



REPORT

ON THE RESULTS OF THE NEEDS ASSESSMENT

STANYTYSIA LUHANSKA

AMALGAMATED TERRITORIAL COMMUNITY

LUHANSK REGION

This publication has been produced with the support from the Norwegian Refugee Council (NRC) and funded by the Ukraine Humanitarian Fund (UHF) within the Interagency Nexus Consortium activities. The views expressed herein should not be taken, in any way, to reflect the official opinion of the Ukraine Humanitarian Fund and Norwegian Refugee Council. Ukraine Humanitarian Fund is not responsible for any use that may be made of the information it contains.

REPORT on the results of the needs assessment
STANYTSIA LUHANSKA
TERRITORIAL COMMUNITY
Luhansk region

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

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SOCIAL PASSPORT

**of Stanytsia Luhanska
territorial community
Luhansk region
as of November 2021**

Chapter 1. Basic data about the community

1.1. Background information about the community

Name of the locality	Stanytsia Luhanska urban-type locality
Type of locality	urban-type locality
Community name	Stanytsia Luhanska village territorial community
Date of creation of TC	25/03/2021
Name of local authority	Stanytsia Luhanska village military and civil administration of Shchastia district of Luhansk region
Total community area	50,923 hectares
Total population in terms of men / women	24,897 people Men – 11,826; women – 13,071
Community leader / mayor / other	Head of Stanytsia Luhanska village military and civil administration: ZINCHENKO Albert Mykolayovych
Contact information: address, website	25, Tsentralna st, Stanytsia Luhanska urban-type locality e-mail of the village military and civil administration: stanica.vca@gmail.com website of the village military and civil administration: st-luganska.gromada.org.ua
The number of households (yards) in each locality and in general in the territorial community (if available)	The total number is 8,358 Stanytsia Luhanska urban-type locality - 2,314 v. Valuyske - 2,143 v. Bolotenne - 104 v. Vilkhove - 1,628 v. Makarove - 894 v. Syze - 24 v. Nyzhnia Vilkhova - 301 v. Verkhnia Vilkhova - 216 v. Malinove - 36 v. Plotyna - 273 v. Pshenychne - 63 v. Komyshe - 164 v. Kolesnikivka - 91 v. Yuganivka - 107

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		Persons with disabilities	
			F	M	F	M	F	M
1	Department of Organizational Work, Document Management and Control 25, Tsentralna st, Stanytsia Luhanska urban-type locality (06472) 3-12-90	5	2	3		1		
2	Human Resources Sector 25, Tsentralna st, Stanytsia Luhanska urban-type locality	2	2		1			
3	Accounting and Reporting Department 25, Tsentralna st, Stanytsia Luhanska urban-type locality	4	4		1			
4	Department of Legal Support and Communal Property 25, Tsentralna st, Stanytsia Luhanska urban-type locality	3	3		1			
5	Sector of Economy and Investment Activity 25, Tsentralna st, Stanytsia Luhanska urban-type locality	3	3		1			
6	Department of Housing and Communal Services, Public Amenities Provision and Ecology 25, Tsentralna st, Stanytsia Luhanska urban-type locality	4	3	1		1		
7	Department of Land Resources and Rural Development 25, Tsentralna st, Stanytsia Luhanska urban-type locality	4	1	3		1		
8	Department of Mobilization Work, Civil Defense and Military Accounting 25, Tsentralna st, Stanytsia Luhanska urban-type locality	7	4	3		1		
9	Department of Education, Culture, Youth and Sports 17A, Tsentralna st, Stanytsia Luhanska urban-type locality (06472) 3-13-69	21	14	7	1		1	
10.	Finance Department 25, Tsentralna st, Stanytsia Luhanska urban-type locality (06472) 31473	7	6	1	1			

№	Name of institution Address and contact information	General number of employees	General number		In management positions		Persons with disabilities	
			F	M	F	M	F	M
11	Social Security Department <i>25, Tsentralna st, Stanytsia Luhanska urban-type locality (066)809 01 04</i>	9	8	1	1		1	
12	Service for Children's Affairs <i>25, Tsentralna st, Stanytsia Luhanska urban-type locality</i>	3	2	1		1		
13	Department of Center for Provision of Administrative Services <i>52, Tsentralna st, Stanytsia Luhanska urban-type locality</i>	21	18	3	1			
14	Municipal Enterprise "Stanytsia Luhanska Bureau of Technical Inventory" <i>34, Moskva-Donbas st, Stanytsia Luhanska urban-type locality</i>	8	8					
15	Municipal Enterprise "Stanytsia Luhanska Bureau of Technical Inventory" <i>39 5-th Linia st, Stanytsia Luhanska urban-type locality</i>	6	6	1				
16	Public utility service "Inclusive Resource Center of Stanytsia Luhanska Village Territorial Community" <i>34, Moskva-Donbas st, Stanytsia Luhanska urban-type locality</i>	3	3	1				
17	Public utility service "Stanytsia Luhanska United Labor Archive" <i>10b Molodizhnyi quarter, Stanytsia Luhanska urban-type locality</i>	82	22	60		1	1	2
18	Municipal Enterprise "Teploservis" of Stanytsia Luhanska Village Territorial Community <i>6, Molodizhnyi quarter, v. Valuyske,</i>	1	1					
19	Municipal Enterprise "Valuysky Silkomungosp of Stanytsia Luhanska Village Territorial Community" <i>2a, Krynyshna st., Stanytsia Luhanska urban-type locality</i>	12	5	7		1		

1.3. Starostats/authorized persons (if available)

Nº	Full Name	Name of the locality	Position
1.	Vodolaha Oleksandr Serhiyovych	v. Valuyske	Chief specialist for territorial development, specialist in land management, specialist of the Center for Provision of Administrative Services, specialist of the Department of Social Security, inspector of military service registration, records manager, logistics manager, cleaner of office premises
2.		v. Nyzhnia Vilkhova	Specialist of the Center for Provision of Administrative Services, specialist of the Department of Social Security, inspector of military service registration
3.		v. Komyshne	Specialist of the Center for Provision of Administrative Services, inspector of military service registration, records manager

1.4. Community budget

Type (Year of expiration 2021)	Amount, thousand UAH	Link to community website (location)
General expenses	177,420.5	st-luganska.gromada.org.ua
Availability of local development strategy	Yes	st-luganska.gromada.org.ua
Social sector expenditures (medicine, social protection) 0200+0300	24,511.8	
Availability of COVID-19 rapid response/recovery program	non-existent	
Implementation costs of the Development Program	14,608.9	st-luganska.gromada.org.ua
Total income	170,060.6	st-luganska.gromada.org.ua
Transfers from the regional budget to the town/TC	7,582.9	st-luganska.gromada.org.ua
Subventions of a social nature, including:	3,915.45	
• Accommodation for children	834,954	
• For the implementation of health care social support	3,080.5	
Own income of the locality/TC	67,797.0	
Funds raised through projects (international technical assistance, joint work with public associations)	11,046.5	

1.5. Existence of formal and informal coordinating bodies

Name	Exists / does not exist	Formal / informal	Members
Working group on finalization and updating of the draft Development Strategy of Stanytsia Luhanska village territorial community of Shchastia district of Luhansk region for 2021-2027 and the plan of its implementation developed with the support of the UN Recovery and Peacebuilding Programme in the eastern regions of Ukraine	exists	formal	Civil society, working group, public organization Stanytsia Luhanska Center of Social and Cultural Development “Velyka Rodyna” (“Big Family”), women and men of the community
Coordination Board for the Participatory Budget in Stanytsia Luhanska Territorial Community	exists	formal	Civil society, executive committee, women and men from the community
Working group on Legalization of Wages and Employment	exists	formal	Civil society, executive committee, women and men from the community
Working group on Legalization of Wages and Employment	exists	formal	Civil society, executive committee, women and men of the community
Board of Trustees for ensuring the rights of adults in need of guardianship	exists	formal	Civil society, executive committee, women and men of the community

1.6. Available local target programs

- *Link to community website (location) st-luganska.gromada.org.ua*

Name of the program	Date of adoption	Completion date
Program of economic and social development of Stanytsia Luhanska village territorial community for 2021-2022	25.06.2021	2022
Complex target program for population categories entitled to benefits for 2021.	09.06.2021	31.12.2021
The program for social guarantees provision to private entities who provide social services for 2021.	09.06.2021	31.12.2021
The program of one-time financial assistance from the budget of Stanytsia Luhanska village territorial community for 2021	09.06.2021	31.12.2021
Target program “Measures for treatment of diabetes patients for 2021”	01.01.2021	31.12.2021
Program “Provision of medicines to population categories entitled to benefits of Stanytsia Luhanska village territorial community for 2021”	01.01.2021	31.12.2021
Target program “Ensuring medical examination of certain categories of conscripts of Stanytsia Luhanska village territorial community for 2021”	01.01.2021	31.12.2021
Program of development and financial support of municipal non-profit enterprise “Stanytsia Luhanska multidisciplinary hospital of Stanytsia Luhanska village territorial community” for 2021	01.01.2021	31.12.2021
The program of local incentives for medical workers and staffing of Stanytsia Luhanska multidisciplinary hospital of Stanytsia Luhanska village territorial community for 2021-2025.	01.01.2021	31.12.2025

1.7. Infrastructure

Category	Description
Distance from the locality to the administrative center (km)	<ul style="list-style-type: none"> • from Nyzhnia Vilkhova v. to Stanytsia Luhanska urban-type locality – 11.5 km • from Verkhnia Vilkhova v. to Stanytsia Luhanska urban-type locality – 12 km • from Pshenychne village to Stanytsia Luhanska urban-type locality – 6 km • from Malinove village to Stanytsia Luhanska urban-type locality – 6.1 km • from Plotyna village to Stanytsia Luhanska urban-type locality – 28 km • from Komyshne village to Stanytsia Luhanska urban-type locality – 19 km • from Kolesnikivka village to Stanytsia Luhanska urban-type locality – 26 km • from Yuganivka village to Stanytsia Luhanska urban-type locality – 24 km • from Valuyske village to Stanytsia Luhanska urban-type locality – 8.5 km • from Makarove village to Stanytsia Luhanska urban-type locality – 5.6 km • from Syze village to Stanytsia Luhanska urban-type locality – 20 km • from Bolotenne village to Stanytsia Luhanska urban-type locality – 17 km • from Vilkhove village to Stanytsia Luhanska urban-type locality – 9.9 km
Types and condition of roads (asphalt, soil, trails, etc.), among them: <ul style="list-style-type: none"> • between the locality and the administrative center • between the locality and the surrounding villages • on the territory of the locality 	<ul style="list-style-type: none"> • Asphalt roads • Asphalted • Soil, asphalted

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	Leading Internet with provider name	Signal quality	Average cost of services
Stanytsia Luhanska urban-type locality	Vodafone 3G, 4G	good	Ukrtelecom	good	290.00
v. Valuyske	Vodafone 3G, 4G	good	MyTeleCom	good	290.00
v. Bolotenne	Vodafone 3G, 4G	good	Ukrtelecom	-----	-----
v. Vilkhove	Vodafone 3G, 4G	good	MyTeleCom	good	290.00
v. Makarove	Vodafone 3G, 4G	good	-----	good	290.00
v. Syze	Vodafone 3G, 4G	good	Ukrtelecom	-----	-----
v. Nyzhnia Vilkhova	Vodafone 3G, 4G	good	MyTeleCom	good	290.00
v. Verkhia Vilkhova	Vodafone 3G, 4G	good	Ukrtelecom	good	290.00
v. Malinove	Vodafone 3G, 4G	good	Ukrtelecom	good	290.00
v. Plotyna	MyTeleCom	good	290.00	good	290.00

Name of the locality	Mobile Internet with the name of the provider	Signal quality	Leading Internet with provider name	Signal quality	Average cost of services
v. Pshenychne	Vodafone 3G, 4G	good	Ukrtelecom	good	290.00
v. Komyshe	Vodafone 3G, 4G	good	Ukrtelecom	good	290.00
v. Kolesnikivka	Vodafone 3G, 4G	good	Ukrtelecom	good	290.00
v. Yuganivka	Vodafone 3G, 4G	good	Ukrtelecom	good	290.00

1.9. Communication

Local newspaper and distribution channels	LLC "Vremia" Newspaper Office of Stanytsia Luhanska District"
Is there Internet in public places (library, public administration, school)? Is the access to it free of charge?	Yes
Is there a resource and information center in the community with an access to computer and Internet?	Yes. There are two: Public library - 26 Tsentralna st, Children's library - 26, Gogol st.
What are the sources of information	TV - yes. Radio - partially Newspaper - yes. Other - the Internet

1.10. Housing and utilities sector

Were administrative buildings, houses or infrastructure objects destroyed as a result of the conflict	Yes, 255 housing objects (private houses, apartments in apartment blocks) were destroyed
Which heating system is used in the village	Natural gas, stove heating (firewood)
Is there gas in the locality? Indicate in which regions there is no gas	Yes, natural gas Not available in Bolotenne and Syze villages
What happens to garbage in the village, does anyone take it out?	Yes. Public utility company "Stanychnyk" - contractor for the removal of solid and household waste
Which localities are not connected to the centralized water supply system?	villages Bolotenne, Syze, Malynove, Makarove and Verkhnia Vilkhova, Yuganivka, Kolesnikivka
Sources of drinking water (centralized water supply system, wells, rivers, bottled water, etc.)	Centralized water supply system, own wells (water pumps) in the yards
Are bank branches present in the locality? If not, what is the distance to the nearest one?	Yes, in Stanytsia Luhanska urban-type locality
Are ATMs present in the locality? If not, what is the distance to the nearest one?	Yes, in Stanytsia Luhanska urban-type locality
Is there a post office in the village? If not, what is the distance to the nearest one?	Yes
What is the distance to the nearest workplace of the Center for provision of administrative services?	8 km
Does the food market work?	Rows of shopping stalls

