



# REPORT SUMMARY

THE SECURITY SITUATION IN  
THE SETTLEMENTS LOCATED  
IN THE 20-KM ZONE ALONG  
THE "CONTACT LINE"

The informational material was produced by Denys Kobzin (KhISR) within the UN Recovery and Peacebuilding Programme with the financial support of the European Union and the governments of Denmark, Sweden and Switzerland. The views, conclusions and recommendations expressed herein as well as facts stated and photos used are those of the author and cannot be considered as the official position of the UN Recovery and Peacebuilding Programme, the European Union and the governments of Denmark, Sweden and Switzerland.

The United Nations Recovery and Peacebuilding Programme (UN RPP) is being implemented by four United Nations agencies: the United Nations Development Programme (UNDP), the UN Entity for Gender Equality and the Empowerment of Women (UN Women), the United Nations Population Fund (UNFPA) and the Food and Agriculture Organization of the United Nations (FAO).

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In September 2019, the Kharkiv Institute for Social Research conducted a security assessment at the request of the UN Recovery and Peacebuilding Programme in nine locations along the “contact line” (Volnovakha, Krasnohorivka, Novhorodske, Sartana, Svitlodarsk, Shchastia, Popasna, Stanytsia Luhanska, Zolote – hereinafter the “target communities”).

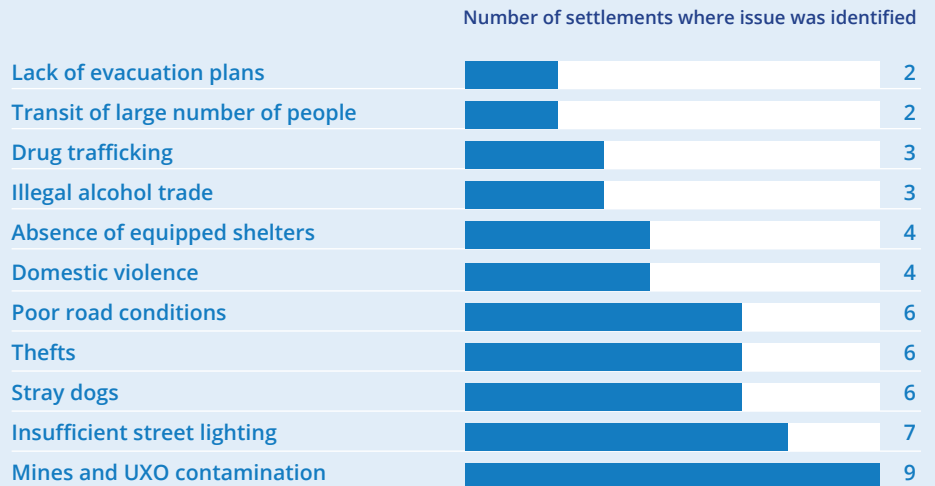
A special tool was developed for the assessment, the question of which was based on the provisions of the UNDP Capacity Assessment Methodology, taking into account the local specifics of legislation and the government administration system.

The information was collected through in-depth interviews with local authorities, community residents, police management and employees, and State Emergency Service (SES) management and employees.

The assessment of the situation revealed that one of the most positive trends in the security sector is a decrease in the intensity of hostilities. The opening of security centres and police stations in populated areas, the establishment of community policing units, and the establishment of community security and social cohesion working groups also contribute to the improvement of the security situation. However, despite these positive developments, these communities still face various security problems, which primarily include mined areas, insufficient night-time outdoor lighting, poor road conditions, stray animals, etc. (below are diagrams of common safety problems in the target communities). Also, many concerns have been raised in relation to various fraud schemes (telephone, Internet, bank cards).

## SECURITY ISSUES of the settlements in the 20-km zone along the “contact line”

Local units of the National Police and the SES Departments also face numerous challenges, the main of which are understaffing and lack of logistical support. Diagrams on the problems of local police units and SES are given below.



