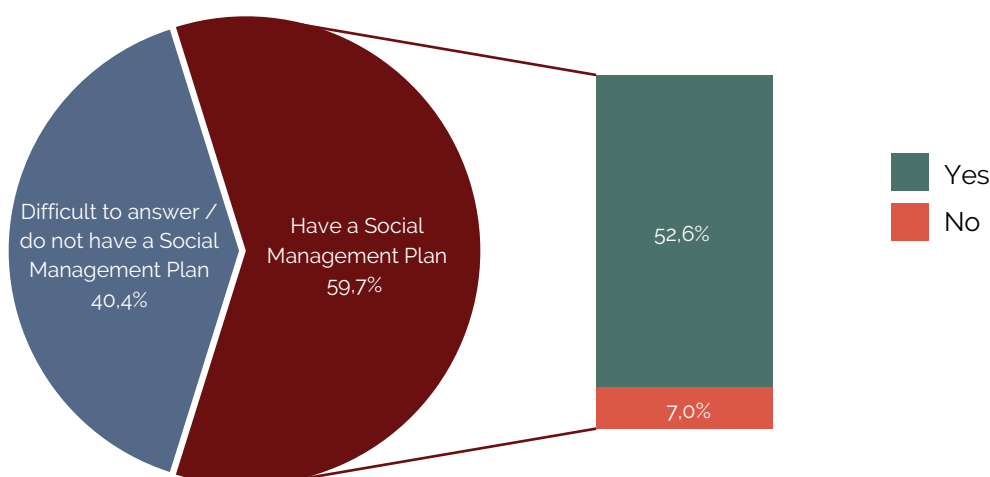
"First, it [the engagement] gives us a starting point – [we understand] that we are doing everything right, that people agree, that they support [our decisions], that it is important... And this encourages us, pushes for new victories. If we gather as many as possible like-minded, or even not like-minded people, but those who have different points of view...and in the process of work become convinced, change their mind and join the implementation – then this is a victory for us" (final beneficiaries, Dnipropetrovsk oblast)

Social Management Plans compliance

59.7% of the surveyed final beneficiaries reported to have a Social Management Plan. Moreover the greatest majority of those who have the Plan, reported to have complied with it. Most of those final beneficiaries who are not complying with the SMP (5 out of 8) mentioned, that their sub-projects implementation hasn't started yet, thus they do not use the SMP.

Graph 3.5.7.

Breakdown of answers to the question "Do/did you comply with the provisions of the Social Management Plan during the implementation of the sub-project(s)?", among all final beneficiaries, n=114

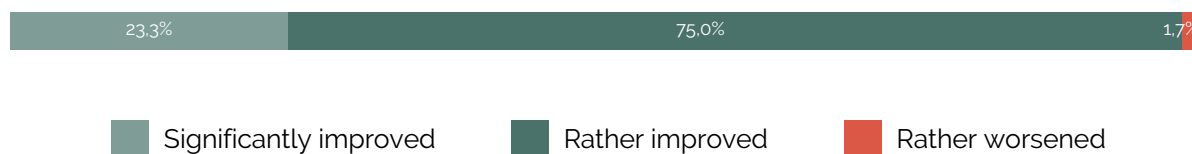


Almost a half of the final beneficiaries who were not aware of the SMPs (22 out of 46) reported that it was the responsibility of another department, 11 out of 46 mentioned that they lacked the information about it, and 8 more reported that their sub-projects are at the initial stage.

Those final beneficiaries who have the SMP and comply with it, positively assess the impact of this instrument on their sub-projects – 98.3% of them believe that it has significantly or rather improved the implementation of their sub-projects.

Graph 3.5.8.

Breakdown of answers to the question “In your opinion, how did the implementation of the Social Management Plan affect the implementation of your sub-projects?”, among final beneficiaries who comply with the Social Management Plan, n=60

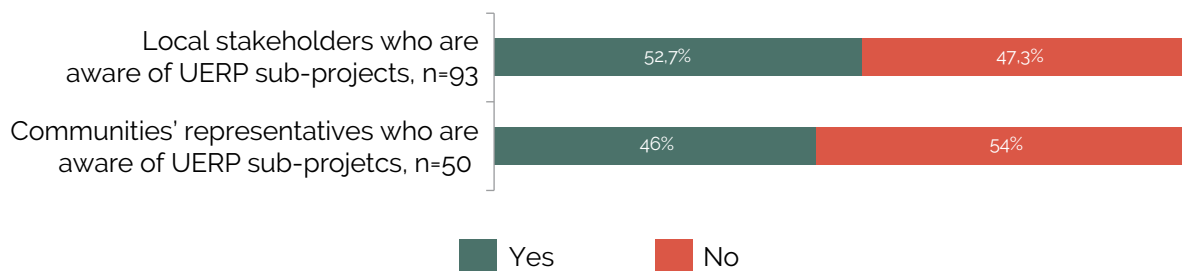


Community stakeholders' awareness, participation, and assessment of social management within UERP sub-projects

Slightly more than a half of the *local stakeholders* (52.7%) and slightly less than a half of the *communities' representatives* (46%) are aware of social management and stakeholders engagement activities within UERP.

Graph 3.5.9.

Breakdown of answers to the question “Are you aware of the activities on social management and stakeholders engagement within UERP?”

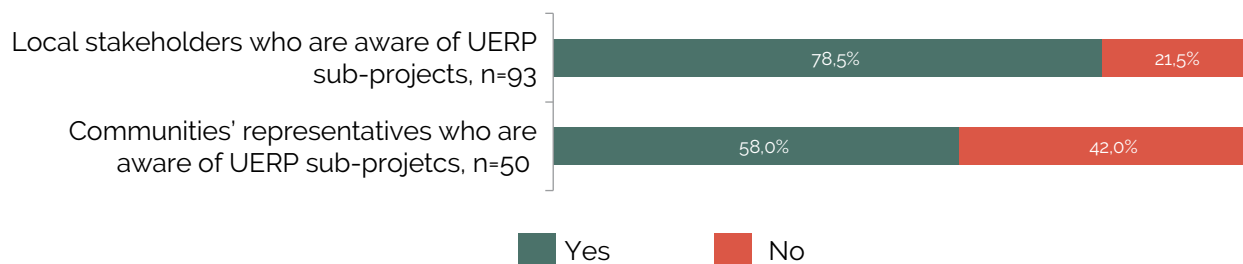


To the understanding of many *local stakeholders* who are aware of the activities on social management and stakeholders engagement, the 3 main goals of such activities are: 1) the collection of opinions of the local community in order to comply with their needs when implementing the sub-project (20 out of 49 respondents), 2) involvement the community, also through informing (14 out of 49 respondents), and 3) compliance with the EIB requirements (8 out of 49 respondents).

As for the *communities' representatives* who are aware of social management and stakeholders engagement activities, they mostly believe that these activities are aimed at the dissemination of information about the sub-projects (13 out of 23 respondents), and at the collaboration with community stakeholders (7 out of 23 respondents).

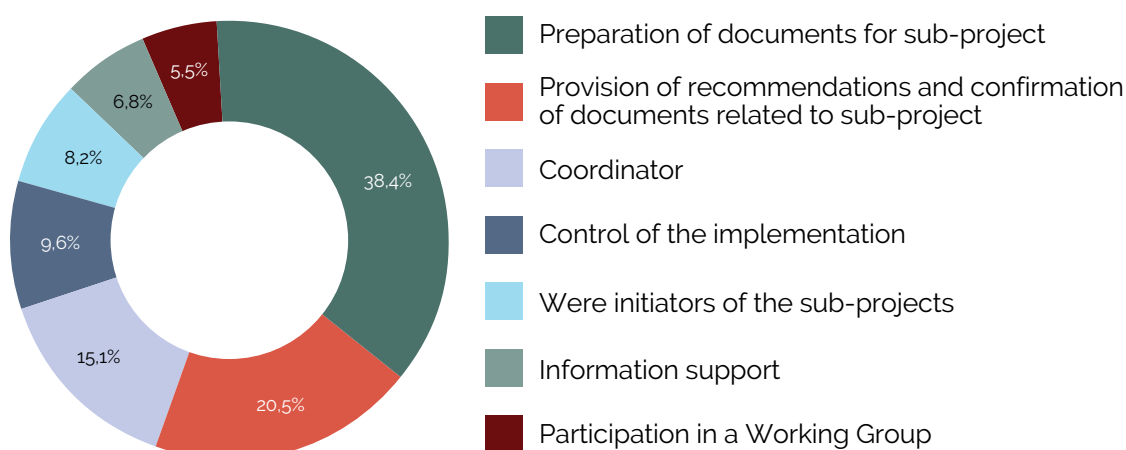
As for the personal experience of participation in the implementation of sub-projects, 78.5% of the *local stakeholders* and 58% of the *communities' representatives* who are aware of UERP sub-projects stated they participated in it.

Graph 3.5.10. Breakdown of answers to the question "Have you participated in the development and/or implementation of UERP sub-projects in your settlement, community?"



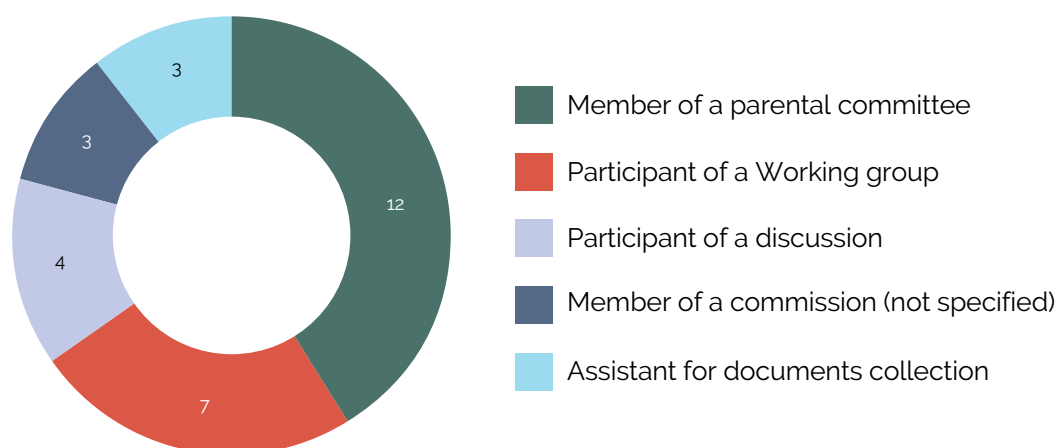
The most common forms of participation in the sub-projects implementation for local stakeholders were preparation of documents (38.4%) and provision of recommendations and confirmation of the specific documents or the sub-projects' design in general (20.5%).

Graph 3.5.11. Breakdown of answers to the question "How/in what role were you involved in this process?", among the local stakeholders who participated in the development and/or implementation of UERP sub-projects, n=73



Most surveyed *communities' representatives* reported that they were the members of parental committees (12 out of 29) which provided some recommendations to sub-projects implementers, participants of Working Groups (7 out of 29) and discussions (4 out of 29).

Graph 3.5.12. Breakdown of answers to the question “How/ in what role were you involved in this process?”, among communities’ representatives who participated in the development and/or implementation of UERP sub-projects, n=29

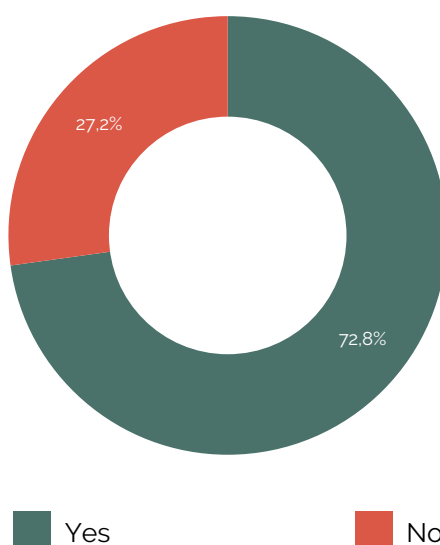


Almost 70% of the *local stakeholders* fully or rather agree with the statement that they were able to influence the sub-projects implementation. As for the *community representatives* – the majority indicated the same.

Working Implementing Groups to support the implementation of sub-projects

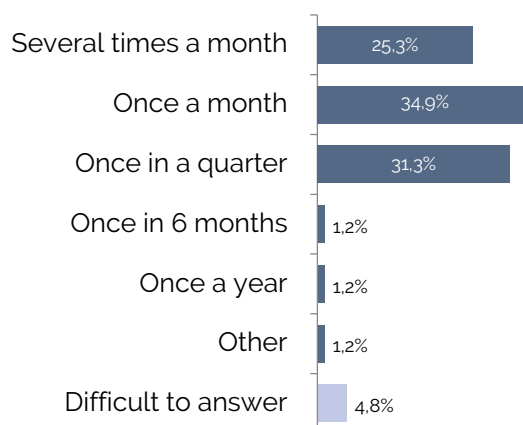
72.8% of *final beneficiaries* reported that Working Implementing Groups were created to support the implementation of their sub-projects.