1.11. Medical institutions

№	Service	Institution
1.	Pre-hospital care (feldsher-midwife station (FMS))	Plotyna Feldsher-Midwife Station
2.	Primary care (outpatient clinic or center)	Municipal non-profit enterprise "Center of primary health care of Stanytsia Luhanska village territorial community"
3.	Secondary (specialized) medical care (multidisciplinary hospital)	Municipal non-profit enterprise "Stanytsia Luhanska multidisciplinary hospital of Stanytsia Luhanska village territorial community"
4.	Gynecology	20 gynecological beds in the in-patient facility of municipal non-profit enterprise "Stanytsia Luhanska multidisciplinary hospital of Stanytsia Luhanska village territorial community"
5.	Dentistry	Dental department of municipal non-profit enterprise "Stanytsia Luhanska multidisciplinary hospital of Stanytsia Luhanska village territorial community"
6.	Pediatrics	25 pediatric hospital bed in the in-patient facility of municipal non-profit enterprise "Stanytsia Luhanska multidisciplinary hospital of Stanytsia Luhanska village territorial community"
7.	Is there an ambulance? If not, where is the nearest vehicle?	On the territory of municipal non-profit enterprise "Stanytsia Luhanska multidisciplinary hospital of Stanytsia Luhanska village territorial community" there is a subdivision of Luhansk Regional "Center of Emergency and Disaster Medicine".
8.	Is there a maternity hospital? If not, what is the distance to the nearest one?	At present, medical care during childbirth for the residents of Stanytsia Luhanska settlement territorial community is provided by the maternity department of "Starobilsk Multidisciplinary Hospital" of Starobilsk City Council. Distance from Stanytsia Luhanska urban-type locality - 133 km
9.	Availability of a pharmacy. If there is none, what is the distance to the nearest one	On the territory of municipal non-profit enterprise "Stanytsia Luhanska multidisciplinary hospital of Stanytsia Luhanska village territorial community", there are 4 pharmacies.

1.12. Educational institutions

№	Заклад	
1.	Preschools (Kindergartens)	3
2.	Primary education (4 years)	
3.	Basic secondary education (5 years)	
4.	Secondary education	8
5.	Technical schools	-
6.	Other	-

Chapter 2. Description of the community's social sector

2.1. Community population

The population in each locality (for TC) in total and with breakdown by men/women

Name of the locality	Women	Men	In total
urban-type locality Stanytsia Luhanska	9,590	4,110	13,700
V. Bolotenne	46	24	70
v. Valuyske	2,385	1,547	3,932
V. Verkhia Vilkhova	197	173	370
V. Kolesnikivka	74	35	109
V. Komyshe	308	184	492
V. Makarove	1,003	669	1672
V. Malinove	32	18	50
V. Nyzhnia Vilkhova	431	363	794
V. Plotyna	321	269	590
V. Pshenychne	51	84	135
V. Syze	3	11	14
V. Yuganivka	29	33	62
V. Vilkhove	1,731	1,176	2,907
In total in the community:	16,201	8,696	24,897

Age group (full years)	Women	Men	In total
Total	16,201	8,696	24897
0-5	231	203	434
6-14	1,211	1,175	2,386
15-18	555	423	978
19-35	5,753	5,482	11,235
36-59	3,040	2,856	5,897
60+	2,186	1,781	3,967

2.2. Labor migration

- N/A

2.3. Employment

Total number	Women	Men	In total
Employed	-----		
Unemployed	521	606	1,127
Economically inactive (unemployed and not registered with the employment center)	-----		
Average salary	6 839,00	6 839,00	

2.4. Number of population from vulnerable groups

Vulnerable groups	Women	Men	In total, in the community
IDP			14,073
Persons with disabilities	606	331	937
Children with mental illnesses	13	19	32
Families with children with disabilities (number of children)	49	60	109
Ethnic minorities	13	8	21
People in need of palliative care	2	4	6
People having problems with psychoactive substances abuse	10	37	47
People with mental illnesses	218	196	414
People living with HIV	9	11	20
The elderly	10,572	7,048	17,620
Large families (number of children)	71	42	(113 (402))
Orphans and children deprived of parental care	31	37	68
Children under guardianship/custody	20	17	37
Families in difficult life circumstances (number of children)	117	63	180
Single mothers (number of children)	216		(216 (274))
Single fathers (number of children)		2	2 (3)
People with the status of the participant in hostilities, veterans of the Second World War	619	413	1,032
People with the status of the participant of Anti-Terrorist Operation			122
People who are temporarily out of work and/or financially inactive	521	606	1,127
Victims of violence and abuse (including victims of domestic violence, victims of trafficking)	73	17	90
Nominally single people 60+	1,990	1,327	3,317
Other categories of people who are in difficult life circumstances	34	22	56
Individuals who provide social services and receive appropriate compensation	57	15	72

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

Age group (full years)	Women		Men		In total	
	Births	Deaths	Births	Deaths	Births	Deaths
2020	43		18		61	
0-5						
6-14						
15-18						
19-35						
36-59		6		19		25
60+		55		167		222
2019	39		25		64	
0-5						
6-14						
15-18						
19-35						
36-59						
60+		65		170		235
2018	35		18		53	
0-5						
6-14						
15-18						
19-35						
36-59						
60+		60		220		280
In total in the community for three years:						
					178	762

Chapter 3. MAP OF ACTORS

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

Name of social service providers	Which are the services	Physical address of location / Availability of architectural accessibility
Department for Social Security	consultancy	(066)8090104 vcz.stanica2021@gmail.com 25, Tsentralna st, Stanytsia Luhanska <i>ramp, wide door</i>
Service for Children's Affairs	registration of children, forms the electronic database of Unified Information and Analytical System "Dity" ("Children"), acts of inspection of living conditions of a child and the inventory of the property	(066)9165118 ssd_stanica@ukr.net 25, Tsentralna st, Stanytsia Luhanska <i>ramp, wide door</i>
Social services center	Home care, social adaptation, social integration and reintegration, emergency intervention, consultations, social support, in-kind assistance, physical support for people with disabilities who have musculoskeletal disorders and travel in wheelchairs, visual impairment, information	(050)2753500 tercenter.st.lg@ukr.net 12, Tsentralna st, Stanytsia Luhanska <i>No</i>
Center for Comprehensive Rehabilitation of Children with Disabilities	Counseling, psychological and pedagogical diagnostics, psychological and pedagogical correction, physical rehabilitation, social adaptation and reintegration, informing	(095)1645025 centrdeti980@gmail.com 39 5th Linia st, Stanytsia Luhanska <i>ramp, wide door, lift</i>
Center for provision of administrative services	State registration or suspension of legal entities, registration of individual entrepreneurs, registration of property rights, registration of property rights for real estate, registration of land, provision of a certificate on the availability and size of land, state registration of marriage, divorce, registration of name and death, "eMalyatko" service, registration of place of residence, determination of the large family status, reception of documents for appointment of all state social benefits	(066)8090104 stlug_cnap@ukr.net 52, Tsentralna st, Stanytsia Luhanska <i>ramp, wide door</i>
Stanytsia Luhanska Department of the Pension Fund of Ukraine	Services for the recipients of pensions and benefits.	(06472) 3-11-47 stlug32r.lg@pfu.gov.ua сміт Станиця Луганська, вул 1-го Травня, 20 <i>ramp, wide door</i>

Name of social service providers	Which are the services	Physical address of location / Availability of architectural accessibility
Stanytsia Luhanska Department of the Pension Fund of Ukraine	Services for the recipients of pensions and benefits.	(066)5790266 cz1227@lgocz.gov.ua 35, Dubravna street Stanytsia Luhanska <i>ramp, wide doors</i>
Stanytsia Luhanska district employment center	Career guidance services, self-employment assistance, employment services, including abroad, employment mediation, training in vocational education centers, information and counseling services related to employment.	(095)7188757 St-IRC@i.ua 40, Tsentralna st, Stanytsia Luhanska <i>ramp, wide doors</i>

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

Name of public organization	Which are the services/ field of activity	Контакт Адреса
"Myloserdya - Luhansk" Charitable Foundation	home care	(050)5752341 myloserdya.lg@gmail.com 39 Prydorozhna st, Makarove village <i>has no architectural accessibility</i>
Charitable organization "Luhansk Regional Branch of the International Charitable Organization "Charitable Foundation "SOS Children's Town"	social support and provision of comprehensive assistance to families with children who find themselves in difficult life circumstances according to their individual needs.	+380992516209 Ekaterina.Profatilova@sos-ukraine.org 33 1st Travnnya st, Stanytsia Luhanska <i>has no architectural accessibility</i>

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

Nº	Name of enterprises, farms	Sphere of activity	Contact	Physical address of location
1	Valuyska MTS LLC	Growing of grain and industrial crops	050-598-41-41 Kostyliov Mykola Oleksandrovykh natalia203@ukr.net	93650, 38A Michurina st, Valuyske village
2	Farm enterprise "Ripla Agro"	Growing of grain and industrial crops	095-361-96-36 Ripka Stanislav Ivanovich ripka-derkul@ukr.net	93644, 3A Druzhby st, Komyshe village
3	Private Agricultural Enterprise "Stepove"	Growing of grain and industrial crops	050-598-41-41 Kostyliov Mykola Oleksandrov tkydrav@mail.ru	93653, 1A Vokzalna st, Vilkhove
4	Private Agricultural Enterprise "Derkul"	Growing of grain and industrial crops; Breeding pigs and piglets	095-361-96-36 Ripka Stanislav Ivanovich ripka-derkul@ukr.net	93644, 10 Tsentralna st, Komyshe village

Nº	Name of enterprises, farms	Sphere of activity	Contact	Physical address of location
5	Farm enterprise "Agro-ABK"	Growing of grain and industrial crops	050-512-17-15 Kochura Olha Olexandrivna agro-avk2007@ukr.net	31 Ivana Franka st, Plotyna village, 93643
6	Peasant Farm Enterprise "Firtych"	Growing of grain and industrial crops	066-605-86-71 Firtych Mykola Ulyanovych firtich1957@gmail.com	93653, Vilkhove village
7	Peasant Farm Enterprise "Svitanok Lux"	Growing of grain and industrial crops	095-122-05-59 Storozhenko Svetlana Anatoliiyvna storozhenko-svetlana@rambler.ru	93653, 3, Zhovtneva st, Nyzhnia Vilkhova village

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

- *Shops - 121, including large ones*

Nº	The name of the object of trade (shop), restaurant business	Sphere of activity	Availability of architectural accessibility ramp, wide door, lift, etc.
1	Shopping center «Kvadrat» Kalashnik Vadym Volodymyrovych 30 Tsentralna st, Stanytsia Luhanska urban-type locality	retail trade	one-storeyed, wide doors
2	Shopping center «Kupets» Pogorelov Oleksandr Volodymyrovych 1st Travnia st, Stanytsia Luhanska urban-type locality	retail trade	one-storeyed, wide doors
3	Supermarket «Yermak» Yeremenko Volodymyr Oleksiyovych Prydorozhnia st, Makarove village	retail trade	one-storeyed, wide doors
4	Subsidiary «Koop-univermag» of Stanytsia Luhanska Kovaliova Yulia Volodymyrovna 37 Tsentralna st, Stanytsia Luhanska urban-type locality	retail trade	two-storeyed, wide doors , no ramp
5	Solodukha Cafe Galyuchek Yevgen 5th Linia st, Stanytsia Luhanska urban-type locality	food service	one-storeyed, wide doors, unobstructed access
6	Darnyk Cafe Nazarova Olga Volodymyrovna 2, 9 1st Travnia st, Stanytsia Luhanska urban-type locality	food service	one-storeyed, wide doors, unobstructed access
7	Mriya Cafe Savchenko Valentina Viktorivna 2d Gorkogo st, Stanytsia Luhanska urban-type locality	food service	one-storeyed, wide doors, unobstructed access
8	«Fishechka» Coffee shop Zubareva Svitlana Mikhailivna 46 Zaliznycha st, Stanytsia Luhanska urban-type	food service	one-storeyed, wide doors, unobstructed access

№	The name of the object of trade (shop), restaurant business	Sphere of activity	Availability of architectural accessibility ramp, wide door, lift, etc.
9	Bounty Cafe Sukharevsky Oleksandr Tymofiyovych 46 Zaliznycha st, Stanytsia Luhanska urban-type	food service	one-storeyed, wide doors, unobstructed access
10	Brownie Cafe TEN Oleksandr Georgiyovych 26 Molodizhnyi quarter, Stanytsia Luhanska urban-type locality	food service	one-storeyed, wide doors, unobstructed access
11	Elit Cafe Degtyarova Irina Petrivna 4 Shkilna st, Stanytsia Luhanska urban- type locality	food service	one-storeyed, wide doors, unobstructed access
12	Buffet Khodanovych Pavlo Volodymyrovych 5th Linia st, Stanytsia Luhanska urban- type locality (hospital)	food service	ramp, wide doors, lift
13	Snack bar Khodanovych Pavlo Volodymyrovyc 49 Tsentralna st, Stanytsia Luhanska urban-type locality	food service	one-storeyed, wide doors, unobstructed access

