



# REPORT

## ON THE RESULTS OF THE NEEDS ASSESSMENT

# NYZHNIOTEPLA

## AMALGAMATED TERRITORIAL COMMUNITY

### LUHANSK REGION

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**REPORT on the results of the needs assessment**  
**NYZHNIOTEPLA AMALGAMATED**  
**TERRITORIAL COMMUNITY**  
**Luhansk region**

This publication presents the results of the needs assessment in social services of Nyzhnioteple ATC of Luhansk region, conducted by the Charity Fund Stabilization Support Services (CF SSS) in June-September 2021.

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# **SOCIAL PASSPORT**

**of Nyzhnioteplivska  
territorial community  
as of November 2021**

## Chapter 1. Basic data about the community

### 1.1. Background information about the community

Administrative center	Nyzhnioteple
Type of locality	village
Community name	Nyzhnioteplivska village territorial community
Date of creation of TC	October 25, 2020
Distance to the LoC	The village Nyzhnioteple – 3.5 km The village Artema – 2.0 km
Name of local authority	Nyzhnioteplivska village military and civil administration
Total community area	49.1209 hectares
Total population men / women	7,201 - total, of whom: 3,801 – men 3,400 – women
Community leader / mayor / other	Head of Civil Military Administration – Dmytro KONDRATIEV
Contact information: address, website	nizhnioteple_vca@ukr.net 7 Tsentralna st, Nyzhnioteple village, Shchastia district, Luhansk region, 93632
The list of localities that are included in the territorial community and the number of households in each locality and in general in the territorial community	Nyzhnioteple – 910, Artema – 318, Serednioteple – 20, Pishchane – 70, Teple – 500, Nyzhniy Minchenok – 178, Verkhniy Minchenok – 140, Krepi – 90, Sotenne – 450, Mykhailivka – 70, Velyka Chernihivka – 321, Verkhniobogdanivka - 258

## 1.2 Executive bodies (divisions, administrations, departments) and/or municipal institutions and enterprises (if available)

№	Name of institution Address and contact information	General number of employees	General number		In management positions		Люди з інвалідністю	
			F	M	F	M	F	M
1	Petropavlovsk production site of Separate Unit Stanytsia Luhanska Department of Municipal Enterprise Popasnianskiy District Vodokanal <i>90 Soniachna st, Artema village</i>	22	6	16	-	1	-	1
2	Municipal Institution Center for culture and leisure <i>2 Tsentralna st, Nyzhnioteple village</i>	21	16	5	1	-	-	-
3	General Department of Nyzhnioteple village military and civil administration <i>2 Tsentralna st, Nyzhnioteple village, tel. (067472)35701 nyzhnioteple_vca@ukr.net</i>	5 (1 vacancy)	3	1	1	-	-	-
4	Land Resources Department of Nyzhnioteple village military and civil administration <i>nyzhnioteple_vca@ukr.net с. Нижньотепле, вул. Центральна, 7, тел. (067472)35701</i>	5 (1 vacancy)	2	2	1	-	-	-
5	Accounting and Reporting Department of Nyzhnioteple village military and civil administration <i>nyzhnioteple_vca@ukr.net 7 Tsentralna st, Nyzhnioteple village, telephone: (067472)35701</i>	5 (1 vacancy)	3	1	1	-	-	-
6	Service for Children's Affairs <i>nyzhnioteple_vca@ukr.net 7 Tsentralna st, Nyzhnioteple village Telephone: (067472)35701</i>	2	-	2	-	1	-	-
7	Center for provision of administrative services <i>nyzhnioteple_vca@ukr.net 7 Tsentralna st, Nyzhnioteple village Telephone: (067472)35701</i>	7,5 (2,5 vacancies)	5	-	1	-	-	-
8	Information policy sector of Nyzhnioteple village military and civil administration <i>nyzhnioteple_vca@ukr.net 7 Tsentralna st, Nyzhnioteple village, telephone: (067472)35701</i>	2 (1 vacancy)	1	-	1	-	-	-
9	Chief Specialist-Legal Adviser <i>nyzhnioteple_vca@ukr.net 7 Tsentralna st, Nyzhnioteple village, telephone: (067472)35701</i>	1	-	1	-	-	-	-

№	Name of institution Address and contact information	General number of employees	General number		In management positions		Люди з інвалідністю	
			F	M	F	M	F	M
10	<b>Financial department (legal entity)</b> <i>nizhnioteple_vca@ukr.net</i> <i>7 Tsentralna st, Nyzhnioteple village, telephone: (067472)35701</i>	3 (1 vacancy)	2	-	1	-	-	-
11	<b>Municipal institution Center for Social Services</b> <i>At the stage of formation</i>	-	-	-	1	-	-	-
12	<b>Department for Education, Culture, Youth and Sports (legal entity)</b> <i>7 Tsentralna st, Nyzhnioteple village</i>	8	8	-	1	-	-	-

### 1.3. Starostats/authorized persons (if available)

- *Data is missing*

### 1.4. Community budget

- *Links to community website (location) are missing*

Type	Year of adoption 2021	Year of expiration 2021
General expenses	64487554 UAH	67487554 UAH
Availability of local development strategy	-	-
Social sector expenditures (medicine, social protection)	235600 UAH	235600 UAH
Availability of COVID-19 rapid response/recovery program	-	-
Implementation costs of the Development Program	458 500 UAH	458 500 UAH
Total income	64 487 554 UAH	67 487 554 UAH
Transfers from the regional budget to the town/TC	39 895 846 UAH	39 895 846 UAH
Socially oriented subventions	-	-
Own income of the locality/TC	24 329 018 UAH	24 329 018 UAH
Funds raised through projects (international technical assistance, joint work with public associations)	-	-

## 1.5. Existence of formal and informal coordinating bodies

Name	Exists / does not exist	Formal / informal	Members
Coordination group for the implementation of programs and projects in the field of mine action	Exists	Formal	Representatives of local authorities, general public
Conflict-Affected Populations Council	Exists	Informal	Civil society
Working group on determining social services needs of the population of Nyzhnioteple village CMA	Exists	Formal	Representatives of local authorities, general public
Commission for the protection of the rights of the child	Exists	Formal	Representatives of local authorities, general public
Working group on legalization of wages and employment	Exists	Formal	Representatives of local authorities, general public
Commission for determining the needs of the population	Exists	Formal	Representatives of local authorities, general public

## 1.6. Local target programs are available

- Links to community website (location) are missing

Name of the program	Date of adoption	Completion date
Culture development program	2021	2023
Physical Culture and Sports Development Program	2021	2023
Health and Recreation Program for Children and Students	2021	2023
Social Protection Program	2021	2024
Health Care Program	2021	2023

## 1.7. Infrastructure

Category	Description
Distance from the locality to the district center of Shchastia (km)	<ul style="list-style-type: none"> <li>• Nyzhnioteple village - 14 km – the nearest,</li> <li>• Verkhniobogdanivka village - 44 km – the most remote</li> </ul>
Types and condition of roads (asphalt, soil, trails, etc.), of which: <ul style="list-style-type: none"> <li>• between the locality and the administrative center</li> <li>• between the locality and adjacent villages</li> <li>• on the territory of the locality</li> </ul>	Verkhniobogdanivka village, Petropavlivka urban-type locality The condition of the road is unsatisfactory, Total length - 32 km
Distance from the locality to the administrative center of the community in Nyzhnioteple village? (km)	<ul style="list-style-type: none"> <li>• Artema village - 5,1</li> <li>• Serednioteple village - 4,3</li> <li>• Pishchane village - 7,5 km</li> <li>• Teple village - 9,2 km</li> <li>• Nyzhniy Minchenok- 13 km</li> <li>• Verkhniy Minchenok - 17,6</li> <li>• Krepi village - 24 km</li> <li>• Sotenne village - 21 km</li> <li>• Mykhailivka - 13 km</li> <li>• Velyka Chernihivka - 27 km</li> <li>• Verkhniobogdanivka - 38 km</li> </ul>

## 1.8. Internet coverage on the territory of community with a breakdown by localities

Name of the locality	Mobile Internet with the name of the provider	Signal quality is good, satisfactory, unsatisfactory	Leading Internet with provider name	Signal quality is good,	Average cost of services
<b>Nyzhnioteple</b>	Vodafone Kyivstar	good	Doris Ukrtelecom Merezha	good	200 UAH
<b>Artema</b>	Vodafone Kyivstar	good	Doris Ukrtelecom Merezha	good	200 UAH
<b>Pishchane</b>	Vodafone Kyivstar	satisfactory	Doris Ukrtelecom Merezha	satisfactory	200 UAH
<b>Serednioteple</b>	Vodafone Kyivstar	satisfactory	Doris Ukrtelecom Merezha	satisfactory	200 UAH
<b>Teple</b>	Vodafone Kyivstar	good	Doris Ukrtelecom Merezha	good	200 UAH
<b>Nyzhniy Minchenok</b>	Vodafone Kyivstar	satisfactory	Vodafone	satisfactory	200 UAH
<b>Verkhniy Minchenok</b>	non-existent	non-existent	non-existent	non-existent	-
<b>Krepi</b>	Vodafone	satisfactory	Vodafone	satisfactory	200 UAH
<b>Sotenne</b>	Vodafone	satisfactory	MTS	satisfactory	200 UAH
<b>Mykhailivka</b>	Vodafone	satisfactory	MTS	satisfactory	200 UAH
<b>Velyka Chernihivka</b>	Vodafone 4G	good	MTS	good	200 UAH
<b>Verkhnio-bogdanivka</b>	Kyivstar	satisfactory	non-existent	non-existent	200 UAH

## 1.9. Communication

Local newspaper and distribution channels	non-existent
Is there Internet in public places (library, house of culture, school) or free access to it. If available, indicate the time of possible use.	school, free access during the working hours of the institution
Is there a resource and information center in the community with an access to computer and Internet?	non-existent
What are the sources of information	television and internet
Additional information (comments)	fiber optic telephone communication

## 1.10. Housing and utilities sector

Were administrative buildings, houses or infrastructure objects destroyed as a result of the conflict	Yes Nyzhnioteplivska Secondary School, Romashka kindergarten Yunist village house of culture, housing of 12 residents was completely destroyed, up to 300 houses were partially destroyed, reconstruction was carried out with the help of funds or in person
What heating system is used to heat socially important infrastructure in the community (premises of local authorities, medical institutions, schools, kindergartens)? If there are problems with heating, describe them in detail.	Electric, gas, solid fuel
Is there gas in the locality? Indicate in which areas there is no gas	There is no gas connection in Pishchane, Srednioteple, Krepi, Verkhniy Minchenok villages, in other localities there is gas.
What is the situation with the removal of household waste (garbage) in the village?	Bad, all the garbage is concentrated in unauthorized landfills
Which localities are not connected to the centralized water supply system?	Pishchane, Serednioteple, Teple, Nyzhniy Minchenok, Verkhniy Minchenok, Krepi, Sotenne, Mykhailivka, Velyka Chernihivka, Verkhniobogdanivka villages
Sources of drinking water (centralized water supply system, wells, rivers, bottled water, etc.)	Centralized water supply system is available in Nyzhnioteple and Artema villages (partially), in other village, there are private water pumps
Are bank branches present in the locality? If not, what is the distance to the nearest one?	No. The nearest one is in Shchastia, 14 km away from the village of Nizhnoteple, the furthest one is in Verkhniobogdanivka village - 44 km. As of 15.11.2021, a mobile branch of Oschadbank is operating in Nizhnoteple village according to the schedule: every Monday from 9.00 to 15.00, and additionally on the 2nd and 4th Thursday of the month.
Are there ATMs in the locality? If not, what is the distance to the nearest one (specify the address of the location and the time of availability of the service)?	No. The nearest one is in Shchastia, 14 km away from the village of Nizhnoteple, the furthest one is in Verkhniobogdanivka village - 44 km
Is there a post office in the village? If not, what is the distance to the nearest one?	Yes. Ukrposhta departments are located: 3 Tsentralna st, Nyzhnioteple village 55 Myru st, Teple village 1 Robocha st, Velyka Chernihivka village Verkhniobogdanivka village 1 Tsentralna st, Sotenne village
What is the distance to the nearest workplace of the Center for provision of administrative services?	The Center for provision of administrative services is located in Nyzhnioteple village. The distance to the most remote locality in Verkhniobogdanivka village is 38 km. The Center for provision of administrative services has 1 remote administrator's workstation in the village of Velyka Chernihivka, distance from the village of Verkhniobogdanivka - Velyka Chernihivka village is 13 km
Does the food market work?	No
Is it possible to pay for services through non-cash payment (stores, pharmacy, etc.)? If available, indicate the address and working hours of the facility.	Yes. Stores Working hours from 7:00 to 18:00

### 1.11. Medical institutions

№	Description of the service Name of the institution providing the service	Distance from the localities of the community (travel time for ambulance)	Availability of architectural accessibility and services for people with disabilities
1	<b>Pre-hospital care (feldsher-midwife station (FMS))</b>		
	<ul style="list-style-type: none"> <li>• Sotenne FMS <i>0990563617, 114 Sadova st, Sotenne village;</i></li> <li>• Verkhniobogdanivka FMS <i>0984297915 4 Myru square, Verkhniobogdanivka village</i></li> </ul>		-
2	<b>Primary care (outpatient clinic or center)</b>		
	<ul style="list-style-type: none"> <li>• Nyzhnioteple village outpatient clinic <i>11 Tsentralna st, Nyzhnioteple village</i></li> <li>• Velyka Chernihivka village outpatient clinic <i>1 Robotnycha st, Velyka Chernihivka village</i></li> </ul>		-
3 - 6	<b>SECONDARY (specialized) MEDICAL CARE (multidisciplinary hospital) - Absent GYNECOLOGY / DENTISTRY / PEDIATRICS - Absent</b>		
	<p><i>The nearest institution is in Shchastia.</i>  <b>Municipal non-commercial enterprise Shchastia City Hospital</b>  <i>97, Donetska st, Shchastia town, (06442)960642</i></p>	<p>The distance from</p> <ul style="list-style-type: none"> <li>• Nyzhnioteple village 14 km</li> <li>• Verkhniobogdanivka village – 44 km</li> </ul>	Wide doors, ramp
	<ul style="list-style-type: none"> <li>• Petrivka Hospital Branch <i>2 Likarnyana st, Petrivka village, Shastyra rayon, (06472)36362</i></li> </ul>	<p>The distance from</p> <ul style="list-style-type: none"> <li>• Nyzhnioteple village 6.6km</li> <li>• Verkhniobogdanivka village – 44 km</li> </ul>	-

**7. Is there an ambulance? If not, where is the nearest vehicle?**

**OWN VEHICLE IS ABSENT, the nearest one is located in Shchastia, in hospital.**  
*97, Donetska st, Shchastia town, Shchastia district, Luhansk region, tel. (06442)960642*

An ambulance is called to Starobilsk, an ambulance which is the closest to the locality arrives on call. The travel time for an ambulance is from 30 minutes to an hour.

**8. Is there a maternity hospital? If not, what is the distance to the nearest one?**

**NO. The nearest obstetric department**

- **Municipal institution Severodonetsk town multidisciplinary hospital**  
*2b Yegorova st, Severodonetsk town, Severodonetsk district, Luhansk region, tel. (06452)43434*
- **Municipal non-commercial enterprise Starobilsk Multidisciplinary Hospital**  
*67 Monastyr'ska st, Starobilsk town, Starobilsk district, Luhansk region, tel. (06461)339553*

The average distance is 100-120 km, travel time is from 1 hour 30 minutes and more. Unsatisfactory condition of roads between localities and presence of checkpoints.

## Section 2 Description of the community's social sphere

The section is filled in according to the data provided by the territorial community

### 2.1. Community population

- *Total population of the community: 7201*  
*Men - 3180                  Women - 4021*

#### Population in the community in total and with breakdown by age and sex

Age group (full years)	Women	Men	In total
0-5	107	101	208
6-14	243	201	444
15-18	193	189	382
19-35	1003	974	1977
36-59	1123	877	2000
60+	1352	838	2190

### 2.2. Labor migration

- *No data available*

### 2.3. Employment

- *No data available*

Economically inactive (unemployed and not registered with the employment center) 2880 (women - 1600, men - 1280)

### 2.4. Number of population from vulnerable groups:

Vulnerable groups	Women	Men	In total, in the community
IDPs	201	155	356
IDPs receiving State social assistance according to the Resolution of the Cabinet of Ministers of Ukraine No. 509	41	22	63
People with disabilities	234	124	358
Children with mental illnesses	0	0	0
Families with children with disabilities (number of children)			25 children
Ethnic minorities	No data available		
People who need palliative care	6	4	10
People having problems with psychoactive substances abuse	No data available		
People with mental illnesses	4	3	7

Vulnerable groups	Women	Men	In total, in the community
People living with HIV / AIDS	-	2	2
Elderly	1 180	1 010	2 190
Large families (number of children)	44	-	44
Orphans	-	1	1
Children deprived of parental care	3	4	7
Children under guardianship/custody	2	5	7
Families in difficult life circumstances (number of children)	(no data available on children)		101
Single mothers (number of children)	50	-	50
Single fathers (number of children)	-	-	-
People with the status of the participant in hostilities, veterans of the Second World War	7	28	35
People with the status of the participant of Anti-Terrorist Operation	-	26	26
People who are temporarily out of work and/or financially inactive	1 600	1 280	2 880
Victims of violence and abuse (including victims of domestic violence, victims of trafficking)	-	-	-
Nominally single people 60+	87	58	145
Liquidators of the Chernobyl nuclear accident	-	15	15
Private entities that provide social services and receive appropriate compensation	20	9	29

## 2.5. Number of births and deaths in the previous three years (separately for each year)

- *No data available*
- *In total in the community for three years:*
- *Births, in total: 67*
- *Deaths, in total: 375*

## Section 3 Map of actors

### 3.1. List of social service providers in the community (name, address, contacts)

#### 1. Center for provision of administrative services

7 Tsentralna st, Nyzhnioteple village, Telephone (067) 723 57 01 nizhnioteple\_vca@ukr.net

Wide doors, unobstructed access

Counseling, administrative services, organization of receiving citizens' applications for state social benefits. Namely: administrative services -13, state social benefits and privileges - 57, pension payments - 45, justice services - 53.