Graph 3.5.13. Breakdown of answers to the question “Was there a Working Group established to support the implementation of your sub-project(s)?”, among final beneficiaries, n=114



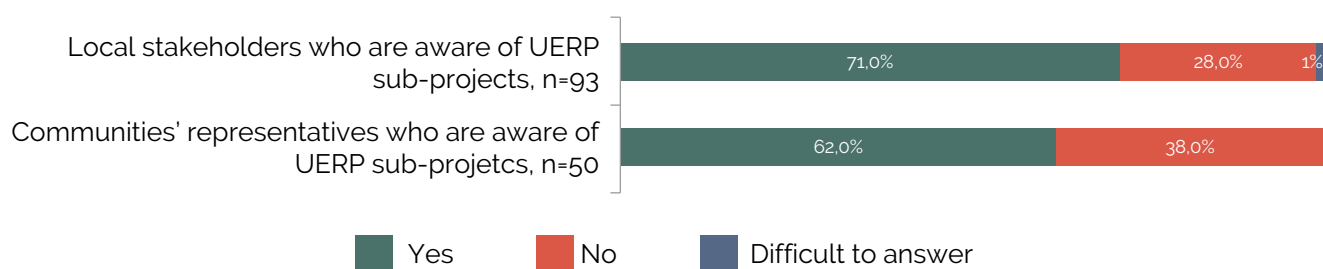
91.6% of *final beneficiaries* – reported that the Working Implementing Groups meet once in a quarter or more often.

Graph 3.5.14. Breakdown of answers to the question “How often does the Working Group meet to support the sub-project(s)?”, among final beneficiaries who indicated the establishment of the Working Implementing Group, n=83



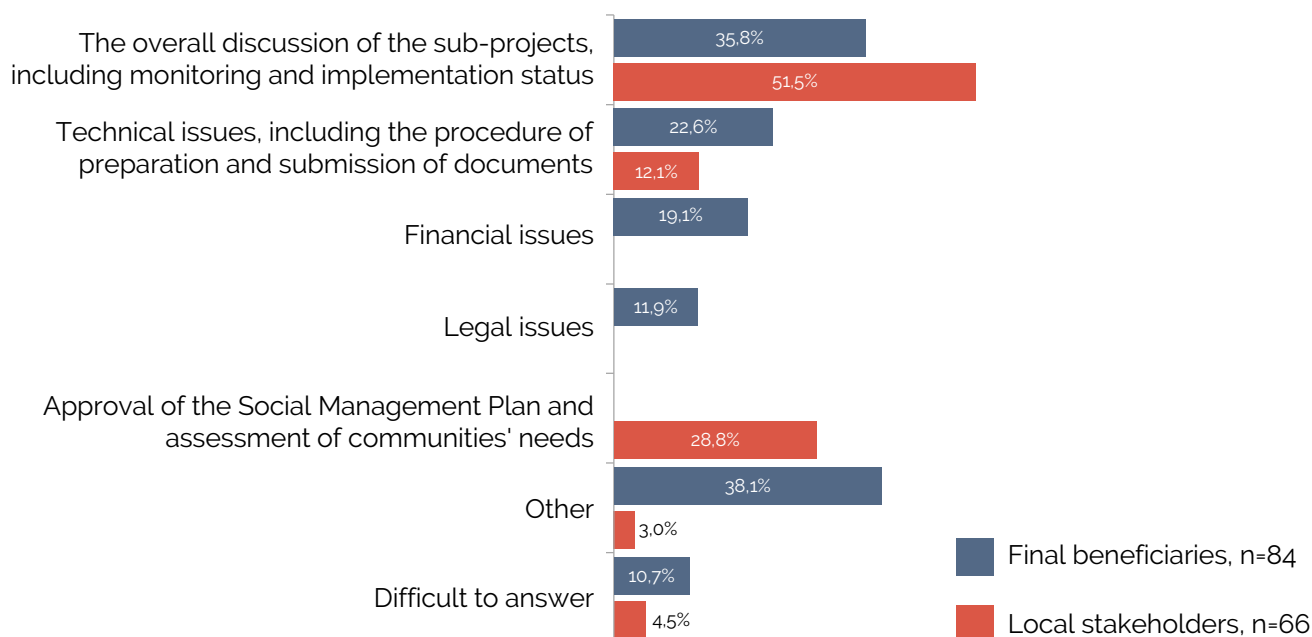
As for the community stakeholders' participation – 71% of the *local stakeholders* and 62% of the *communities' representatives* reported to have participated in the Working Implementing Group meetings.

Graph 3.5.15. Breakdown of answers to the question “Did you personally or representatives of your organization participate in meetings of the Working Group on the implementation of UERP sub-projects under local authorities or self-governments?”



Among the issues which are usually raised at such meetings, according to the final beneficiaries and local stakeholders – the overall discussion of the sub-projects implementation, including sub-projects' status and monitoring (35.8% and 51.5% accordingly).

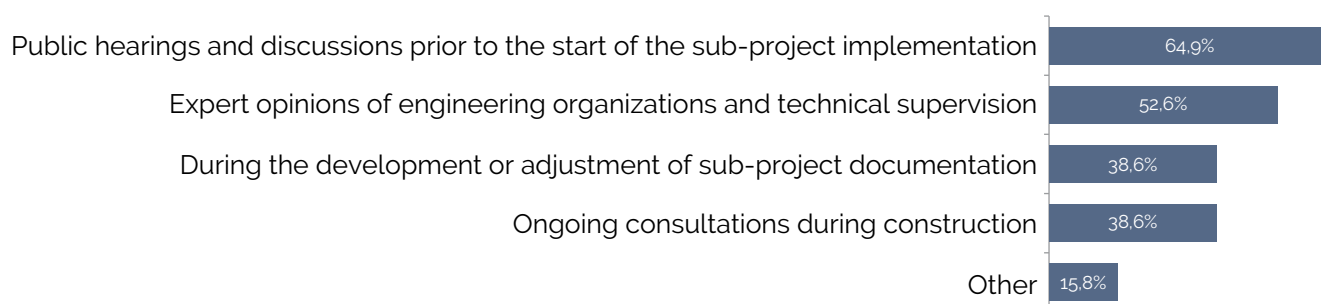
Graph 3.5.16. Breakdown of answers to the question “What issues were discussed during the meetings of the Working Group?”



Consultations with the public and community stakeholders

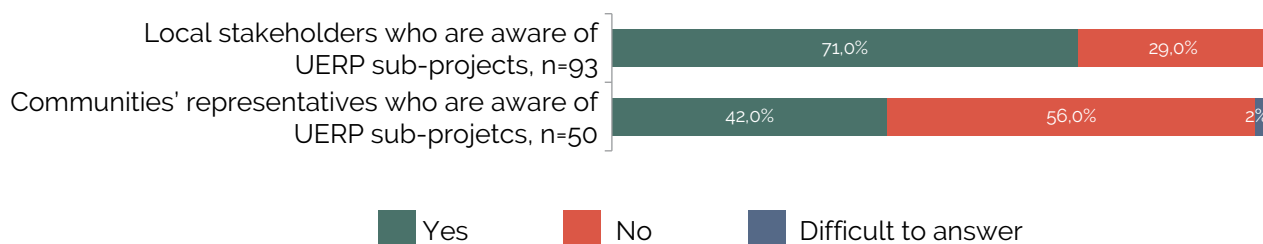
79.2% of the *final beneficiaries* reported that they hold consultations with the public and community stakeholders. More than a half of these consultations – 64.9% were public hearings and discussions prior to the start of sub-project implementation.

Graph 3.5.17. Breakdown of answers to the question “What consultations did you have with the public and community stakeholders in particular?”, among final beneficiaries who held consultations, n=57



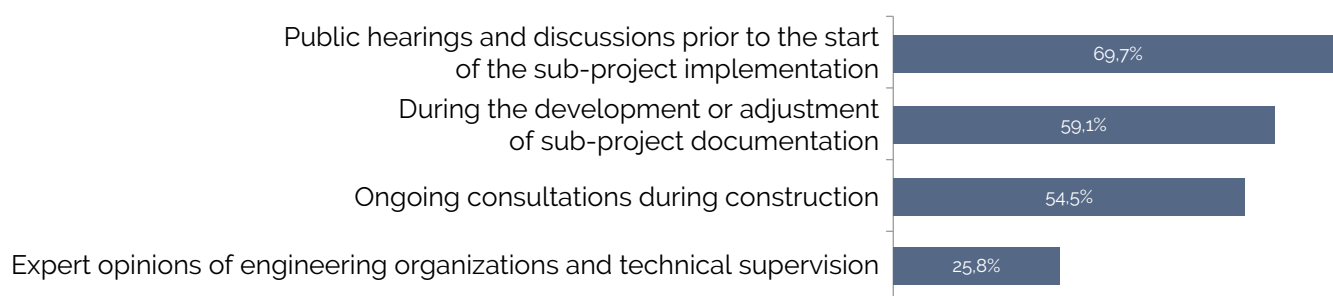
71% of the *local stakeholders* and 42% of the *communities' representatives* reported to have participated in such activities.

Graph 3.5.18. Breakdown of answers to the question “Did you personally or representatives of your organization participate in consultations on the implementation of UERP sub-projects?”



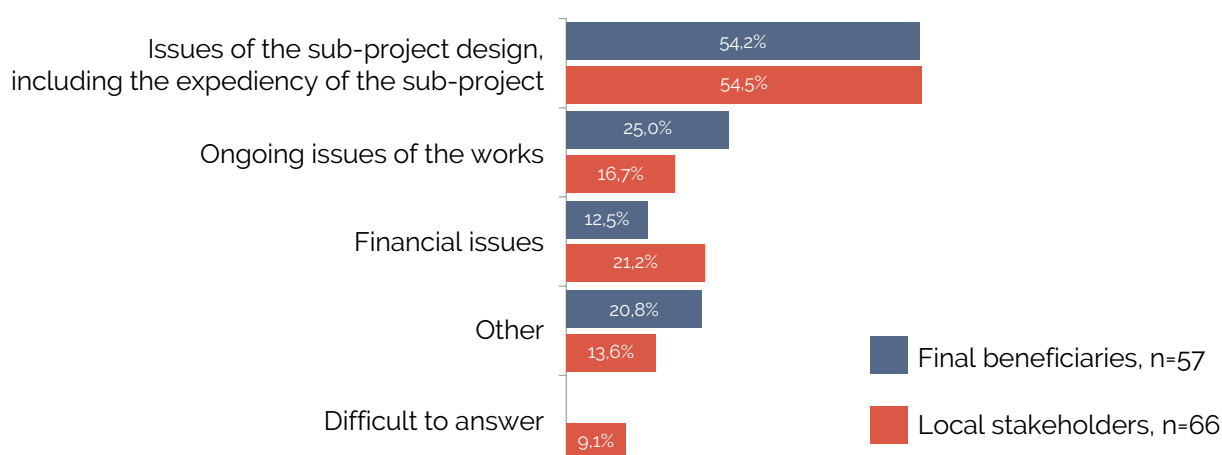
Most of the *local stakeholders* who participated in consultations, reported to have participated in public hearings which were held prior to the start of the sub-project implementation (69.7%) and the consultations during the development or adjustment of sub-project documentation (59.1%).

Graph 3.5.19. Breakdown of answers to the question “What kind of consultations did you take part in?”, among the local stakeholders who participated in consultations, n=66



As for the issues which were discussed at such consultations, among those mentioned most often by final beneficiaries and local stakeholders – issues of the sub-project design, including the sub-projects' expediency.

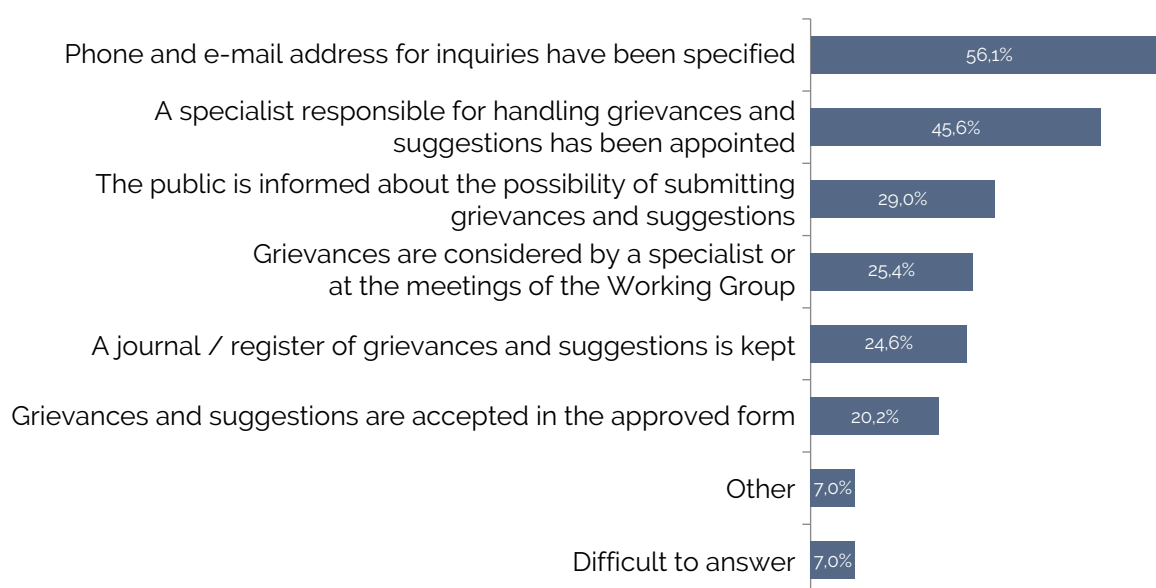
Graph 3.5.20. Breakdown of answers to the question “What issues were discussed during the consultations?”