3.5. Number and list of bank branches and ATMs operating in the community

Name of the bank Branch or ATM	Physical address of location	Availability of architectural accessibility (ramp, wide door, lift, etc.)
Branch No. 10012/01 of Oschadbank	<i>31, Tsentralna str, Stanytsia Luhanska urban-type locality</i> (06472) 31382 Sidyachenko Lyudmila	Two-storeyed, wide doors, ramp
ATMs A1200002	31, Tsentralna st.	unobstructed access
A1201943	43, 1st Travnia st.	unobstructed access
A1201901	8A, 3rd Linia st.	unobstructed access
A1200115	9A, 3rd Linia st.	unobstructed access
A1200083	39 ,5th Linia st.	unobstructed access
A1201861	1, Lermontova st.	unobstructed access
A1200104	146, Magistralna st.	unobstructed access
A1201960	38, Tsentralna st.	unobstructed access
A1200123	30-A, Tsentralna st.	unobstructed access
A1201932	24, Molodizhnyi quarter	unobstructed access
A1201889	Stanytsia Luhanska Entry-Exit Checkpoint	unobstructed access

Name of the bank Branch or ATM	Physical address of location	Availability of architectural accessibility (ramp, wide door, lift, etc.)
A1201904	Stanytsia Luhanska Entry-Exit Checkpoint	unobstructed access
A1201858	Stanytsia Luhanska Entry-Exit Checkpoint	unobstructed access
A1201859	Stanytsia Luhanska Entry-Exit Checkpoint	unobstructed access
Branch of PrivatBank of Ukraine Branches, 2 ATMs <i>37 Tsentralna st</i> Gubich Kateryna +380502923949 gubichk484@gmail.com		one-storeyed, unobstructed access

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

Nº	Name of communication and logistics facility	Which are the services provided	Physical address of location	Availability of architectural accessibility (ramp, wide door, lift, etc.)
1	Post office in Stanytsia Luhanska urban-type locality of Luhansk Directorate of Joint Stock Company "Ukrposhta"	Postal and related services	<ul style="list-style-type: none"> • 15 a, Molodizhnyi quarter, • 38, Barbashova st, • 20, Depovska st, Stanytsia-Luhanska urban-type locality 	wide doors
2	Post office in Nyzhnia Vilkhova village of Luhansk Directorate of Joint Stock Company "Ukrposhta"	Postal and related services	52, Rizdviana st, Nyzhnia Vilkhova village	Not available
3	Post office in Valuyske village of Luhansk Directorate of Joint Stock Company "Ukrposhta"	Postal and related services	274, Tsentralna st, Valuyske village	Not available
4	Post office in Komyshe village of Luhansk Directorate of Joint Stock Company "Ukrposhta"	Postal and related services	10, Tsentralna st, Komyshe village	Not available
5	Nova Poshta 0-800-500-609	Logistics services	20, Molodizhny quarter, Stanytsia Luhanska	Not available
6	Delivery	Logistics services	Bukaeva str, Stanytsia Luhanska	Not available
7	Kharkiv branch of PJSC "Telecom"	Internet, telephony, radio	Severodonetsk №133/6	Not available

3.7. Number and types, list of health care facilities (hospitals, outpatient clinics, FMSs, pharmacies)

№	Name of medical institution	Which services are provided Availability of specialized doctors	Physical address of location / Contact
1	Municipal non-commercial enterprise «Center of primary medical care» of Stanytsia Luhanska	Primary medical assistance. Availability of specialized doctors - N/A Number of doctors - 23 women	Statotdel-cpmsp@i.ua 39 5 th Linia st, Stanytsia Luhanska <i>ramp, wide doors, lift</i>
2	Municipal non-commercial enterprise «Stanytsia Luhanska multidisciplinary hospital of Stanytsia Luhanska village territorial community» 39 5th Linia, Stanytsia Luhanska	Secondary (specialized) medical care. Therapists, gynecologists, infectious disease specialist, endocrinologist, surgeons, narcologist, psychiatrist, neurologist, ophthalmologist, physiotherapist, phthysiologist, cardiologist, traumatologist, pediatrician, dentists, anesthesiologists, radiologist. In total-28, women-21/men-7	Reception of the General Director 501035439, reception department - 0501035531, registry of the polyclinic 0501035394 statotdel@i.ua 39 5th Linia, Stanytsia Luhanska, Shchastia district, 93600 <i>Ramp, wide corridors and doors, elevators</i>
3	Municipal non-commercial enterprise «Center of primary medical care» of Stanytsia Luhanska	Primary medical assistance Availability of specialized doctors - N/A. Women -20 / men - 3	Statotdel-cpmsp@i.ua 39 5th Linia, Stanytsia Luhanska <i>Ramp, doors, elevators</i>
4	Valuyska village outpatient clinic, General Practice of Family Medicine	Primary medical assistance Availability of specialized doctors - N/A. Number of specialists - 2	ambulatoriav@gmail.com Gusinivska st, Valuyske village <i>ramp, wide doors</i>
5	Vilkhove village outpatient clinic, General Practice of Family Medicine	Primary medical assistance Availability of specialized doctors - N/A. Women - 1	vilhivskasla@ukr.net 84, Shkilna st, Vilkhove village <i>ramp, wide doors</i>
6	Nyzhnia Vilkhova village outpatient clinic	Primary medical assistance Availability of specialized doctors - N/A.	Ckokova1962@gmail.com 51a, Rizdviana st, Nyzhnia Vilkhova village <i>ramp, wide doors</i>
7	Plotyna paramedical and midwifery station	Primary medical assistance Availability of specialized doctors - N/A.	88, Pershotravneva st, Plotyna village <i>ramp, wide doors</i>
8	Pharmacy Yakovlev A.A. individual entrepreneur	Retail sale of pharmaceutical goods	28 Molodizhnyi quarter, Stanytsia Luhanska
9	Falbi Pharmacy	Retail sale of pharmaceutical goods Number of specialists - 2	30 Tsentralnast, Stanytsia Luhanska urban-type locality
10	A separate branch of «Central District Pharmacy No.72 of public utility company "Luhansk region "Farmatsia Pivnich"»	Retail sale of pharmaceutical goods. Number of specialists - 8	8 Tsentralnast, Stanytsia Luhanska urban-type locality
11	Pharmacy branch No.161 APK of a separate branch of «Central District Pharmacy No.72 of public utility company "Luhansk region "Farmatsia Pivnich"»	Retail sale of pharmaceutical goods Number of specialists - 2	ap. 48, 20 Molodizhnyi quarter, Stanytsia Luhanska urban-type locality

N ^o	Name of medical institution	Which services are provided	Physical address of location / Contact
12	Pharmacy branch No. 5 APK of a separate branch of "Central District Pharmacy No.72 of public utility company "Luhansk region "Farmatsia Pivnich"	Retail sale of pharmaceutical goods. Number of specialists - 3	39, 5th Linia st, Stanytsia Luhanska urban-type locality
13	Pharmacy Redkina T.O. individual entrepreneur	Retail sale of pharmaceutical goods. Number of specialists - 2	18, Depovska st, Stanytsia Luhanska urban-type locality
14	Pharmacy Degtiariov V.L. individual entrepreneur	Retail sale of pharmaceutical goods	16 b, Depovska st, Stanytsia Luhanska urban-type locality
15	Pharmacy No.1 Denisova Yu.O. individual entrepreneur	Retail sale of pharmaceutical goods	9a, 3rd Linia st, Stanytsia Luhanska urban-type locality
16	Pharmacy No.2 Denisova Yu.O. individual entrepreneur	Retail sale of pharmaceutical goods	38, Tsentralna st, Stanytsia Luhanska urban-type locality
17	Pharmacy No.3 Denisova Yu.O. individual entrepreneur	Retail sale of pharmaceutical goods	39, 5th Linia st, Stanytsia Luhanska urban-type locality
18	Pharmacy No.1 ZDOROVIE +	Retail sale of pharmaceutical goods	1st Travnia st, Stanytsia Luhanska
19	Pharmacy branch No.1 ZDOROVIE +	Retail sale of pharmaceutical goods	39, 5th Linia st, Stanytsia Luhanska
20	Pharmacy No.4 ZDOROVIE +	Retail sale of pharmaceutical goods	1, Lermontova st, Stanytsia Luhanska

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

N ^o	Name of educational institution/ Physical address of location	services /incl educ. (IE)	special. W / M
1	MUNICIPAL INSTITUTION "STANYTSIA LUHANSKA SUPPORTING INSTITUTION OF GENERAL SECONDARY EDUCATION OF I-III DEGREES No. 1 OF STANYTSIA LUHANSKA VILLAGE TERRITORIAL COMMUNITY" <i>Timokhina Iryna Mykolayivn</i> 099 022 19 62, <i>shcool_stanitsa1@ukr.net</i> 19, Molodizhnyi quarter, Stanytsia Luhanska urban-type locality	educational IE —	
2	BRANCH OF «PLOTYNA INSTITUTION OF GENERAL SECONDARY EDUCATION OF I-II DEGREE» OF MUNICIPAL INSTITUTION "NYZHNYA VILKHOVA SUPPORTING INSTITUTION OF GENERAL SECONDARY EDUCATION OF I-III DEGREE OF STANYTSIA LUHANSKA VILLAGE TERRITORIAL COMMUNITY" <i>Sukharevskaya Natalia Ivanivna</i> 099 61 260 93, <i>plotinskaia@i.ua</i> 38a, Ivana Franka st, Plotyna village, 94643	educational IE —	8 / 1
3	"VALUYSKE INSTITUTION OF GENERAL SECONDARY EDUCATION OF I-III DEGREE No. 1 OF STANYTSIA LUHANSKA VILLAGE TERRITORIAL COMMUNITY" <i>Koltunova Natalia Oleksandrivna,</i> 066 065 0142, <i>valuyskaya1@ukr.net</i> 305, Tsentralna st, Valuyske village, 93650	educational IE +	23 / 4

№	Name of educational institution/ Physical address of location	Services / incl educ. (IE)	Employees W / M
4	MUNICIPAL INSTITUTION «NYZHNIYA VILKHOVA SUPPORTING INSTITUTION OF GENERAL SECONDARY EDUCATION OF I-III DEGREE OF STANYTSIA LUHANSKA VILLAGE TERRITORIAL COMMUNITY» <i>Yasinchak Lyudmila</i> <i>t. 0506066722, nyZOH@i.ua</i> <i>51, Gagarina st, Nyzhnia Vilkhova village, 93641</i>	educational IE +	19 / 14
5	MUNICIPAL INSTITUTION «VALUYSKE INSTITUTION OF GENERAL SECONDARY EDUCATION OF I-III DEGREE No. 2 OF STANYTSIA LUHANSKA VILLAGE TERRITORIAL COMMUNITY» <i>Shvandareva Lyudmila Ivanivna,</i> <i>t. 0666187114, shkola2valuyskaya@i.ua</i> <i>67, Myru st, Valuyske village, 93650</i>	educational IE —	13 / 4
6	MUNICIPAL INSTITUTION «KINDRASHIVSKYI INSTITUTION OF GENERAL SECONDARY EDUCATION OF I-III DEGREE No. 1 OF STANYTSIA LUHANSKA VILLAGE TERRITORIAL COMMUNITY» <i>Fatneva Larysa</i> <i>095-509-94-76 kondrashevskaya.oosh@i.ua</i> <i>1, Shkilna st, Stanytsia Luhanska urban-type locality, 93602</i>	educational IE +	24 / 4
7	BRANCH OF «STANYTSIA LUHANSKA INSTITUTION OF I DEGREE OF MUNICIPAL INSTITUTION «STANYTSIA LUHANSKA SUPPORTING INSTITUTION OF GENERAL SECONDARY EDUCATION OF I-III DEGREES No. 1 OF STANYTSIA LUHANSKA VILLAGE TERRITORIAL COMMUNITY» <i>Timokhina Iryna Mykolayivna,</i> <i>099 022 19 62 shcool_stanitsa1@ukr.net</i> <i>40, Tsentralna st, Stanytsia Luhanska urban-type locality, 93600</i>	educational IE —	6W
8	MUNICIPAL INSTITUTION «NYZHNIYA VILKHOVA INSTITUTION OF GENERAL SECONDARY EDUCATION OF I-III DEGREE OF STANYTSIA LUHANSKA VILLAGE TERRITORIAL COMMUNITY» <i>Reznik Iryna Volodymyrivna,</i> <i>t. 066 609 80 09 olhovka_oosh@i.ua</i> <i>50, Shkilna st, Vilkhove village, 93635</i>	educational IE +	22 / 1
9	BRANCH OF «KOMYSHNE INSTITUTION OF GENERAL SECONDARY EDUCATION OF I DEGREE» OF MUNICIPAL INSTITUTION «NYZHNIYA VILKHOVA SUPPORTING INSTITUTION OF GENERAL SECONDARY EDUCATION OF I-III DEGREE OF STANYTSIA LUHANSKA VILLAGE TERRITORIAL COMMUNITY» <i>Yasinchak Lyudmila Mykolayivna</i> <i>t. 0506066722 komnkv@i.ua</i> <i>1, Shkilna st, Komyshne village, 93644</i>	educational IE —	
10	MUNICIPAL INSTITUTION «PRESCHOOL EDUCATION INSTITUTION KINDERGARTEN No. 1 «TEREMOK» OF COMBINED TYPE OF STANYTSIA LUHANSKA VILLAGE TERRITORIAL COMMUNITY» <i>Prokopova Tetyana Oleksiivna,</i> <i>0955242541 Teremok_stan@ukr.net</i> <i>40, Tsentralna st, Stanytsia Luhanska urban-type locality, 93600</i>	educational IE —	13 W
11	MUNICIPAL INSTITUTION «PRESCHOOL EDUCATION INSTITUTION KINDERGARTEN No. 2 «TOPOLIOK» OF GENERAL TYPE OF STANYTSIA LUHANSKA VILLAGE TERRITORIAL COMMUNITY» <i>Вахтерова Любов Іванівна</i> <i>0996728808 Топольокстан741@ukr.net</i> <i>10, Molodizhnyi quarter, Stanytsia Luhanska urban-type locality</i>	educational IE —	10 / 10
12	MUNICIPAL INSTITUTION «PRESCHOOL EDUCATION INSTITUTION KINDERGARTEN No. 21 «KAZKA» OF GENERAL TYPE OF STANYTSIA LUHANSKA VILLAGE TERRITORIAL COMMUNITY» <i>Gromova Larysa Anatoliiyivna,</i> <i>0507745212 sad_21@i.ua</i> <i>22, Depovska st, Stanytsia Luhanska urban-type locality, 93602</i>	educational IE +	12 W