#### 2. Department for Social Protection

At the stage of formation

#### 3. Service for Children's Affairs

7 Tsentralna st, Nyzhnioteple village, Telephone (067) 723 57 01 nizhnioteple\_vca@ukr.net

Social prevention, crisis intervention, control over the observance of children's rights, development of family forms of education

#### 4. Center for Social Services

At the stage of formation

### 3.2 List of local public and charitable organizations, population self-organization bodies that operate in the community or may be potential providers of community services:

#### 1. NGO Teplyanochka

11 Druzhby st, Nyzhnioteple village, 0954070464 - Wide doors

Socio-economic development of the community

### 3.3. Number and list of enterprises and farms operating in the community

Nº	Name of enterprises, farms	Sphere of activity	Availability of architectural accessibility (ramp, wide door, lift, etc.)
1	PJSC Agroton Krepi, Stepova t. 0952021079	agriculture	H0456
2	Agrarian House Agrodar 8b Tsentralna st, Verkhniy Minchenok, t. 0993174176	agriculture	No
3	LLC October-RK-2 Sotenne, t. 0957575510	agriculture	No
4	LLC Agroplus 1 55 Mury st, Teple, t. 0509734645	agriculture	No

### 3.4. Number and list of trade and catering establishments operating in the community

Nº	The name of the object of trade (shop), restaurant business	Sphere of activity	Availability of architectural accessibility (ramp, wide door, lift, etc.)
1	<b>Luchik store</b> Verkhniy Minchenok	retail trade	No
2	<b>Kolosok store</b> Nyzhniy Mincenok	retail trade	No
3	<b>Berizka store</b> Teple	retail trade	No
4	<b>Prival store</b> Teple	retail trade	No
5	<b>Yyut store</b> Teple	retail trade	No
6	<b>Randevu store</b> Nyzhnioteple	retail trade	No
7	<b>Alyonushka store</b> Nyzhnioteple	retail trade	No
9	<b>Phoenix store</b> Nyzhnioteple	retail trade	No
10	<b>Silpo store</b> Nyzhnioteple	retail trade	No

### 3.5. Number and list of companies providing communication and logistics services in the community

- *No data available*

### 3.6. Number and types, list of educational institutions (schools, preschools)

*Availability of architectural accessibility (ramp, wide door, lift, etc.) - not available*

Nº	Name of educational institution	Which are the services provided Availability of inclusive education (IE)	specialists W / M
1	MUNICIPAL INSTITUTION (MI) PRESCHOOL EDUCATIONAL INSTITUTION DZVINOCHOK KINDERGARTEN OF GENERAL TYPE OF VELYKA CHERNIHIVKA VILLAGE COUNCIL OF STANYTSIA LUHANSKA DISTRICT OF LUHANSK REGION <i>58A Rodionova st, Velyka Chernihivka village, 0668153239 irina-polzik@ukr.net</i>	Pre-school education IE —	7/3
2	MI PRESCHOOL EDUCATIONAL INSTITUTION ROMASHKA KINDERGARTEN OF GENERAL TYPE OF NYZHNIOTEPLA VILLAGE COUNCIL <i>11 Druzhby st, Nyzhnioteple village, 0506144533 dnz_romashka_nizh@ukr.net</i>	Pre-school education IE —	13/2
3	MUNICIPAL EDUCATIONAL INSTITUTION (MEI) TEPLA EDUCATIONAL COMPLEX OF STANYTSIA LUHANSKA DISTRICT OF LUHANSK REGION <i>45 Mury st, Teple village, 0506067094 tteple@i.ua</i>	Pre-school education primary, basic secondary and general secondary education, I-III degree IE —	30/9

N <sup>o</sup>	Name of educational institution	Which are the services provided Availability of inclusive education (IE)	specialists W / M
4	MI SOTENNE EDUCATIONAL COMPLEX, STANYTSIA LUHANSKA DISTRICT, LUHANSK REGION <i>1 Tsentralna st, Sotenne village 0955275540 chervonojovtneva@gmail.com</i>	Preschool education, primary, basic secondary and general secondary education, I-III degree. IE +	33/7
5	MEI VELYKA CHERNIHIVKA SPECIALIZED SCHOOL OF STANYTSIA LUHANSKA DISTRICT OF LUHANSK REGION <i>6A Robocha st, Velyka Chernihivka village,</i>	Primary, basic secondary and general secondary education, I-III degree IE —	27/9
6	MI NYZHNIOTEPLI COMPREHENSIVE SCHOOL OF I-III DEGREES OF STANYTSIA LUHANSKA DISTRICT OF LUHANSK REGION <i>1 Tsentralna st, Nyzhnioteple village,</i>	Primary, basic secondary and general secondary education, I-III degree IE +	30/6
7	MI ARTEMA EDUCATIONAL COMPLEX OF STANYTSIA LUHANSKA DISTRICT OF LUHANSK REGION <i>48a Soniachna st, Artema village, 0957982309 aooch95@i.ua</i>	Preschool education, primary and basic secondary education, I-II degree IE +	15/1

### 3.7. Extracurricular educational institutions (if available)

- *No data available*

### 3.8. Number and types, list of cultural institutions (houses of culture, clubs, libraries, museums)

*Availability of architectural accessibility (ramp, wide door, lift, etc.) - not available*

N <sup>o</sup>	Name of educational institution	Activity	specialists W / M
1	Culture Club Nyzhnoteple <i>2 Tcentralna st, Nyzhnioteple village,</i>	Cultural and educational services	3 / 1
2	Sotensky House of Culture <i>1H Tsentralna st, t. 0956790116</i>	Cultural and educational services	1 / 1
3	Velykochernihivskyy House of Culture <i>235 Myru st, t. 0957488562</i>	Cultural and educational services	1 / 1
4	Krepyansky village club <i>2 Tsentralna st, t 0954621942</i>	Cultural and educational services	1 W
5	Nyzhnominchenskyy Village Club <i>45 Myru st</i>	Cultural and educational services	1 M
6	Verkhnominchenskyy Village Club <i>41 Tsentralna st</i>	Cultural and educational services	1 W
7	Verkhnobohdanivskyy House of Culture <i>3 Myru st , t. 0972440150</i>	Cultural and educational services	1 W

N <sup>o</sup>	Name of educational institution	Activity	specialists W / M
8	Nizhnoteplivska Village Library <i>7 Tsentralna st, t. 0506239464</i>	Library services	1 W
9	Teplivska Village Library <i>55 Myru st, t. 0661739553</i>	Library services	1 W
10	Sotenska Village Library <i>1H Tsentralna st, t. 0957488562</i>	Library services	1 W
11	Velykochernihivska Village Library <i>255 Myru st, t. 0999343337</i>	Library services	1 W
12	Verkhnominchenska Village Library <i>41 Tsentralna st, t. 0669326747</i>	Library services	1 W
13	Verkhnobohdanivska Village Library <i>4 Myru st, t. 0968438116</i>	Library services	1 W
14	Velykochernihivsky Museum <i>6a Robocha st</i>	Educational services	1 M

### 3.9. Number and list of physical culture and sports facilities

- *No data available*

### 3.10. Number and types of public recreation areas (parks, squares, playgrounds)

- *No data available*

### 3.11. Transport connection

Category	Contact information of the carrier	Frequency, per day	Distance, km	Average cost
Public (road haulier)	No data available			
Private (rent)	No data available			
Localities that remain without adequate coverage	Verkhniy Minchenok Nyzhniy Minchenok Teple			

### 3.12. Communication (local newspaper, TV, city website, etc.)

- *There are no own branches*

### 3.13. Protection and security (police, security, emergency situation service, etc.)

- *There are no own branches*

## Section 4 Analysis of social services provided in the community

*The section is filled in according to the data provided by the united territorial community and the survey data*

### 4.1. List of social service providers that provide paid services

Nº	Name of institution	Which services are provided / Physical location address	Number of employees
1	Private entities that provide social services, paid from the local budgety	Social support, supported living, social adaptation / At the place of actual residence of care recipient	18 W

### 4.2. The number of persons receiving these types of social services

Type of service	Women	Men	In total
Social support, supported living, social adaptation	11	7	18

### 4.3. List of social service providers in neighboring communities, within the region (municipal enterprises, public organizations, private centers)

Which services are provided	Physical location address	Number of employees	
		Women	Men
<b>Municipal institution Center for Social Services, village military and civil administration of Stanytsia Luhanska</b>			
Home care, social support, in-kind assistance, day care, counseling, social adaptation and rehabilitation	tercenter.st.lg@ukr.net, tel. 0502753500, 12 Tsentralna st, Stanytsia Luhanska urban-type locality	41	5
<b>Center for Comprehensive Rehabilitation of Children with Disabilities</b>			
Counseling, psychological and pedagogical diagnostics, psychological and pedagogical correction, physical rehabilitation, social adaptation and reintegration, informing	39 5-th linia st, Stanytsia Luhanska urban-type locality, tel. 0951645025	4	-



**ANALYSIS  
OF THE RESULTS  
OF NEEDS ASSESSMENT**

## Methodology

Through focus group discussions, research was conducted to assess the needs of the population. A survey of 372 people within the TC population was conducted regarding their experiences with accessing public/social services.

The demographic distribution of the group was as follows: 97 are over 60 years old, (56 women, 41 men, the gender distribution applying to all additional categories); of 97 respondents over 60 years old, 7 are IDPs; of the surveyed group, 26 are IDPs, (15 women, 11 men), with 7 over 60 years old.

**Table 1. Quotas in Nyzhnioteple TC (gender distribution)**

	Total number of persons	Women (57%)	Men (43%)
All the surveyed persons in the community	372	216	156
Persons over 60 years old (39%)	97	56	41
IDP (9%)	26	15	11

There were also two focus group discussions held – one with social service providers and another with service recipients. The data obtained through the focus group discussions in the context of needs assessment are used as an additional analytical source.

## Needs assessment of Nyzhnioteple TC of Luhansk region

In total, 1,500 persons were interviewed in order to identify the needs of the three territorial communities, with gender and age stratified for each community. Strata of IDP status and disability have also been introduced.

In Nyzhnioteple TC, 372 persons were interviewed, which can be stratified as follows:

**Diagram 1. Sex of respondents, %**

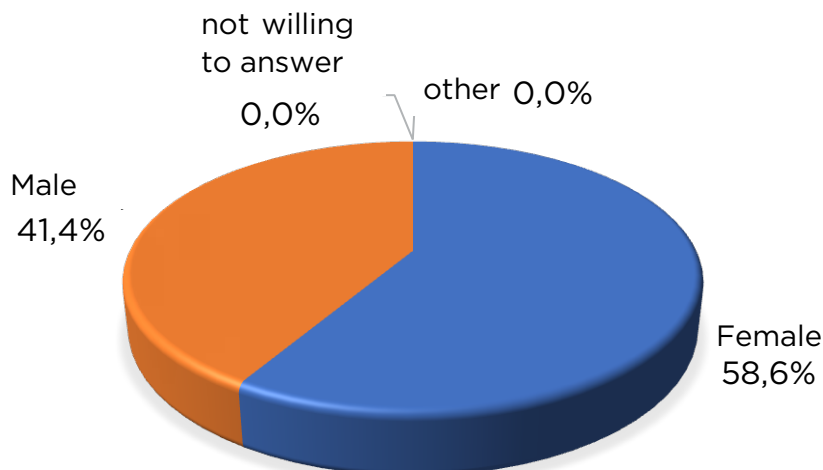


Diagram 2. Age of respondents, %

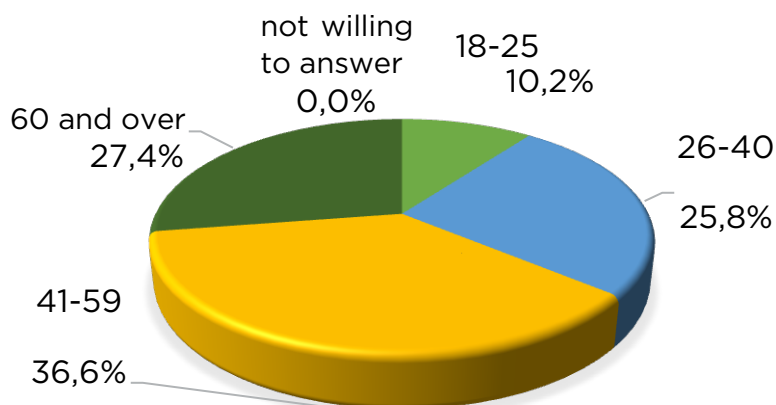


Diagram 3. Education of respondents, %

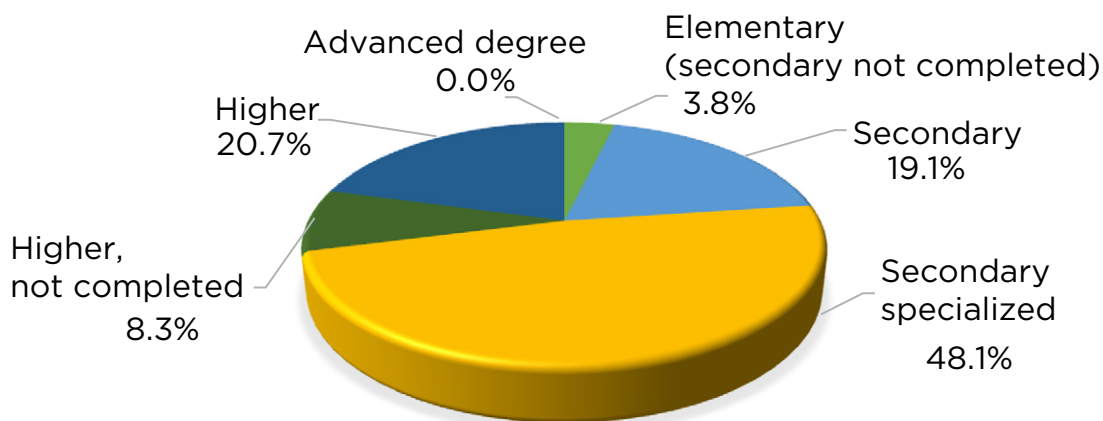


Diagram 4. Respondents' level of income, %



## Efficiency of services

As the respondents are a representative sample of TC residents, the experience of receiving services for the population of TC can be extrapolated

In the survey, we attempted to determine how effective the community population considers the provision of basic services to the population. We have identified the following services as basic:

- Employment Center,
- Social services for children, families, and youth,
- Territorial Welfare Services Center,
- Social Services Center,
- Children's Services,
- Social Protection Department,
- Social (professional) Rehabilitation Center for Persons with Disabilities,
- Other Social Institutions
- Civil Society Organizations.

In most cases, the population has no experience in receiving or applying for social service.

The Social Protection Department, Employment Center, and the Territorial Welfare Services Center constitute an exception. 61% of respondents have never applied to the Department for Social Protection, while 7% believe that services are provided inefficiently, almost 20.2% believe that services in the Social Services center are provided somewhat or very efficiently and 11.6% say that this service is not provided at all. Regarding the Employment Center, 66.9% of respondents do not know anything about the experience of interaction with this institution; 11.6% believe that the service is inefficient or somewhat inefficient, only 12.4% of respondents have the impression that the services of the employment center are at least somewhat efficient; at the same time, 9.1% say that the service is not provided at all. The Territorial Welfare Services center does not service two thirds of the population of Nyzhnioteple TC: 66.4% of respondents have never applied to this agency and another 9.7% say that there are no services provided by this agency in their community. At the same time, among the respondents having the experience of interaction with the Welfare Services Center, 16.4% believe that the services are provided efficiently or at least somewhat efficiently.

The community members had very little experience with the Service for Children's Affairs, Social Services Center and the Center for Social Services for Children, Families and Youth. In the case of the service for children's affairs, 92.2% of respondents did not come into contact with this institution, while 4.8% of respondents indicate low efficiency of this agency and only 2.9% of respondents believe that the services of this institution are provided at least somewhat efficiently. 80.9% of the population of Nyzhnioteple TC did not interact with the Social Services Center, at the same time 11.6% of respondents indicate that the center provides services efficiently, and 7.5% say that the institution is inefficient. Regarding the Center for Social Services for Children, Families and Youth, 88.5% of the community has no experience of interacting with it. At the same time, 8.3% of respondents speak about low efficiency of the center, and only 3.3% consider it efficient.

Approximately at the same level, the surveyed population of Nyzhnioteple TC has no experience of receiving services from civil society organizations, social rehabilitation centers for persons with disabilities and other social institutions (e.g. residential care facility for persons with disabilities) – in each case from 94.9% to 96.8% respondents cannot provide an answer regarding the quality of services in these institutions.

During the focus group discussion (FGD) with the service recipients, participants indicated extreme difficulties with pension and social benefits. There are no branches of any banking institutions in the community, and there are no ATMs. Ukrposhta branch is open 4 days a week, making it difficult to pay for utilities. The nearest bank branch is in the town of Shchastia (district center), transportation costs UAH 35, the bus runs twice a day, in the morning – to the town of Shchastia, in the afternoon – to the village of Nyzhnioteple. For elderly people it is difficult not only financially but also physically:

*First of all, it's the heat, secondly, it's the age, pensioners with high blood pressure, struggle to move around in the yard, and they need to go somewhere to get paid. And there are a lot of such people.*

The only social service provided in the community is home care. Currently, this service is also under threat, as institutions are being reorganized. The participants of focus group discussion (FGD) pointed to an information barrier - participants do not understand where to go to solve their problem, nor what action to take. All the issues are directed to specialists at the Center for Provision of Administrative Services, but there is only one remote workplace. While in the past there were heads of village councils and secretaries, today only land managers remain. In order to resolve an issue, one must go to the central estate and contact the management of the Military and Civil Administration.

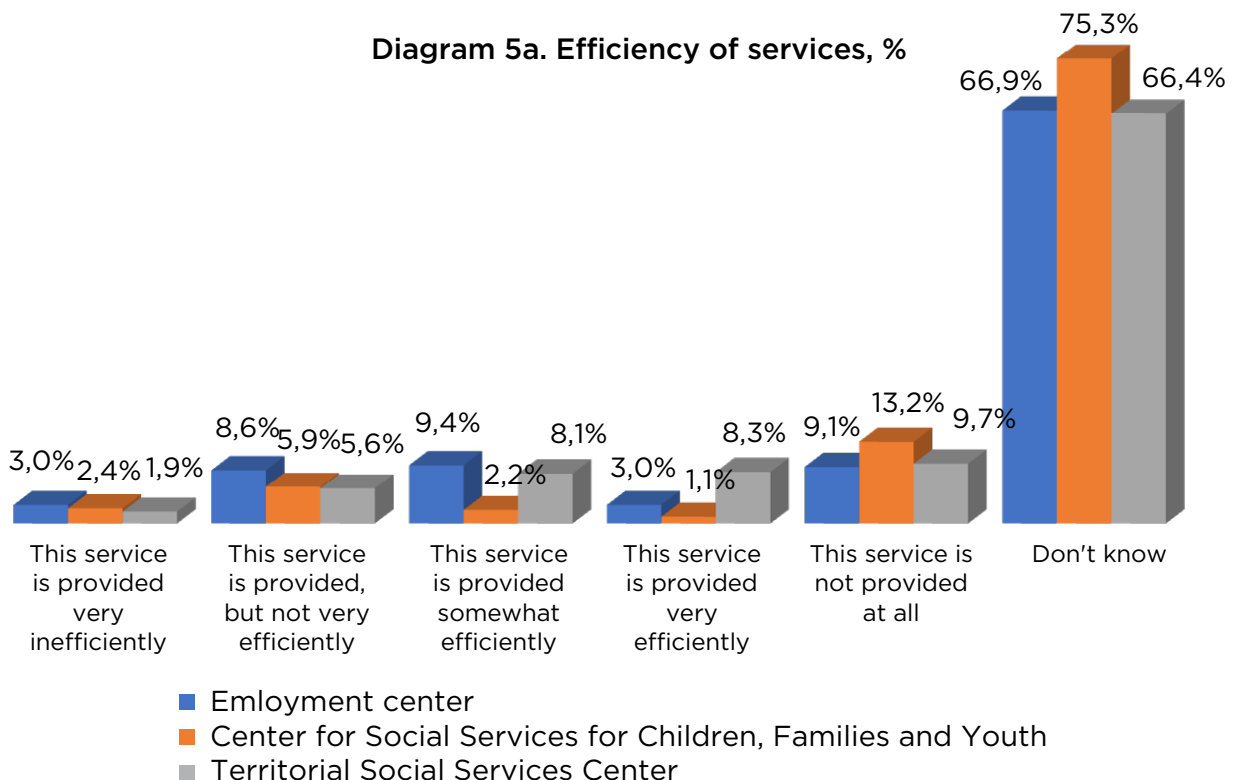
Participants of FGD with the service recipients also drew attention to situations when a person is unaware of a problem, or does not know how to begin to address the problem, and therefore receives no assistance. The question of who is responsible for services for such cases is asked by survey participants:

*Who will come to help such a person?*

*Our village is just a village that is just cut off at the root!*

During the FGD with service providers, participants noted that the community has established and operates an Administrative Services Center, which currently provides 13 services. The Administrative Center provides information regarding state and social assistance programs as well as information about housing subsidies. Administrative Services

Diagram 5a. Efficiency of services, %



Center has one remote office in Chernihivka village (40 km away from Nyzhnioteple). The community has no Social Services Center, Social Protection Department or Social Work professionals. Participants also indicated that the only social service provided in the community is home care, provided by Stanytsia Luhanska territorial center, with 8 social workers working in the community.

If we look at the results of the survey excluding the option I don't know, we will see that the surveyed residents of the community have reported predominantly negative experiences concerning the services of the Employment Center and the Center for Social Services for Children, Families and Youth. Also, this chart serves as a good illustration that the reported highest quality of the services is provided by the Territorial Social Services Center.