Addressing suggestions and grievances

To address suggestions and grievances from the public and community stakeholders more than a half of the *final beneficiaries* (56.1%) have specified the phone and e-mail address for possible inquiries. 45.6% of final beneficiaries also report to have appointed the specialist responsible for handling grievances and suggestions. Although only 29% informed the public on grievance redress mechanism and possibility to submit appeals.

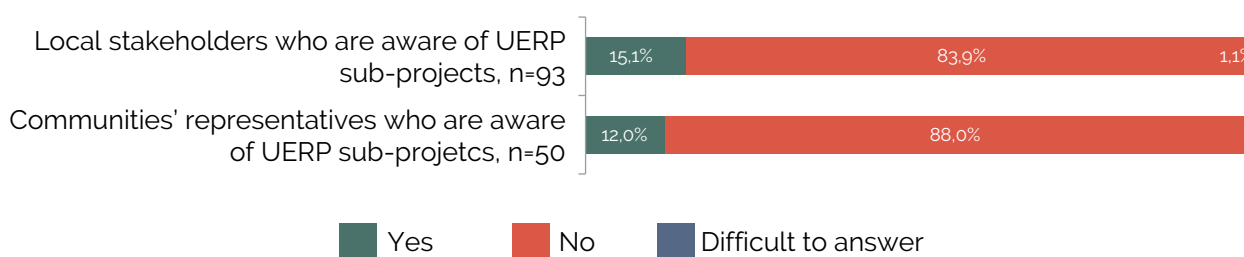
Graph 3.5.21. Breakdown of answers to the question “How is the work with grievances and suggestions from the public and other stakeholders on the implementation of the sub-project(s) organized?”, among final beneficiaries, n=114



7.9% of all surveyed *final beneficiaries* (9 out of 114) reported to have received grievances about the implementation of their sub-projects. Among the issues raised in the submitted grievances, according to the final beneficiaries, were inconveniences for community caused by the project (4 out of 9 respondents), terms of sub-project implementation and its financing (3 out of 9 respondents), and technical aspects of the sub-projects (2 out of 9 respondents).

At the same time, 15.1% of the *local stakeholders* (14 out of 93 respondents) and 12% of the *communities' representatives* (6 out of 50 respondents) mentioned that they have participated in consideration of grievances or settlement of disputes related to the implementation of UERP sub-projects.

Graph 3.5.22. Breakdown of answers to the question "Did you personally or representatives of your organization participate in consideration of grievances or settlement of disputes related to the implementation of UERP projects?"

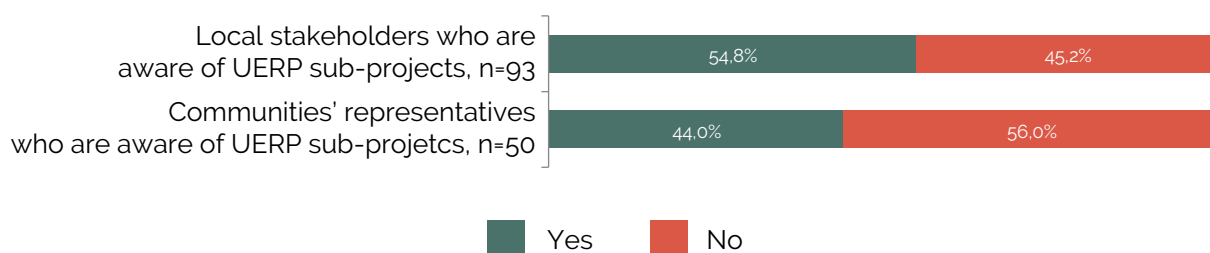


Local stakeholders who participated in such activities also mentioned the next issues raised in submitted grievances: non-compliance with project deadlines (4 out of 14 respondents), complaints about the construction process – non-compliance with safety, non-removal of construction waste (3 out of 14 respondents), dissatisfaction with the final result (3 out of 14 respondents), complaints about the eco-safety of sub-projects for children (2 out of 14 respondents).

Monitoring of sub-projects implementation

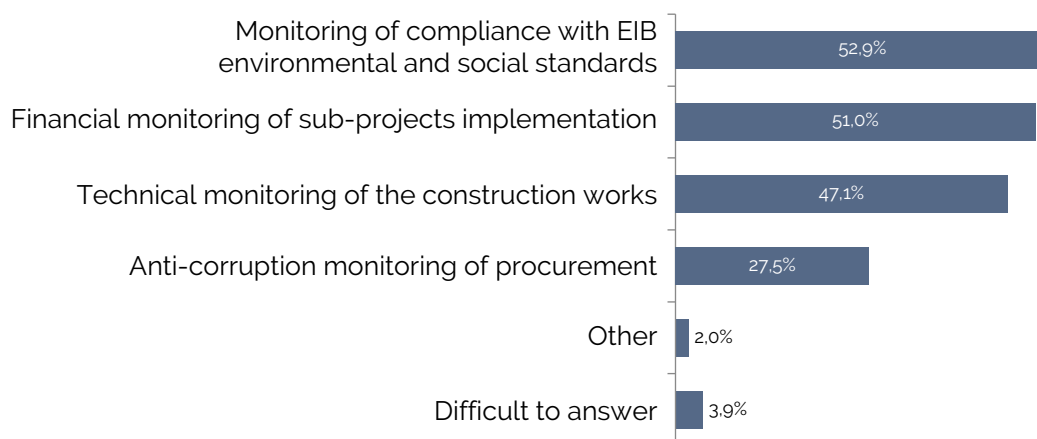
54.8% of the *local stakeholders* and 44% of the *communities' representatives* reported to have participated in this activity.

Graph 3.5.23. Breakdown of answers to the question “Did you personally or representatives of your organization participate in monitoring the of the implementation of UERP projects?”



More than a half of the local stakeholders who reported to have participated in the monitoring of sub-projects implementation, in particular, participated in the monitoring of compliance with the EIB Environmental and Social Standards (52.9%) and in the financial monitoring of sub-projects implementation (51%).

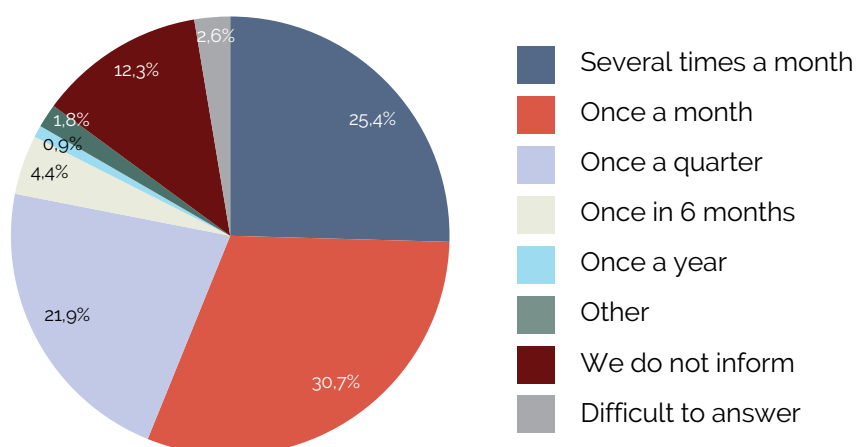
Graph 3.5.24. Breakdown of answers to the question “What kind of monitoring did you participate in? “, among the local stakeholders who participated in the monitoring, n=51



3.6. Informing the public on UERP sub-projects implementation

87.7% of all surveyed *final beneficiaries* claim they share the information on the sub-projects implementation with the public. 78.1% of this group stated they do so from several times a month to once in a quarter.

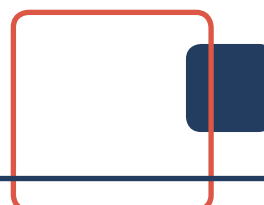
Graph 3.6.1. Breakdown of answers to the question “How often do you inform the public about sub-project implementation?”, among the final beneficiaries, n=114



Almost a half of the surveyed *final beneficiaries* (49.1%) indicated that they have the Communication Plan for their sub-projects.

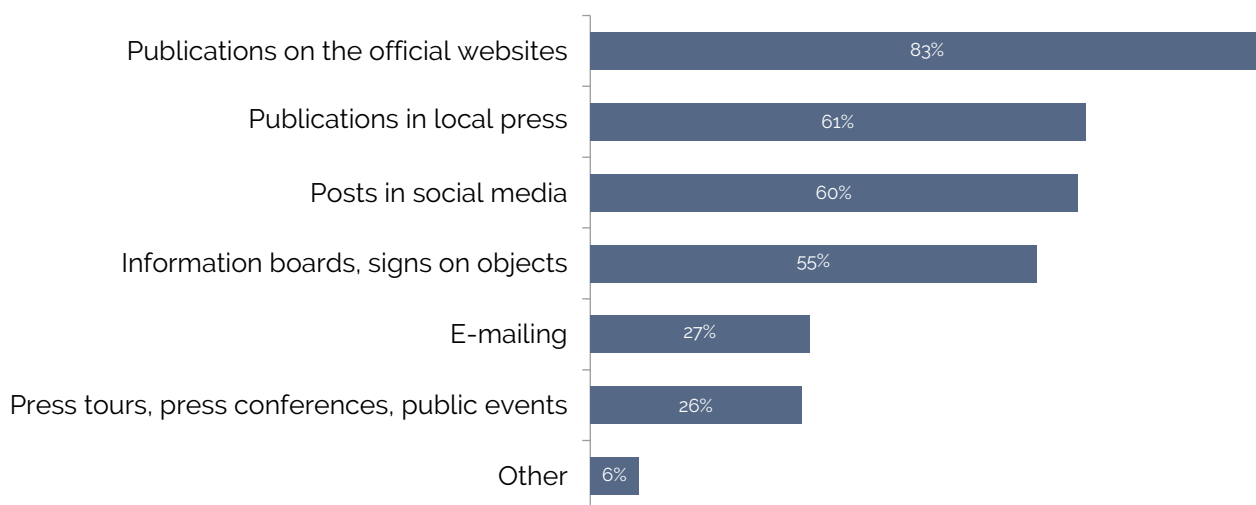
Regarding the main reasons of not informing the public, those *final beneficiaries* who do not share the information mentioned, that this activity is beyond their duties or performed by another department (50%), the sub-project has not started yet and there is nothing to inform about (42.9%).

According to the *final beneficiaries* surveyed over the phone, the main channels for sharing the information on UERP sub-projects implementation are official websites (83%), publications in local press (61%), posts in social media (60%), information boards on construction sites (55%).



Graph 3.6.2.

Breakdown of answers to the question “What channels do you use to inform the public about the implementation of sub-projects?”, among the final beneficiaries who inform the public, n=100



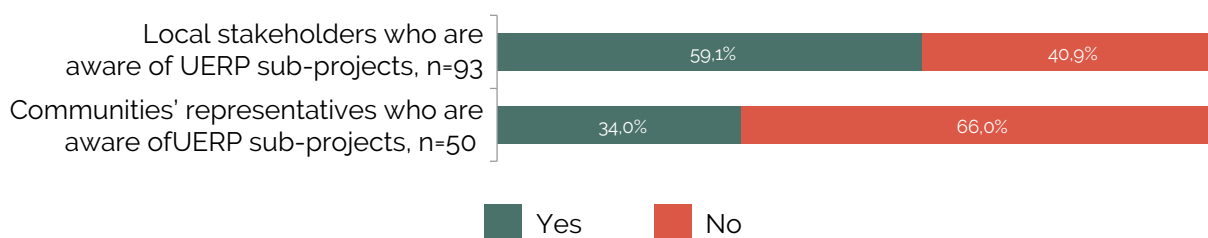
When discussing the issue of sharing the relevant information with the public at FGDs, the *final beneficiaries* from all target oblasts also mentioned they share news to the public via “... all known and possible channels”: official websites, local newspapers, local TV, etc. Almost all of them mentioned they try to inform the public when “...there is something interesting to share”, i.e. one of the stages of the reconstruction is finished, a sub-project has started or finished.

“When the construction work started, we published an article in the newspaper; we posted this information on the website and Facebook as well ... So far we have not received negative feedback, only the statement of the facts that the work is going” (final beneficiaries, Donetsk oblast)

In contrary to the final beneficiaries, only 59.1% of the *local stakeholders* and 34% of the *communities’ representatives* report that they have been receiving such information. Among *local media* such level is the lowest – only 2 out of 18 surveyed representatives stated that they receive updates on the implementation of UERP sub-projects.

Graph 3.6.3.