3.9. Extracurricular educational institutions (if available)

N ^o	Name of educational institution/ Physical address of location	services /incl educ. (IE)	employees W / M
1	MUNICIPAL INSTITUTION «CHILDREN AND YOUTH CREATIVITY CENTER «SVITANOK» OF STANYTSIA LUHANSKA VILLAGE TERRITORIAL COMMUNITY» <i>Davydenko Yuriy Mykolayovych, t. 0660721777, 7, Bukhaieva st, Stanytsia Luhanska urban-type locality</i>	educational IE —	4 / 1
2	MUNICIPAL INSTITUTION «CHILDREN'S AND YOUTH SPORTS SCHOOL OF STANYTSIA LUHANSKA VILLAGE TERRITORIAL COMMUNITY» <i>Sklyarov Sergiy Leonidovych, t. 0508376755 26, Tsentralna st, Stanytsia Luhanska urban-type locality</i>	educational IE —	7 / 4

3.10. Number and types, list of cultural institutions (houses of culture, clubs, libraries, museums), if available

N ^o	Name of educational institution	Which services are provided	employees W / M
1	Municipal Institution «Palace of Culture and Arts» of Stanytsia Luhanska village territorial community <i>Vorzhev Anatolii Mykolayovych 0953740140 stanicardk@ukr.net 26, Tsentralna st, Stanytsia Luhanska urban-type locality, Shchastia district, Luhansk region, 93600 (wide doors)</i>	theatre and concert activities	16 / 7
2	Valuyske cultural and leisure center <i>Grishin Serhiy Serhiyovych 0505334024 makarovam357@gmail.com 274 A, Tsentralna st, Valuyske village, Shchastia district, Luhansk region, 93650 (wide doors)</i>	theatre and concert activities	5 / 4
3	Verkhnia Vilkhova village club <i>Nazarenko Victoria Yuriyivna 0501702849 markiza031967@gmail.com 2, Soborna square, Verkhnia Vilkhova village</i>	theatre and concert activities	1 / 0
4	Kindrashivskiyi House of Culture <i>Tsukan Yuriy Valentinovich 0990157153 muzetta@ukr.net 9A, Shkilnyi lane, Stanytsia Luhanska urban-type locality, Shchastia district, Luhansk region, 93602 (wide doors)</i>	theatre and concert activities	6 / 7
5	Komyshne Village House of Culture <i>Kuvik Olexandra Georgiivna 0664052708 1, Druzhby st Komyshne village, Shchastia district, Luhansk region, 93644 (wide doors)</i>	theatre and concert activities	3 / 0
6	Nyzhnia Vilkhova Village House of Culture <i>Udodenko Svitlana Ivanivna 0992264314 vmelaev63@gmail.com 53 Rizdviana st, Nyzhnia Vilkhova village, Shchastia district, Luhansk region, 93641 (wide doors)</i>	theatre and concert activities	3 / 0
7	Plotyna village club <i>98, Pershotravneva st, Plotyna village, Shchastia district, Luhansk region, 93643</i>	theatre and concert activities	

№	Name of educational institution	Which services are provided	Employees W / M
8	Stanytsia Luhanska public library <i>Sirenko Victoria Vadimivna</i> 050-081-70-65 <i>library_stlug@ukr.net</i> 26, Tsentralana st, Stanytsia Luhanska urban-type locality (1st floor, stairs)	Providing for informational, educational, cultural and other needs of users	8 / 0
9	Stanytsia Luhanska children's library <i>Sirenko Victoria Vadimivna</i> 050-081-70-65 <i>library_stlug@ukr.net</i> 26, Gogolia st, Stanytsia Luhanska urban-type locality (ground floor, stairs)	Providing for informational, educational, cultural and other needs of users	4 / 3
10	Novokindrashiv village library <i>Razinkova Olga Ivanivna</i> 095 874 11 16 <i>orazin.59@gmail.com</i> 9a, Shkilnyi lane, Stanytsia Luhanska urban-type locality (ground floor, stairs)	Providing for informational, educational, cultural and other needs of users	1 / 0
11	Valuyske village library No.1 <i>Simenikhina Iryna Viktorivna</i> 066 805 80 43 <i>aleksimenihin@gmail.com</i> 274a, Tsentralna st, Valuyske village (ground floor, stairs)	Providing for informational, educational, cultural and other needs of users	1 / 0
12	Valuyske village library No.2 <i>Belik Tetyana Viktorivna</i> 099 093 13 26 3a, Mury st, Valuyske village (ground floor, stairs)	Providing for informational, educational, cultural and other needs of users	1 / 0
13	Makarove village library <i>Afanasieva Svitlana Anatoliyivna</i> 095 335 46 43 2d, Lugova st, Makarove village (ground floor, stairs)	Providing for informational, educational, cultural and other needs of users	1 / 0
14	Vilkhove village library <i>Leonova Olena Oleksiyivna</i> 050 733 54 69 <i>777lenaleonova@gmail.com</i> 1b, Chekhova st, Vilkhove village (ground floor, stairs)	Providing for informational, educational, cultural and other needs of users	1 / 0
15	Nyzhnia Vilkhova village library <i>Tsyubenko Lydia Ivanivna</i> 050 823 10 54 <i>lidiacubenko798@gmail.com</i> 53, Rizdviana st, Nyzhnia Vilkhova village (1st floor, stairs)	Providing for informational, educational, cultural and other needs of users	1 / 0
16	Verkhnia Vilkhova village library <i>Fedorenko Lyubov Mykhailivna</i> 095 512 34 98 2, Soborna square, Verkhnia Vilkhova villag (ground floor, stairs)	Providing for informational, educational, cultural and other needs of users	1 / 0
17	Komyshne village library <i>Pilyugina Lyudmyla Oleksiyivna</i> 0661317827 1, Druzhby st, Komyshne village (ground floor, stairs)	Providing for informational, educational, cultural and other needs of users	1 / 0

3.11. Number and list of physical culture and sports facilities

Nº	Name of educational institution	Which services are provided	employees W / M
1	Municipal Institution «Children’s and youth sports school» of Stanytsia Luhanska village territorial community <i>Sklyarov Serhiy Leonidovych, 0508376755</i> <i>26, Tsentralna st, Stanytsia Luhanska urban-type locality</i>	educational	7 / 4
2	Municipal Institution «Niva Stadium» of Stanytsia Luhanska village territorial community <i>Kuznetsov Serhiy Anatoliiyovych</i> <i>22, 5th Linia st, Stanytsia Luhanska urban-type locality (wide doors)</i>	sports and health activities	

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

Nº	Name of institution / public recreation area	Physical address of location	Availability of architectural accessibility
1	Zaliznychnykyv Square (“Railwaymen’s Square”)	Depovska st, Stanytsia Luhanska urban-type locality	Ramp, lift, inclusive swing, tactile lines, etc.
2	Square	Zoriana st, Stanytsia Luhanska urban-type locality	Swing, paving slabs
3	40-richcha Peremogy Square (40th anniversary of the Victory Square)	5th Linia st, Stanytsia Luhanska urban-type locality	
4	Peremogy Square (“Victory Square”)	Moskva-Donbas st, Stanytsia Luhanska urban-type locality	

3.13. Transport connection

Category	Перевізник	Frequency, per day	Distance	Average cost UAH
Public (road haulier)	Social transportation by "Proliska" Humanitarian Mission	Once per week	23 km	00,00
Private (rent)	ATP «Severodonetsk Comfort Car»	every day	Stanytsia Luhanska-Markivka	150
	ATP Autoline Company		Stanytsia Luhanska-Kyiv	500
	LLC «Motor Transport Enterprise»		Stanytsia Luhanska-Kharkiv	350
	ATP «Telegin»		Stanytsia Luhanska-Bilokurakino	250
	Elitbustrans LLC		Stanytsia Luhanska-Severodonetsk	250
	FOP «Dis»		Stanytsia Luhanska-Starobilsk	250
	PE «Birant»		Stanytsia Luhanska-Milove	200
	ATP «Luxavto KSF»		Stanytsia Luhanska-Rubizhne	200
			Stanytsia Luhanska-Lysychansk	200

3.14. Communication (local newspaper, TV, city website, etc.)

Name of the communication company	Contact information (name, address, contacts)	online/offline	Publication frequency	Average cost
LLC "Vremia" Newspaper Office of Stanytsia Luhanska District"	Ponomareva Olena tel. 0507050531 vremya-st-lg.nethouse.ru 12, Tsentralna st, Stanytsia Luhanska urban-type locality	online/offline	Once per week	UAH 7-8

3.15. Safety and security (police, security, Ministry of Emergency Situations, etc)

Name of institution / Physical location address	Which services are provided	Number of employees
Main Directorate of the National Police in Luhansk region of Shchastia District Police Department of Main Directorate of the National Police in Luhansk region Police Department No. 1 <i>10, Tsentralna st, Stanytsia Luhanska urban type locality (one-storeyed, wide doors, free site)</i>	Safety, security	102
24 State Fire and Rescue Unit of the Main Directorate of the State Emergency Service of Ukraine in Luhansk region <i>24, 5th Linia st, Stanytsia Luhanska urban type locality (one-storeyed, wide doors, free site)</i>	Safety	45

Chapter 4. Analysis of social services provided in the community

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

4.1. List of social service providers and types of services provided and procured in the community

N ^o	Name of institution / Physical location address	Which services are provided	Number of employees W/M
1	Service for Children's Affairs <i>25, Tsentralna st, Stanytsia Luhanska (ramp)</i>	Consultancy	10 / 1
2	Service for Children's Affairs <i>25, Tsentralna st, Stanytsia Luhanska (ramp)</i>	Registration of children, forms the electronic database of Unified Information and Analytical System "Dity" ("Children"), acts of inspection of living conditions of the child and the inventory of the property	2 / 1
3	Social services center <i>12, Tsentralna st, Stanytsia Luhanska</i>	Home care, social adaptation, social integration and reintegration, emergency intervention, consultations, social support, in-kind assistance, physical support for people with disabilities who have musculoskeletal disorders and travel in wheelchairs, visual impairment, information	41 / 5
4	Center for Comprehensive Rehabilitation of Children with Disabilities <i>39 5th Linia st, Stanytsia Luhanska (ramp, lift)</i>	Counseling, psychological and pedagogical diagnostics, psychological and pedagogical correction, physical rehabilitation, social adaptation and reintegration, informing	
5	Center for provision of administrative services <i>25, Tsentralna st, Stanytsia Luhanska (ramp, wide doors)</i>	State registration or suspension of legal entities, registration of individual entrepreneurs, registration of property rights, registration of property rights for real estate, registration of land, provision of a certificate on the availability and size of land, state registration of marriage, divorce, registration of name and death, "eMalyatko" service, registration of place of residence, determination of the large family status, reception of documents for appointment of all state social benefits	18 / 3
6	«Inclusive Resource Center of Stanytsia Luhanska TC» <i>40, Centralna str, Stanitsa Luhanska township (ramp, wide doors)</i>	Counseling, psychological and pedagogical diagnostics, psychological and pedagogical correction, physical rehabilitation, social adaptation and reintegration, informing	7 W

4.2. The number of persons receiving the following types of social services

Type of service	Women	Men	In total
Home care	228	37	265
Social adaptation	475	197	672
In-kind support	343	131	474
Consultancy	1,068	712	1,780
Crisis and emergency intervention	16	5	21
Social support of individuals / families	31	10	41
Informing	38	10	48
Social prevention	188	82	270
Social and psychological rehabilitation	68	38	106
Social and medical services	61	23	84
Social rehabilitation	74	38	112
Habilitation	17	1	18
Representation of interests	87	18	105
Mediation	24	2	26

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	
		W	M
Center for social services			
Home care, social adaptation, social integration and reintegration, emergency intervention, counseling, social support, physical support for people with disabilities who have musculoskeletal disorders and travel in wheelchairs, visual impairment, information	Petropavlivka township	22	

ANALYSIS OF THE RESULTS OF NEEDS ASSESSMENT

Methodology

In the frames of the assessment of the needs of the population of Stanytsia Luhanska TC, a quantitative survey and research were conducted using the method of focus group discussions. The quantitative research consisted in conducting the survey of the TC population regarding their experience of receiving services in accordance with quotas. A total of 840 people were interviewed in the community. Out of 840 residents of TC, 442 residents of Stanytsia Luhanska itself were interviewed.