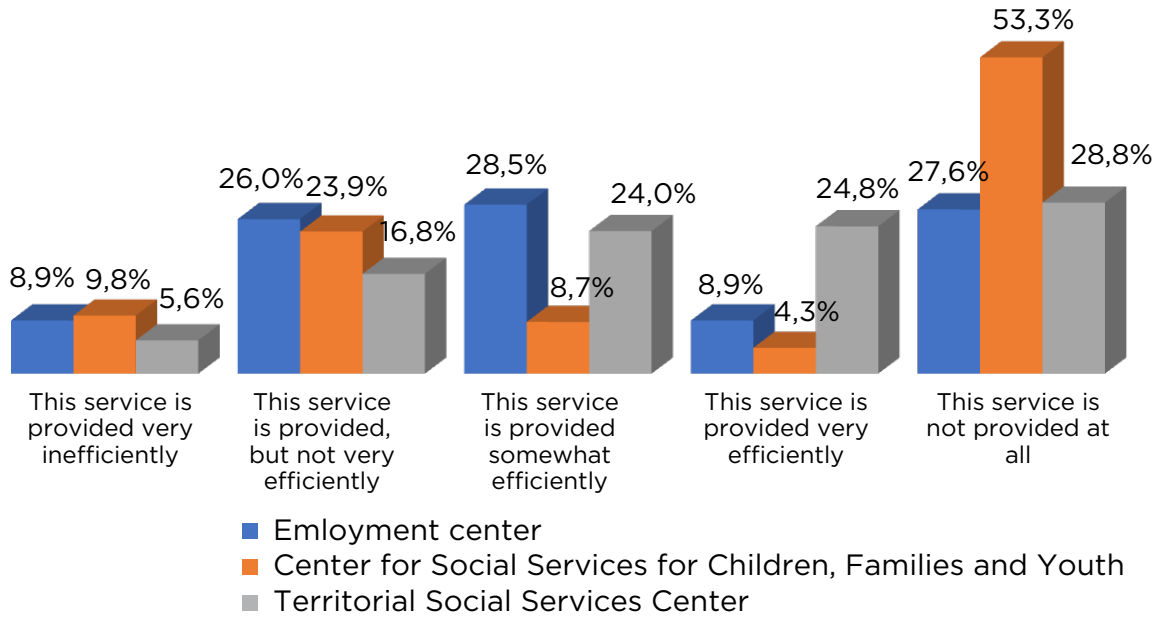
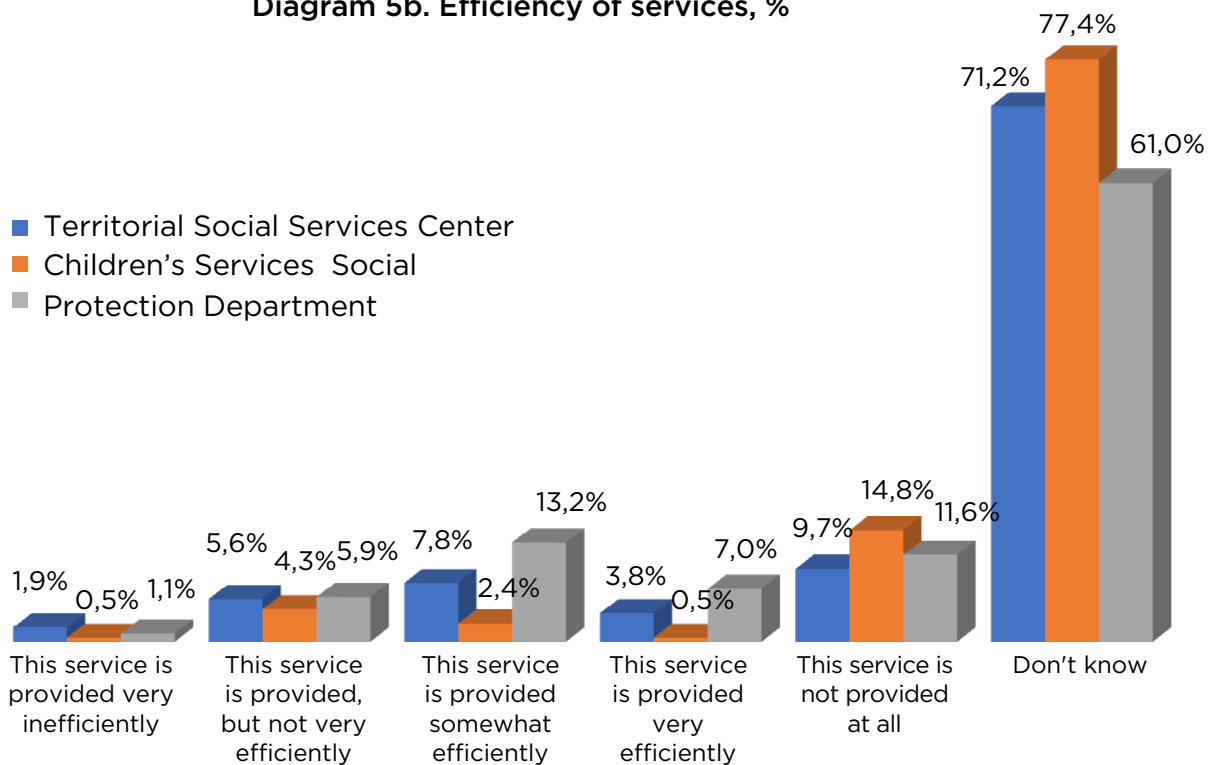


Diagram 5b. Efficiency of services, %



Excluding the I don't know data, we see a clearer picture of reported service efficiency in Nyzhnioteple TC. The service for children's affairs receiving the least reports of satisfaction, while the Social Services Center having clearly more reports of satisfied clients; at the same time a relatively large number of respondents say state that the service is not provided at all. The situation with the Department for Social Protection is somewhat better - more than half of respondents having had the experience of using this department are satisfied or somewhat satisfied with the service, while a third of the respondents stated that the service is not provided at all.

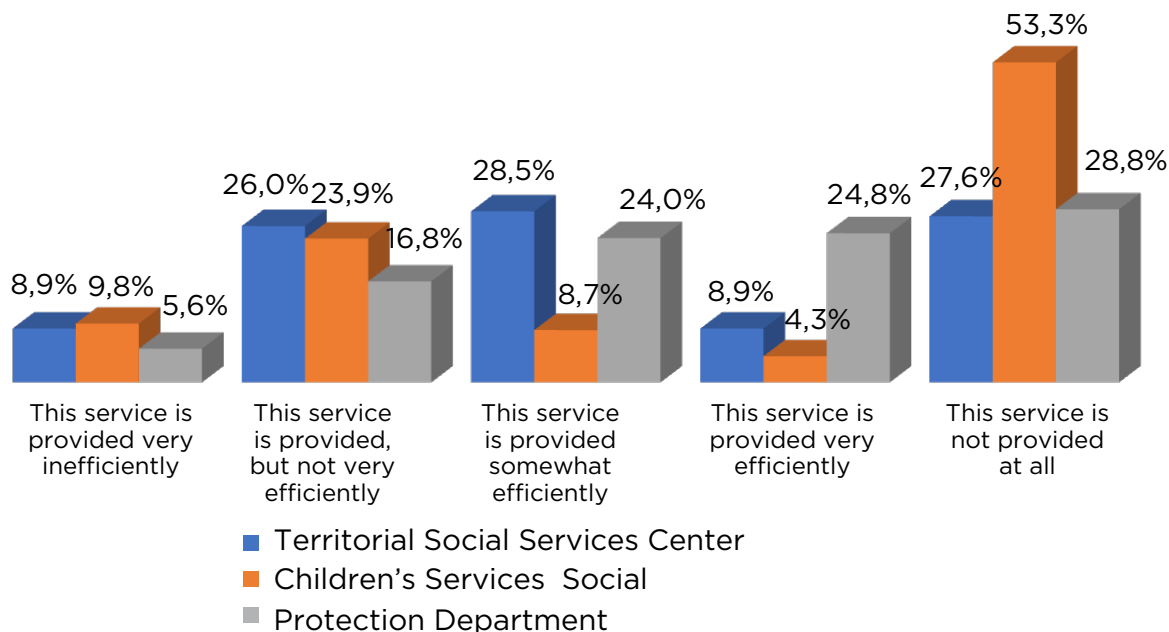
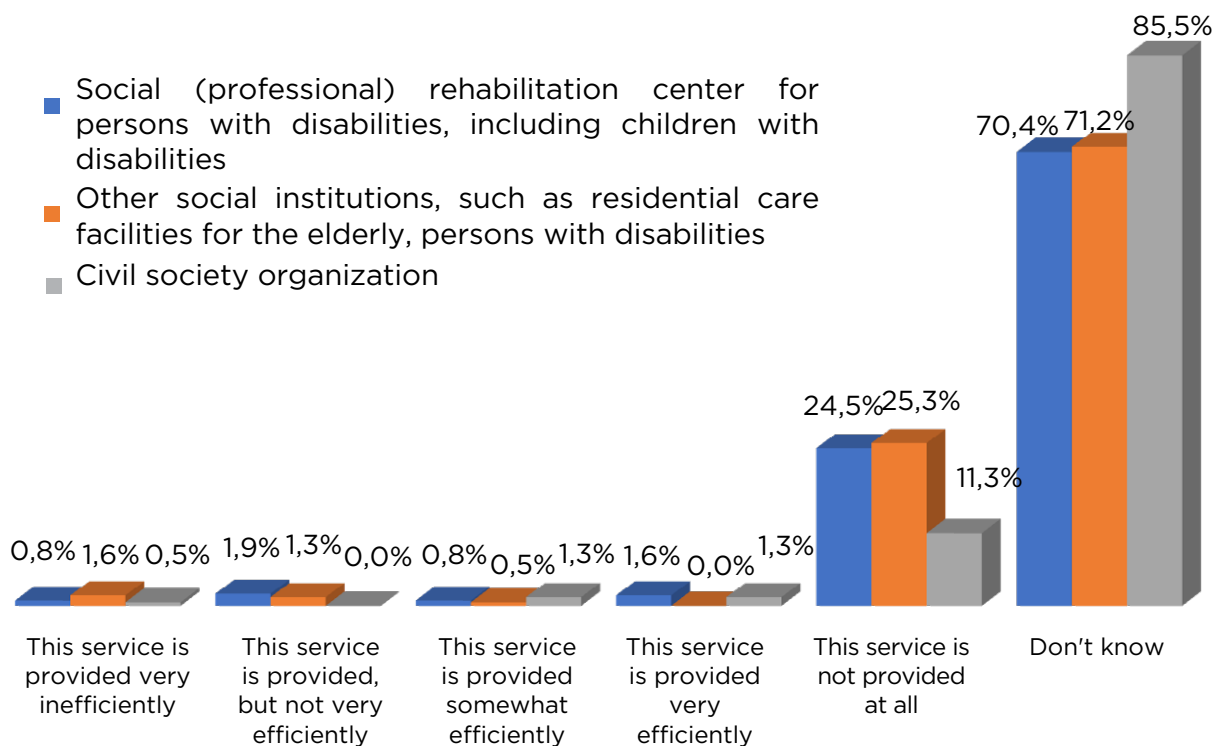
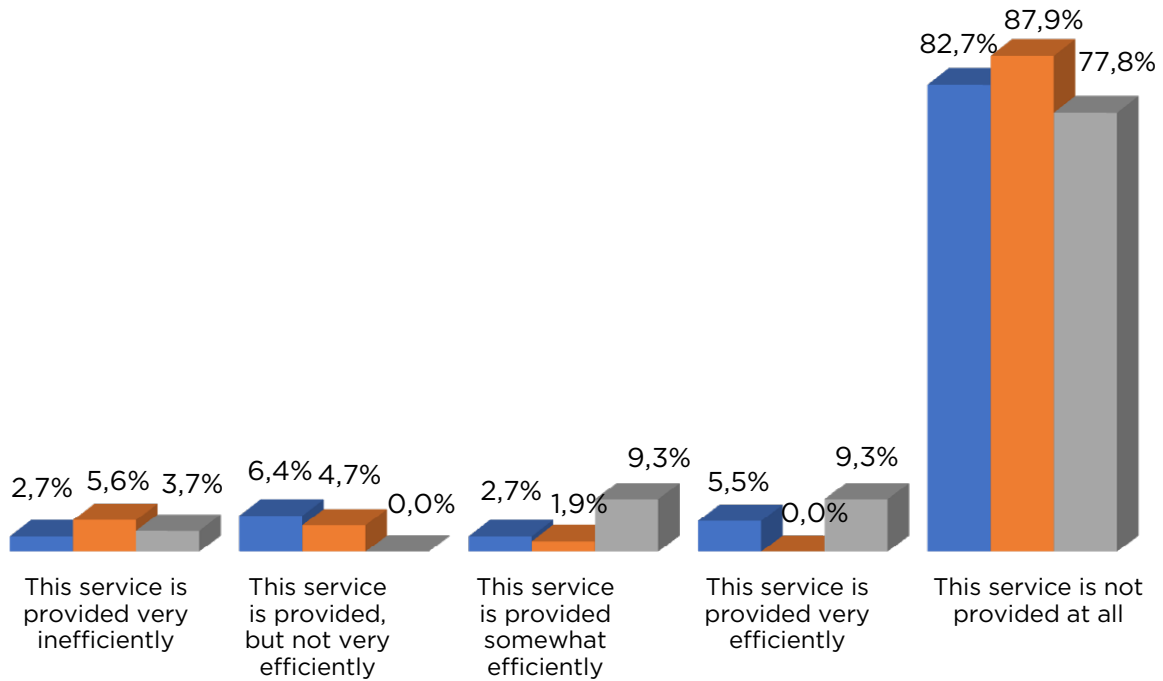


Diagram 5c. Efficiency of services, %





- Social (professional) rehabilitation center for persons with disabilities, including children with disabilities
- Other social institutions, such as residential care facilities for the elderly, persons with disabilities
- Civil society organization

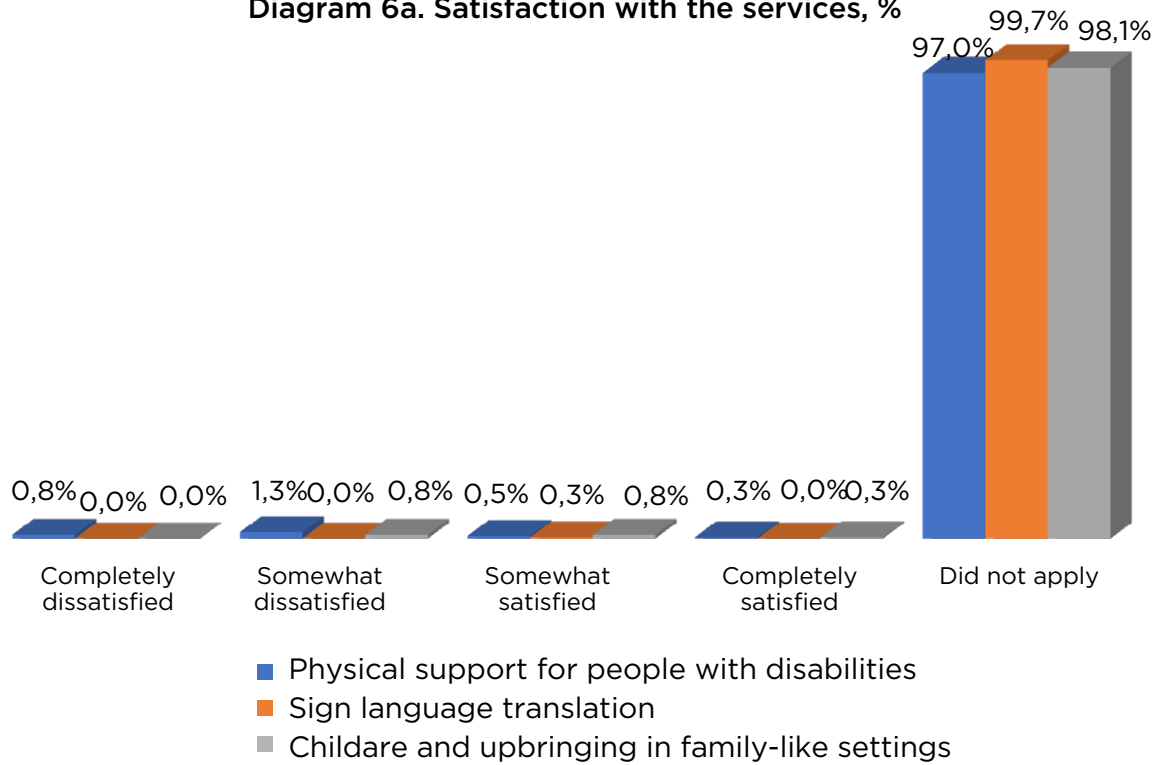
The majority of residents of Nyzhnioteple TC do not have relevant experience of applying to institutions that provide social services. However, given that in everyday life most people do not turn to various institutions that provide social services routinely, we can assume that lack of experience is a manifestation of the spectrum of the norm

### Satisfaction with the services

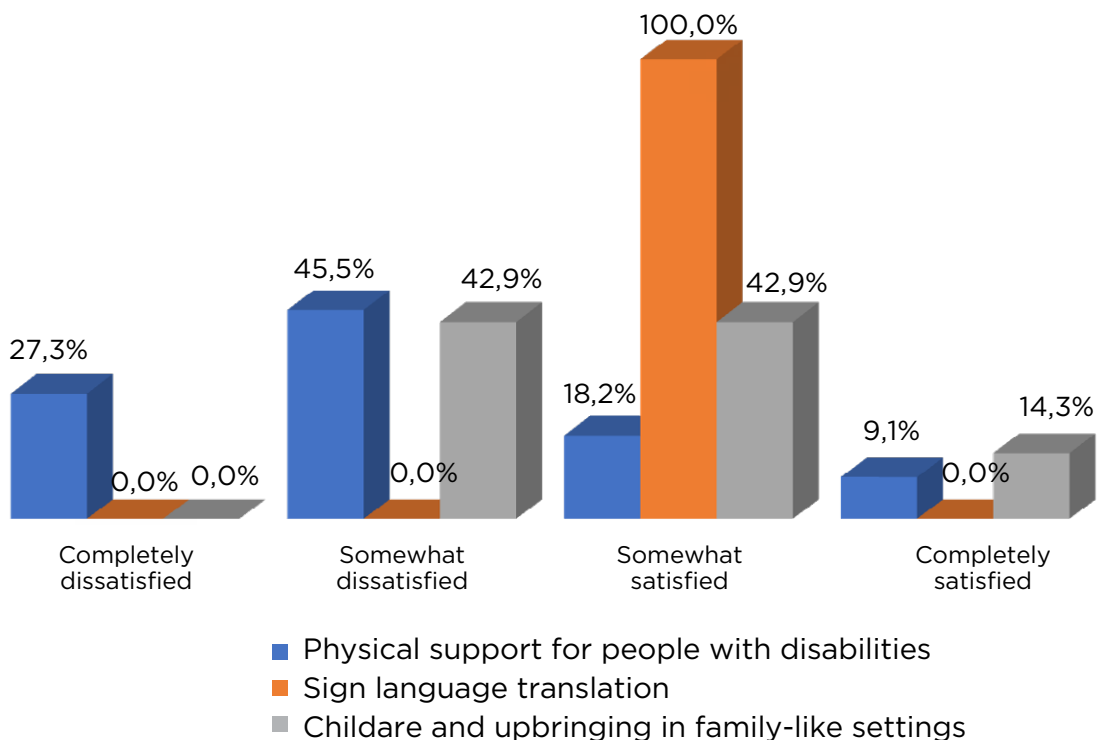
The level of satisfaction with the services among TC residents also primarily depends on the experience of receiving such services. For example, in Nyzhnioteple TC among the respondents there is almost no experience of receiving services of mediation, sign language translation, representation of interests, social prevention, social integration and reintegration, as well as supported living. The situation is the same with the services of shelter provision, physical and emergency intervention, physical support of persons with disabilities who have muscle-skeleton disorder and travel in wheelchairs or have visual impairments, as well as childcare and upbringing in family-like settings and social prevention. At the same time, the small number of TC representatives who have such an experience does not allow to judge reasonably about the generalized level of satisfaction with services.

Diagrams 6a-6f present the data on satisfaction with the service. The majority of the respondents chose the answer Did not apply, so the diagrams shows the percentage of responses of respondents who applied for services and can evaluate them.

Diagram 6a. Satisfaction with the services, %

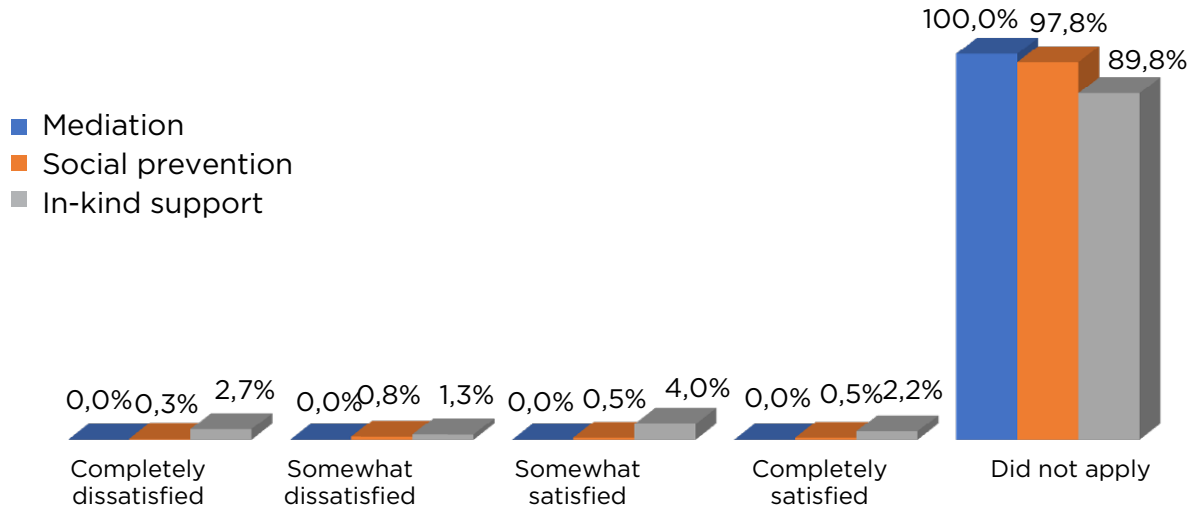


Recognising the low number of potential requests for physical support for people with disabilities who have muscle-skeleton disorders and travel in wheelchairs or have visual impairments, as well as childcare and upbringing in family-like settings and sign language translation services. we therefore selected only those respondents who have experience in applying. Those who applied for sign language translation services are all somewhat satisfied with it, while those who applied for physical support services are rather dissatisfied with the service received. As for the residents of TC who applied for childcare services, most of them were satisfied with the service, however more than a third were somewhat dissatisfied.