- The understaffing of the police
- Insufficient equipping
- Lack of illustrative and handout materials



- Understaffing
- Average time of arrival to a call is higher than the standard one
- Insufficient equipping
- Lack of illustrative and handout materials

The following is the main conclusions and recommendations on safety situations in the context of settlements.

# A BRIEF OVERVIEW OF THE SECURITY SITUATION IN VOLNOVAKHA



## MAIN CONCLUSIONS

- Local residents note that the security situation has improved over the past year. This is primarily due to a decrease in hostilities in the area and a certain improvement in the work of the police.
- Volnovakha has actually become a transit zone, which is visited by tens of thousands of people every month. Not only does it put pressure on local services, but it also changes the security structure: some crimes are committed by people who come for a short time and are therefore difficult to uncover.
- The police began to pay more attention to crime prevention, resulting in increased daytime security. The programme for installing additional cameras would help further improve this work. Community outreach: the police authorities report regularly on the results of their work.
- Roads are an important safety factor. Their condition makes it difficult to communicate with some localities and increases the response time for the police and SES. There is also a threat of the collapse of the railway bridge, which connects the northern and southern parts of Volnovakha.
- In general, SES is responding to the challenges in a timely and effective manner owing to the opening of security centres in Novotroitske and Khibodarivka (in the near future). It is planned to develop cooperation with communities and create a voluntary fire brigade. Coordinated cooperation between the SES and the authorities allows using local budgets for purchasing new equipment and digital radio stations.
- A commission for civil protection and emergency situations has been established in the town and raion, an evacuation plan has been developed; headquarters for emergency situations and a notification scheme are being created.



## RECOMMENDATIONS

- Police and local authorities should develop and implement a project aimed at increasing the number of video cameras to cover key areas important for the transit town. A minimum of 20 cameras are required.
- It is necessary to work on improvement of street lighting, projects on sterilisation of stray dogs – this will significantly increase the feeling of safety of residents.
- Repair of the police station in Andriivka will speed up the access of the population of nearby settlements to the SES services.
- It is necessary to develop projects on creation and distribution of materials for information campaign/ fraud (telephone, card, internet) prevention – this will help reduce the number of victims of this type of crime.

# A BRIEF OVERVIEW OF THE SECURITY SITUATION IN KRASNOHORIVKA



## MAIN CONCLUSIONS

- Shooting activity in the settlement is gradually decreasing. Infrastructure problems, in particular, the lack of drinking water, gas, and heating, have the greatest impact on security.
- Street lighting is one of the problems that is being successfully solved. More than 70 lanterns have been installed recently due to the implementation of projects. Maiak Illicha, factory, Kolhosp are left without lighting.
- There are no evacuation plans agreed upon and communicated to the public. There are no equipped shelters; there are adapted premises in educational institutions. The loudspeaker on the car is used for notification. The centralised notification system is presented in the form of a radio point and a beep at the factory.
- The police station is in poor technical condition: the roof is leaking, there is no heating in winter, old furniture. Although the number of crimes in Krasnohorivka is insignificant, there are many problems with families in difficult life circumstances, domestic violence, and telephone fraud. No video surveillance.

## RECOMMENDATIONS

- Develop projects aimed at interaction of the police with the population, primarily through preventive work: informing citizens about the threats and methods of fraud; work with families in difficult life circumstances; establishment of speed bumps and collection of information about violators of traffic rules; installation of video surveillance and cooperation with owners of private video cameras.
- Start working with local authorities and the public in preparation for emergency events: drawing up a plan and finding means of response; creation of an information system and network; equipping of shelters.