Quotas in **Stanytsia Luhanska** were applied as follows - the gender distribution applies to all additional categories. That is, out of all the surveyed residents of the community, 172 people are over 60 years old, disaggregated by all groups (98 women, 74 men), and also belong to an additional category - out of 172 respondents over 60 years old, 15 are IDPs. Accordingly, out of 40 IDPs surveyed, 23 were women, 17 were men, and 15 were over 60 years old.

Table 1. Quotas in Stanytsia Luhanska (gender distribution)

	Total number of persons	Women (57%)	Men (43%)
All the surveyed residents of Stanytsia Luhanska	442	252	190
Persons over 60 years (39%)	172	98	74
IDPs (9%)	40	23	17

Quotas in the rest of Stanytsia Luhanska ATC were applied as follows - gender distribution applies to all additional categories. That is, out of all the surveyed residents of the community, 155 are over 60 years old, disaggregated by all groups (88 women, 67 men), and also belong to an additional category - out of 155 respondents over 60 years old, 14 are IDPs. Accordingly, out of 36 IDPs surveyed, 21 were women, 15 men, and 14 were over 60 years old.

Table 2. Quotas in the rest of Stanytsia Luhanska ATC (gender distribution)

	Total number of persons	Women (57%)	Men (43%)
All the surveyed residents	398	227	171
Persons over 60 years (39%)	155	88	67
IDPs (9%)	36	21	15

Needs assessment of Stanytsia Luhanska TC of Luhansk region

In total, 1,500 people were interviewed in order to determine the needs of the three territorial communities, gender and age stratified for each community. Strata of IDP status and disability have also been introduced. In Stanytsia Luhanska TC, 840 people were interviewed, which can be stratified as follows:

Diagram 1. Sex of respondents, %

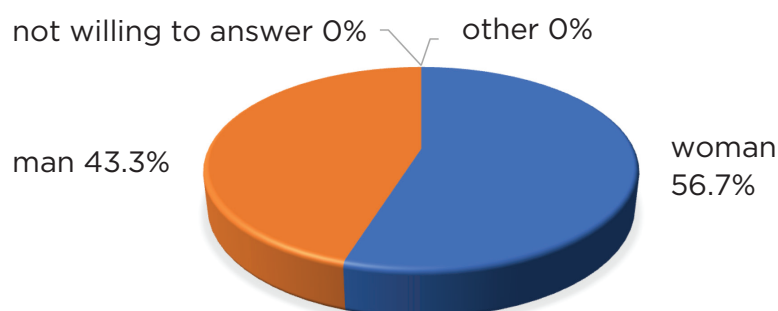


Diagram 2. Age of respondents, %

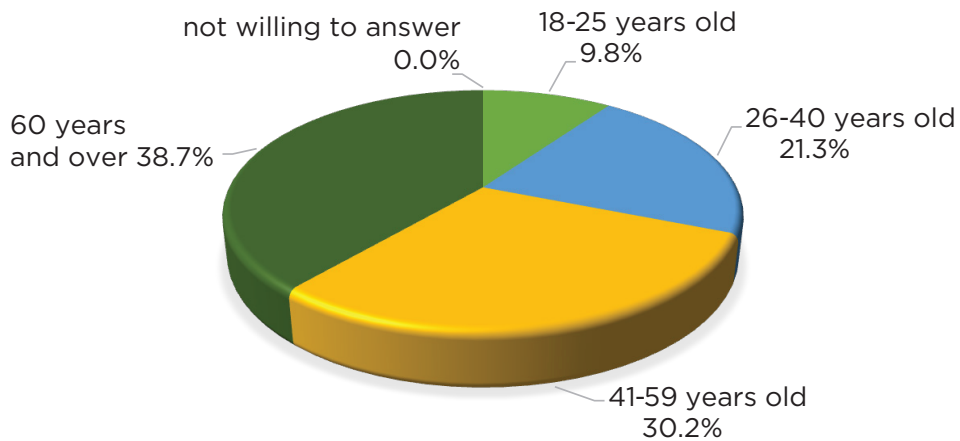


Diagram 3. Education of respondents, %

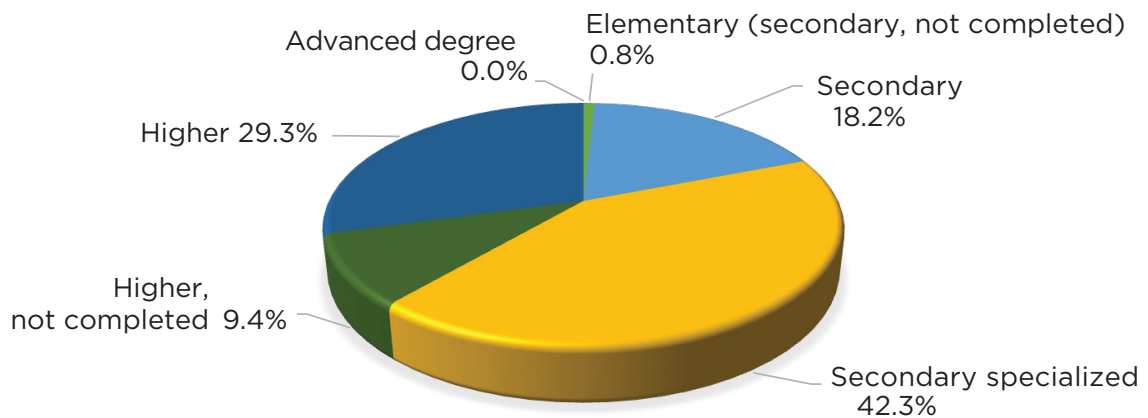
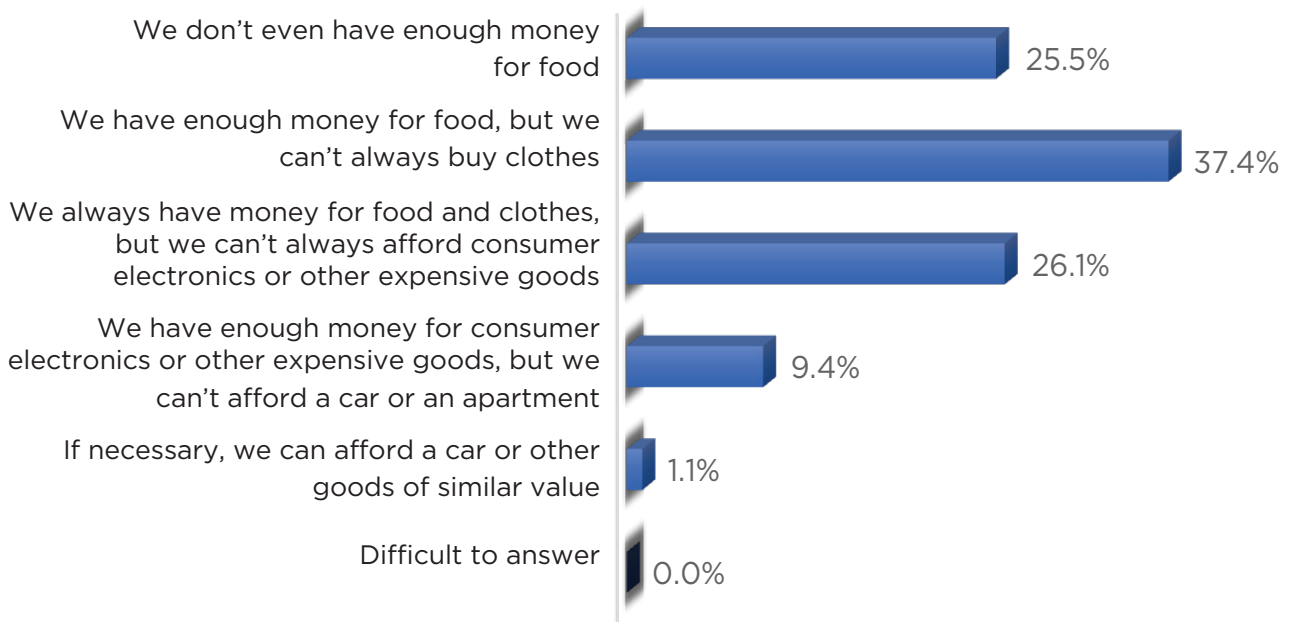


Diagram 4. Respondents' level of income, %



Efficiency of services

The respondents are a representative sample of residents of Stanytsia Luhanska TC. Thus, 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 Social Services Center; Social Services Center; Service for Children’s Affairs; Department for Social Protection; Social (Professional) Rehabilitation Center for Persons with Disabilities; other social institutions; civil society organizations. In the vast majority of cases, the population has no experience in receiving or seeking social services.

The Department for Social Protection, Social Services Center, Employment Center and the Territorial Social Services Center constitute an exception. 79.2% of respondents have never applied to the Department for Social Protection, while 2% believe that services are provided inefficiently, 6.1% of respondents have experience in receiving services in the Department but believe that they are not provided very efficiently. However, a certain number of respondents in Stanytsia Luhanska community have a positive experience of cooperation with the Department for Social Protection: almost 12.6% believe that the services provided by the Department are somewhat or very efficient. The community residents have similar experience in cooperation with the Social Services Center – only 1% of respondents deem the services provided by the center as very inefficient and another 2.1% indicated that the service is not provided at all; 13.2% indicated that the services are provided by the center very or somewhat efficiently.

Regarding the Employment Center – 79.5% of respondents do not know anything about the experience of interaction with this institution; 2.3% believe that the service is provided inefficiently, 5% of respondents indicate that the service is provided, but not very efficiently; 12.1% of respondents have the impression that the services of the Employment Center are at least somewhat effective.

The Territorial Social Services Center also leaves out almost 9 out of 10 residents of Stanytsia Luhanska community – 87.6% of respondents have never applied to this body. At the same time, 7.5% of respondents with the experience of interaction with the Social Services Center believe that services are provided efficiently or at least somewhat efficiently. 4.4% of the surveyed residents of the community cannot say that the services in the Territorial Center are provided efficiently.

Respondents in the community had very little experience of interacting with the Service for Children’s Affairs and the Center for Social Services for Children, Families and Youth. In the case of the Service for Children’s Affairs, 96.3% of respondents did not interact with this institution, so it is impossible to assess the real picture of the community’s experience. 94.2% of the surveyed population of Stanytsia Luhanska TC did not interact with the Center of Social Services, only 2.6% of respondents speak about certain level of efficiency of the Center, and another 3% are either partially or completely dissatisfied with its services.

Approximately at the same level, the surveyed population of Stanytsia Luhanska community has no experience 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 96.8% to 98.2% respondents cannot provide an answer regarding the quality of services in these institutions.