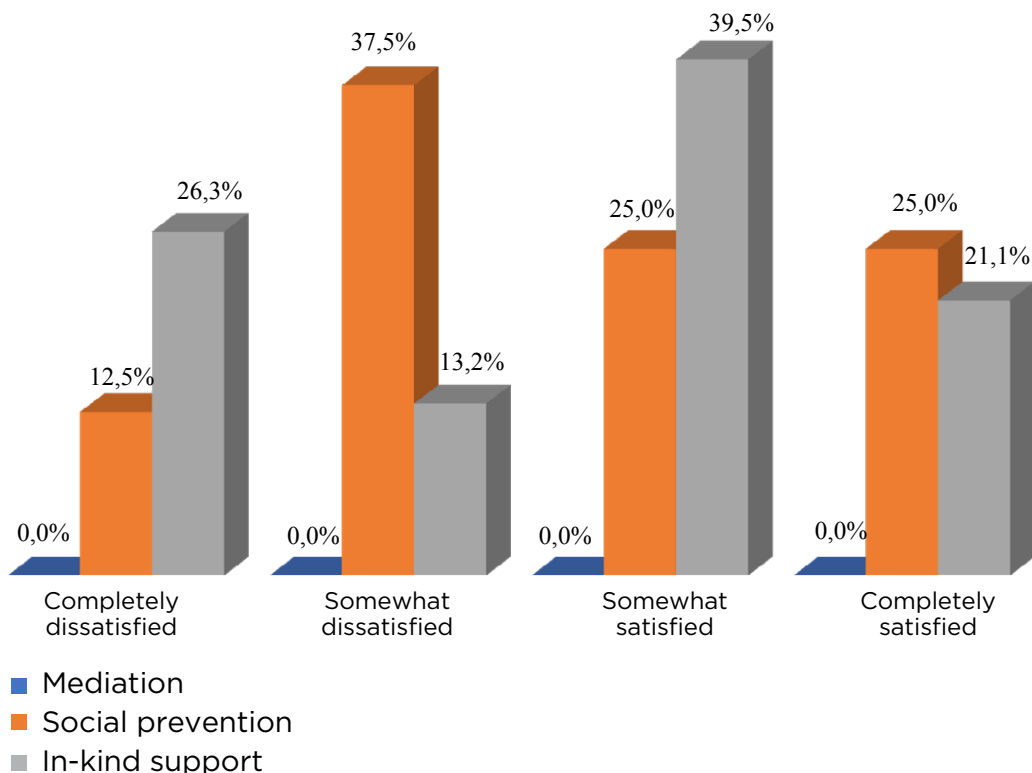


At the same time, there are services that the vast majority of TC representatives surveyed have not applied for, but the available number of respondents who have applied may indicate the level of satisfaction with certain services. 10.2% of the community population has experience of receiving in-kind services, with 6.2% indicating a positive experience of receiving the service and 4% indicating a negative one. From these data it is almost impossible to draw conclusions about the quality of services provision, at the same time it means that there is a need to detail the data and to improve the communication outreach of the work of the institution providing this service.

Diagram 6b. Satisfaction with the services, %

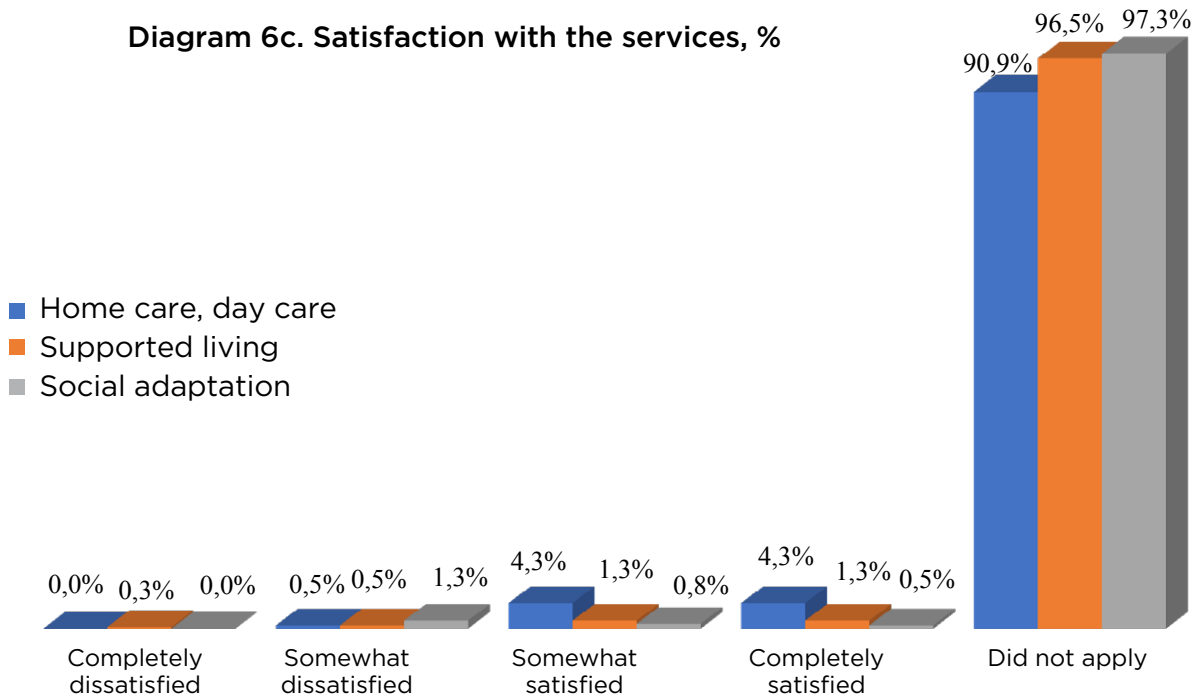


Based on the minimal part of the TC population that has experience in applying for such services, we still have removed the option Did not apply to consider the results in volume. In the case of social prevention, the number of satisfied and dissatisfied persons has split in half, while almost two thirds of TC residents with experience of applying for in-kind support report that they are satisfied with the service, and slightly more than one third are dissatisfied with this service.



For example, 9.6% of the surveyed TC representatives are completely or somewhat satisfied with the level of home care services, 24.7% are completely or somewhat satisfied with counseling services, and almost 3.7% are completely or somewhat satisfied with social support services. Given that 72.8 to 93.3% of the TC population surveyed have never encountered these services, it can be stated that in those infrequent cases, citizens remain at least somewhat satisfied with these services.

Diagram 6c. Satisfaction with the services, %



Having removed from the charts the vast majority of the community’s population who answered Did not apply, we see that the vast majority of community residents having experience of applying for home care and supported living services consider the services efficient; at the same time, the opinion of community residents regarding the experience related to the service of social adaptation divided - half were satisfied with the service, and half were somewhat dissatisfied.

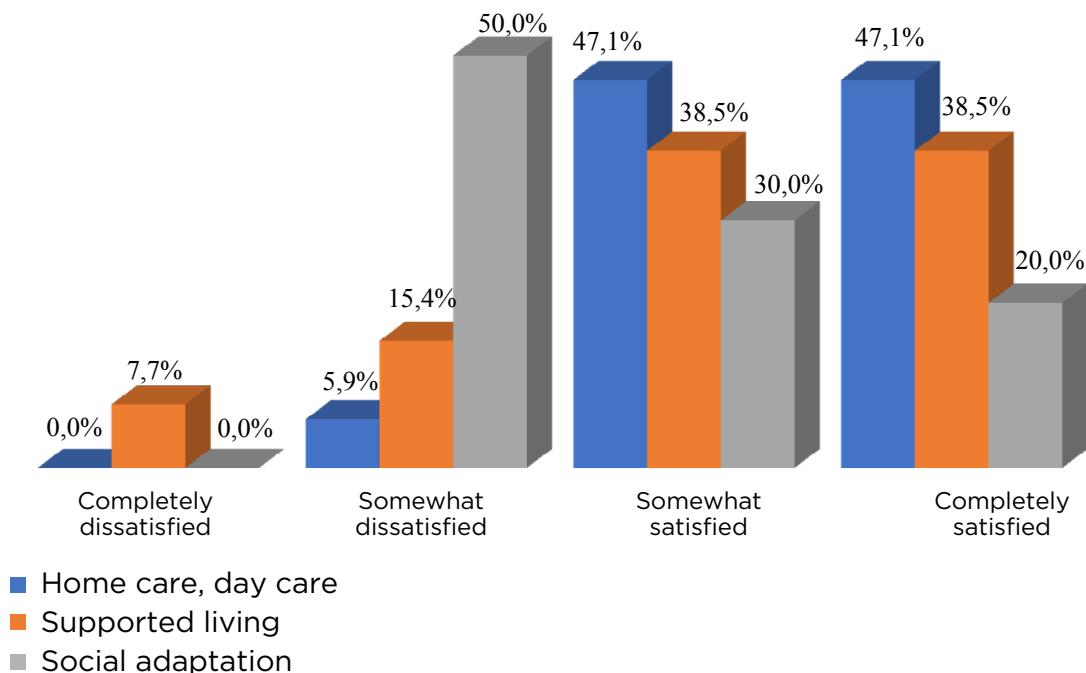
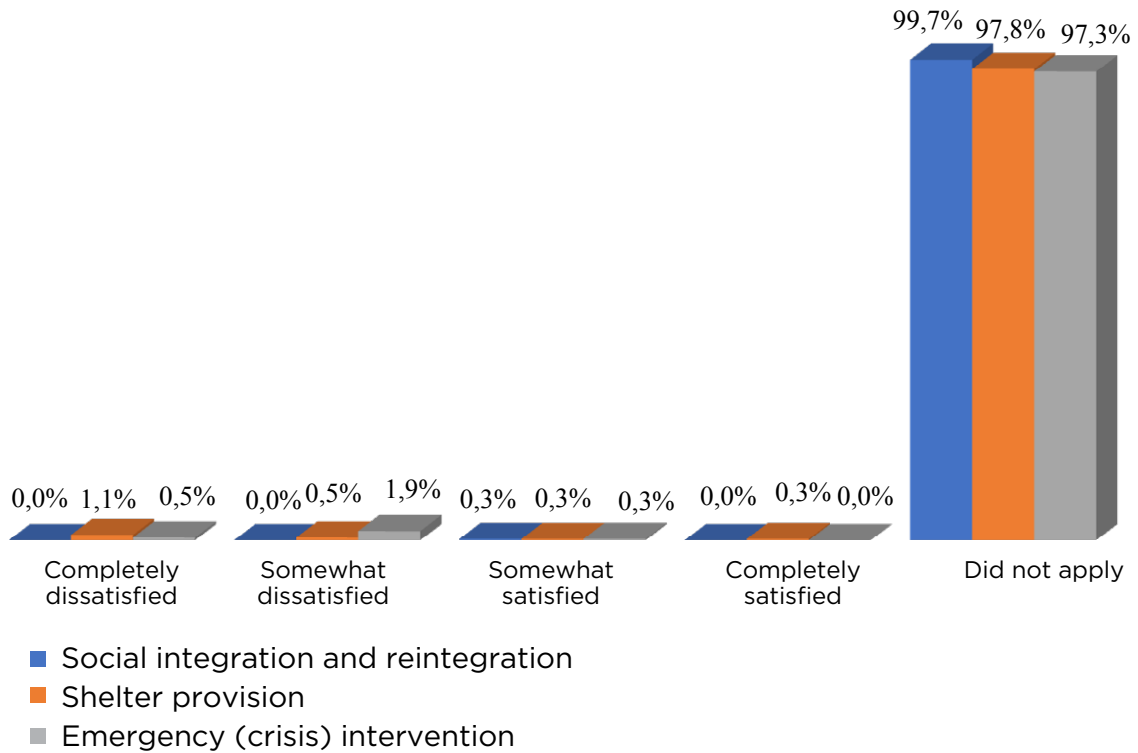
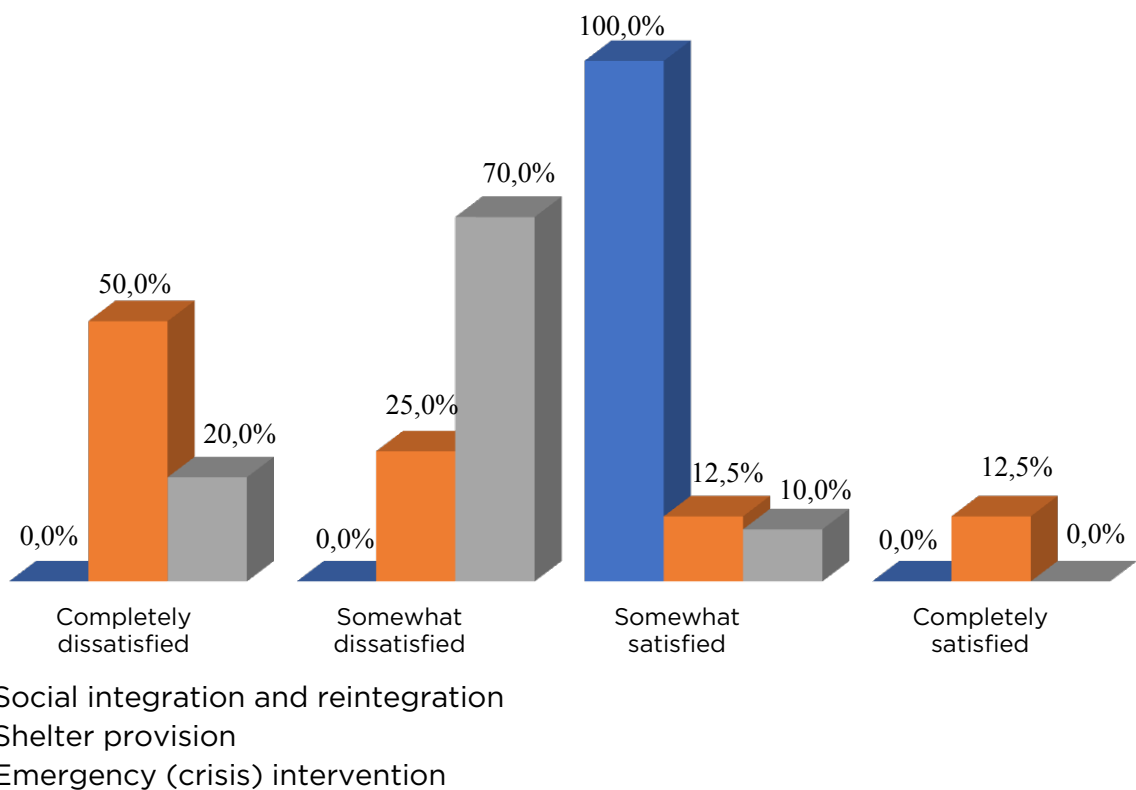


Diagram 6d. Satisfaction with the services, %



The majority of the community’s population have had no experience applying for social integration, shelter provision and emergency intervention services, while those that have had such experience are more likely to be dissatisfied with the experience. Only in the case of social integration, all the respondents with relevant experience indicate that they are somewhat satisfied with the services received.



Similarly, we see that the interviewed representatives of Nyzhnioteple community have almost no experience in requesting support services during inclusive education. It is worth noting that for all these services, the indicators of positive experience are within the margin of error. As for the satisfaction with the quality of public information services, the interviewed residents of Nyzhnioteple TC have a more diverse point of view. 77.4% of respondents have no experience of receiving this service at all, or simply do not understand what exactly information service means. Only 2.2% of the surveyed residents of the community are completely or somewhat dissatisfied with the information service, while 20.4% of the respondents are somewhat and completely satisfied with the information services, respectively

The participants of FGD with service recipients found it difficult to decide on this issue, as the community provides a very small number of administrative services and no social services. In most cases there is a need to contact the district or regional services. Locals do not even understand which services they are entitled to and how they can receive them. However, FGD participants clearly stated that not everything depends on local authorities:

*Why is everything so bad? Because the problems are global and material support and funds are needed, just like with Oschadbank branch. We received a letter from the central office of Oschadbank that the branch in Nyzhnioteple is not profitable! The mobile branch of Oschadbank will operate, but the vehicle did not come because it broke down!*

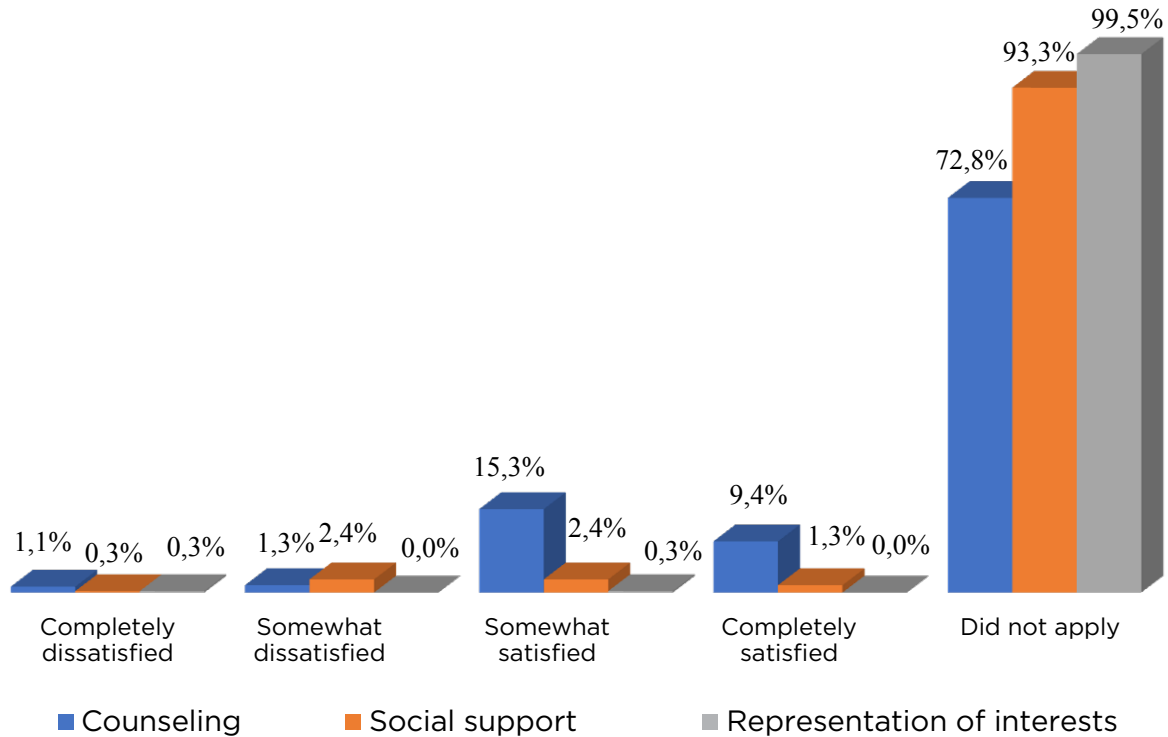
With regards to the barriers to access services, participants of FGD having accessed service, pointed out that registration of the documents for receiving administrative services of a social nature is performed exclusively by specialists of the Administrative Services Center, which has only one remote workplace in Chernihivka. Therefore, residents of remote settlements from the central estate are forced to rent private cars to get to the Administrative Services Center, and it costs from UAH 200 up to UAH 1,500 depending on the distance, because there is no public transport.

The participants of FGD with service recipients also pointed out that in remote localities there is no Internet, or the quality of the Internet is low, which hinders the process of obtaining online services, even if a person is a skilled PC user. In addition, as most of the population are elderly, there is a need for education or assistance in this matter those who reside directly in Nyzhnioteple village have the following opinion:

*It is very easy to apply, it is very easy to provide documents, just contact the center for provision of administrative services and that's it. But to get the money is just impossible! We have to ask acquaintances and neighbors if they are planning trips to Petrivka or Shchastia, or pay with a card in local shops, and buy goods three times more expensive!*

Complaints cited the inconvenient location of providers, namely: remoteness, bad roads, lack of public transport, and the lack of accessibility for persons with disabilities.