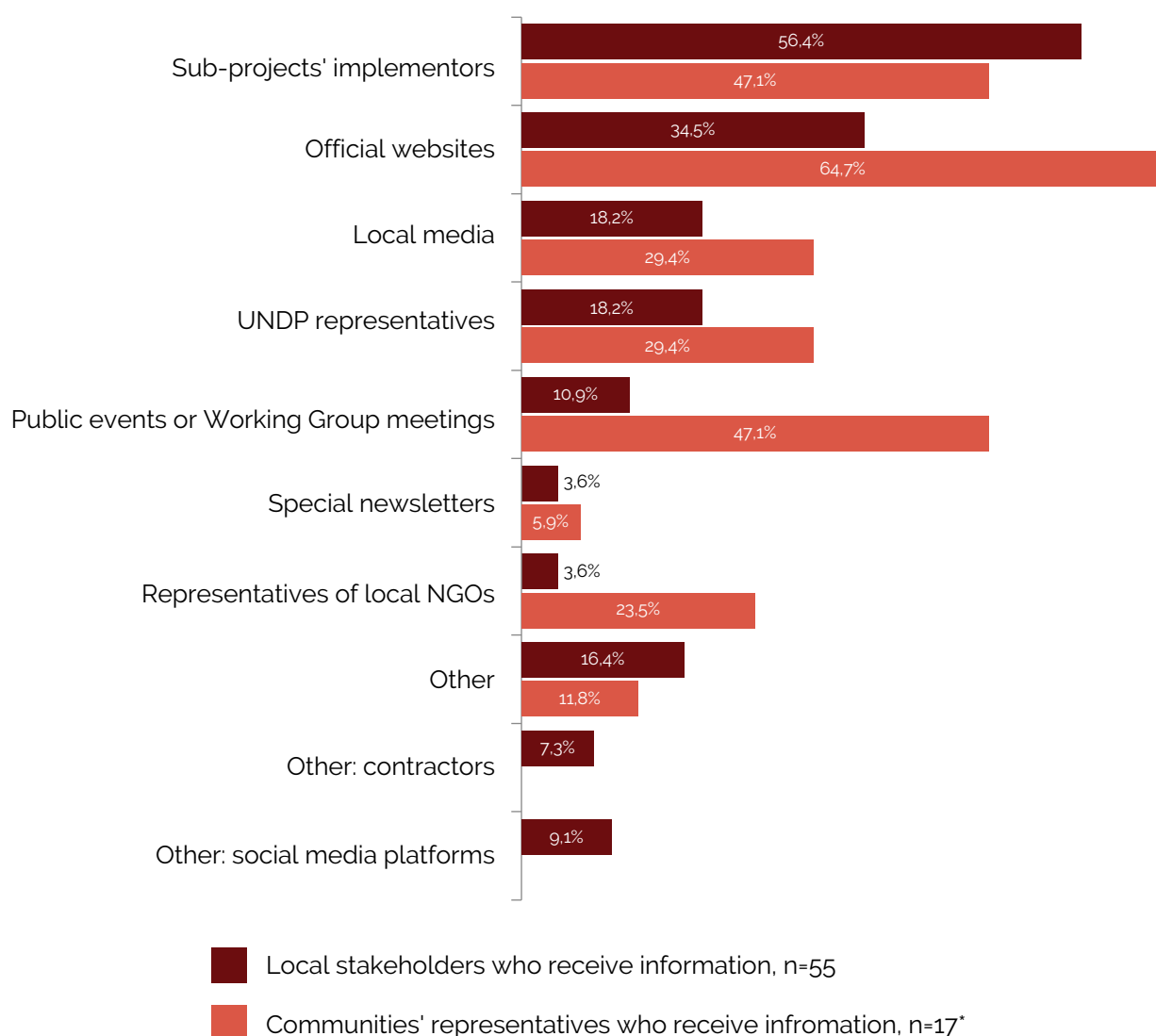
Breakdown of answers to the question “Do you receive updates on the implementation of UERP sub-projects, including monitoring data, expected social impact on the local population?”



Most of the *local stakeholders* (56.4%) receive the information on the implementation of sub-projects from sub-projects' implementors; *communities' representatives* – from official websites (64.7%).

Graph 3.6.4

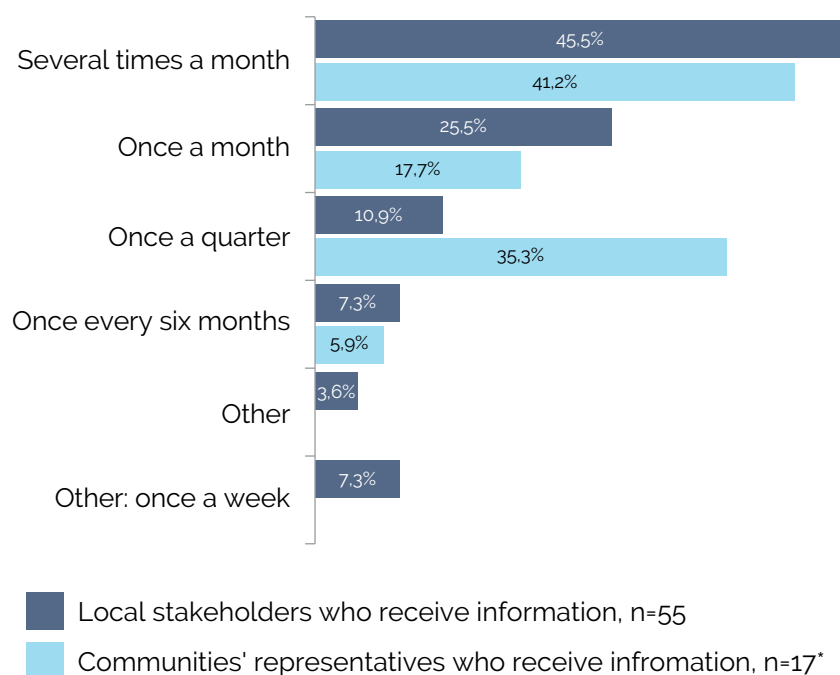
Breakdown of answers to the question “Where do you get this information from?”



* Not enough cases for reliable analysis

Speaking about the periodicity of receiving such information, 45.5% of the *local stakeholders* and 41.2% of the *communities' representatives* receive this information several times a month.

Graph 3.6.5. Breakdown of answers to the question "How often do you get this information?"



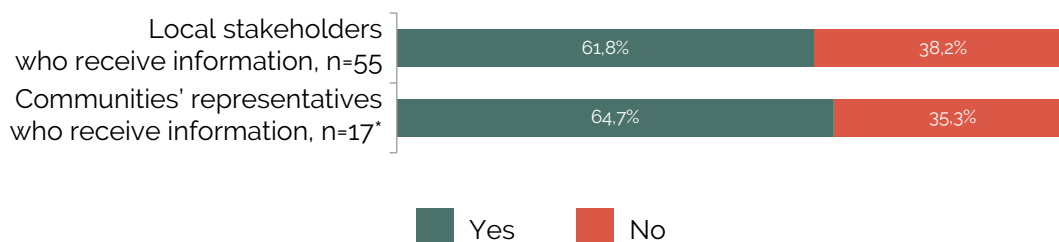
* Not enough cases for reliable analysis

It is important to mention, that Phase 1 of the survey revealed a quite different perception between the final beneficiaries and local inhabitants on whether the information on UERP sub-projects implementation provided is sufficient or not. In Phase 2 of the survey, the issue remains unsolved.

The majority of both **local stakeholders** and **communities' representatives who already receive updates on the sub-projects implementation** would like to receive more information on this matter – 61.8% and 64.7% respectively.

Graph 3.6.6.

Breakdown of answers to the question “In general, are you interested in getting more information about UERP and projects in your region or settlement?”



* Not enough cases for reliable analysis

14 out of 34 local stakeholders would like to receive additional information on the possibilities of future projects, 8 out of 34 – on the implementation of sub-projects in other settlements; 5 out of 11 communities' representatives would like to receive information on the UERP framework.

As for the sources for such information – 12 out of 34 local stakeholders and 5 out of 11 communities' representatives would find it convenient to receive this information through e-mail newsletters, 7 and 4 out of 34 surveyed local stakeholders indicated posts on social media and official websites respectively as an appropriate source for additional information for them.

As for the **community stakeholders who do not receive current information on the sub-projects implementation**, 33 out of 38 local stakeholders and 27 out of 33 communities' representatives would like to receive such information.

Among the information both local stakeholders and communities' representatives would like to receive the most – information on the implementation of sub-projects – 18 out of 33 local stakeholders and 17 out of 27 communities' representatives stated that.

For 22 out of 33 local stakeholders and 19 out of 27 communities' representatives who would like to receive the information on the sub-projects implementation the most convenient source to receive it from would have been an e-mail newsletter.

According to the results of the phone survey, 8 out of 18 surveyed **local media representatives** reported to receive the current information on the implementation of UERP sub-projects. 6 of them receive this information from the local authorities (either from their official sites or in-person). All of them receive this information once in a quarter or more often. Moreover, all of them are interested in receiving more

information on the sub-projects through electronic means of communication: e-mail newsletters, official sites, press-releases. Among the additional information the local media representatives would like to receive was mentioned the same information as was indicated by other target audiences.

As it was mentioned, 10 of 18 surveyed local media representatives do not receive regular information on UERP sub-projects implementation. Although, 8 out of 10 would like to receive: financial information – how much costs are spent on the sub-projects; information on the sub-projects' progress – deadlines for implementation and commissioning; information on the future planned sub-projects; information on the events (trainings, meetings) which are being held. Most of the respondents would like to receive this information by electronic means as well.

Some of the media representatives who participated in the FGDs mentioned that the information about UERP sub-projects is not that of top interest for their audience. According to them, news and information about any kinds of projects and updates on UERP sub-projects implementation seem to be more important to the older audience or residents of small settlements, especially in rural areas (in those towns and villages where access to the Internet is very limited). Also, the level of interest depends on the type of the renovated facility (e.g., the elderly is more interested in information about hospitals, the middle-aged – about schools). Moreover, the public also wants to know more about the general framework of the Programme, the amount of sub-project funds, the source of the funding, and the requirements for paying the loan back.

"Yes, I agree that the information on the beginning of the work, the end of the work is in demand. But our listeners, our readers also ask questions about the framework of the Programme. People are interested in the financing conditions, the number of projects, the amount of funding, if it is a loan or not, whether we will have to pay [the money back] from the local budget or not" (local media representatives, Donetsk/ Kharkiv oblast)

To the mind of the media representatives, readers / viewers are most interested in three aspects of the sub-projects: the start and the end of the sub-projects, and if there are corruption-related scandals during reconstruction. The ongoing details about the reconstruction process are rather not interesting.

"What are people interested in? When the construction will start and finish. If something is stolen in the process [of the implementation], it will also be interesting" (local media representatives, Poltava oblast)

All the *local media representatives* who participated in the phone survey reported to be completely or rather ready to cover the process of sub-project implementation within UERP in the future. Most of them (11 out of 18 respondents) mentioned that they are ready to cover all available information on the renovation of the infrastructure objects; some of them also mentioned covering the requirements of UERP implementation, financial aspects of the sub-projects, and the projects which are aimed at helping IDPs.

According to the media representatives, along with covering the sub-projects implementation and to attract the audience's attention they should seek and highlight some prominent stories, tell about "local heroes" who will be close to the media.

"Yes, if not even [cover] a scandal, but to find interesting characters and show how they lived before and how they do now. The doctors who work [in the renovated hospitals], the teachers and students [of renovated schools]. Well, of course, this adds more interest for people, because they see something of their own in this. It somehow echoes them" (local media representatives, Kharkiv oblast)

3.7. Anti-corruption activities and practices within UERP

Anti-corruption activities and practices within UERP were discussed at FGDs with audiences who supposedly have different perspectives on corruption risks: UERP final beneficiaries and contractors – who could directly face corruption risks or prohibited practices; local stakeholders – who could be potentially linked to such risks or practices; communities' representatives, local media, and IDPs – who could be involved in the anti-corruption monitoring.

Considering different statuses and perspectives, the guides for different FGDs were structured respectively, with distinct attention to the following:

- awareness of corruption risks and prohibited practices as well as tools of prevention and tackling the corruption;

- awareness of the Covenant of Integrity signed by the contractors, and perception of this document both by its signatories and external parties;
- readiness to report instances and/or suspicions of corruption.

The summary of FGDs regarding these aspects is presented below.

Awareness of corruption risks and prohibited practices

In general, the topic of corruption risks was rather unpopular during focus group discussions among the representatives of all target audiences – although, contractors' integrity was an issue mentioned by communities' representatives and final beneficiaries. Thus, the main risks which can lead to the contractors' lack of integrity, in this case, are connected to the long duration of the project and the lack of clear deadlines for funding (or allocation of funds). So, in such situation, the contractors might not want to continue the construction works on the sub-project, as well as they might be dishonest in their work.

According to the final beneficiaries, the contractors are double-checked both by them and the EIB and UNDP TA Team, so the fraudulent contractors are not allowed to work on the sub-projects implementation, and thus there is no room for corruption schemes.

"No, we didn't encounter [such behaviour] in our rayon, because the selection of contractors at Eurobank (direct quote) is thorough, there are such requirements that I don't think they would go for it [corruption]..." (final beneficiaries, Kharkiv oblast)

Although the final beneficiaries mention that the best way to prevent risks connected to contractors' integrity is thorough monitoring of tender applications including the due-diligence of the companies who apply for tenders – it should be addressed before the contract is signed. At the stage of sub-project implementation – there should be constant communication with contractors, monitoring of construction works, and, if needed, the legal remedies should be applied.

The contractors demonstrated little interest in discussing the topic of corruption related risks. All of them mentioned that to prevent corruption and related risks they appoint financially responsible people and introduce an internal set of rules for compliance. Moreover, all the contractors believe that if a company follows all the requirements of Ukrainian legislation, this helps to comply with any other additional, including anticorruption-related, requirements by default.