Diagram 5a. Efficiency of services, %

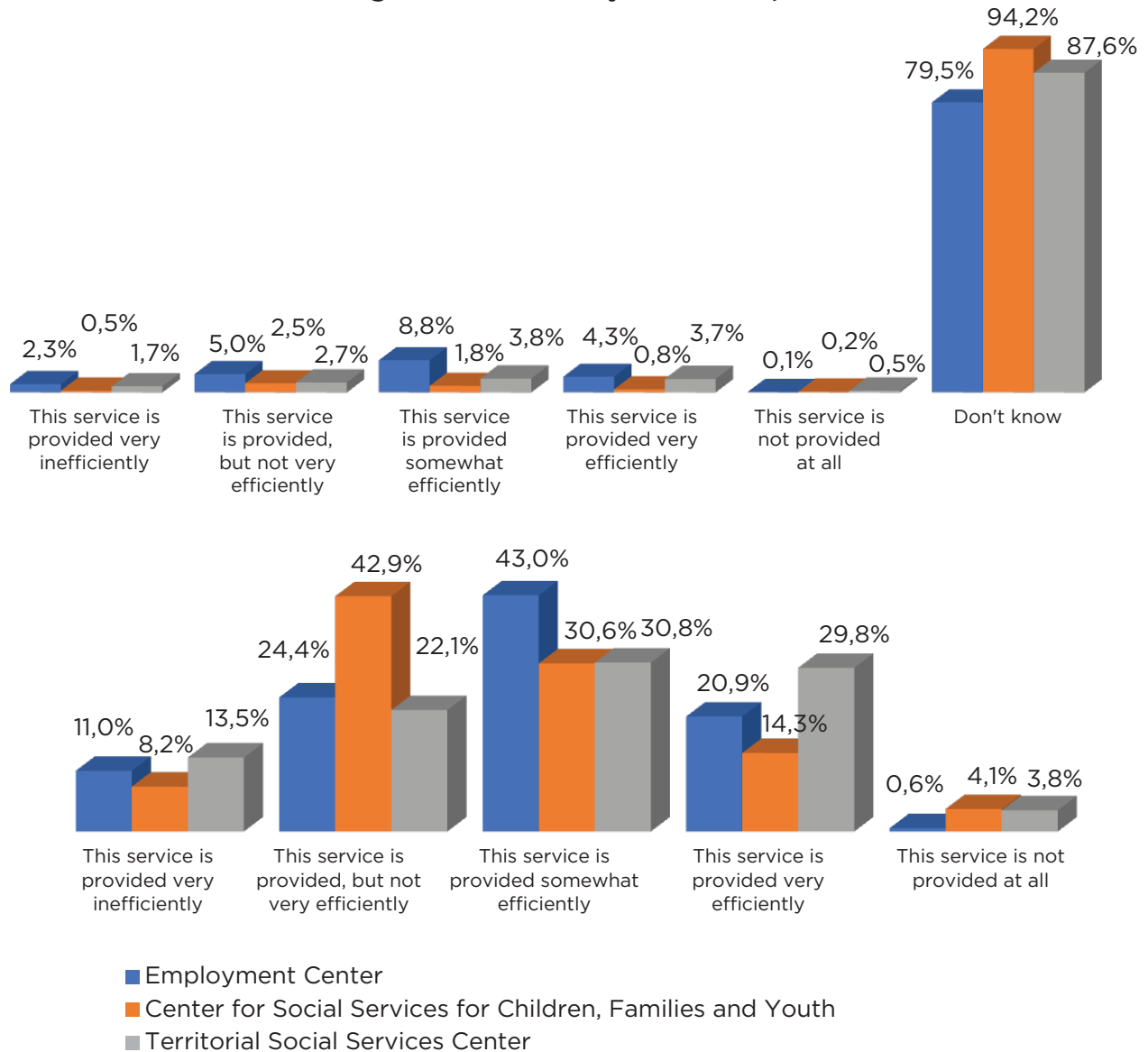
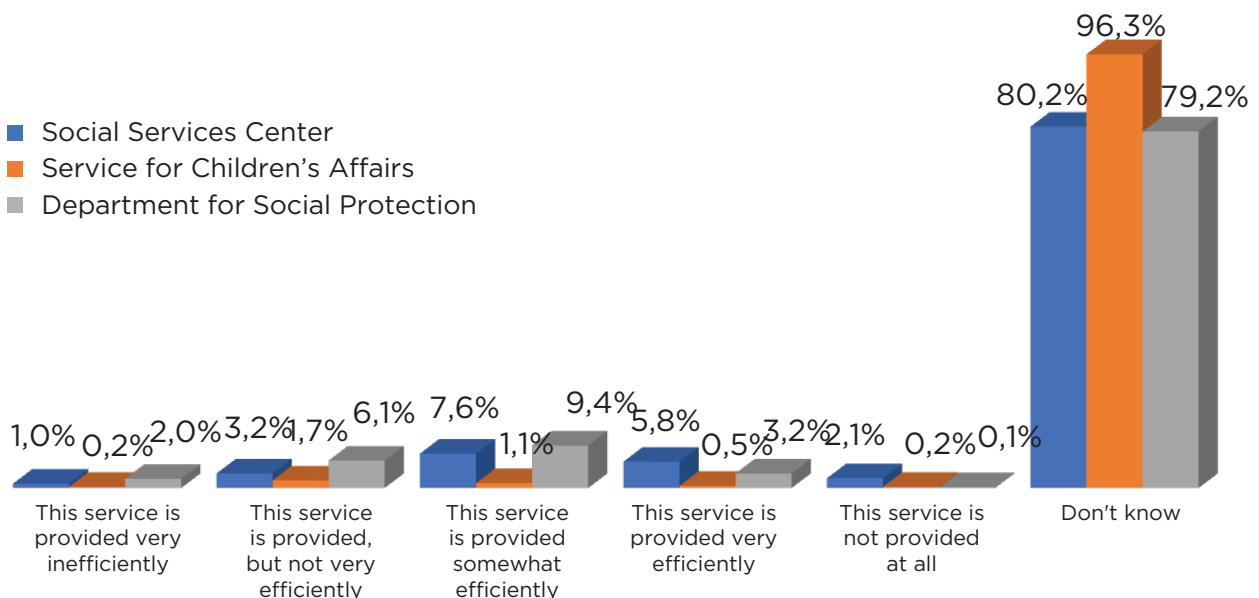


Diagram 5b. Efficiency of services, %



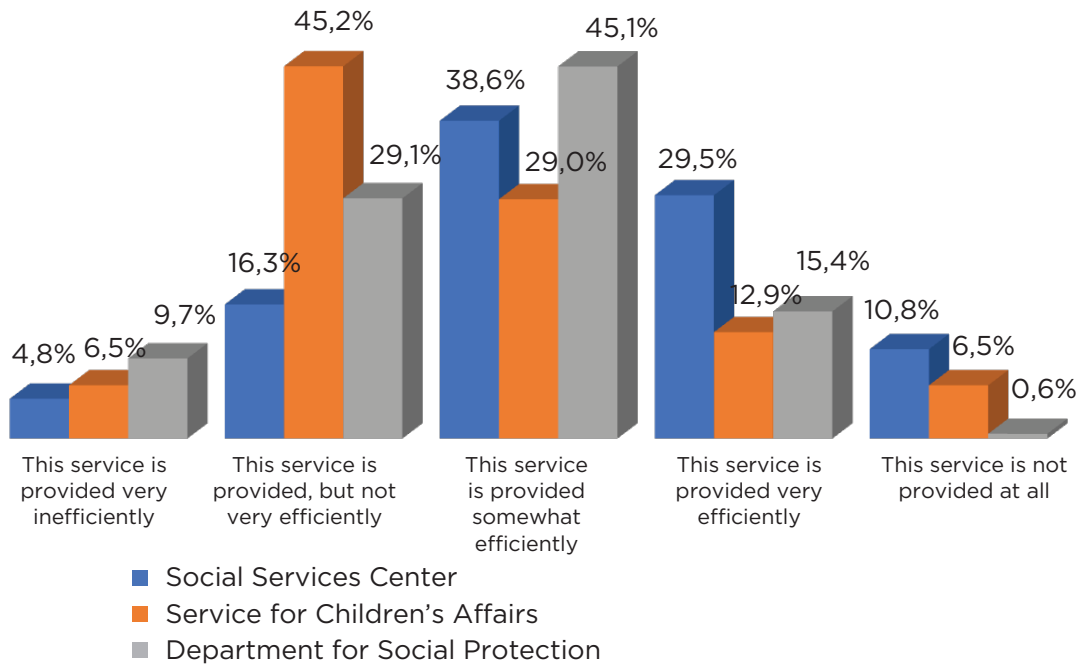
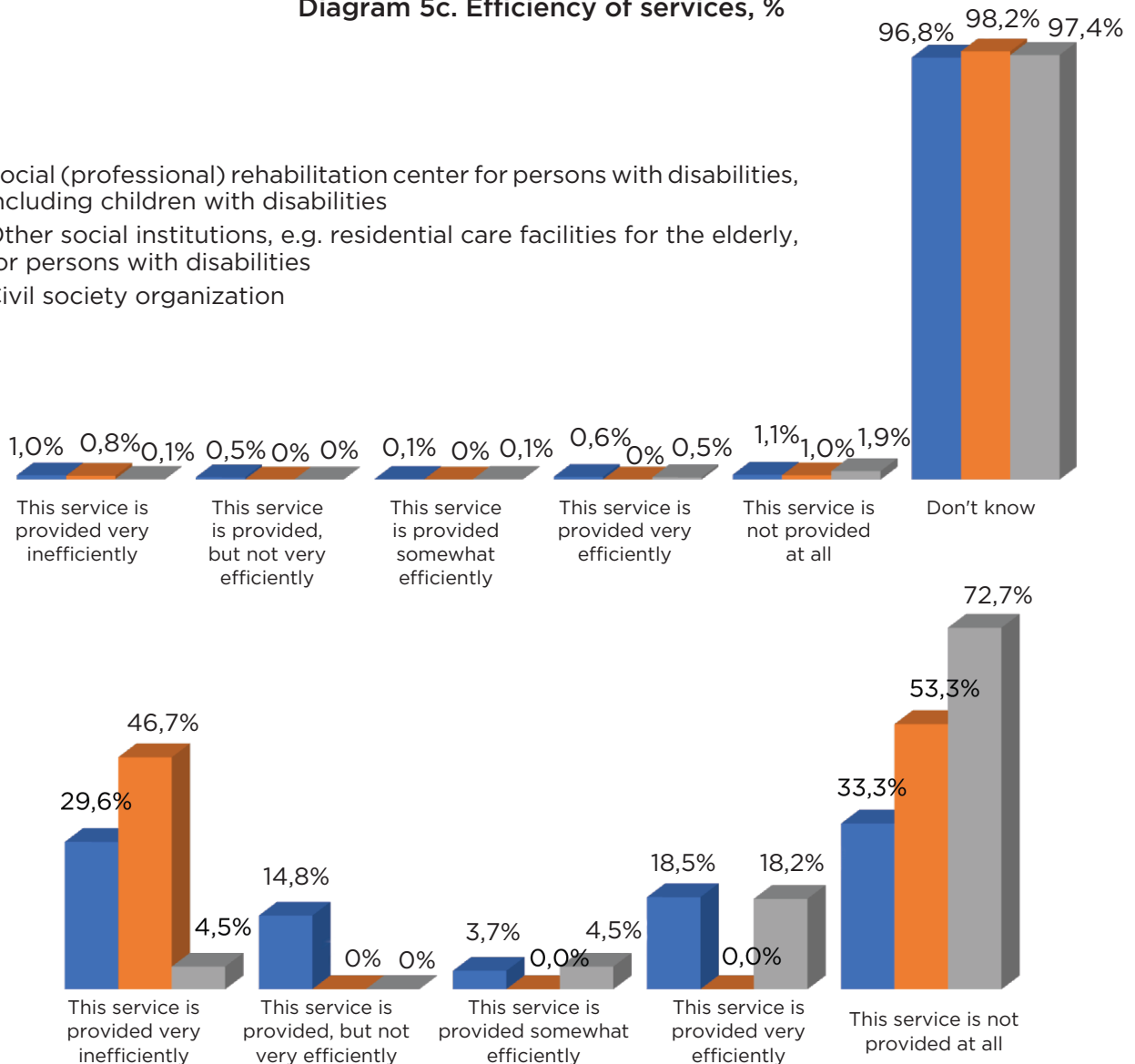


Diagram 5c. Efficiency of services, %

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

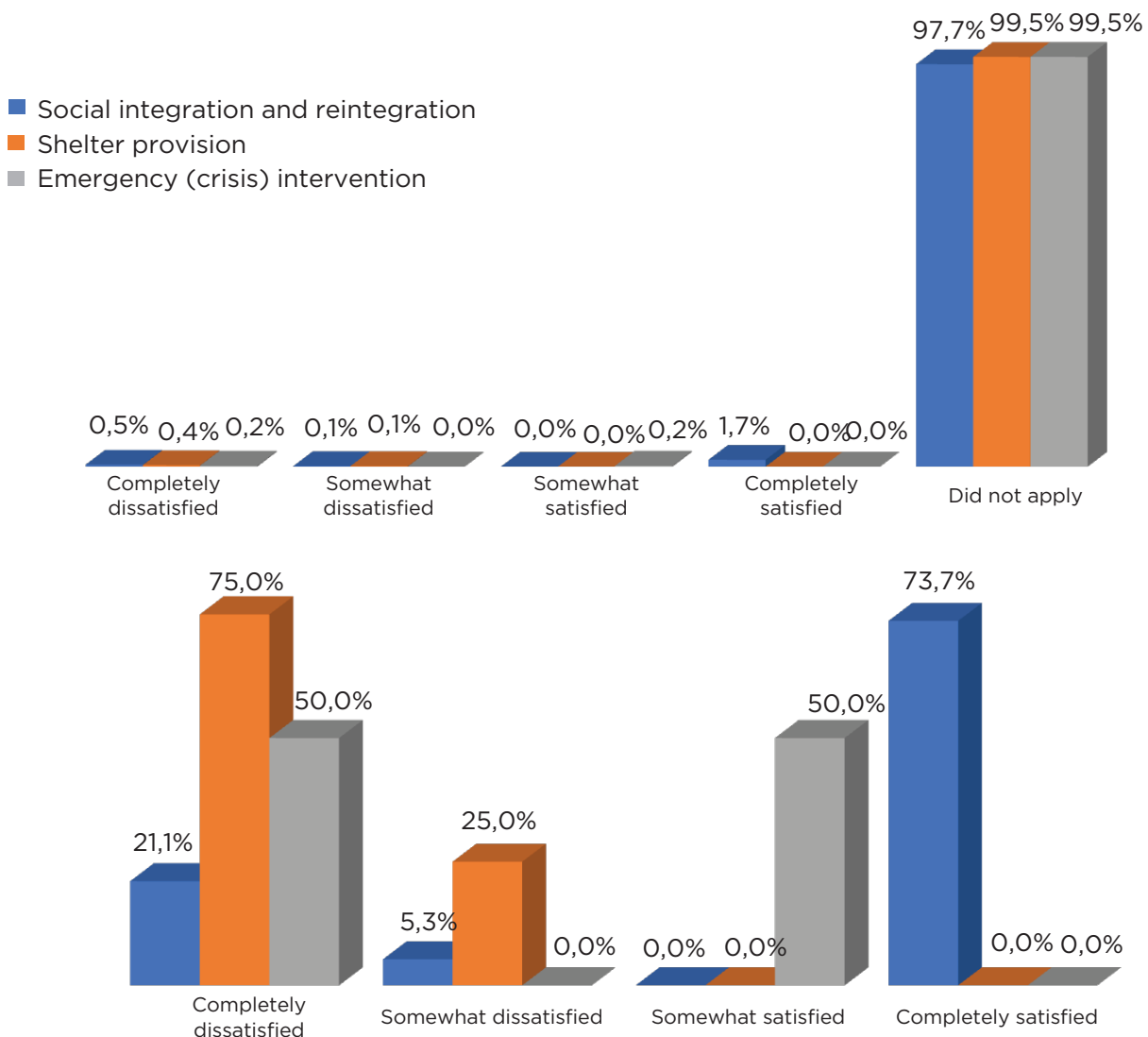


Thus, most residents of Stanytsia Luhanska TC do not have relevant experience applying to most institutions that provide certain social services. However, given that in everyday life most people do not turn to various institutions that provide social services routinely, we can assume that lack of experience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

Satisfaction with the services

The level of satisfaction with the services of TC residents also primarily depends on the experience of receiving such services. For example, in the Stanytsia Luhanska community, respondents have almost no experience receiving services of mediation, sign language translation, advocacy, social prevention, social integration and reintegration, and 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, a small number of TC representatives who have such an experience does not allow to judge reasonably about the generalized level of satisfaction with the services.