Diagram 6e. Satisfaction with the services, %



Those TC residents who have experience of applying for counseling, social support, and interests' representation services are a small fraction of the community. However, based on their answers we can state that the majority of residents who have received counseling services are satisfied with it; at the same time, one third of the community residents who applied for the social support service were dissatisfied, and two thirds were satisfied with the service in one way or another. The minimum number of TC residents have experience in applying for the service, among which half are completely dissatisfied with the service received and half are somewhat satisfied.

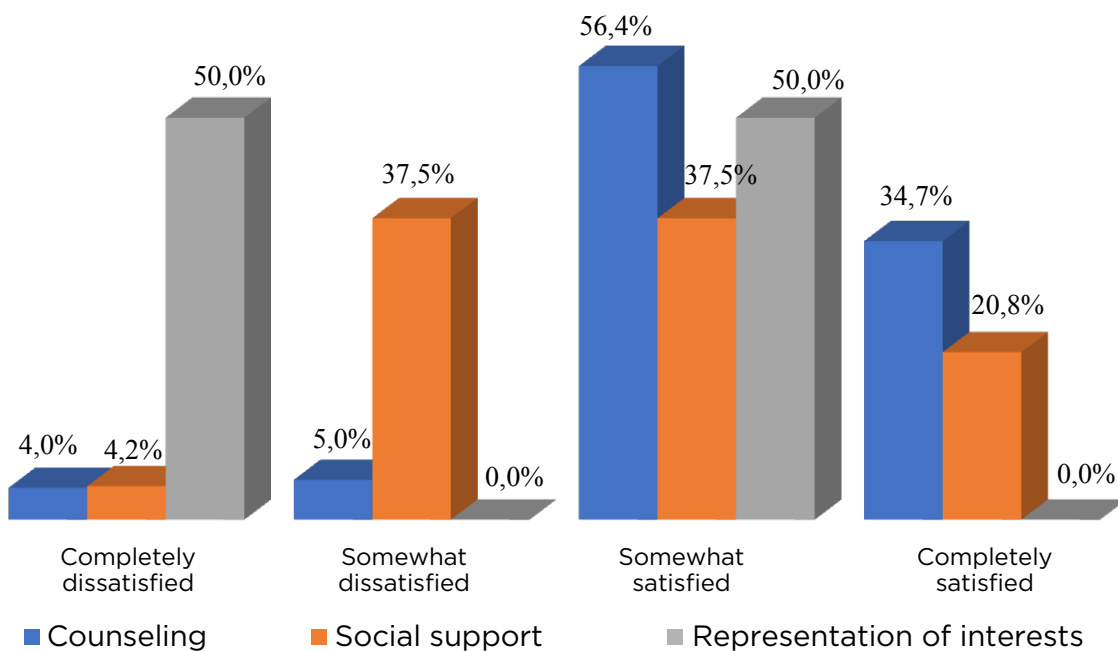
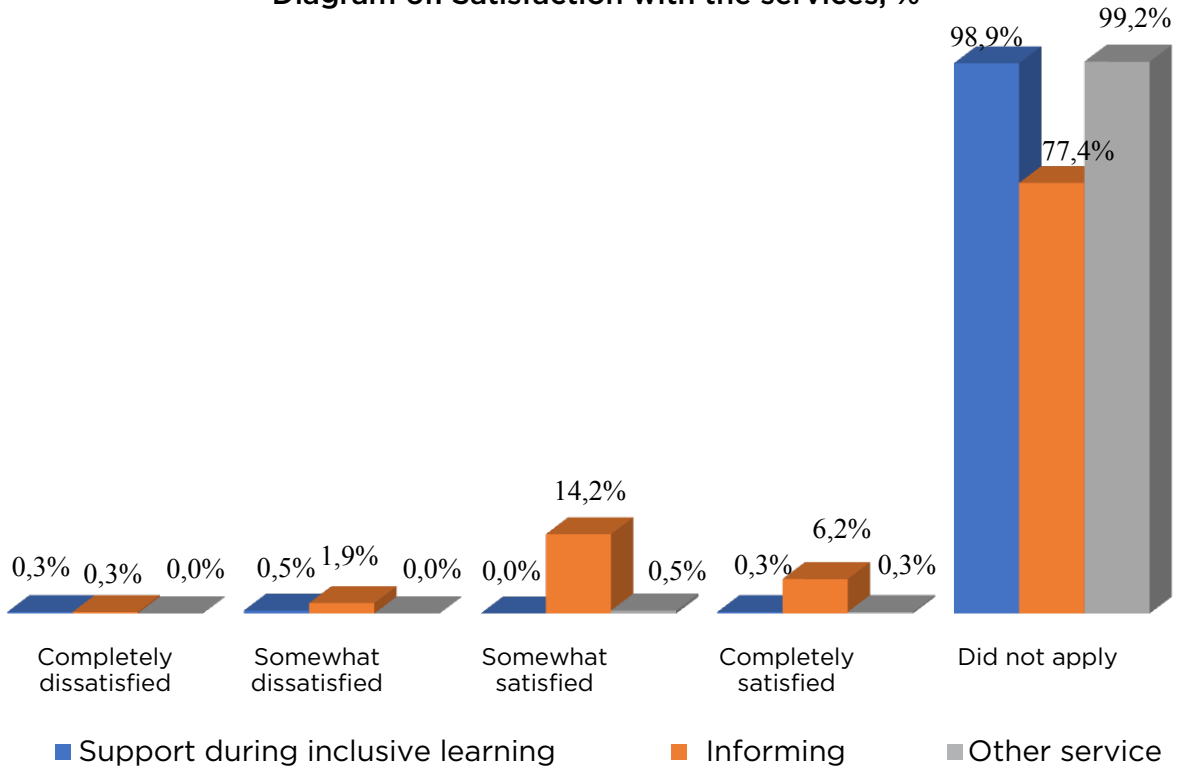
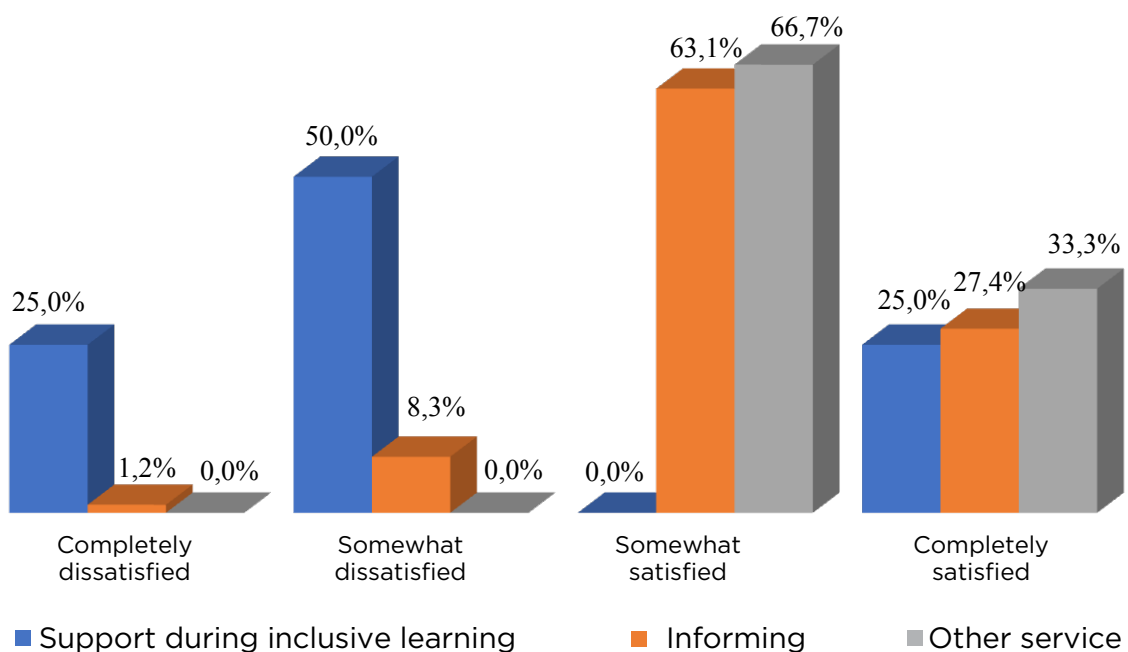


Diagram 6f. Satisfaction with the services, %



Those residents of TC who applied for support services during inclusive education were mostly dissatisfied with the service received, and only a quarter were completely satisfied - however, this is a very small part of the population of the community where most know nothing about such services. In the situation with the information service, the opposite is true - most of the surveyed residents of the community having experience receiving such a service were satisfied with it.



The participants of FGD with service providers reported the lack of providers of necessary services as the main problem. The issue of establishing a center for provision of social services was under consideration, but it was postponed. The reason is the lack of budget for 2021. This issue might be revisited in 2022, when the budget level will be clear.

Among the obstacles, participants of FGD with service providers identified the transport issue. There is no public transportation connection between the localities and the central estate, private transport is required.

Thus, we can talk about the generally low amount of population of Nyzhnioteple TC that applies for quite specific services. At the same time, we cannot rule out the limitations of our survey, in the frames of which citizens who apply for the outlined services more often simply did not get into our sample. However, since the sample of our survey is generally representative in terms of age, gender, and level of education, it can be argued that even specific services are more likely to have a positive response from community members applying for them.

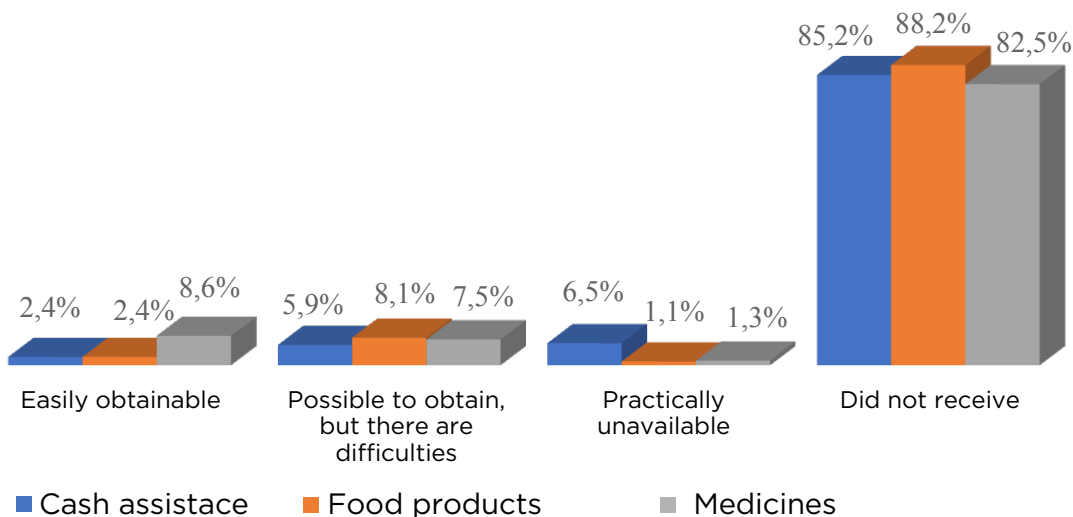
### Receiving subsistence support

Regarding the availability of subsistence support to the population, the representatives of Nyzhnioteple TC almost unanimously determined that there is no category of subsistence support for them that is easy to obtain. 8.6% of respondents said that it is easy for them to obtain support for medicines, while 7.5% of respondents said that it is possible to receive subsistence support for medicines, but with difficulties. For 1.3% of respondents, subsistence support for medicines is practically unavailable, and 82.5% of the surveyed residents of the community did not apply for subsistence support for medicines at all.

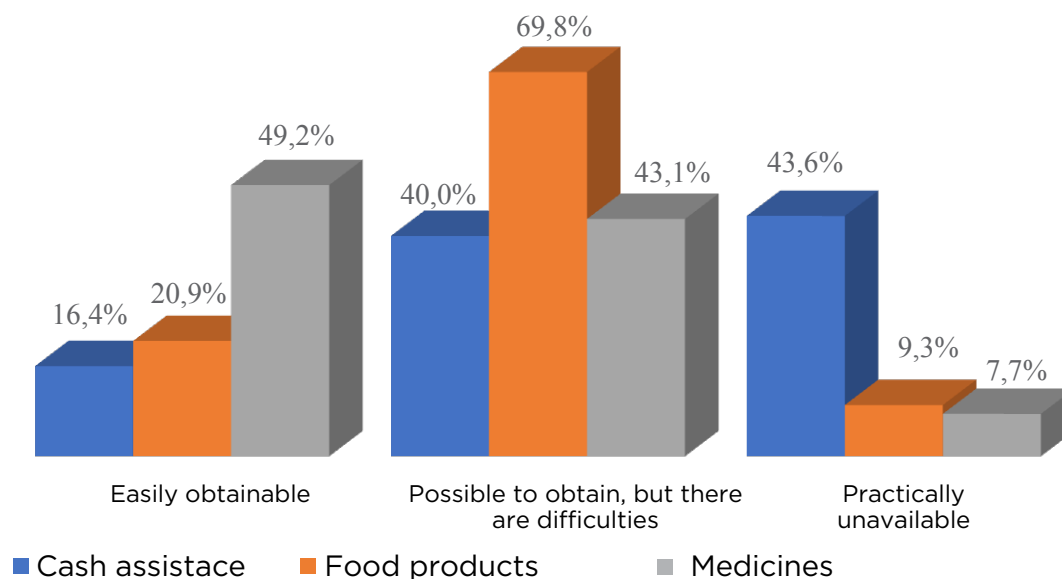
The situation is similar regarding the receipt of cash assistance – 85.2% of the surveyed residents of TC have never applied for it. 6.5% mentioned cash assistance as practically unavailable, and 8.3% of respondents identified this type of assistance as potentially obtainable, albeit with difficulty.

88.2% of the surveyed population of Nyzhnioteple TC never applied for support in the form of food, and only 2.4% of respondents noted this type of subsistence support as easy to obtain. Instead, 8% of community respondents said that receiving food as subsistence support is only possible after overcoming certain difficulties.

Diagram 7a. Receiving subsistence support, %



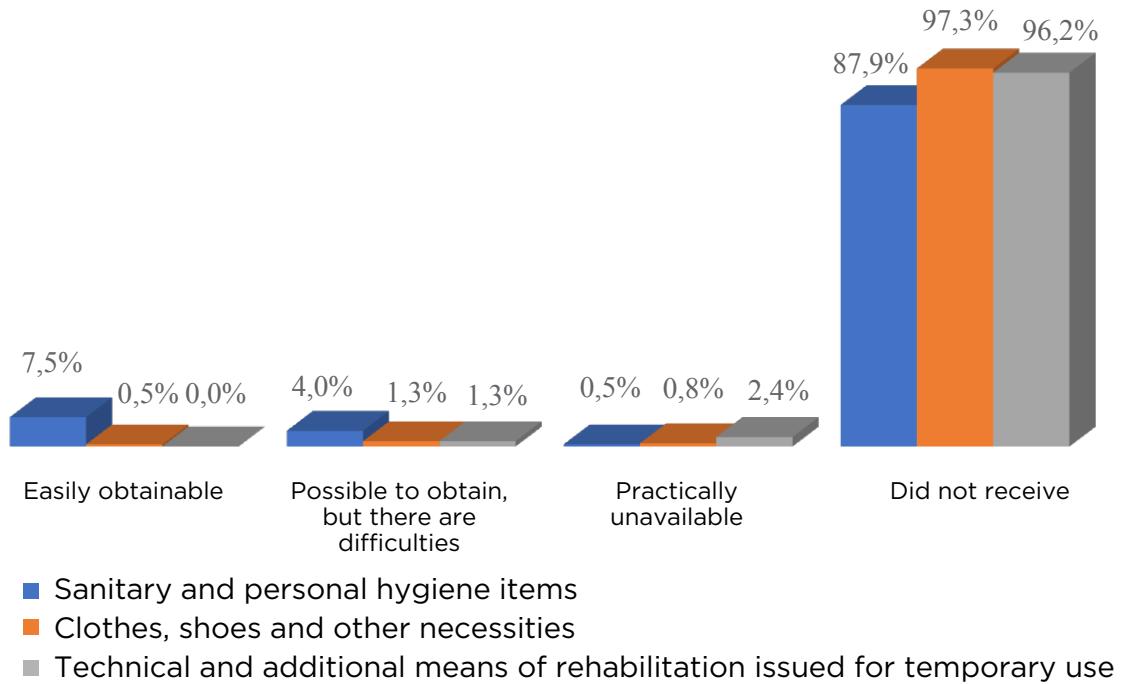
Among those TC residents who applied for cash assistance, only 16.4% indicated that it was easy to obtain such assistance, while 40% of community residents with experience applying for monies indicated that it was possible to receive the service only after overcoming certain obstacles; for 43.6% of respondents with experience applying for cash assistance, it remained virtually inaccessible for them. The situation with receiving medicines is better, half of the community residents (49.2%) having with experience applying indicate that it is easy to receive medicines, another 43.1% indicate that it is possible to receive medicines, but with obstacles. Food products were easily obtained by only 20% of respondents who applied for them, and 69.2% experienced obstacles before receiving food products.



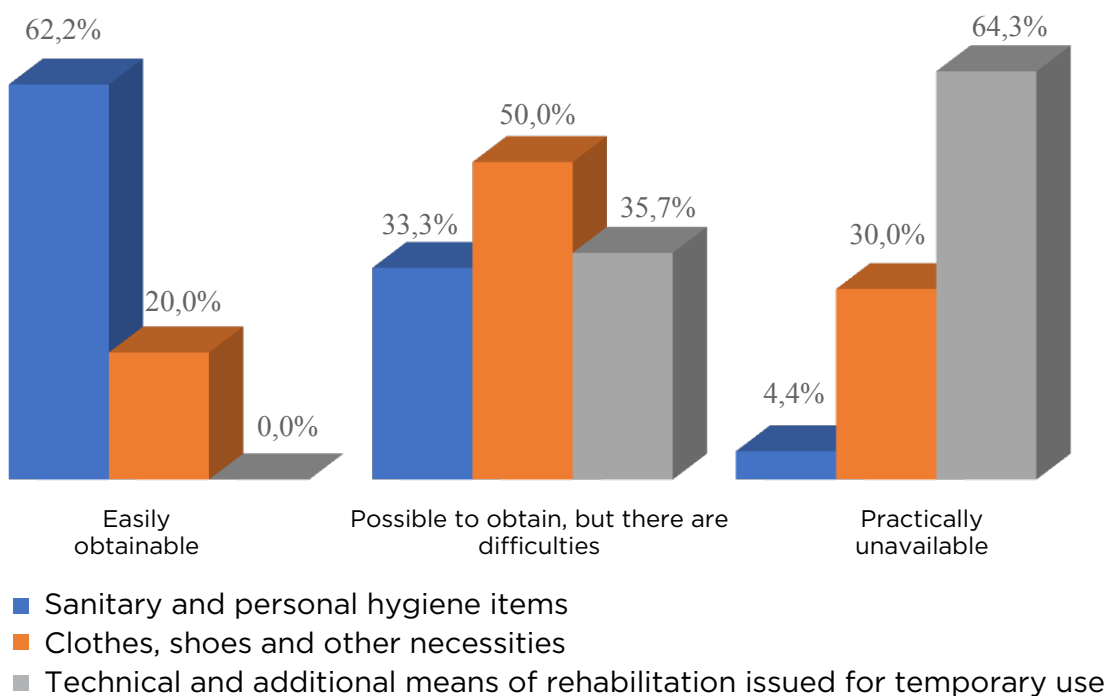
Most respondents of Nyzhnioteple TC received no subsistence support in the form of sanitary and personal hygiene items, clothing, footwear, or basic necessities (87.9%), neither did they receive crutches, wheelchairs and other means of rehabilitation for temporary use (96.2%). With regards to the latter type of subsistence support, it is quite specific, and naturally not many people apply for it. At the same time, 3.7% of respondents who do have experience applying for such assistance define it as almost impossible or very difficult to obtain. The situation is similar with those who applied for crutches, wheelchairs, and other means of rehabilitation for permanent use – 3.1% of respondents consider such form of assistance either impossible or difficult to access.

Regarding clothing and other necessities, 97.3% never applied for this form of subsistence support. 87.9% of the surveyed residents of TC have never applied for assistance in the form of hygiene items, while 11.5% of those who did apply indicate this form of support as easy to obtain or, at least, possible having overcome certain difficulties.