# A BRIEF OVERVIEW OF THE SECURITY SITUATION IN NOVHORODSKE



## MAIN CONCLUSIONS

- The most important factor determining the security in Novhorodske is the hostilities taking place close to the settlement: people become victims of shelling, infrastructure is getting damaged, residents are constantly stressed.
  - Water supply to the village and environmental safety also affect the safety of residents. Lack of access to water for months reduces the quality of life and increases social tensions among residents. In the territory of the village, there is also a phenolic plant and a phenolic sump with a dam, which are extremely toxic and dangerous. In addition, the sump is very close to the “contact line”, which poses an additional threat.
  - The number of crimes has decreased significantly since the beginning of hostilities and continues to decline. The most common offences are domestic violence, fraud, and theft of metal in abandoned facilities. Places where young people gather and unlit areas in the private sector can also be dangerous. At the same time, video surveillance and a ban on the sale of alcohol from 10 p.m. sharply reduced the number of drunk, noisy companies, vandalism, and other violations of public order.
  - Safety is also affected by the situation with explosive objects. Fields and forests along the “contact line” and up to the 2nd line of defense are extremely dangerous, and there are many minefields near the village. In fact, systematic demining can only begin once the hostilities have ended, or the “contact line” has been moved further away from the village.
  - All conditions for permanent stay and work of police have been created in the village: a modern police station was opened, where video surveillance was installed. However, due to the lack of personnel and tasks from the police department, officers often serve in other localities, in fact, the place of their permanent deployment is the town of Toretsk.
- In Toretsk, the police work well with the community policing organization, and volunteers come on patrol with the police, some of them, in Novhorodske. In addition, Special Operations Forces and National Guard of Ukraine provide additional security. In 2019, with the help of the public, the Safe House project was launched in Novhorodske. Within the framework of the regional programme three multi-storey buildings have been added in Novhorodske, and further work is being carried out with the assistance of the local authorities.
  - Despite the proximity to the “contact line” and the high environmental threat, the village does not have sufficient SES resources. The fire station is in an emergency state, the basement is flooded with groundwater. All the equipment is extremely old: three old cars, fire hoses, fighting clothes and shoes, and equipment for the technical post. Sometimes, the crew cannot go on a call due to shelling.

## RECOMMENDATIONS

- Building security in the village is directly dependent on restoring residents’ continued access to water and preparing a system to respond to potential environmental threats. This requires the implementation of infrastructure projects, such as the construction of an independent water supply system; increasing the number of vehicles and firefighting equipment; and the creation of an effective environmental threat monitoring system.

- It is necessary to start the implementation of the Community Police Officer programme in the settlement, when the police officers assigned to the settlement will work only there and respond to the needs of the population.
- Training of members of the public and general public information (P2P) on fraud.
- Scaling and supporting the Safe House joint projects, inclusion of issues of timely warning of fire safety and preparation of shelters as part thereof.

# A BRIEF OVERVIEW OF THE SECURITY SITUATION IN SARTANA



## MAIN CONCLUSIONS

- The key problem for the village is the proximity to the “contact line” and the threat of shelling. Despite the fact that their intensity has decreased recently, settlements that are actually located on the border of the village, such as Chermalyk, are constantly under fire.
- The security situation in the village itself has improved: a stronghold with two police officers has been established in the community. People also note that the police have generally become more connected, listening to the opinions and inquiries of the public; they report regularly to the public, and a working group on community security and social cohesion has been established.
- One of the key problems in the work of the police is the lack of sufficient number of officers, especially the shortage of district police officers. They must be 27 as per staff pool, but in fact only 12 work. As a consequence, one district police officer serves a population of 13,500 people.
- Population activity is low, people do not participate in local safety programmes. For the cooperation of the police with the community, the local authorities created a public formation for the protection of public order on the basis of the Cossack organization. However, cooperation has not yet been systematically established, so the police do not inform the public about their work plans.
- The local police authorities acknowledge that due to limited resources (primarily staff shortages and high workload) they are poorly represented in Chermalyk, Pavlopil, Lebedyne, and Shyrokyne. These are the settlements of the Novoazovsk raion, which were transferred to the Volnovakha raion, but the police are almost unable to get from there. The local authorities would like to cover the settlement with video surveillance, have prepared a project to install 25 cameras, and are waiting for a funding decision.
- Sartana is served by the Talakivka Community Security Centre. This public utility is on the balance sheet of the local community. It is not a subdivision of the SES, it serves Talakivka, Sartana, Pavlopil with the prospect of servicing the entire Sartana amalgamated territorial community in the future (to which Chermalyk and other settlements will join).