Diagram 6a. Satisfaction with the services, %



At the same time, there are services that were not applied for by the vast majority of respondents in Stanytsia Luhanska community, but the available number of respondents who have sought the services can at least indicate the level of satisfaction with certain services. 9% of the community population has experience of receiving in-kind services, with 7.4% indicating a positive experience of receiving the service and 1.6% indicating a negative one. From these data it is almost impossible to draw conclusions about the quality of service provision, at the same time it means that there is a need to detail the data and to improve the communication of the work of the institution providing this service.

Diagram 6b. Satisfaction with the services, %

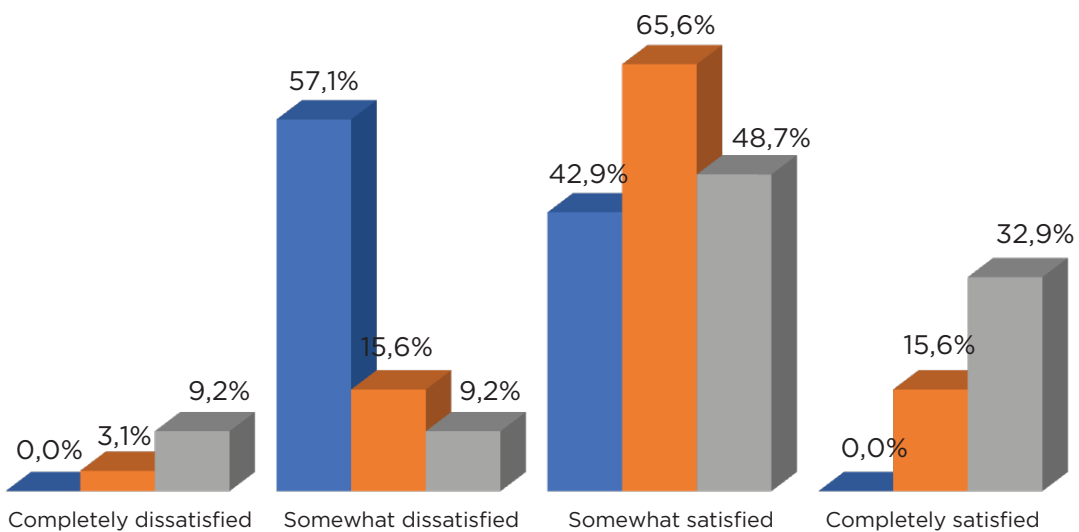
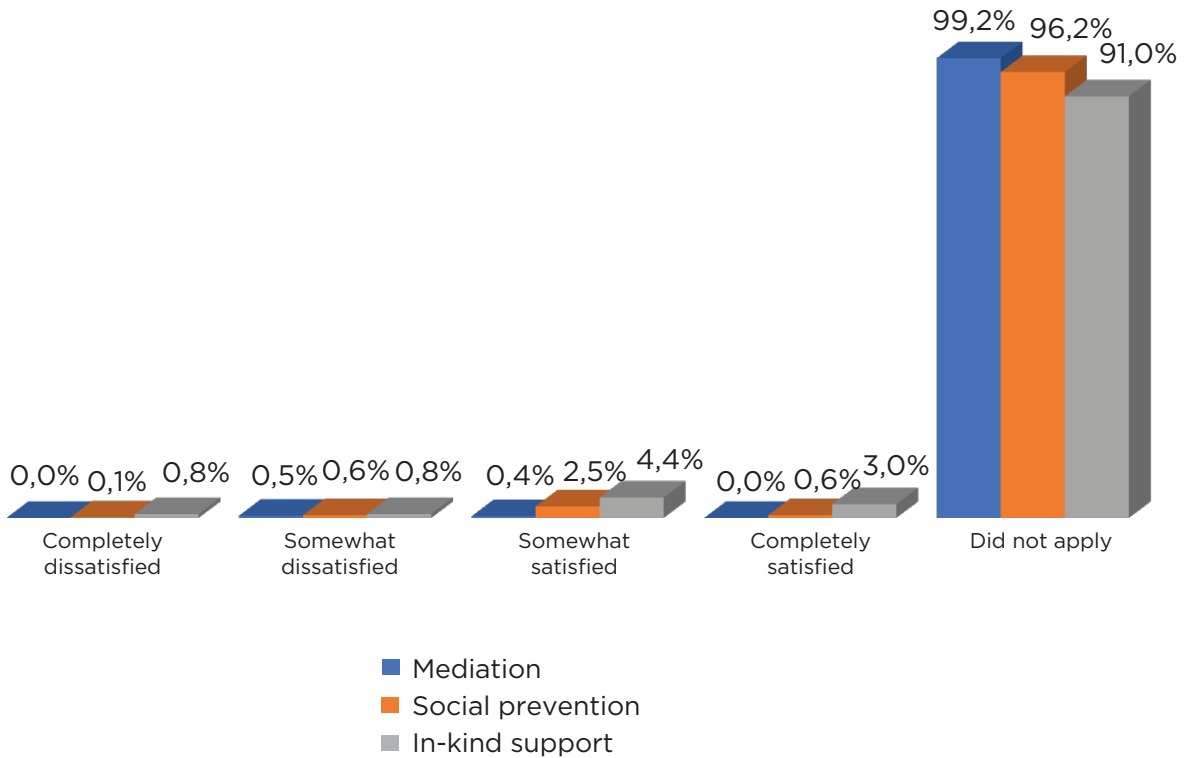
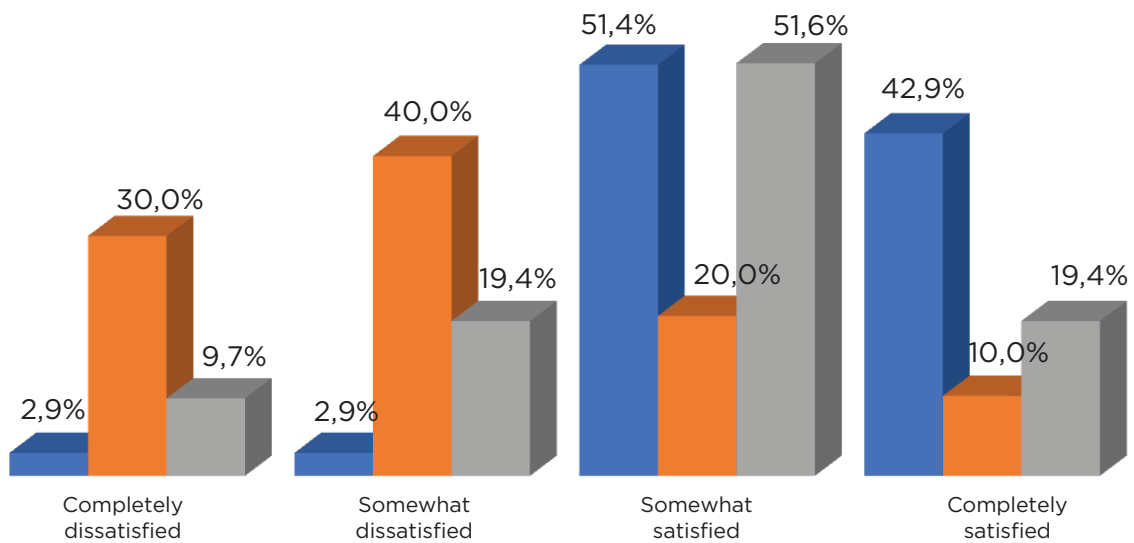
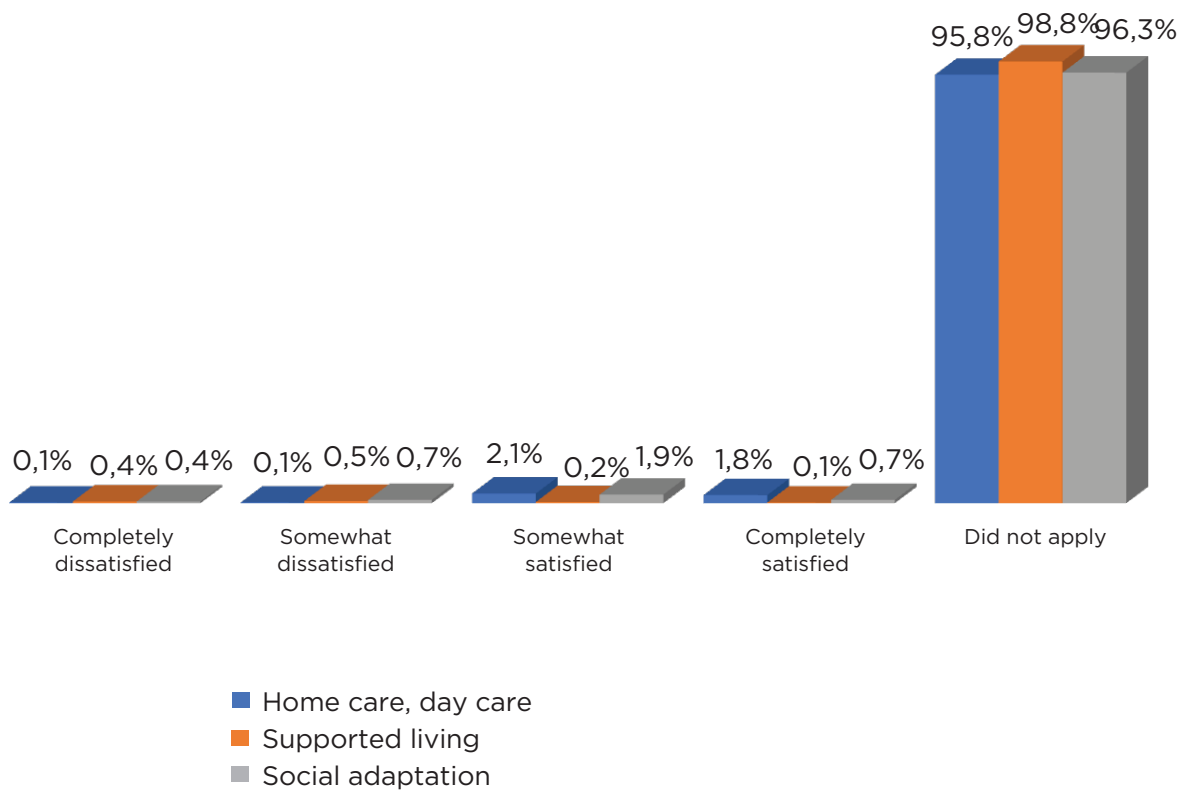


Diagram 6c. Satisfaction with the services, %



For example, 3.9% of the surveyed community members are completely or somewhat satisfied with the level of home care services, 26% are completely or somewhat satisfied with counseling services, and 4.4% are completely or somewhat satisfied with social support services. Given that from 73.1 to 95.8% 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 6d. Satisfaction with the services, %