Diagram 7b. Receiving subsistence support, %



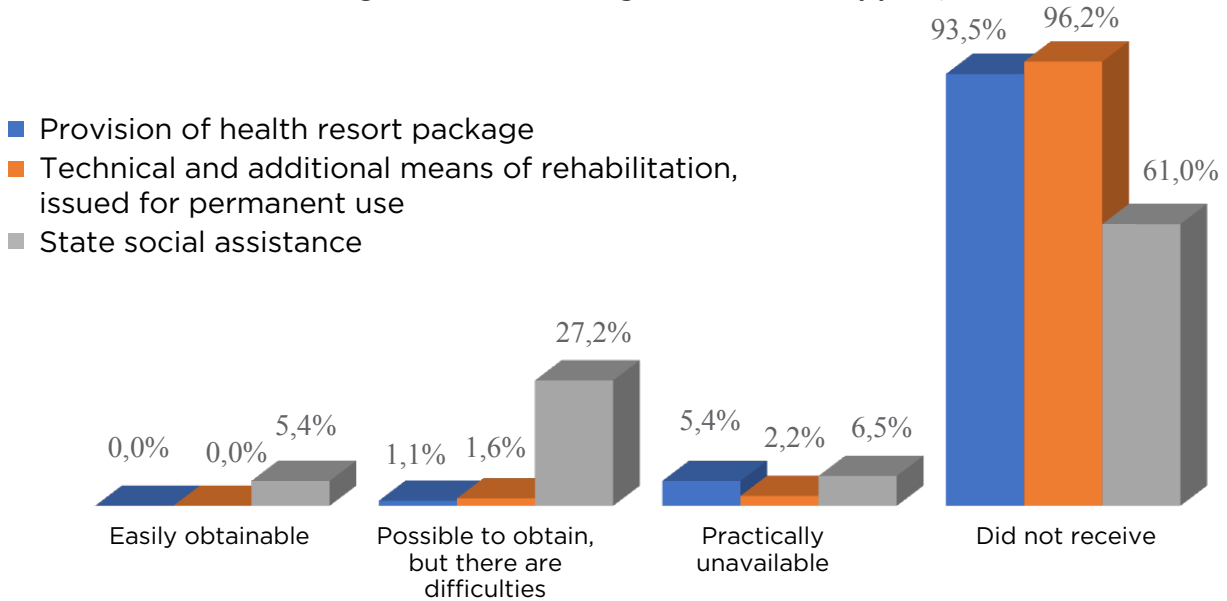
Among those community residents who have experience applying for technical and additional means of rehabilitation, none indicated that they were easy to obtain, and two-thirds indicated that they were virtually inaccessible. Among those residents surveyed who applied for sanitary and personal hygiene items, 62.2% indicated that it was easy for them to obtain them, and 33.3% said that the process was associated with certain difficulties. Regarding the receipt of clothes, shoes and other basic necessities, 30% indicated that they are almost impossible to obtain, and 50% of those who had applied had some difficulties during the process.



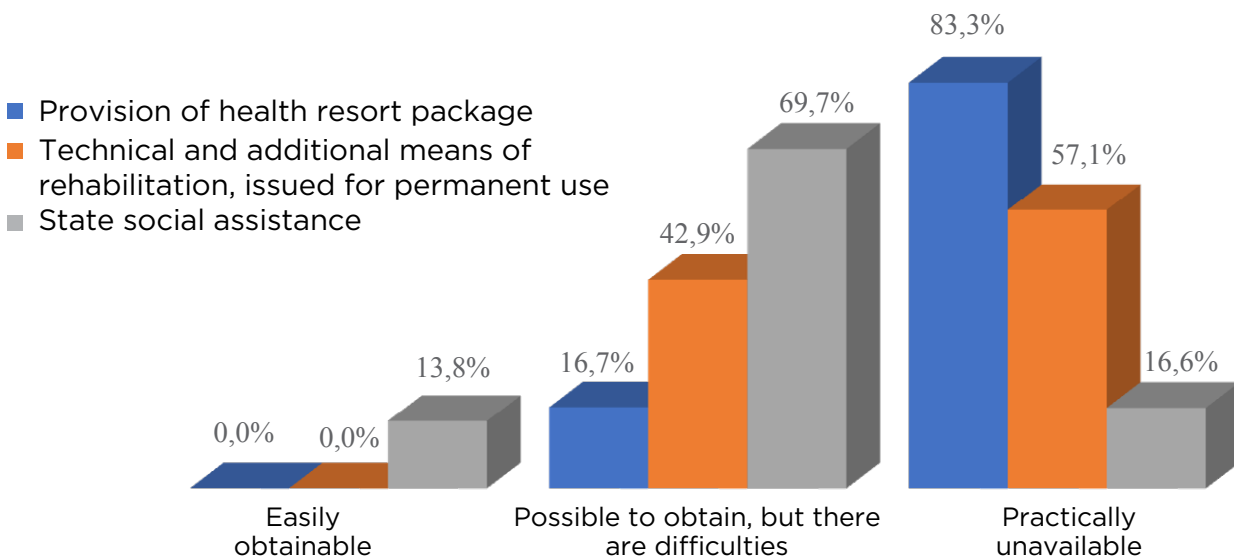
93.5% of respondents have never applied for subsistence support in the form of a health resort package. At the same time, absolute majority of those who applied therefor (5.4% of the total number of surveyed residents of Nyzhnioteple TC) consider receiving a health resort package as a form of assistance that is almost impossible to obtain.

Subsistence support in the form of state social assistance (benefits, housing subsidies, social assistance) is the most popular among the population of Nyzhnioteple TC as only 61% have never received it. 5.4% of the surveyed residents of the community believe that it is quite easy to receive subsidies, but the vast majority of those who applied for this form of subsistence support (27.2% of respondents) believe that it is possible to receive a subsidy only after overcoming certain difficulties. At the same time, 6.5% of respondents in the community believe that it is impossible to receive subsidies at all.

**Diagram 7c. Receiving subsistence support, %**



While considering the results of the survey of those who have experience applying for a health resort voucher, 83.3% indicated that it is impossible to obtain and none of the surveyed community residents indicated that it is easy to obtain the package. It was also impossible to easily obtain obility aides for permanent use for the residents of the community, and for 57.1% it proved to be impossible to obtain them at all. State social benefits are difficult to obtain for 69.7% of the surveyed residents of the community having with experience applying.



Thus, most forms of subsistence support to the population are not necessarily in demand by the greater population of Nyzhnioteple TC. However, it is disappointing that the types of assistance that are necessary and available in a community are often difficult to obtain or are almost inaccessible. We can talk about the existence of certain bureaucratic barriers that can cause anxiety and misunderstanding between citizens and institutions that administer assistance.

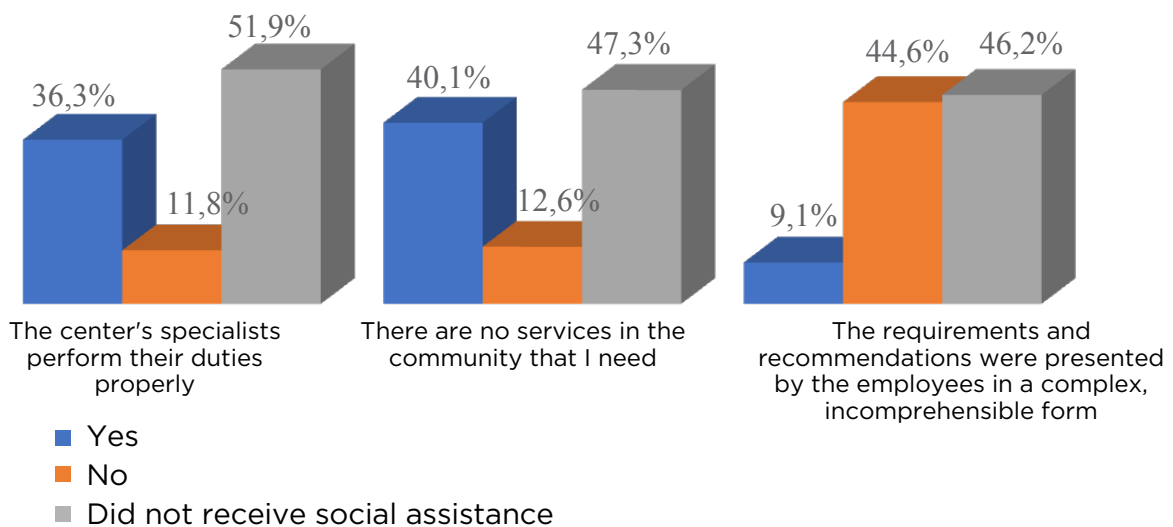
### Attitude to social service

Almost half of the surveyed representatives of Nyzhnioteple TC (46.5%) have never received social assistance of any kind. Disaggregation by age groups predictably indicates that 63.1% of respondents aged 18-25 have never received social assistance. In the age group 26-40, 45.8% have not received social assistance, 36.7% of the age group 41-59 have no experience receiving social assistance. Unexpectedly, the age group 60+ of Nyzhnioteple TC is second after the age group 18-25 in the number of representatives who have never received social assistance (55.9%).

It is interesting that the gender distribution of those having experience applying for social assistance is almost equal: only 45% of women surveyed in Nyzhnioteple TC have never applied for it, while the number of men having no experience of applying for such assistance is 48.7%.

Most of the surveyed residents of the community who have experience receiving social services (34.3%) believe that social care professionals perform their duties properly. At the same time, 44.6% of Nyzhnioteple TC indicate that requirements and recommendations are presented by employees in an incomprehensible form, and only 9.1% of respondents think otherwise. 30.1% of the surveyed residents of the community believe that the conditions of the service are good, although 23.7% complain about the conditions (lack of waiting rooms, queues, problems with heating, availability of toilets). At the same time, the majority of the surveyed TC representatives (40.1%), which is the absolute majority of social services users surveyed, indicate that there are no services they need in the community.

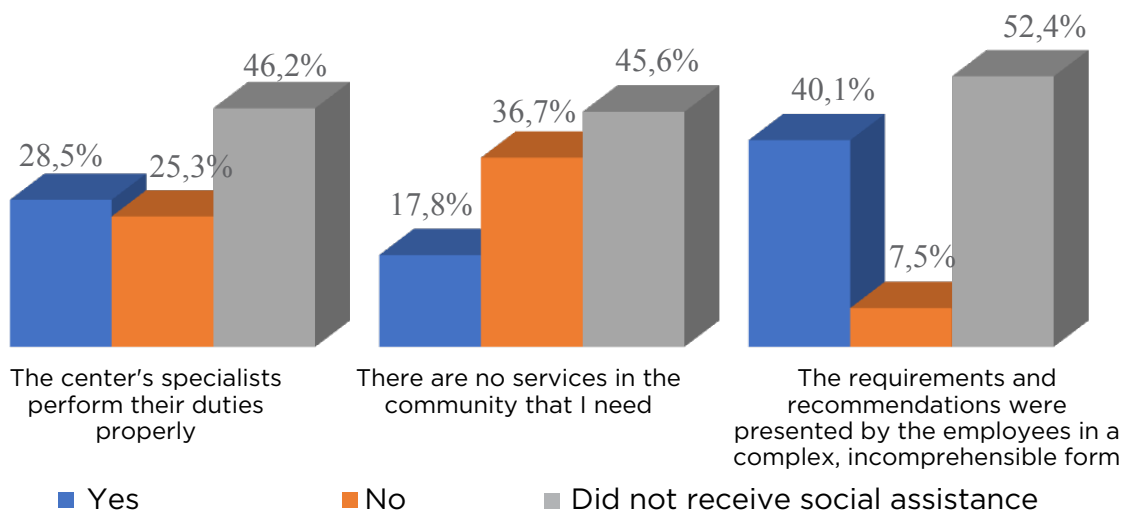
Diagram 8a. Attitude to social service, %



It is interesting to note that almost the same number of respondents in the community state that the social service is inconveniently located (28.5%) and that it is conveniently located (25.3%). The majority of community representatives who have experience in applying for social services point to a generally convenient work schedule of the service (36.6%); only 17.7% of respondents consider the work schedule inconvenient. 40.1% of the surveyed residents of Nyzhnioteple community also indicated that employees generally adhere to their work schedule.

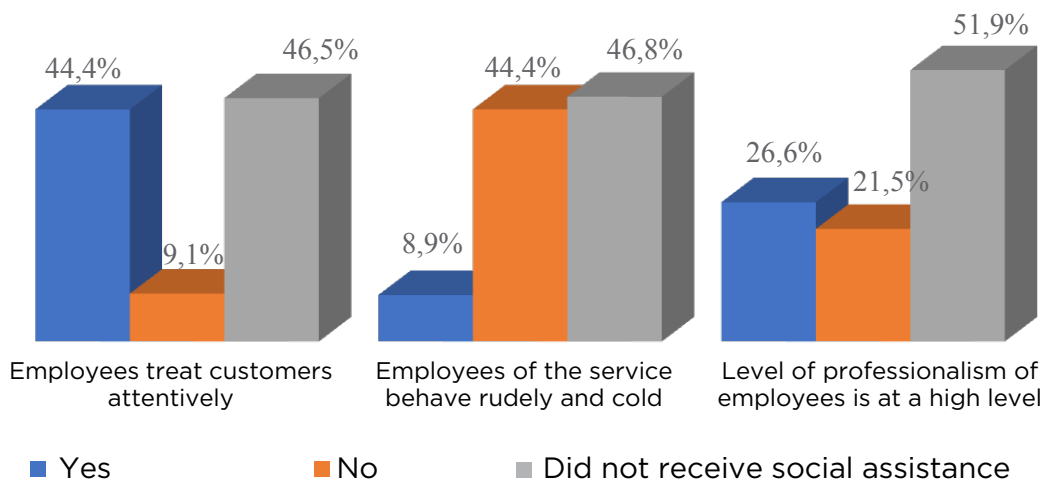
It is important to note that 33.9% of respondents indicated that social services do not have conditions for people with disabilities, while 14% of respondents said that the service has such conditions. In any case, it is very important to verify and ensure quality conditions for people with disabilities to access social services.

**Diagram 8b. Attitude to social service, %**



Also, the population is generally satisfied with the social workers themselves. 44.4% of the surveyed representatives of Nyzhnioteple TC believe that employees treat customers attentively, and 44.4% say that employees of the service are warm and polite. At the same time, there is a certain division between citizens who consider the level of professionalism of service personnel to be high (26.6%) and those who do not consider social service workers to be professional (21.5%). The population of the community also divided in their opinion of the complexity of the procedure: 32.5% of respondents indicated that the procedure is difficult for them, and 21.8% of respondents believe that the procedure is not burdensome.

**Diagram 8c. Attitude to social service, %**



As for the sources of problems in the field of social protection according to the interviewed residents of Nyzhnioteple TC, the universality of respondents' opinion on the very fact of the problems is notable: more than 50% of respondents said they do not know the answer to this question and only 36% stated that problems do exist. The respondents consider that the main sources of problems are bureaucratization of processes (57.5% agree or somewhat agree with this statement), shortcomings in the legislation (65.1% agree or somewhat agree with this statement) and low level of financial security of the sector (63.5% agree or somewhat agree with this statement). Also, 63.9% of the surveyed residents of the community indicate that the problems of the system stem from the obsolescence of the organization itself. Slightly more than half of the surveyed (56.4%) residents of the community point out the lack of specialists in the field of social protection as a shortcoming of the system. Also, the surveyed residents of the community are dissatisfied with the level of training of specialists constituting a source of problems in the field of social protection: 47.3% agree or somewhat agree with the statement that the problem is in low level of training of specialists, and only 17.2% believe that there are no problems on this matter.

According to participants of FGD with service recipients, there is a resentment towards the incumbent authorities in the community.

*We have no community! We have military and civil administration! These are strangers, we don't know what the head of the military and civil administration looks like, and it's hard to address strangers, what can they understand?*

It can be concluded that service recipients do not feel safe because they do not understand who is next to them. The following answer was received to the question on what needs to be done to improve the situation:

*The head of the military and civil administration had to gather the community, explain that he would help the residents, defend our interests, work for the people to gain trust!.*

Diagram 9a. Problems in social protection, %

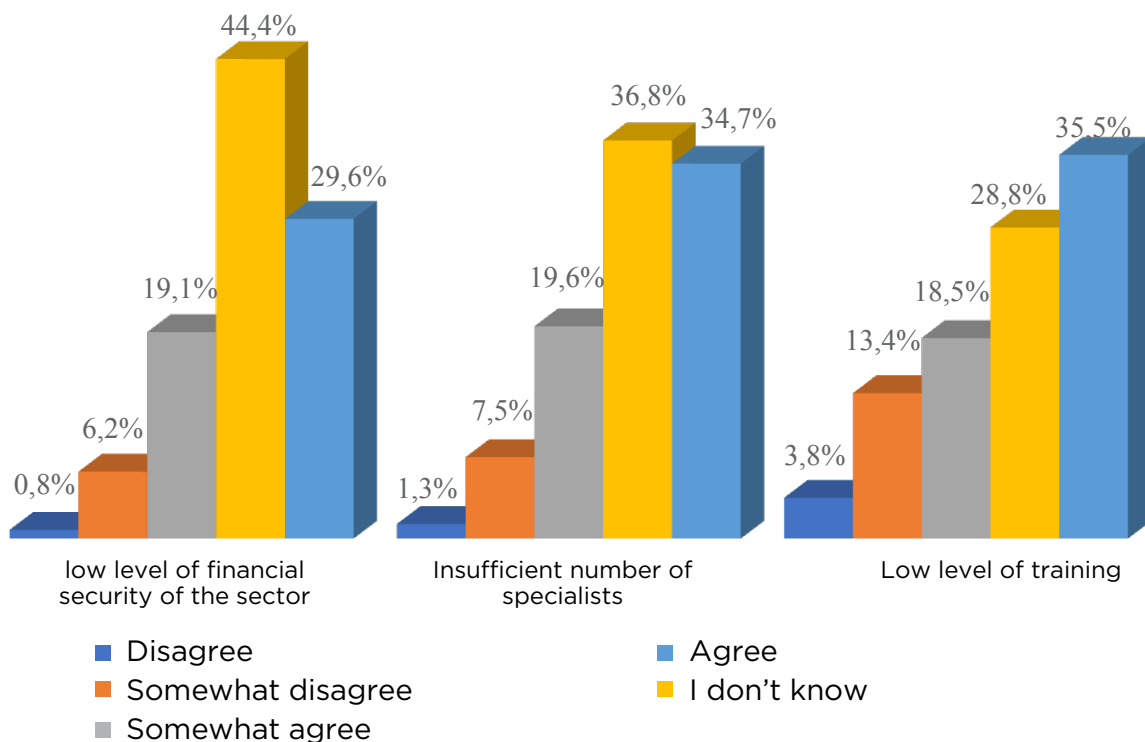
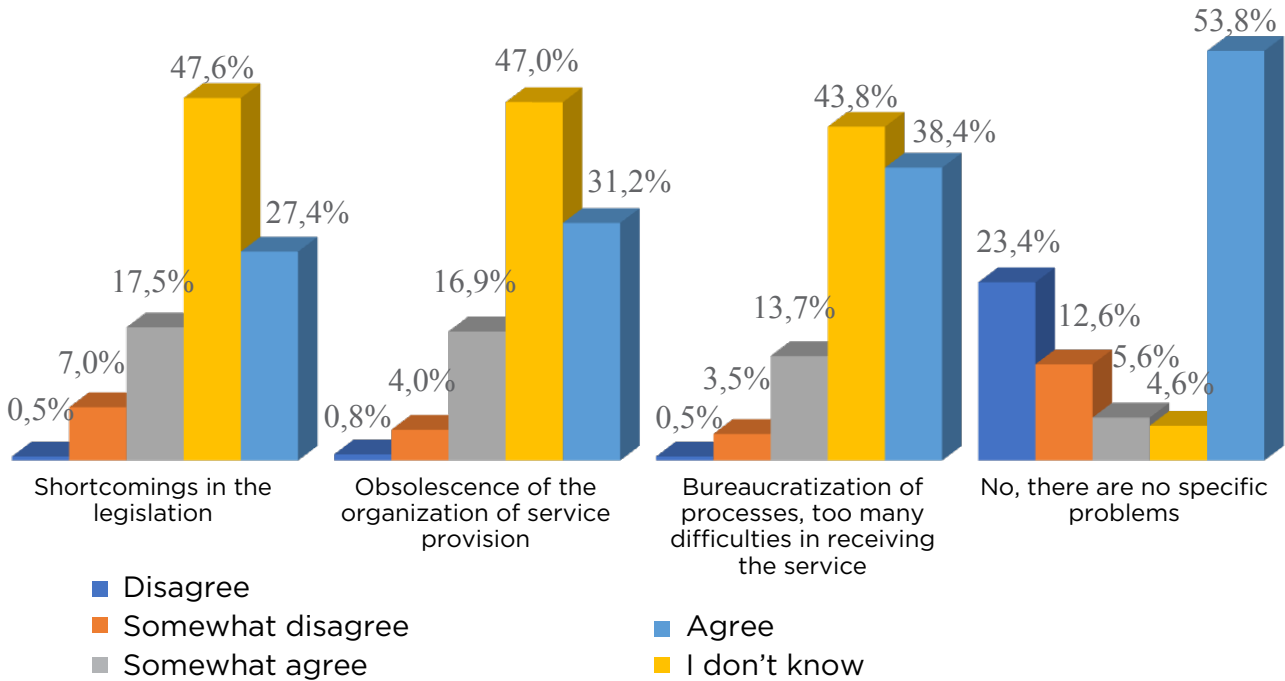
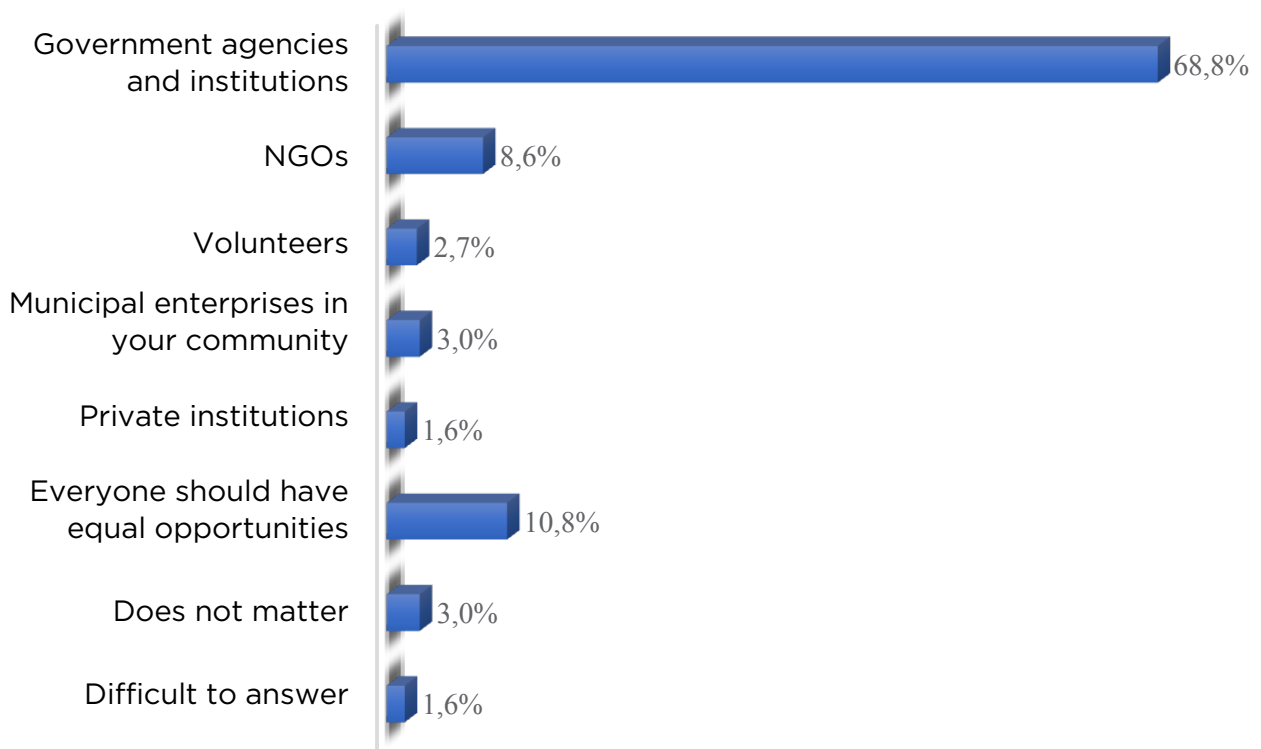