## RECOMMENDATIONS

- It is necessary to improve the condition of roads, street lighting as well as to continue projects on equipping streets with video surveillance.
- There is a need to increase the number of community police officers in the village and to develop projects aimed at working with the police.
- The technical equipment of the Security Centre in Talakivka needs to be improved.

# A BRIEF OVERVIEW OF THE SECURITY SITUATION IN SVITLODARSK



## MAIN CONCLUSIONS

- The residents of Svitlodarsk began to feel safer in parallel with the decrease in the intensity of hostilities and the cessation of shelling of the town. However, the threat of renewed hostilities is key.
- The residents of the town have to travel 30 km to Bakhmut to get a minimum set of services from social services and funds. The poor condition of roads, the low number of vehicles, and the periodic closure of the bridge for repair – all these make transport accessibility an important safety factor in Svitlodarsk.
- The number of police officers serving Svitlodarsk have been reduced by three times since the beginning of hostilities. The town is served by the Bakhmut Police Department, together with a vast area with 160,000 inhabitants. The police are badly understaffed, and there is no partner organization in Svitlodarsk. Fraud is the most important problem that the police in Svitlodarsk are focusing on.
- SES work is highly appreciated: rescuers respond quickly and effectively to challenges. SES has well-established cooperation with the local authorities of the Bakhmut raion. Among the key needs, there are backpack extinguishing systems for working with lower local fires.

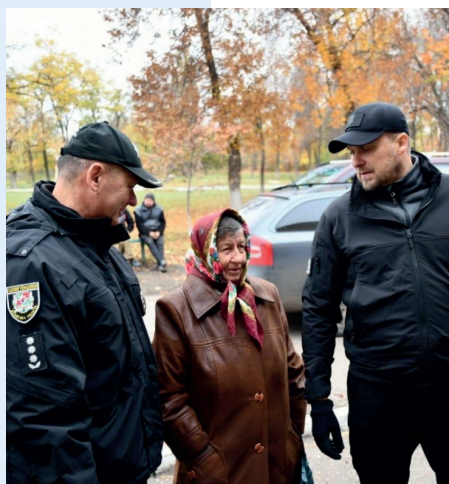


## RECOMMENDATIONS

- Increase the number of police officers in the town and ensure constant accessibility and visibility of the police for citizens.
- Develop different forms of interaction between citizens and the police: moderated groups in messengers; joint patrolling; work on fraud prevention.
- Carry out a project to install video surveillance systems in the town.
- Begin preparations for emergency events: create a warning system for residents, prepare shelters.
- Improve transport accessibility and launch a mobile office with representatives of social services and government agencies. Consider the possibility to launch a project on establishing an Administrative Services Centre in Svitlodarsk.



# A BRIEF OVERVIEW OF THE SECURITY SITUATION IN ZOLOTE



## MAIN CONCLUSIONS

- Due to continuous shelling of the town, systematic work to improve the security situation is extremely difficult. The shelling and their threat do not allow improving lighting and installing video surveillance. It is difficult for people to plan their future; therefore, they do not share responsibility for the security of their community and are almost not involved in any programmes or projects to improve it.
- Police leadership has increased public accountability over the past 12 months. At the same time, the lack of personnel and a significant workload make it impossible to be seen on the streets, to service all calls in a timely manner, to inform a large number of citizens about the work of the police, and to make police services available.
- Due to the poor condition of roads, lack of personnel and vehicles, and the threats associated with hostilities, accessibility of both the SES and the police is hampered. People often have to wait a long time for the services to arrive and do not have regular contact with the police or SES.
- The locality is hard to reach because of poor transport connections – thus, people are deprived of access to a significant part of administrative and medical services.