"There is no other way in our country. We have to work honestly because we are under close attention. Everything is transparent, starting with tax invoices. Today the information about somebody is so transparent that you don't even need to do anything – everyone will know about you" (contractors, Zaporizhzhia oblast)

Communities' representatives are the only target audience who mentioned the lack of contractors' integrity among the main risks for the implementation of UERP sub-projects. Most of them believe that these issues should be addressed by law enforcement agencies, not NGOs or final beneficiaries. The community representatives, alike the final beneficiaries, also mentioned that the control of contractor's integrity should be started from the early stages of sub-projects. With this regard, the community representatives rate UNDP and EIB work as very effective, and their verification of contractors as very thorough.

"People win the bid, receive an advance payment, perform some works – and they disappear. The object is incomplete. Law enforcement agencies are working with this organization, while everyone else – children, parents, the public – are waiting for the process to end. No timing, no understanding. The settlement is deprived of an important object, and the ongoing process is out of control" (community representatives, Donetsk oblast)

The final beneficiaries also consider it necessary to monitor the contractor's work. However, they do not consider this to be the most effective way of corruption risks management – in Donetsk and Luhansk oblasts, the most effective way to prevent such risks and prohibited practices is to work without an advance payment, while in Kharkiv, Zaporizhzhia, and Dnipropetrovsk oblasts final beneficiaries focus on a serious check of the contractor at the stage of tenders. Such monitoring should be conducted by the final beneficiaries with the expert support from UNDP and EIB.

"As for integrity, I can say that one of the decisive factors is when they [the contractors] work without advance payment. [...] On the one hand, they have to invest their own significant financial resources, but this encourages them to care about the project. Because if this does not happen – then their money become collateral" (final beneficiaries, Luhansk oblast)

None of the IDPs and local media representatives who were participating in FGDs was aware of about UERP anti-corruption framework and practices. Although, media representatives know from their experience that within such kind of projects the contractor's compliance with the requirements usually requires to be carefully monitored and oversighted. As for the infrastructure recovery sub-projects in general, many IDPs stated that corruption is inevitable in Ukrainian environment, and it is mostly likely at the level of local authorities. As most IDPs are lacking trust in the local authorities, most of them believe that the projects implemented in Ukraine should be oversighted only by the international donor representatives.

"Well, the one who allocates the money should control [...] if I am an investor, and I have no opportunity to come to the place myself, I will appoint a person [to control] from outside, not from Ukraine. I will send my trusted person who will dog the footsteps of all officials and check where my money is going" (IDPs, Zaporizhzhia oblast)

Awareness of the Covenant of Integrity

As for the Covenant of Integrity which is one of the tools of prevention of corruption and other related risks – it is not well-known for all target audiences for the next two reasons: (1) those, who work directly with this document (final beneficiaries and contractors) find it hard to remember about it due to the huge amount of other documents they sign and comply with during the sub-project implementation; and (2) other local stakeholders who do not utilize this document directly, are not interested in every document signed by the implementing parties. Thus, only a few communities' representatives and other stakeholders were aware of this document; the contractors and final beneficiaries remembered it, although found it hard to tell in detail what this document is about. Speaking about the effectiveness of this document, with a single opinion, they noted that this is rather a formality than an effective way to prevent corruption risks.

"A year ago these standards passed, and we have already forgotten [...] We are more interested in technical issues" (contractors, Donetsk oblast)

"I think that [...] it will run-on time because only the court has the right to prove the criminality of the contractor and to find them guilty. This action takes a long time. No matter what is signed, any pacts. In such situation, this may be necessary, but, I think, it will not play a major role [in the prevention of corruption]" (final beneficiaries, Donetsk oblast)

At the same time, the local stakeholders who know about this document believe that the human factor still plays a key role, and if the contractor is dishonest, the Covenant may not help, although it is an additional tool to protect against prohibited practices. Some respondents noted that the contractors sign a number of different regulations and rules, and if some of them do not respect other documents, then they will probably do not respect the Covenant too. At the same time, the stakeholders, including communities' representatives and NGOs believe that the monitoring of contractors' work is very important, including the compliance with the Covenant, which is why it is necessary to monitor systematically, at all stages of the project – to visit construction sites both spontaneously and by prior arrangement with the contractor.

"Sometimes, perhaps, we need [to visit] spontaneously, without warning, if, of course, we have such credentials..." (communities' representatives, Donetsk oblast)

None of the local media representatives who participated in the FGD were aware of the Covenant of Integrity. Although, they mentioned that the penalties might be more effective than signing any documents – due to the weakness of Ukrainian judicial system the corruption and other related risks can exist, and the possible breach of a Covenant will be probably not followed by the penalty for the contractors.

"Look, fines will work better in our situation. Covenants are just words [...] if we've had a well-developed judicial system, they would've worked. But here, unfortunately, it [the judicial system] is not like that" (local media, Poltava oblast)

Readiness to report instances and/or suspicions of corruption

The final beneficiaries noted their readiness to inform all respective authorities and/or law enforcement agencies about signs of corruption or prohibited practices. According to them, they are motivated by a high degree of responsibility and desire to implement sub-projects efficiently and on time. Moreover, the final beneficiaries mentioned that they need additional knowledge on how to monitor and tackle corruption and related risks.

"Of course, actions will be taken, because this is a question of responsibility, no one ruled it out. If we are already entering into interaction with the EIB, then we undertake a package of obligations" (final beneficiaries, Odesa oblast)

As per informing about the instances of corruption or any other project-related risks, most of the communities' representatives are willing to inform in case they are confident in the information about the identified fraudulent practices.

The attitude of the media representatives to anti-corruption investigations is ambivalent. On the one hand, some participants noted that they monitor tenders on Prozorro platform and cooperate with anti-corruption NGOs. On the other hand, due to a lack of time and qualified specialists, most are not ready to run such investigations on their own. Instead, media representatives are more likely to cover already confirmed cases and investigations conducted by law enforcement agencies. The media see their function in sharing the information rather than initiating the investigations.

"We always cover this [information] because it is important to convey it to people. We do not conceal anyone, we do not hide, but we show objective material, such as it is" (local media, Kharkiv oblast)

"The big emphasis is still on law enforcement agencies, on the Security Service of Ukraine, on the prosecutor's office, because they are professionals after all. And we are the people who cover facts" (local media, Luhansk oblast)

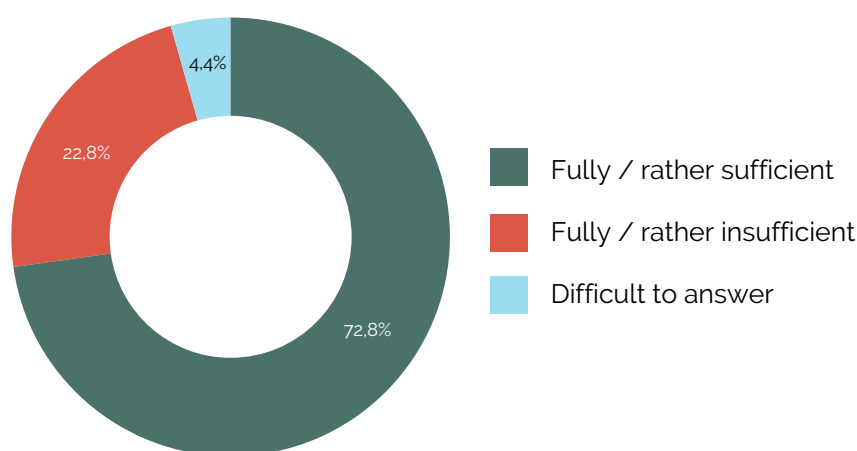
The IDPs who participated in FGDs were not well informed about measures they can carry out to prevent corruption in their settlements and not ready to report instances of corruption. Many of them showed little interest in learning more about possible ways of preventing corruption. Among the main reasons – low motivation, fear for the life and health of their own and their families. The IDPs believe that the level of corruption is very high and representatives of groups of interest will protect their corruption schemes and can inevitably harm those citizens who decide to fight corruption. Also, IDPs have little confidence in law enforcement and judicial authorities.

"Why would I need it? Why would I need extra problems? Why would I need a headache? If these are some corruption schemes, then it can be serious. It could even be dangerous for my family or me personally" (IDPs, Luhansk oblast)

3.8. Sufficiency of capacity and resources for sub-project implementation

72.8% of *final beneficiaries* reported they have fully or rather sufficient resources for sub-projects implementation. For those final beneficiaries who believe to have rather or completely insufficient resources to properly implement UERP sub-projects, the main resources they lack are sufficient funding and qualified specialists.

Graph 3.8.1. Breakdown of answers to the question “In your opinion, do you have sufficient resources (human, material, financial) to develop and implement sub-projects within UERP?”, among final beneficiaries, n=114



Same as within the Phase 1 of the survey, the final beneficiaries believe that the most important resources needed for sub-project design, development, and further implementation are: (1) financial resources and timely payments, and (2) in-house specialists and experts whose relevant training (skills and knowledge) will allow for more efficient and effective work with the Programme documents.

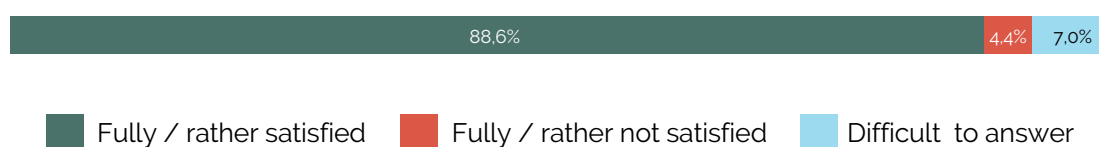
“First of all, these are, of course, professionals – people. I believe that if everyone does their job, then the project will be selected, as it was with us. I think, that besides the people who are involved in the development of projects, conducting of tenders, signing of contracts and so on, it is very good that now we still have a separate department [of major construction]. Of course, financial resources from the local budget are also needed” (final beneficiaries, Donetsk oblast)

3.9. The overall perception of UERP and sub-projects implementation

Same as was observed in Phase 1 of the survey, all the surveyed parties are very satisfied with the opportunity to implement sub-projects under UERP even despite the problems they face during the implementation.

88.6% of the *final beneficiaries* are fully or rather satisfied with the implementation of UERP.

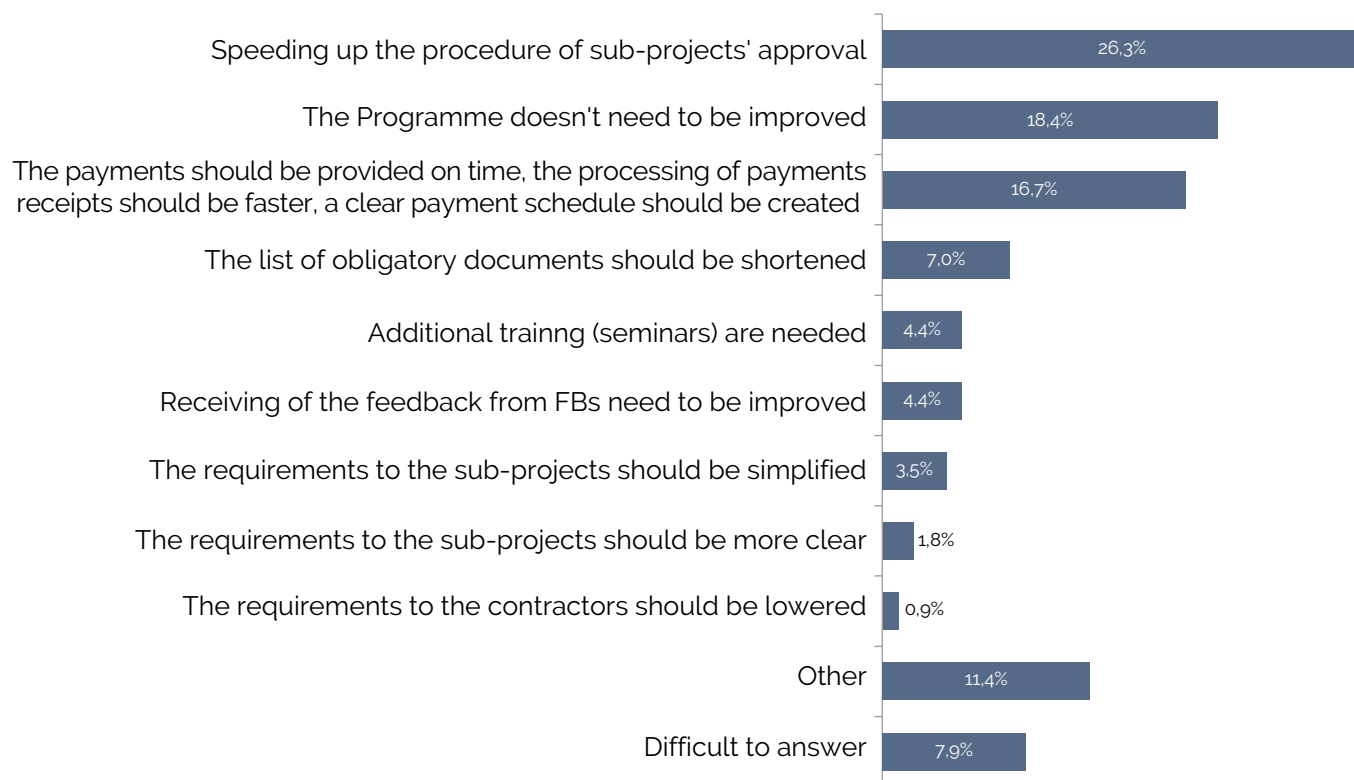
Graph 3.9.1 Breakdown of answers to the questions “In general, what is your level of satisfaction with the implementation of UERP? “, among final beneficiaries, n=114



However, 81.6% of the *final beneficiaries* have indicated at least one improvement to UERP implementation practices which have to be introduced by the responsible parties, and only 18.4% of final beneficiaries believe that the Programme implementation process does not need to be improved. Among other options, the respondents named as the most urgent: speeding up the sub-projects approval procedures (including the approval of and/or updating the sub-projects design and tender documentation) and resolving the delays issues – by developing clear payment schedules and providing payments on time, the processing of payments receipts should be faster.