Diagram 9b. Problems in social protection, %



When it comes to responsibility for the provision of social services, organizations that should not provide the services are unanimously emphasized – according to respondents, social services are not a matter of volunteers (only 2.7% of respondents believe that they should be engaged in this area), private institutions (1.6 % support this idea) and civil society organizations (8.6% supported this option). 15.4% of the surveyed representatives of Nyzhnioteple TC do not know or cannot specifically identify the service provider. The vast majority of the surveyed residents of the community (68.8%) believe that social services are the purview of state authorities and institutions; only 3% of the surveyed residents of Nyzhnioteple TC believe that social services should be the responsibility of community municipal institutions.

Diagram 10. Who should provide the services, %



### Information channels

With regards to informing the population, the list of channels that are ineffective for communication from the point of view of respondents seems interesting. Predictably, the majority of respondents from Nyzhnioteple community do not use bulletin boards (91.9% have never used or rarely use or know nothing about this method of communication) and information leaflets (79.7% have never used or rarely use or do not know about such method). At the same time, more than 20% of the surveyed residents of the community constantly or sometimes use information leaflets, thus there is potential for development of this form of interaction with residents

Unexpectedly, 76.9% of respondents never or rarely use the official community website to obtain information, and 10.5% of respondents simply know nothing about this source of information. The TC page on Facebook is never used or rarely used by 54.9% of the community (however, one would expect that 74.5% of those who rarely or never use the community page on Facebook belong to the age groups 41-59 and 60+). At the same time, 37.1% of the community residents tend to use Facebook as a source of information. Rather, newspapers constitute a popular source of information: 60.8% of the surveyed community members regularly or occasionally use print media. Information meetings of specialists with community residents raise no interest in the surveyed community population: 86.8% of respondents have either never used this source of information or know nothing about it. Only 5.1% of the residents of Nyzhnioteple community indicated that they sometimes use thematic meetings as a source of information.

During the FGD with service recipients, the participants mentioned Sarafan Radio (word of mouth) when asked about the source of information. Most often, people learned the necessary information about assistance and social services from relatives, friends, and neighbors. In the past, prior to the formation of Nyzhnioteple community, the employees of village councils (starostats) themselves were the source of information. Currently, there are no starostats, only land managers working locally. Other sources, including the media, social advertising, handouts, and public discussions are less popular, indicating a weak communication policy in the community.

Diagram 11a. Information channels, %

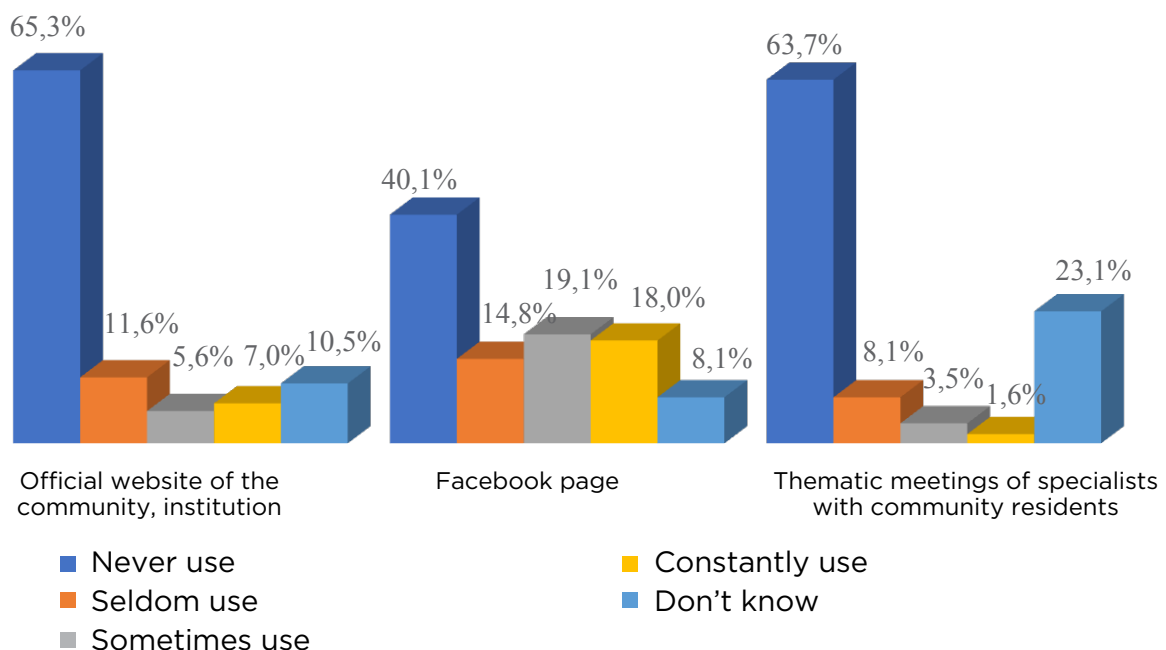
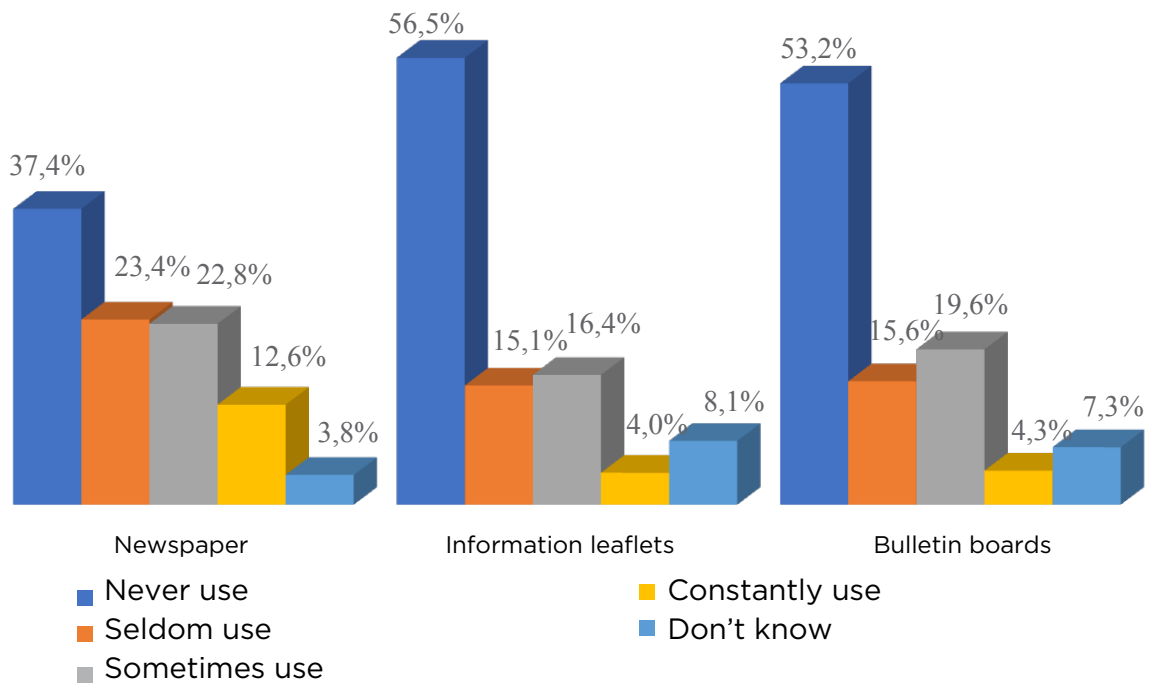


Diagram 11b. Information channels, %



Medical services

Respondents of Nyzhnioteple community most often seek medical care at their place of residence: only 38.7% of respondents have never accessed such institutions. Other options for medical institutions are less popular among respondents: 38.2% have experience applying to a family outpatient clinic and 10.2% have experience calling a state ambulance. Unexpectedly, only 9.4% of respondents have experience applying to specialized state medical institutions, and only 4.3% have applied to private clinics. At the same time, 97.3% of respondents never went to institutional polyclinics.

Diagram 12a. Medical services, %

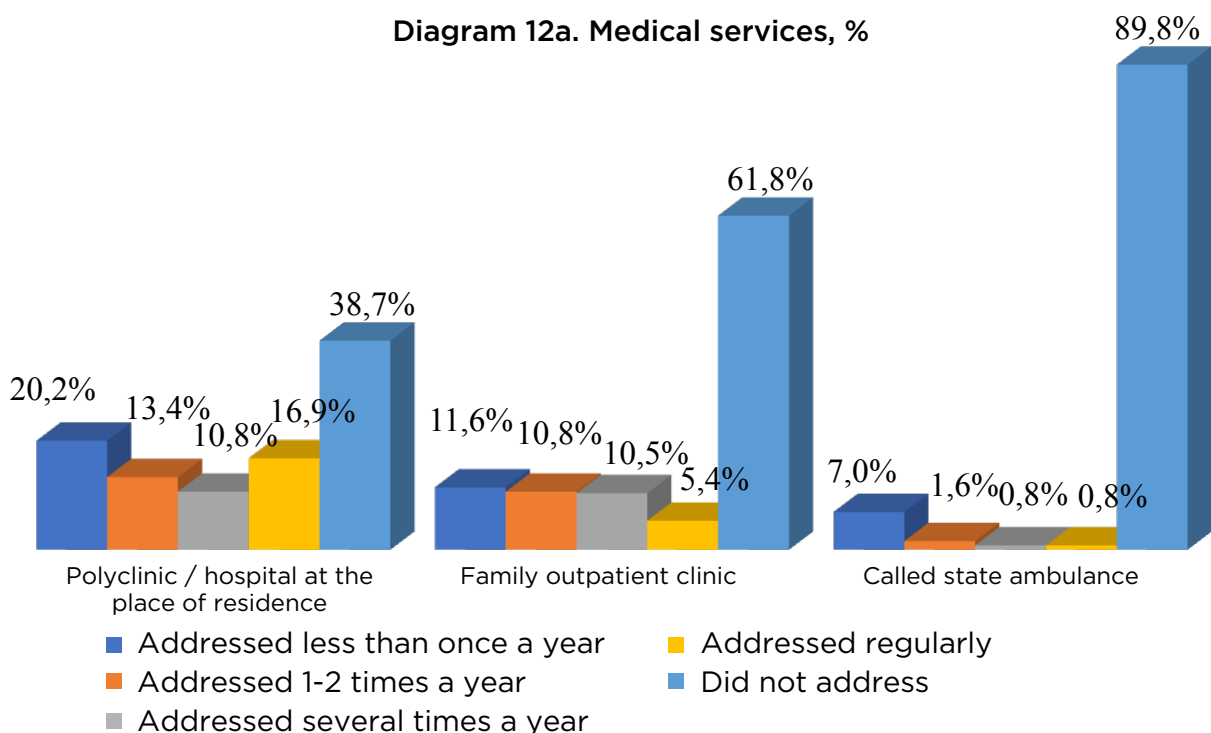
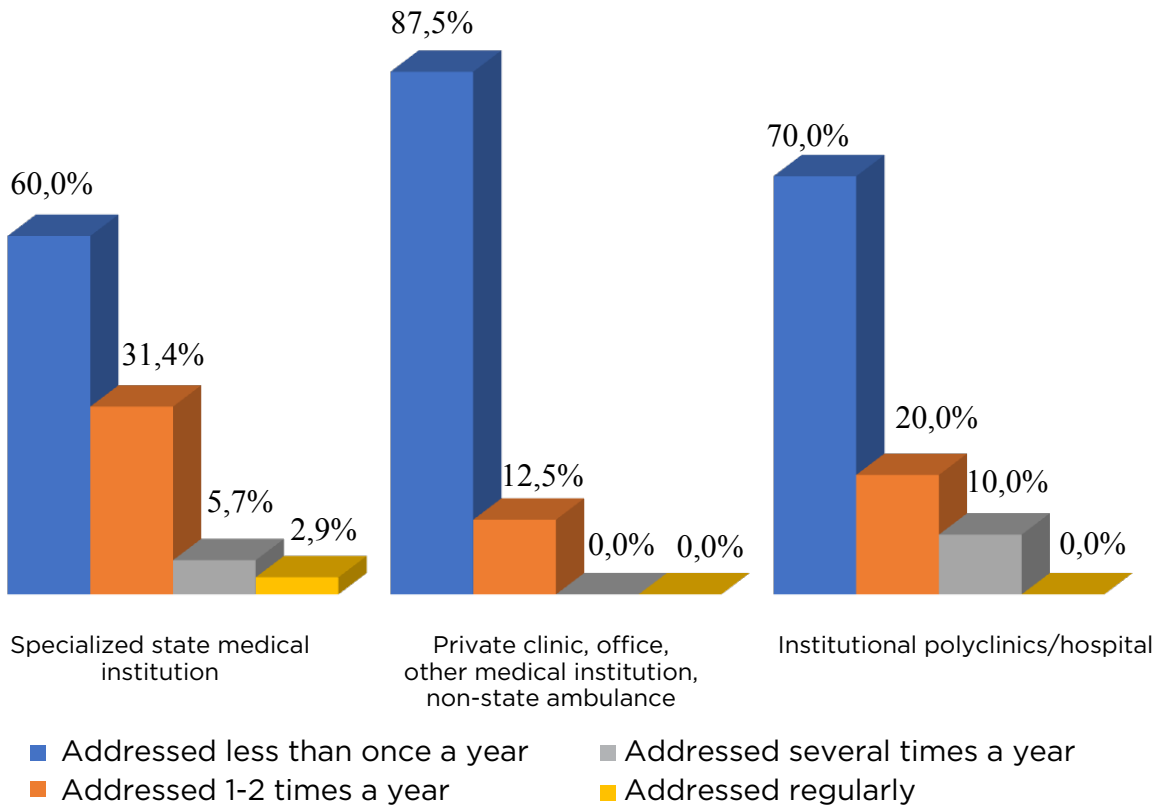
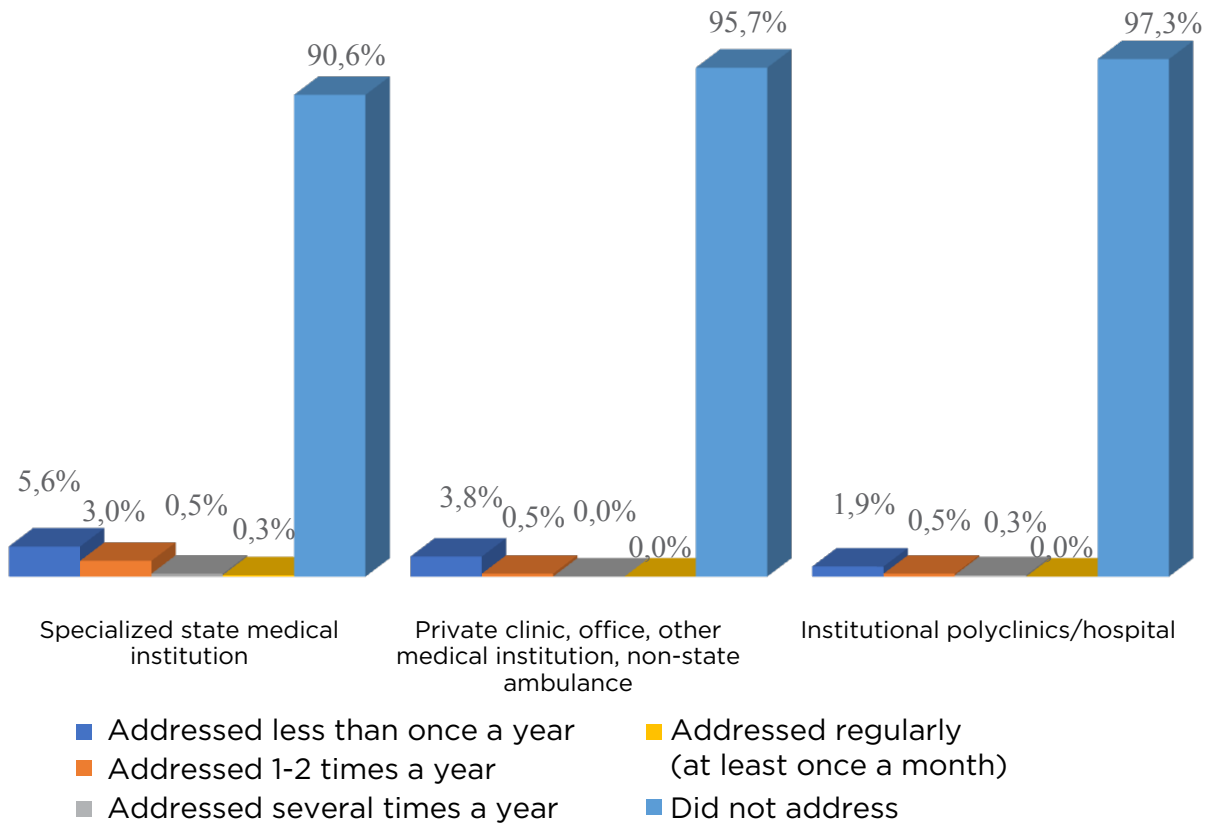


Diagram 12b. Medical services, %



With regards to difficulties in seeking medical help, 95.7% of respondents say that they face at least some sort of problems and discomfort. Respondents of Nyzhnioteple community mostly indicated that they were in a comfortable environment (77.2%) during doctor’s appointments, while 21.8% of respondents indicated that some cases of discomfort still occur from time to time.