## RECOMMENDATIONS

- It is necessary to open a police station in Zolote and increase the number of police officers serving the town. It is also worth implementing a project aimed at creating a mobile police station (a special car with equipped and assigned personnel who will work according to a schedule known to the population) to serve residents of several settlements.
- Crime prevention work should be more intensive and involve community members. It is necessary to prepare representatives of the population to inform each other (on the principle of «peer-to-peer») about fraud.
- It is necessary to create joint projects on assistance to vulnerable groups (elderly people, people with disabilities, people who suffered as a result of hostilities, etc.), both victims of crime and those who need medical care or assistance in the household.
- It is necessary to update the hydrant system, to place primary firefighting equipment in the village, to prepare a volunteer group of rescuers, and to improve the equipment of the fire department in Hirske, which will allow to react faster and better to fires and emergencies.
- It is necessary to develop projects aimed at the joint work of the SES and the population on assessment of fire safety and equipping of residential buildings with primary fire sensors for early warning as well as projects on creation of a voluntary fire brigade and primary training of volunteer rescuers.

# A BRIEF OVERVIEW OF THE SECURITY SITUATION IN POPASNA



## MAIN CONCLUSIONS

- In Popasna, consistent efforts are being made to improve the security situation: lighting is being improved, patrolling is under way, and video surveillance has been introduced. But this work is carried out by local authorities and state bodies with virtually no involvement of local residents. Due to the low level of solidarity in the localities, the majority of people do not share responsibility for the security of their locality and are not involved in any programmes and projects to improve it.
- The police leadership has increased public accountability over the past 12 months by participating in community security and social cohesion groups and reporting regularly. At the same time, the lack of personnel and the heavy workload make it impossible to inform a large number of citizens about the work of the police and to make police services available.
- Due to the poor condition of roads, lack of personnel and vehicles, and threats related to combat operations, the accessibility of both the SES and the police is significantly reduced in parallel with remoteness from Popasna. In communities close to the “contact line”, people often have to wait for the services to arrive and do not have regular contact with the police or SES.
- Access to medical care is a significant problem in the raion. Given its importance as well as the growing number of serious illnesses, the shortage of medical personnel is becoming a pressing security issue.
- An acute problem requiring a systemic solution in Popasna is the problem of stray dogs: a large programme is needed for trapping, sterilizing, and chipping (registering) animals; conduct mapping of the location of packs of stray dogs; to record complaints about the behaviour of animals, and in future to create their own service for the treatment of animals.

## RECOMMENDATIONS

- The number of positive contacts between the public and the police needs to be increased: consistent and systematic work is needed to make police officers recognizable and accessible.
- Crime prevention work should be more intensive and involve community members. It is necessary to train members of the population and inform each other (on the principle of «peer-to-peer») about fraud.
- It is necessary to create joint projects on assistance to vulnerable groups (elderly people, people with disabilities, people affected by armed conflict, etc.), who have become victims of crimes, need medical care or assistance in the household.
- It is necessary to develop projects aimed at the joint work of the SES and the population on assessment of fire safety and equipping with primary fire sensors of residential premises for early warning as well as on creation of a voluntary fire brigade and primary training of volunteers and rescuers.
- There is a need to improve the equipment of the police and the SES to make them more capable of responding adequately to challenges and of carrying out systematic preventive work in the area.