Graph 3.9.2.

Breakdown of answers to the questions "To your mind, what should be improved in the procedures and practice of UERP implementation?", among final beneficiaries, n=114

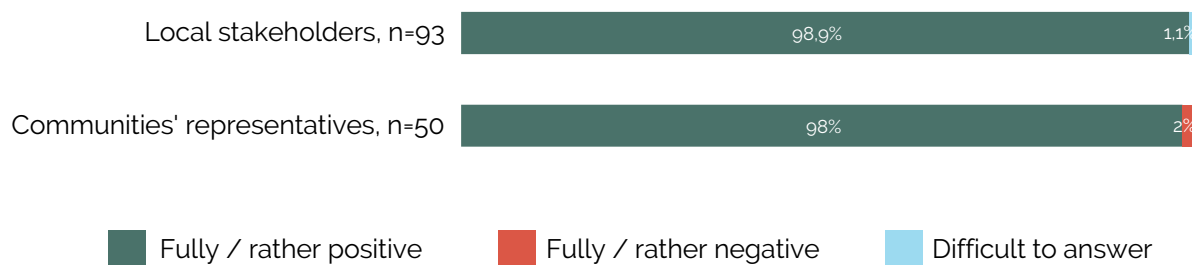


The *contractors* who participated in the FGDs also noted that, apart from the above-mentioned problem of payments delays and fixed prices, they are satisfied with the framework and procedures of UERP in general.

Among the community stakeholders the level of general positive perception of UERP and the sub-projects which are being implemented within is very high – 98.9% of the *local stakeholders* and 98% of the *communities' representatives* who are aware of UERP mentioned, that they are fully or rather positive about the Programme and the sub-projects. The *local media representatives* also perceive UERP very positively – 17 out of 18 responded they fully or rather positively assess the Programme and the ongoing sub-projects.

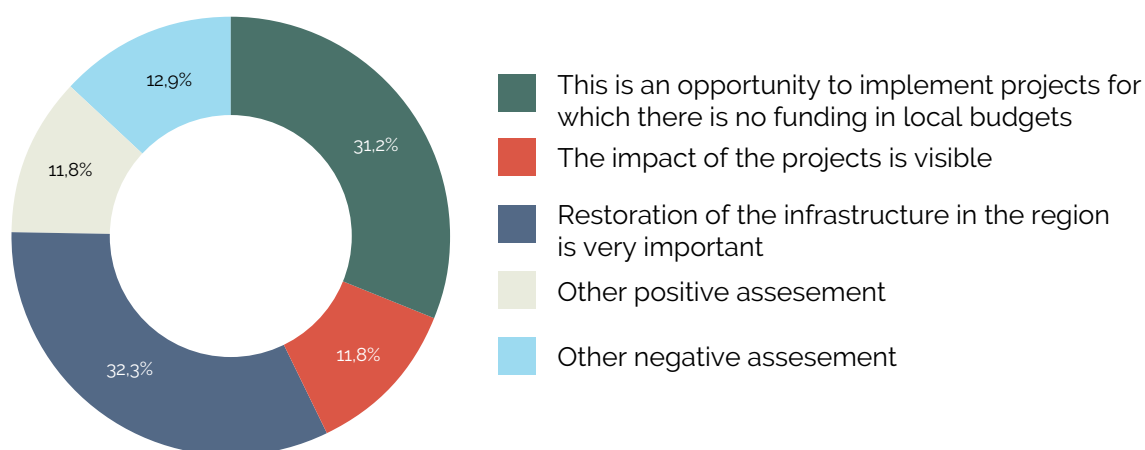
Graph 3.9.3.

Breakdown of answers to the question “In general, what is your perception of Ukraine Early Recovery Programme and the sub-projects that are being implemented?”

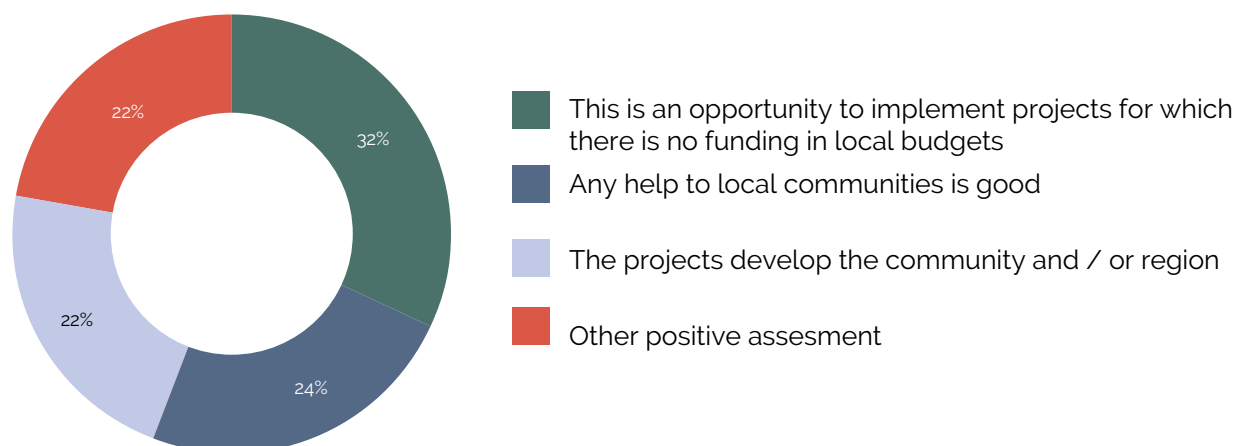


Graph 3.9.4.

Breakdown of answers to the question “Why do you think so?”, among the local stakeholders who are aware of UERP sub-projects in their community, n=93



Graph 3.9.5. Breakdown of answers to the question “Why do you think so?”, among communities’ representatives who are aware of UERP sub-projects in their community, n=50



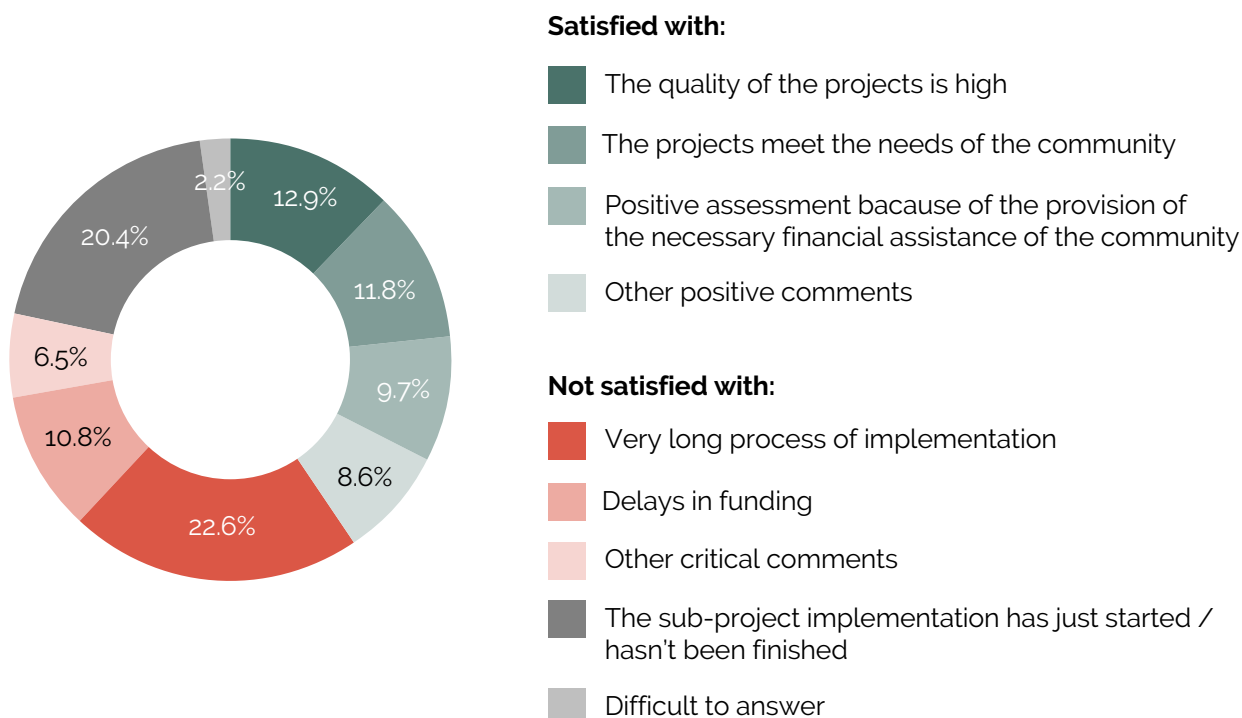
As for the level of satisfaction of communities' stakeholders who are aware with the processes of UERP sub-projects implementation in target settlements – 87.1% of the *local stakeholders* and 80% of the *communities' representatives* are fully or rather satisfied with the implementation process. Among the aspects the community stakeholders were satisfied with in the sub-projects implementation – the high quality of the projects, the correlation of the sub-projects with the needs of the communities. Among the aspects they are not satisfied with – the very long duration of the sub-projects' implementation was mentioned most often.

Graph 3.9.6. Breakdown of answers to the question “In general, what is your level of satisfaction with the implementation of UERP sub-projects in your settlement, community?”



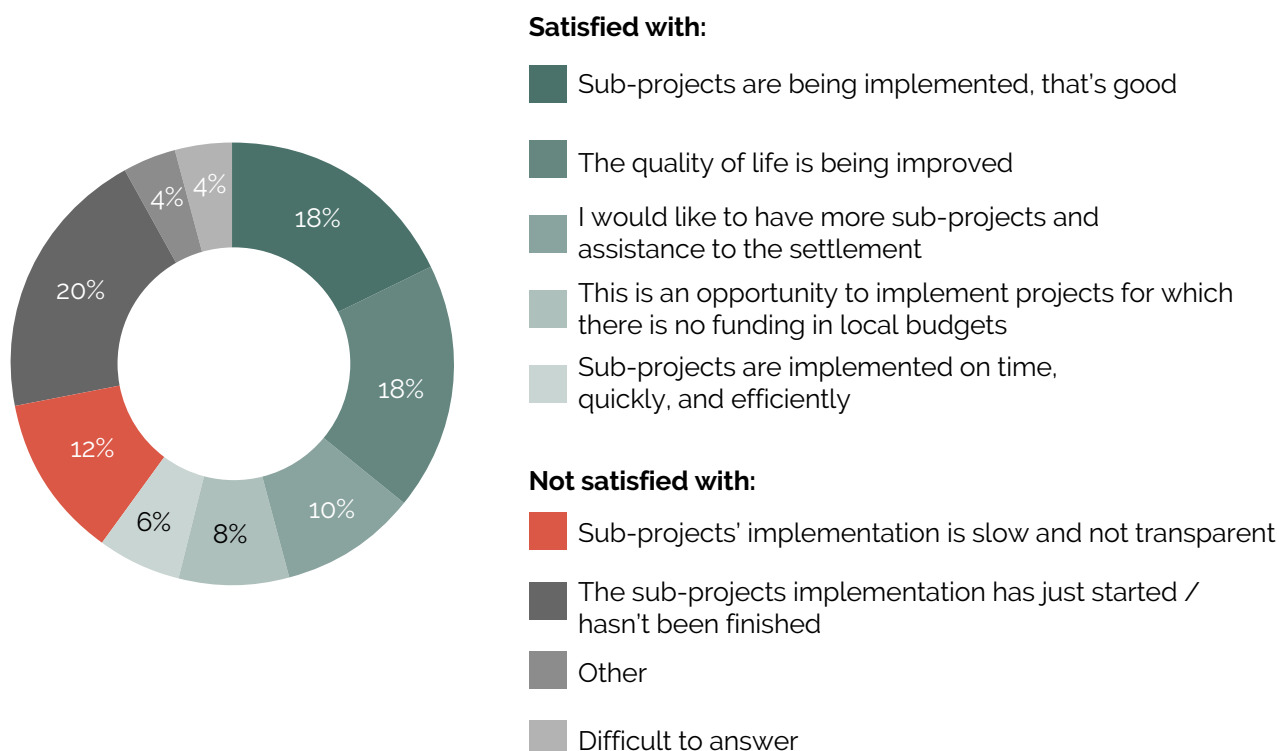
Graph 3.9.7.