It is also important to note that only a slightly larger proportion of respondents in the community (88.2%) tend to consider the waiting area convenient or having small shortcomings. The schedule of doctors’ appointments is also perceived by the surveyed residents of the community as rather convenient: only 5.3% of respondents say that the schedule is sometimes inconvenient or completely inconvenient.

At the same time, long queues while waiting for the appointment are among the most common difficulties in seeking medical help: only 11% of respondents indicated that they did not face such a problem. 57.6% of respondents say that doctors prescribe too expensive medicines with a certain regularity, 22.6% indicate that such situations occur but not often; only 19.9% of respondents of Nyzhnioteple TC indicated that they did not face the problem of too expensive medicines prescribed during the appointment.

7% of TC residents surveyed mention certain prevalence of situations when a doctor is not present at the specified time of appointment; and 31.2% of respondents talk about such situations as infrequent but occurring. 47.9% of respondents also point out that outpatient clinics often do not provide the services they need, and 26.6% of respondents indicated that this situation happens to them in some cases. Thus, medical services provision in Nyzhnioteple TC is not problem-free, with the main concern of the surveyed residents being the financial burden related to the cost of medicines as well as the quality of doctors’ appointments.

Diagram 13a. Difficulties in seeking medical help, %

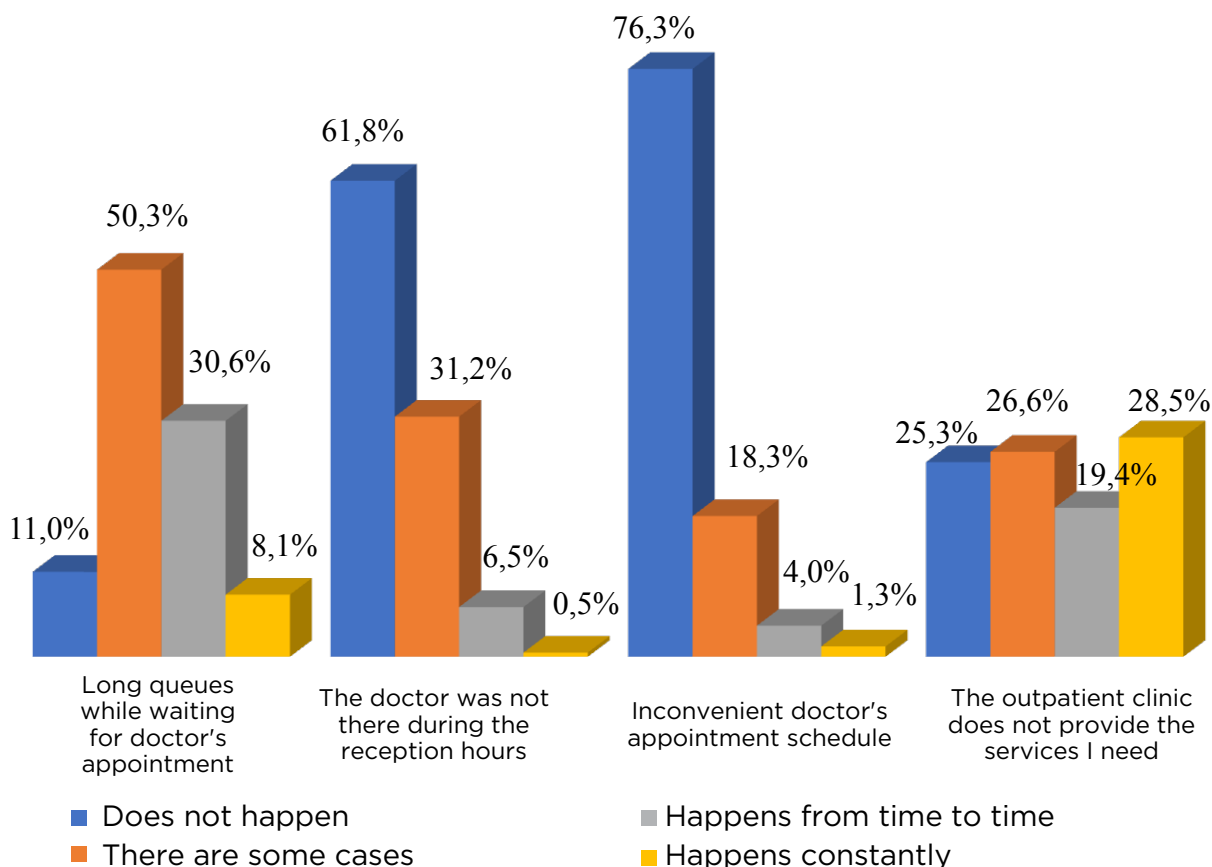
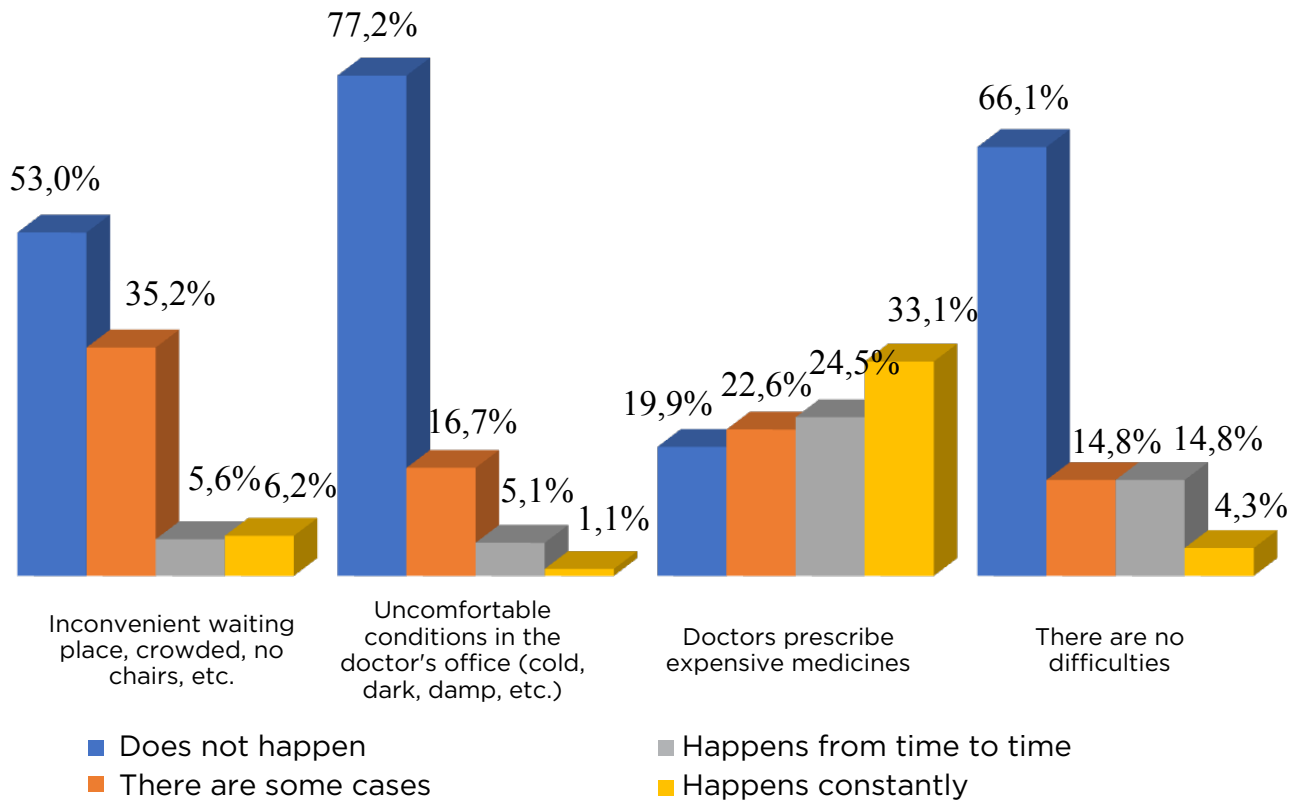


Diagram 13b. Difficulties in seeking medical help, %



# **| CONCLUSIONS AND RECOMMENDATIONS**

## CONCLUSIONS

During the implementation of the project, thanks to advocacy efforts of CFSSS representatives, the Department for Social Protection was established as a legal entity (Order No. 206 dd 19.10.2021). The Department consists of five staff. Municipal institution Center for Social Services was also established. The Center's constituent documents are undergoing the approval process and a staffing schedule is being created. The Center for Provision of Administrative Services is a structure authorized to perform the functions of a front office for social protection and social security at the community level. The Center for Administrative Services has successfully implemented work with the software package Social Community which allows the hromada to be used as a front office and connects it to the rayon department of social protection. The department of the Center for Administrative Services is equipped and renovated according to accessibility requirements. It is located on the ground floor of the building of the Nyzhnioteple village military-civil administration. The department of Service for Children's Affairs consisting of 2 specialists has been established and is operating.

Attention should be paid to the lack of organizations providing social services in the community. As of the research period it was found that:

- there is insufficient social services coverage of citizens in need,
- there is a failure to provide a number of basic social services within the community,
- there is a need to strengthen the institutional capacity of the emerging social protection structure,

There is also a need to address the issue of ensuring timeliness and quality of social services in the community, in particular, by engaging non-governmental actors (public associations, religious and charitable organizations, business entities) in the process of providing services, including through strengthening the social component in the procurement of such complex services as social and psychological rehabilitation, shelter provision, crisis and emergency intervention, specialized palliative care, correctional programs for offenders, mediation, and in-patient care, the standards of which are defined by the Procedure for Social Services at the Expense of Budget Funds, approved by the Resolution of the Cabinet of Ministers of Ukraine No. 450 dd 01.06.2020.

When providing social services, the provider of public, communal, and non-state sectors, regardless of the funding sources, must follow the government legislated standards for social services. This includes but not exclusive to:

- homecare,
- daycare,
- homeless shelter,
- social integration and reintegration of homeless people,
- social adaptation,
- counselling,
- legal representation
- palliative care,
- social service of crisis and emergency intervention,

- social service of mediation,
- supported living of the elderly and persons with disabilities,
- supported living of homeless people,
- social support of families (persons) in difficult life circumstances.

The community has experience of cooperation with international and national humanitarian organizations-partners in the field of improving the system of social services, focused on professional development and development of social protection.

Among the challenges that may have an impact on community development, especially in the field of social protection and the medical sector, the following should be emphasized:

- Close proximity to the contact line. The constant threat of escalation in the armed conflict, the threat to human life and health.
- As a result of the armed conflict, Nyzhnioteple Secondary School, Romashka pre-school educational institution, Yunist village house of culture, the housing of 12 residents were completely destroyed, and up to 300 houses were partially destroyed in the community.
- 4 out of 12 settlements still do not have a gas supply: Pishchane, Serednioteple, Krepi and Verkhniy Minchenok.
- 10 out of 12 settlements are not connected to the centralized water supply system, namely: Pishchane, Serednioteple, Teple, Nyzhniy Minchenok, Verkhniy Minchenok, Krepi, Sotenne, Mykhailivka, Velyka Chernihivka, Verkhniobogdanivka.
- A significant number of economically inactive population of working age;
- Unsatisfactory mobile and Internet connection in a number of the community settlements, in particular in those located on the demarcation line;
- Lack of public transport between the settlements of the community and the central estate, district and regional centers;
- There are no branches of banks and ATMs, however, the mobile center of Oschadbank has been established.
- Absence of starostas/officials in the community settlements, in the local authorities.
- Lack of previous experience both in receiving social services among the community population and their provision among persons who are currently shaping the system of social services provision.
- There are no private sector social services providers .
- The community is at the stage of shaping the system of social services, taking into account the implementation of the experience of social procurement (procurement of social services), which was initiated in the absence of its own providers.
- Difficulties in receiving medical services due to the historical underdevelopment of community health care facilities, including an underdeveloped pharmacy network, exacerbated by the quarantine restrictions due to COVID-19.

## Recommendations for further activities

### SWOT analysis

STRONG POINTS	WEAK POINTS
<ol style="list-style-type: none"> <li>1. The Department for Social Protection as a legal entity was established along with the Center for Social Services.</li> <li>2. An integrated model of social services is defined as a basis for the development of the social protection system.</li> <li>3. The Center for Administrative Services provides services to citizens applying for social benefits and status, e.g processing IDP certificates, using the program Social Community, eMaliatko. The remote workplace is in place and is operational.</li> <li>4. Strong and motivated team of local government authorities.</li> <li>5. Focus on self-development and search for learning opportunities.</li> <li>6. Focus on the transition to the use of public electronic services and the implementation of a number of services through IT.</li> <li>7. Social services procurement practice is established.</li> <li>8. Local programs for the development of the social sector have been developed and approved.</li> </ol>	<ol style="list-style-type: none"> <li>1. Lack of qualified specialists.</li> <li>2. Low level of public trust towards local authorities and lack of understanding of community management processes.</li> <li>3. The actual lack of a number of basic social services, including complex ones, such as facilities for temporary residence, stay social dormitories, shelters, palliative care, correctional programs for offenders, etc.</li> <li>4. Lack of social transport (social taxi).</li> <li>5. Lack of mobile Center for Administrative Services in the hromada,</li> <li>6. Distance of settlements of the community from the central estate.</li> <li>7. Lack of a Community Development Strategy, in particular in terms of social protection development.</li> <li>8. The unsatisfactory condition of roads within and between settlements.</li> </ol>
OPPORTUNITIES	THREATS
<ol style="list-style-type: none"> <li>1. Focus on the development of modern information transmission systems, which expands the possibilities of remote access to social and administrative services.</li> <li>2. Development of cooperation with international organizations and donor structures.</li> <li>3. Possibility to introduce a comprehensive list of social services for the community (taking into account recommendations), the introduction of paid services and training of narrowly focused specialists (rehabilitation specialists, psychologists who know how to implement correctional programs for offenders, mobile teams, etc.) at the stage of formation.</li> <li>4. Involvement of public and charitable organizations in the provision of services.</li> <li>5. Introduction of a network of interactive service centers (in particular, social) in five starostats.</li> </ol>	<ol style="list-style-type: none"> <li>1. Proximity to the contact line.</li> <li>2. The threat of escalation in the armed conflict</li> <li>3. Continued quarantine measures due to COVID-19, intensified the impact of the pandemic.</li> <li>4. Increased migration out of the area</li> <li>5. An ageing population, especially in small villages.</li> <li>6. Increasing unemployment, inactivity of existing businesses and farms.</li> <li>7. General impoverishment of the population due to the economic crisis and inflation.</li> <li>8. Low social and community activity.</li> </ol>

## RECOMMENDATIONS

### Directions for improving the social services sector

AREAS FOR IMPROVEMENT	POSSIBLE ACTIVITIES
<p><b>1. Organization of work for establishing basic social services and ensuring their delivery to recipients, taking into account the updated statistics provided in the social passport.</b></p>	<ul style="list-style-type: none"> <li>• form an appropriate staffing table for Center for Social Services with a sufficient number of staff of social work specialists, preferably with a remote workplace;</li> <li>• draft a Strategy for social sphere development in the community taking into account the introduction of spatial analysis;</li> <li>• Provide the Center for Social Services, the Department of Social Protection and the Department of the Service for Children's Affairs with the necessary equipment and furniture;</li> <li>• Provide a social transportation system (mobile cnap car, social taxi car);</li> <li>• develop and approve the interdepartmental procedure of interaction of structural units and institutions related to the provision of social services;</li> <li>• increase the number of remote workplaces of the Center for Provision of Administrative Services in five starostats (Velyka Chernihivka, Sotenne, Bogdanivka, Teple villages) with a focal point in the Center for Provision of Administrative Services in Nyzhnioteple village.</li> </ul>
<p><b>2. Develop an effective mechanism for monitoring the needs of vulnerable groups with the involvement of the Center for Provision of Administrative Services.</b></p>	<ul style="list-style-type: none"> <li>• Develop and implementation of an effective mechanism for monitoring the needs in social services with a defined time period for updating the data and further amendments to budget programs;</li> <li>• Revize program budgets , at least once a year with a focus on increasing funding and expanding the list of social services;</li> <li>• Form a system to inform the residents of the territorial community about the availability and the list of social services, their content and the procedure for providing them in a form accessible to people with disabilities and in remote areas, in particular through the use of modern technologies such as SMS-bots, media, chatbots etc. (Telegram, WhatsApp, Facebook and other social networks).</li> </ul>

AREAS FOR IMPROVEMENT	POSSIBLE ACTIVITIES
<p><b>Implementation: systematic training and advanced training of specialists, provision of services via the Internet, in particular by means of creating a network of interactive service centers (including social) in five starostats.</b></p>	<ul style="list-style-type: none"> <li>• Create a network of interactive service centers (including social ones) in five starostats (Velyka Chernihivka, Sotenne, Bohdanivka, Teple villages) with a focal point in the Center for Provision of Administrative Services in Nyzhnioteple village;</li> <li>• Provide online counselling, mediation and other services.</li> </ul>
<p><b>Bring services closer to recipients and reduce waiting times, especially for remote settlements in close proximity to the demarcation line.</b></p>	<ul style="list-style-type: none"> <li>• Create a social taxi service with an accessible low-floor vehicle;</li> <li>• Create a mobile Center for Administrative Services including the purchase of a vehicle.;</li> <li>• Provide the Center for Services with the Mobile Case portable hardware system;</li> <li>• provide social work specialists with transport (electric bicycles, a car for timely emergency and crisis intervention services) and access to the Internet (tablets with SIM cards);</li> <li>• Create a network of interactive service centers (in particular, social ones) in five starostats (Velyka Chernihivka, Sotenne, Bohdanivka, Teple villages) with a focal point in the Center Administrative Services in Nyzhnioteple village.</li> </ul>
<p><b>Introduce socio-pedagogical service elderly education platforms or "Universities of the Third Age" in the community, integration programs for persons with disabilities.</b></p> <p>(Universities of the third age provided in almost all territorial centers, provide the following: Fundamentals of medicine, healthy lifestyle, Healthy lifestyle, Socially active life position, Psychology and law, Cultural and artistic faculty, Communication and information technologies, Philological, Faculty of foreign languages)</p>	<ul style="list-style-type: none"> <li>• identify of those responsible for the creation and implementation of the relevant program;</li> <li>• Conduct an accessibility audit in community with the involvement of the Conflict-Affected Population Council;</li> <li>• Amend the existing budget programs to provide for financing of this service;</li> <li>• Engage more stakeholders in the delivery of this service, in particular from non-governmental organizations, educational and cultural institutions.</li> </ul>

AREAS FOR IMPROVEMENT	POSSIBLE ACTIVITIES
<p><b>Establish an effective system of inter-municipal cooperation to reduce the cost of services.</b></p>	<ul style="list-style-type: none"> <li>• search for opportunities to procure from Shchastia and Stanitsia Luhanska communities such complex services as social and psychological rehabilitation, shelter provision, crisis and emergency intervention, specialized palliative care, correctional programs for offenders, mediation, in-patient care.</li> </ul>
<p><b>Open a Department of Elderly Support and Monetary Assistance within the "Center for Social Services". The Department would provide general Personal Support Workers and monetary assistance for elderly clients.</b></p>	<ul style="list-style-type: none"> <li>• Create a department for Elderly Support;</li> <li>• facilitate the procurement of appropriate equipment for the department;</li> <li>• create a physical rehabilitation equipment rental center.</li> </ul>
<p><b>Establish a joint crisis center for GBV and human trafficking victims for Nyzhnoteple and the 2 nearby hromadas</b></p>	<ul style="list-style-type: none"> <li>• create of a daycare center for children of victims of domestic and gender-based violence, human trafficking;</li> <li>• Create s specialized service of primary social and psychological counselling for persons who have suffered from domestic violence and gender-based violence;</li> <li>• search for opportunities to procure shelter services from near-by communities, development of an effective referral mechanism.</li> </ul>
<p><b>Provide training for specialists to work with an offender</b></p>	<ul style="list-style-type: none"> <li>• Promote the training of specialists/psychologists to work with an offender;</li> <li>• search for the possibility of procurement of the relevant service</li> </ul>
<p><b>Strengthening the work of the Service for Children's Affairs.</b></p>	<ul style="list-style-type: none"> <li>• creation of an up-to-date database of families in Difficult Life Circumstances;</li> <li>• Develop family education at the level of the community;</li> <li>• Provide systematic training and exchange of experience of specialists of the Service for Children's Affairs.</li> </ul>