# A BRIEF OVERVIEW OF THE SECURITY SITUATION IN STANYTSIA LUHANSKA



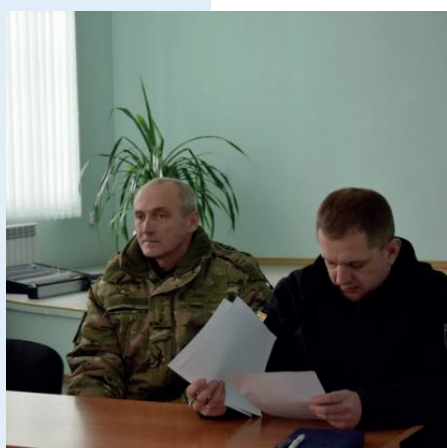
## MAIN CONCLUSIONS

- With the decrease in the intensity of hostilities and the beginning of withdrawal of troops, people began to feel a little safer in Stanytsia Luhanska. The opening of a road bridge at the Entrance/exit checkpoint is perceived as a new threat to many: people fear that the police and other services will not be able to cope with the influx of people. Stray dogs, ammunition, and weapons in the hands of ordinary people are also worrying.
- The police in Stanytsia Luhanska are badly understaffed: in fact, there is only half of the required number of personnel. The employees and soldiers of the Luhansk-1 battalion, seconded from the Main Directorate of the National Police, help solve some of the tasks of policing, but this is not enough for systematic work, especially in remote settlements. Linked to this is the lack of cooperation programmes between the police and the public: there is a lack of resources for this, and the public is afraid of uniformed people.
- Key security needs include driver behaviour monitoring, improved lighting, and video surveillance.
- Both the police and the SES are not always able to respond quickly to challenges due to the length of the area, lack of resources, and poor road conditions. Both services require the preparation and launch of remote stations/centres, which will reduce the time of departure, improve the work in the field, and increase their availability.
- SES prepares for emergency events and cooperates with the local authorities in this regard. In addition, a great deal of work is being done to ensure that the minimum needs of people crossing the Entrance/exit checkpoint are met. Among the most important needs of the SES, there are information materials, creation of water rescue infrastructure, and a special tool for rubble management.

## RECOMMENDATIONS

- The police need an increase in the number of staff who constantly work in the area. This will not only allow for efficient performance of current tasks and increase in the availability of police but also ensure that the number of people and vehicles crossing the Entrance/exit checkpoint will increase in the near future.
- It is necessary to develop services in remote communities of the region. Thus, for SES, the opening of security centres in Talove and Shyrokyi amalgamated territorial community may help this, while for the police it may help repair the building in Petrivka and increase the number of vehicles for district police officers.
- Regular meetings of the police with the public should be an important area of work. The police should be aware of people's problems and take them into account in their work.
- It is necessary to install video surveillance at the bus station, at the points of entry into the town, and at the Entrance/exit checkpoint. Speed monitoring equipment is also needed on the street leading from the Entrance/exit checkpoint.
- To gradually involve the population in cooperation with the police and SES, safe joint projects are needed, for example, on assistance to vulnerable groups and children.

# A BRIEF OVERVIEW OF THE SECURITY SITUATION IN SHCHASTIA



## MAIN CONCLUSIONS

- After the shelling of the town and surrounding areas by heavy weapons ceased, the number of armed soldiers and military equipment in the town decreased, the residents' sense of security increased significantly.
- During the hostilities, the town's population has halved and to a certain extent had a positive impact on crime rates. The main tasks for the police today are the prevention and detection of petty theft, fraud, storage and use of drugs. Besides, the residents are worried about stray animals. To increase security in the town, the police and residents suggest installing video cameras and holding more frequent meetings, which will strengthen prevention efforts.
- Among the SES key tasks in Shchastia are handling unexploded ordnance and extinguishing forest fires. Driving to remote locations is complicated by poor roads and the impossibility of access. Additional equipment is needed to address these issues.
- The interaction of the police and the SES with the civil-military administrations is insufficient. There is no specific programme to maintain law and order, and no funding is allocated to improve security.
- People fear that opening the bridge will increase the number of people arriving in the town, causing problems: criminal elements may start to occupy vacant apartments, houses, dachas; there will be problems with getting pensions by card, with prices in pharmacies. People insist that past experience should be considered when opening the road to the Entrance/exit checkpoint - it is necessary to create proper infrastructure.

## RECOMMENDATIONS

- Security systems in Shchastia could be improved by a video surveillance system, a sterilisation programme for stray dogs, and outreach on fraud schemes.
- It is necessary to solve the problem of insufficient equipping of the police to improve the crime prevention work of the police stations: to increase the number of vehicles for the police, to finance the production of educational printing materials, to hold more meetings with the public.
- The SES requires additional equipment to ensure quality and timely response to challenges and preventive work. For the area, the issue of extinguishing forest fires is relevant, which can be addressed much more efficiently when special equipment is available.
- Emergency alertness could be affected by the development of an overall response plan, temporary storage facilities, and a bus and vehicle fleet for evacuation and relocation.
- The town needs to develop programmes for community involvement in drug abuse prevention and to inform the police about the points of sale and use of drugs.