Breakdown of answers to the question “What exactly are you satisfied or not satisfied with?”, among the local stakeholders who are aware of UERP sub-projects in their community, n=93



Graph 3.9.8.

Breakdown of answers to the question “What exactly are you satisfied or not satisfied with?”, among communities' representatives who are aware of UERP sub-projects in their community, n=50



MAIN FINDINGS AND CONCLUSIONS

The main findings and conclusions of Phase 2 of the survey are grouped in three thematic sections, seeking on how to improve: (i) the implementation framework of UERP, (ii) awareness and perceptions of the Programme in the target regions, and (iii) the anti-corruption framework of the Programme.

Recommendations for the improvement of sub-projects implementation process, risks mitigation, and maximizing UERP's positive social impacts

1. Delays as the main problem of UERP sub-projects implementation

To the minds of all target audiences, i.e., final beneficiaries, local stakeholders, communities' representatives, and contractors, the main problem of the Programme are delays of any kind. Namely: delays in financing, long terms of sub-project approval (both the application submitted as well as the sub-project further updates, while the sub-project is being implemented), bureaucratic issues. These delays lead to the consequent delays in construction works. Additionally, the contractors indicated the problem of fixed-price contracts, which gives them very limited flexibility to change the construction materials and types of works (what might be necessary in the case when market prices for materials/salaries changed since the sub-project was designed or contract signed as well as when during the construction works arose a need to modify the design documentation). The same problems were indicated in 2019 during Phase 1 of the survey.

Based on the data and opinions collected, the conclusion might be that all stages of the lifetime of sub-project within UERP need to be improved. Namely:

- Application process: the time given from announcing the call for proposals to the closure of the application submission should be longer. This should both give the final beneficiaries an appropriate time for the development of applications (including design documents) of the proper quality, as well as enabling the community stakeholders to be involved in the consultations and project planning and design without unnecessary time pressure.

- Rules, guidelines, support: a need to improve and clarify the respective documents indicated by the respondents. The sub-projects selection criteria should be also clarified and described more precisely. During the development of applications, final beneficiaries still need support and consultations both from MCTD representatives and external experts available. The external facilitation of consultations with the community stakeholders, while the proposal is developing, could be also helpful.
- Selection of applications: the process of assessing the design documents, sub-projects sustainability, and whether they are really addressing the community (including IDPs) needs should be improved. The Social Management Plan and Stakeholders Engagement Plan for individual sub-projects should be developed by final beneficiaries in advance and submitted for consideration along with other documents.
- Sub-projects' modification, amending contracts: the procedures should be more flexible, simple, and the time from a respective request submitted to the approval of relevant documents is short enough, so the possible sub-project adjustment does not lead to the suspension of construction works.
- Tranches and payments: the relevant schedule of payments should be developed by the final beneficiaries, assessed accordingly by MCTD during the selection process, and further executed by all sides involved (MCTD, the Ministry of Finance, local authorities those refunding VAT, and the FBs).
- Fixed and flexible prices: based on the contractors' opinion, the opportunity to apply flexible prices in contracts should be considered by the responsible UERP implementers.

Awareness of the EIB Environmental and Social Standards

Overall, the declared level of knowledge of the EIB Environmental and Social standards is quite high among final beneficiaries and community stakeholders. The awareness of the EIB Environmental and Social standards among contractors' representatives seems to be rather limited. Some of them believe that it is enough if they work responsibly, honestly, and comply with the Ukrainian legislation.

Considering the high importance of the awareness of and compliance with the EIB Environmental and Social standards by all involved parties is crucial for the UERP implementation, there is a need to further improve awareness and understanding of the EIB Environmental and Social

standards, motivation, and ability to apply them in the practical area. Based on the survey findings, the support provided to the different target groups needs to be fitted accordingly.

Recommendations to further improve awareness and perceptions of UERP framework and implementation activities in the target regions

Information disclosure activities

Same as in the results of Phase 1 of the survey, there is a huge gap between the provision of information on the sub-projects implementation conducted by the final beneficiaries and the amount of information different groups of stakeholders received. Representatives of all target audiences stated they are interested in receiving more information.

Besides others, the problem seems appears to arise from differences in sources of information, preferred by the receivers on the one hand, and the channels of communication, the final beneficiaries use for the provision of information on the other hand. For the FBs, the main channels for sharing information on UERP sub-projects implementation are (decreasing importance): official websites, publications in the local press, posts in social media, information boards on construction sites. In turn, only one-sixth of the target audiences mentioned official websites are the source of information on UERP sub-projects. Much more important sources mentioned are local media (almost a half of the answers) and the information boards (one-fourth).

Considering the findings, it is a continuous need to improve the awareness of final beneficiaries on the information gaps, their communication skills and ability to choose proper information and develop appropriate messages as well as to utilize the most relevant communication channels.

Stakeholders and community engagement in UERP sub-projects implementation

Same as regarding the provision of information on sub-project implementation to stakeholders, there is a gap between how final beneficiaries perceive engagement of stakeholders in UERP sub-project implementation comparing to how different stakeholders perceive their engagement themselves. Almost all final beneficiaries indicated that they have engaged other stakeholders in the development or implementation of UERP sub-projects. However, the detailed answers on who was engaged reveal, that the vast majority of those involved (four-fifth) were representatives of local authorities and self-government bodies. Only three-fifths of the final beneficiaries stated they are conducting social management activities in the UERP sub-project implementation and

the same share of final beneficiaries have SMP for their sub-projects. Only around a half of the stakeholders stated they are not well-informed about social management and stakeholders engagement activities; however, such activities could help in getting the opinions of community residents and implement projects that meet their needs.

An insufficient level of community stakeholders' engagement in UERP sub-project implementation seems to be a part of the wider problem. Both the local population and IDPs don't feel sufficiently involved in the decision-making process in their communities at all. Almost a half of the respondents stated that over the last year the opportunities that local authorities provided to citizens to be involved in the decision-making process were insufficient or rather insufficient. Around one-sixth of respondents stated there were no opportunities to be involved in the decision-making process.

One of the sources of the problem, like in the above-mentioned areas, could be the fact, the means of interaction preferred by the parties are different. In both phases of the survey, around a half of the citizens indicated personal meetings as the best mean of interaction with local authorities. Only one-third mentioned collective meetings as an effective mean of involvement in decision-making. On the other hand, around two-thirds of the implementors mentioned public consultations as the mean of citizens' engagement, around half – informing on the sub-project implementation status.

Based on findings, awareness, and skills of final beneficiaries and local authorities on how to better engage local stakeholders in UERP sub-project implementation, as well as community members in the decision-making process, remains the area to be improved. One of the crucial aspects in this area remains the timely and proper development of individual SMPs and SEPs for sub-projects by respective sub-project implementors. Alongside this, it seems mentoring support and ongoing monitoring of social management and stakeholders engagement activities during sub-projects implementation on the local level are needed.

Information coverage on UERP sub-projects and social infrastructure rehabilitation for local population

Around three-fourth of the surveyed local population and IDPs stated they are aware of at least one infrastructure restoration which has happened in their settlement over the last 2 years. Almost a half of the local population are aware of the restoration of healthcare facilities, schools, and other educational institutions. Around a half of the surveyed IDPs stated they are aware of the restoration of healthcare facilities, schools, and other educational institutions as well as administrative buildings. However, same as in the results of Phase 1 of the survey, there is a continuous problem of quite low awareness of the support of foreign and international organizations, and specifically the European Investment Bank through the Ukraine Early

Recovery Programme in such restoration. The issue seems to need to be addressed both on the levels of: (1) national implementers, EIB, and UNDP, through wide-ranging coordinated actions, and (2) UERP sub-projects implementers through better-targeted information disclosure (*described above*).

Among those who are aware of UERP, the level of positive perception of UERP sub-projects is very high. Most of the residents of target settlements believe that restoration of social infrastructure facilities could bring positive effects for the community, an improvement of living conditions, and better access to social services. However, the gap between the expectation of both local population and IDPs regarding priorities of restoration on the one hand and the allocation of the Programme on the other hand exists. According to the respondents (both IDPs and locals) the top 3 types of infrastructure objects where urgent reconstruction is needed are (decreasing importance): residential buildings, healthcare facilities, and educational institutions. While actual UERP sub-projects allocation is inverted: around one-half are the educational institutions, around one-fourth – healthcare facilities, and the residential buildings – only one-tenth. Such UERP priorities share is justified considering reconstructed schools, kindergartens and hospitals bring wide-range positive social effects and better access for both local residents and IDPs. At the same time, the gap described should be addressed accordingly in the communication area both in terms of managing expectations as well as providing information on positive effects achieved.

Recommendations for the improvement of anti-corruption framework

Awareness of corruption risks within UERP and understanding of mitigating measures

When the anti-corruption block for Phase 2 of the survey has been designed, it was assumed that awareness of the corruption risks within UERP, as well as an understanding of preventing measures, differs substantially among respondents of the survey. UERP final beneficiaries, local stakeholders, communities' representatives, and contractors, local residents and IDPs have different perspectives on the corruption area. Also, they have a different situation in terms of responsibility and temptation to be directly involved in corruption schemes. The common denominator for all surveyed in this respect is that a significant share of respondents demonstrated limited, insufficient, or incorrect understanding of what corruption is in general, what are the corruption risks during the lifetime of a recovery sub-project, what are the responsibility of different parties involved, and finally what could be done to prevent corruption and to mitigate its negative impact.

Based on the findings of Phase 2 of the survey, a comprehensive and tailored approach is needed to improve the awareness of different audiences. This includes informing, training, fostering citizens' engagement and third-party monitoring, as well as improving the anti-corruption framework and tools (including the Covenant of Integrity) within UERP.

Covenant of Integrity

The Covenant of Integrity is an important UERP anti-corruption tool. Contracts are not awarded until a respective Covenant of Integrity is signed and submitted properly. The findings of Phase 2 of the survey revealed both the final beneficiaries and the contractors do not pay enough attention to the Covenant of Integrity, some of them consider the document as one more formality, and do not follow the intent/importance of it. Also, their knowledge and understanding of the Covenant of Integrity provisions are rather limited. Awareness of the Covenant of Integrity among the other target audiences of the survey who could support anti-corruption monitoring, is low. To address those issues, training, informing, and monitoring activities, need to be rolled out in a respective scale. The activities should be targeted, consider different target audiences, and to be tailored appropriately to meet particular situation and needs of each group.



ANNEX A. SECOND PHASE RESEARCH METHODOLOGY

1. General population survey in UERP target settlements

1200 residents (aged 18+) from target settlements in 8 oblasts were interviewed on August 28 – September 25, 2020. The sample consisted of three subsamples – residents of target settlements in Donetsk and Luhansk oblasts (Subsample 1), Kharkiv, Zaporizhzhia, and Dnipropetrovsk oblasts (Subsample 2), and Poltava, Odesa, and Kyiv oblasts (Subsample 3); the size of each subsample was 400 respondents. Statistical weighting procedure for proportional representation of target settlements from 8 oblasts was applied to the general sample.

The maximum theoretical sampling error does not exceed $\pm 2.8\%$ for the general sample, $\pm 4.9\%$ for the subsamples, with a probability of 0.95.

Following consultations with UNDP TA Team, the sample design for Phase 2 has been adjusted to the current state of UERP implementation. In Phase 1 [2019] the sample design has been designed seeking the equal representation of all regions covered by the Programme. While the Programme implementation is currently in the advanced stage with a bigger number of sub-projects under construction, the decision was to pay more attention in Phase 2 of the general population survey to communities where the sub-projects are already in progress or even finished. This approach aimed to learn better how people in these settlements perceive the impact of the Programme. To achieve the above-mentioned, new settlements were added to the sample in Donetsk, Luhansk, Zaporizhzhia, and Kharkiv oblasts. The survey skipped Kherson oblast in Phase 2 [2020], where only one sub-project is not yet started.

The detailed comparison of Phase 1 [2019] and Phase 2 [2020] samples is provided below:

Table A1.1. Comparison of Phase 1 and Phase 2 samples

Subsample	Oblasts	Settlement	Sample - Phase 1 [2019]	Sample - Phase 2 [2020]
1	Donetsk	Kramatorsk	35	40
		Sloviansk	20	35
		Druzhkivka	10	0
		Pokrovsk	12	25
		Myrnohrad	10	15
		Mariupol	50	100
		Manhush	8	15
		Bakhmut	15	25
		Nikolske	0	10
		Volnovakha	0	10
		Kostiantynivka	0	25
		Vuhledar	0	10
	Luhansk	Sievierodonetsk	18	35
		Starobilsk	6	10
		Rubizhne	10	20
		Kreminna	6	10
		Bilovodsk	0	5
		Milove	0	10
	Subsample total		200	400

Subsample	Oblasts	Settlement	Sample - Phase 1 [2019]	Sample - Phase 2 [2020]
2	Kharkiv	Kharkiv	75	100
		Donets	0	15
		Dvorichna	0	15
		Staryi Merchyk	0	15
		Koviahy	0	15
	Zaporizhzhia	Zaporizhzhia	50	70
		Melitopol	20	50
		Prymorsk	10	20
		Berdiansk	15	30
		Hulyaipole	0	20
	Dnipropetrovsk	Kamianske	30	50
Subsample total		200	400	
3	Poltava	Myrhorod	15	50
		Kremenchuk	20	70
		Reshetylivka	15	30
		Shyshaky		
		Dykanka		
	Odesa	Odesa	65	120
	Kherson	Kherson	30	0
	Kyiv	Brovary	17	50
		Boryspil	12	40
		Bucha	10	30
		Khotianivka	8	10
		Sofivska Borschahivka	8	0
Subsample total		200	400	
Total			600	1200

The comparison of the results of Phase 1 and Phase 2 results is correct only for the population from target settlements included to the samples of both Phases of the survey with additional weighting by sex, age, level of education, and number of inhabitants in the settlement.

The detailed sample design of Phase 2 survey is provided below:

Table A1.2. Sample design

Sub-sample	Oblasts	Settlement	Population 18+	% to the total population of settlements in subsample	Number of interviews in sample	% in sample
1	Donetsk	Kramatorsk	147375	13%	40	10%
		Sloviansk	105588	9%	35	9%
		Pokrovsk	59649	5%	25	6%
		Myrnohrad	45872	4%	15	4%
		Mariupol	420979	36%	100	25%
		Manhush	7654	1%	15	4%
		Bakhmut	70917	6%	25	6%
		Nikolske	7694	1%	10	3%
		Volnovakha	20977	2%	10	3%
		Kostiantynivka	68052	6%	25	6%
		Vuhledar	14230	1%	10	3%
		Total per settlements in oblast	968988	83%	310	78%
	Luhansk	Sievierodonetsk	99639	9%	35	9%
		Starobilsk	16130	1%	10	3%
		Rubizhne	55075	5%	20	5%
		Kreminna	18264	2%	10	3%
		Bilovodsk	7598	1%	5	1%
		Milove	5611	0,5%	10	3%
		Total per settlements in oblast	202317	17%	90	23%
	Total per settlements in subsample		1171305	100%	400	100%

Sub-sample	Oblasts	Settlement	Population 18+	% to the total population of settlements in subsample	Number of interviews in sample	% in sample
2	Kharkiv	Kharkiv	1360212	53%	100	25%`
		Donets	8037	0,3%	15	4%
		Dvorichna	3286	0,1%	15	4%
		Staryi Merchyk	1672	0,1%	15	4%
		Koviahy	2811	0,1%	15	4%
	Total per settlements in oblast		1376017	54%	160	40%
	Zaporizhzhia	Zaporizhzhia	697670	27%	70	18%
		Melitopol	140916	6%	50	13%
		Prymorsk	10720	0.4%	20	5%
		Berdiansk	106046	4%	30	8%
		Hulyaipole	12368	0.5%	20	5%
	Total per settlements in oblast		955351	38%	190	48%
Dnipropetrovsk	Kamianske	212375	8%	50	13%	
Total per settlements in subsample		2543743	100%	400	100%	
3	Poltava	Myrhorod	36643	3%	50	13%
		Kremenchuk	204524	15%	70	18%
		Reshetylivka	4093	1%	30	8%
		Shyshaky	9297			
		Dykanka	7727			
	Total per settlements in oblast		262284	19%	150	37.5%
	Odesa	Odesa	946106	68%	120	30%*
	Kyiv	Brovary	91366	7%	50	13%
		Boryspil	54660	4%	40	10%
		Bucha	29952	2%	30	8%
		Khotianivka	982	0%	10	3%
	Total per settlements in oblast		176 960	13%	130	32.5%
Total per settlements in subsample		1 385 351	100%	400	100%	
Total			5100399		1200	

* 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 Team.

For both Phase 1 and Phase 2 the Data Acquisition Method was a personal interview using the Computer-assisted personal interviewing (CAPI) method. The interview duration was 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 phone 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' phone numbers was monitored (collation of phone numbers with past projects). Unconfirmed questionnaires were removed from the database.

Socio-demographic profile of respondents

Among the interviewed respondents, 43.6% were men and 56.4% were women. Age of respondents: 18-29 years – 16.2%; 30-39 years – 21.5%; 40-49 years – 17.1%; 50-59 years – 17.0%; 60 years and older – 28.1%.

Table A1.3. Gender breakdown of the respondents

Gender	Total in the sample, n=1200
Men	43.6%
Women	56.4%

Table A1.4. Age breakdown of the respondents

Age group	Total in the sample, n=1200
18-29 years	16.2%
30-39 years	21.5%
40-49 years	17.1%
50-59 years	17.0%
60 years and older	28.1%

56 out of the 1200 respondents (i.e. 4.6%) indicated that due to armed conflict they were forced to move for resettlement from not controlled by the Ukrainian Government territories.

Almost a half of the respondents (46.1%) have secondary or special education; more than a quarter of respondents (28.8%) said they had a university degree or an academic degree.

Table A1.5. Education breakdown of the respondents

Education	Total in the sample, n=1200
Elementary / incomplete Secondary	1.9%
General Secondary	16.3%
Secondary Special	29.8%
College, technical school	14.8%
Basic or university not completed	7.9%
University degree / academic degree	28.8%
Refusal to answer / difficult to answer	0.4%

At the time of the survey, more than a half of the respondents (53.8%) were employed or self-employed.

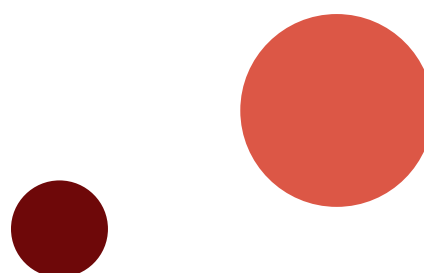


Table A1.6. Employment status of the respondents

Employment status	Total in the sample, n=1200
Full time / part-time employee	49.0%
Self-employed, private entrepreneur	4.8%
Retired	26.9%
Keeping the household / caring for the family	8.0%
Unemployed, looking for a job	5.9%
Unemployed, not looking for a job	1.5%
Student	4.3%
Other	0.2%
Refusal to answer / difficult to answer	1.2%

Among those respondents who are employed or self-employed, more than a quarter (26.3%) are employed in trade, each fifth – in production (industry).

Table A1.7. Employment spheres of the respondents

Employment spheres	Among employed, n=641
Production (industry)	19.8%
Trade	26.3%
Construction	12.8%
Transport	11.5%
Public administration and defense	6.1%
Education	7.3%
Healthcare	6.2%
Agriculture, forestry or fisheries	2.5%
Other	2.9%
Other: service industries	1.3%
Difficult to say / refusal to answer	3.4%

2.

Survey of IDPs who reside in UERP target settlements

350 IDPs (aged 18+) from target settlements in 8 oblasts were interviewed on August 28 – September 25, 2020. The sample was built on the data of the Ministry of Social Policy of Ukraine (MoSP) on the number of registered IDPs who reside in 8 target oblasts.

The maximum theoretical sampling error does not exceed $\pm 5.2\%$, with a probability of 0.95.

The detailed sample is provided below:

Table A2.1. Sample design

Oblast	IDPs, MoSP data, May 2019	% to the total number of IDPs in 8 oblasts	Number of interviews in sample	% in sample
Donetsk	487674	44%	150	43%
Luhansk	269483	24%	50	14%
Kharkiv	126096	11%	50	14%
Dnipropetrovsk	67717	6%	15	4%
Kyiv	53989	5%	17	5%
Zaporizhzhia	53234	5%	35	10%
Odesa	34871	3%	25	7%
Poltava	22568	2%	7	2%
Total IDPs in 8 oblasts	1 115 632	100%	350	100%

For both Phase 1 and Phase 2 the Data Acquisition Method was a personal interview using the Computer-assisted personal interviewing (CAPI) method, the interview duration was approximately 30 minutes (the same as for the general sample).

While the sample was based on the data on the number of IDPs in oblasts, the interviews were conducted only with the IDPs who live in UERP target settlements within an oblast. The approach of “randomized snowball selection” was applied for the selection of household IDPs. The respondents among IDPs in households were selected according to the following algorithm:

- Sample was stratified by target oblasts and settlements – as the sample for the general population;

- In each target oblasts and settlement, the survey was initially conducted with IDPs residing in households who were randomly found in earlier nationally representative surveys; these initial respondents were used as “seed” respondents and asked to provide the contacts of up to 10 potential respondents among other IDPs residing in households in the same or in the other settlement;
- In the household of each selected IDP (both randomly selected or selected using “snowball” method), the dweller aged 18 and above was selected for interview using the last birthday method.

3. Focus group discussions with UERP final beneficiaries, contractors and community stakeholders, including IDPs

In September 2020, a series of online focus group discussions were held with final beneficiaries and UERP local stakeholders.

Representatives of the following target audiences participated in the focus groups:

- IDPs who reside in target settlements;
- UERP final beneficiaries;
- Representatives of the administrations of institutions and facilities where UERP restoration works are carried out;
- Representatives of local government, self-government, and community executive bodies engaged in the process of submitting and/or implementing UERP sub-projects in their settlements or communities;
- Representatives of contractors (construction companies), which perform construction works on UERP sub-projects;
- Representatives of local communities and NGOs;
- Representatives of local media.

The topics discussed during the FGDs were implementation of sub-projects within UERP, difficulties and problems which arise in this process, anti-corruption practices and integrity

issues during submission and selection of sub-projects to UERP, capacity and resources for the implementation of UERP sub-projects, and future plans, recommendations and suggestions.

In total, 12 focus group discussions were held. The full list of discussions is provided below.

Table A3.1. Information about focus group discussions

#	Target audience	Which oblasts participants were invited from	Number of participants
FGD1	IDPs	Donetsk, Luhansk	9
FGD2		Kharkiv, Poltava, Zaporizhzhia, Odesa, Kyiv	10
FGD3	Contractors	Donetsk, Luhansk	8
FGD4		Kharkiv, Poltava, Zaporizhzhia, Odesa, Dnipropetrovsk	9
FGD5	Local stakeholders	Donetsk, Luhansk	9
FGD6		Dnipropetrovsk, Kharkiv, Zaporizhzhia	9
FGD7		Kyiv, Poltava, Odesa	10
FGD8	Final beneficiaries	Donetsk, Luhansk	10
FGD9		Dnipropetrovsk, Kharkiv, Zaporizhzhia	11
FGD10		Kyiv, Poltava, Odesa, Kherson	11
FGD11	Communities' and NGOs' representatives	Donetsk, Luhansk, Kharkiv, Poltava, Zaporizhzhia, Odesa, Dnipropetrovsk	8
FGD12	Local media	Donetsk, Luhansk, Kharkiv, Poltava, Zaporizhzhia, Odesa, Dnipropetrovsk	8
Total			112

The screening criterion was the invitation of people who had personal experience within UERP. Participants, except IDPs, were invited by UNDP TA contact database. The IDPs were recruited in the target settlements with a screening survey which included the questions on their age, year and place of resettlement, financial status, and occupation to allow the distribution of the participants by these characteristics within a discussion.

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

4. Phone interviews with UERP final beneficiaries, local stakeholders, communities' representatives, and local media

A series of phone semi-structured interviews were conducted in September and October 2020 with representatives of UERP final beneficiaries, local stakeholders, representatives of local communities, including non-governmental organizations (NGOs), and local media. In total, 320 interviews were conducted with representatives of all target audiences.

The interviews with final beneficiaries, stakeholders, and partially with communities' and NGOs' representatives and media were conducted with the use of databases provided by UNDP TA. 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 other parties in sub-project development and/or implementation;
- Awareness of and compliance with the EIB Environmental and Social Standards;
- General assessment of UERP sub-project implementation;
- *For final beneficiaries* – Problems with implementation of sub-projects;
- *For all TAs, except final beneficiaries* – Awareness of the EIB and UERP activities;
- *For all TAs, except final beneficiaries* – Information disclosure on UERP sub-projects.

Within the research there were conducted:

Within this component, a total of 320 semi-structured phone interviews were conducted, including:

- 114 interviews with representatives of UERP final beneficiaries who are directly responsible for the implementation of the sub-projects;
- 104 interviews with local stakeholders, including 63 interviews with heads of local authorities and self-government bodies, members of local councils, communities' executive staff; and 41 – with the management and staff of the facilities where restoration work is being carried out or planned;


- 81 interviews with local communities' representatives, including members of non-governmental organizations which are working in the target settlements/rayons;
- 21 interviews with local media representatives.

Table A4.1. Respondent's reach status

Interview status	Final beneficiaries	Local stakeholders	Community reps	Media
Successfully conducted interviews	114	104	81	21
Refusal to participate / Respondent stated that he or she was not competent to speak on this topic	7	145	22	5
Invalid number	0	10	2	0
Could not reach respondent (call not answered, the number was busy, out of reach)	49	27	15	14
Total	177	286	120	40

CONTACTS

UNITED NATIONS DEVELOPMENT PROGRAMME IN UKRAINE

 1 KLOVSKY UZVIZ, KYIV, 01021, UKRAINE

 WWW.UA.UNDP.ORG

 +380 44 253 93 63 (GENERAL ENQUIRIES)

 REGISTRY.UA@UNDP.ORG

UERP TECHNICAL ASSISTANCE

 4 SAKHALINSKA STR., KRAMATORSK
DONETSK OBLAST, 84306, UKRAINE

 +380 50 355 97 53


European
Investment
Bank