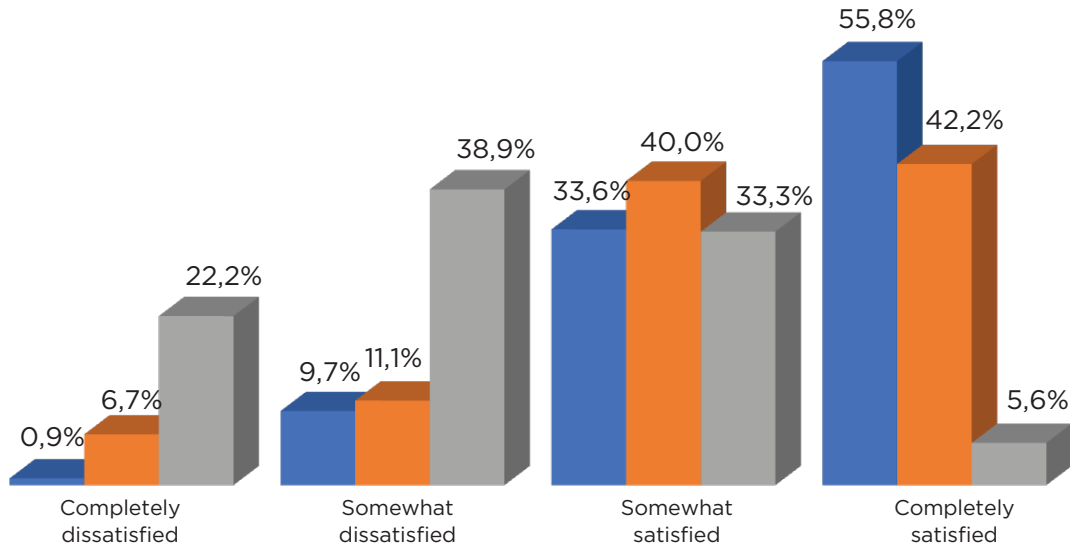
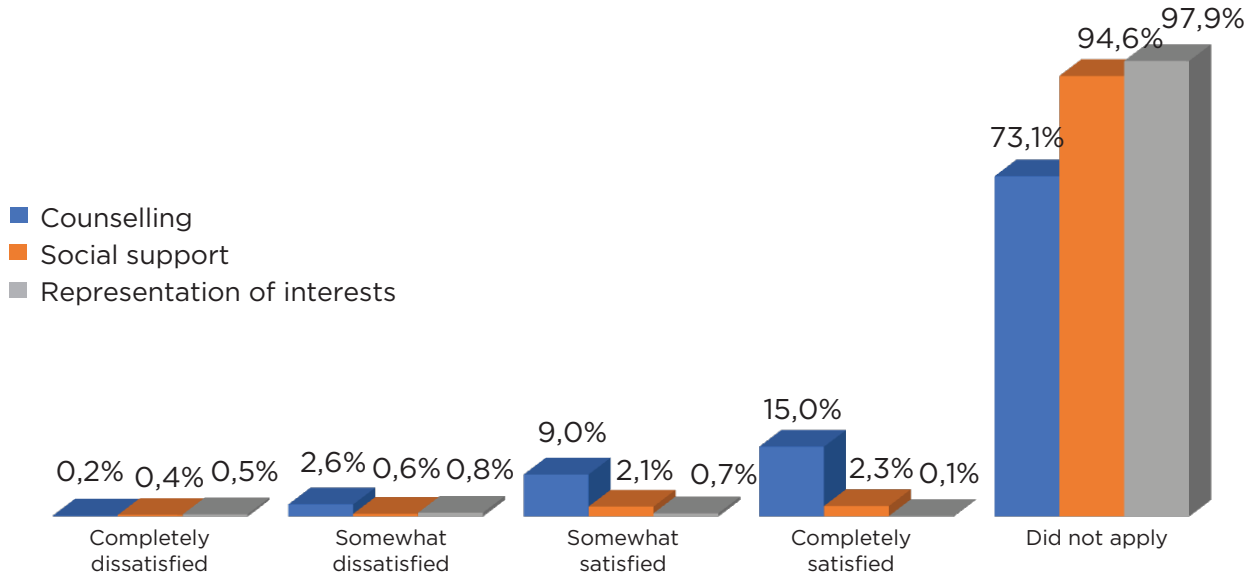
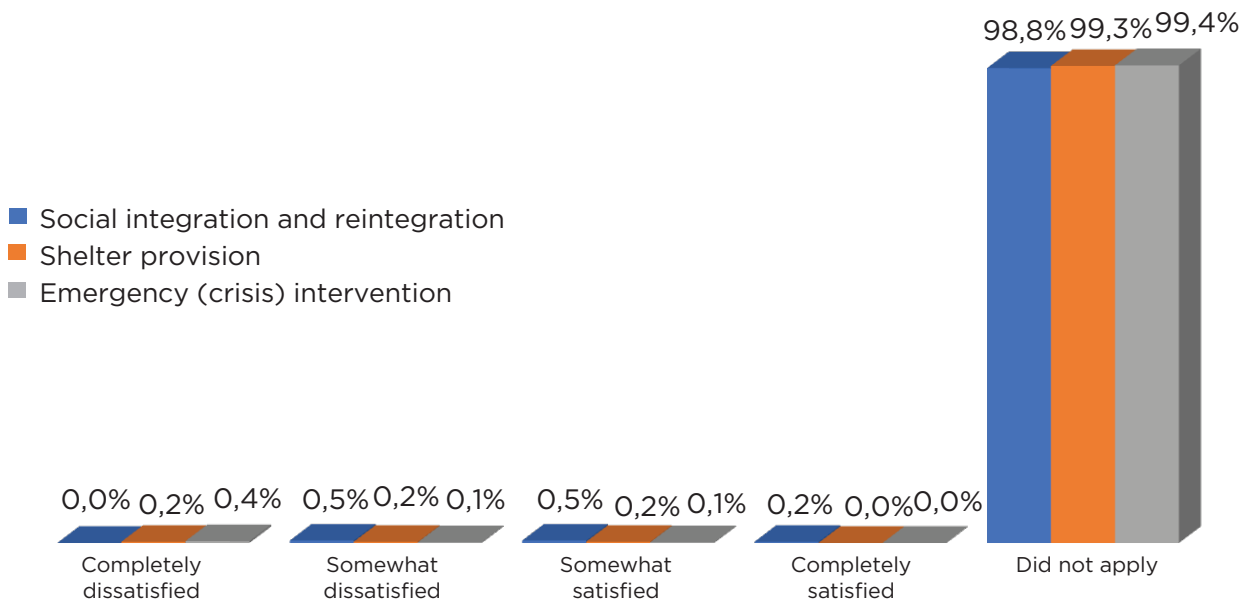
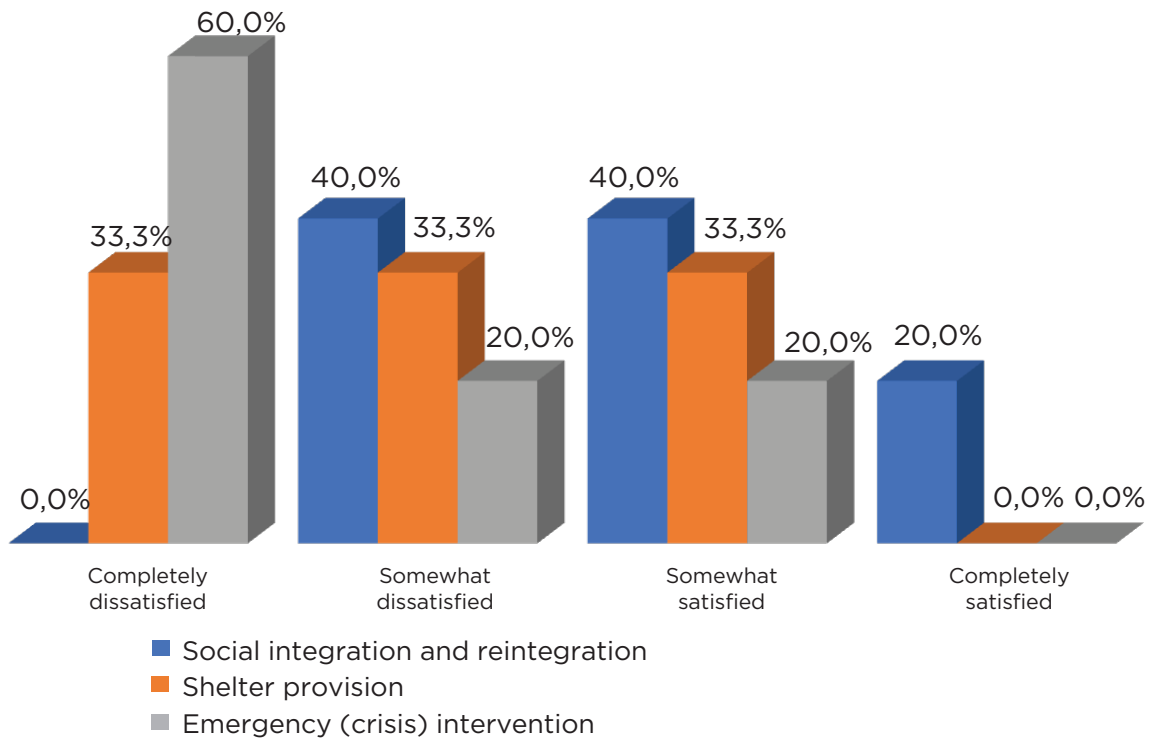


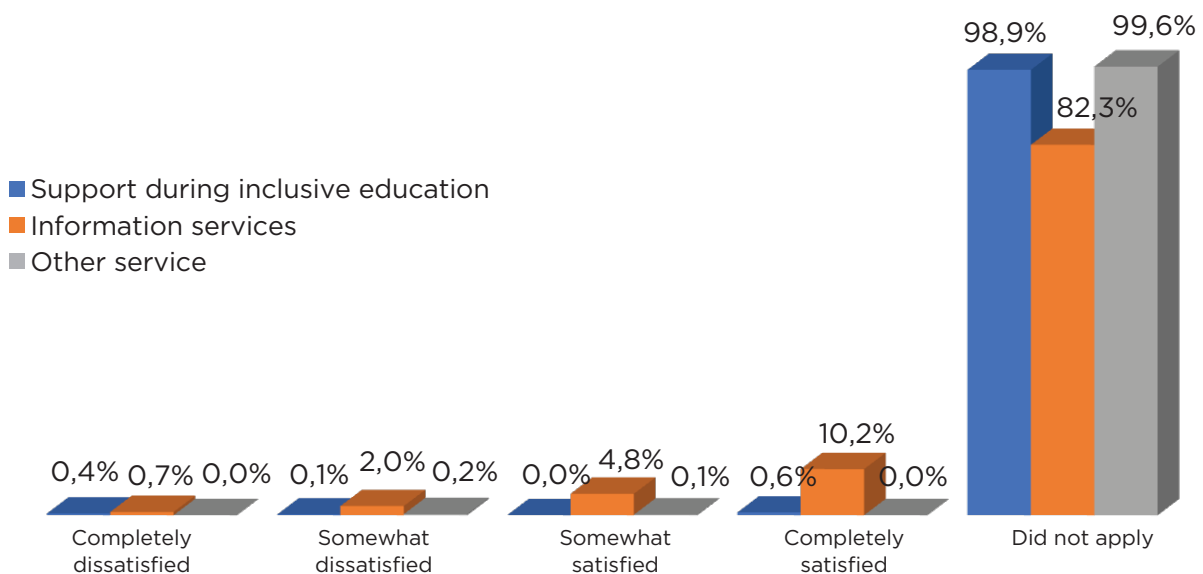
Diagram 6e. Satisfaction with the services, %

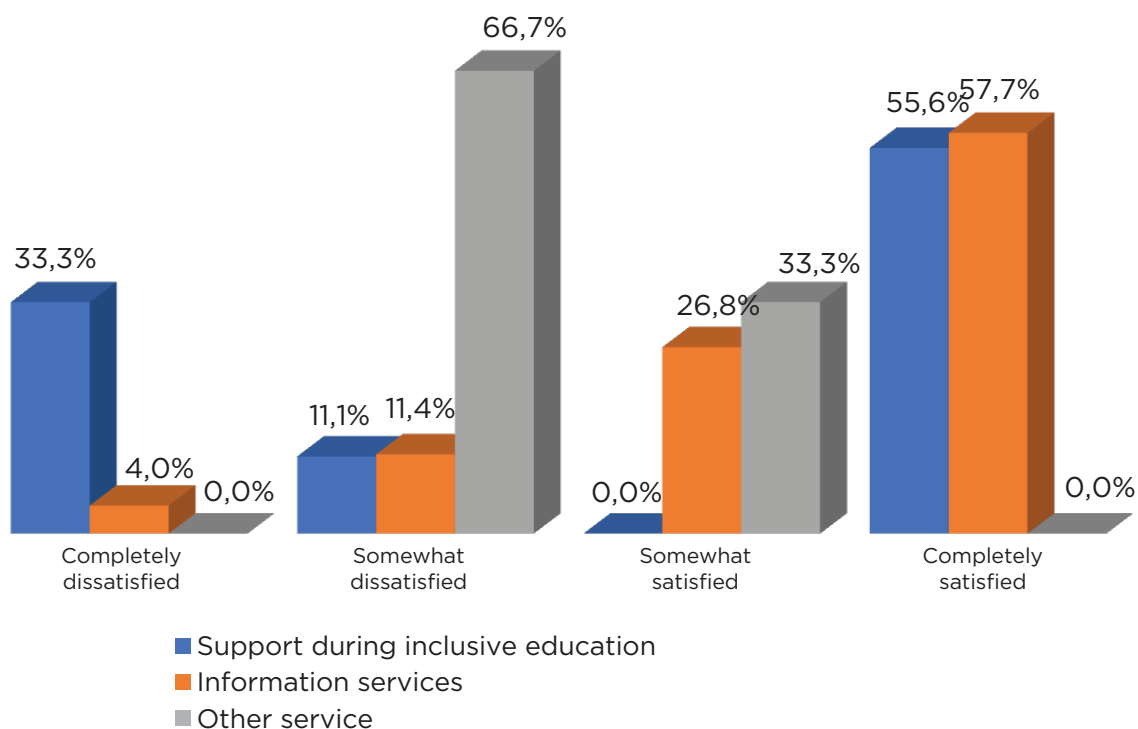




We also see that the interviewed representatives of Stanytsia Luhanska community have almost no experience in requesting support services during the inclusive education – 98.9% indicated that they have never applied for such a service. It is worth noting that for all these services, the indicators of positive experience are within the margin of error. As for the satisfaction with the quality of public information services, the surveyed residents of the community have a more diverse point of view. 82.3% of respondents have no experience of receiving this service at all, or simply do not understand what exactly information service means. At the same time, 15% of the surveyed residents of the community are completely or somewhat dissatisfied with the information services, and only 2.7% of the respondents are slightly or completely dissatisfied with the information services.

Diagram 6f. Satisfaction with the services, %





Thus, we can talk about the generally low amount of population of Stanytsia Luhanska TC that applies for quite specific services. At the same time, we cannot rule out the limitation 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, based on the fact that the sample of our survey is generally representative in terms of age, gender, 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.

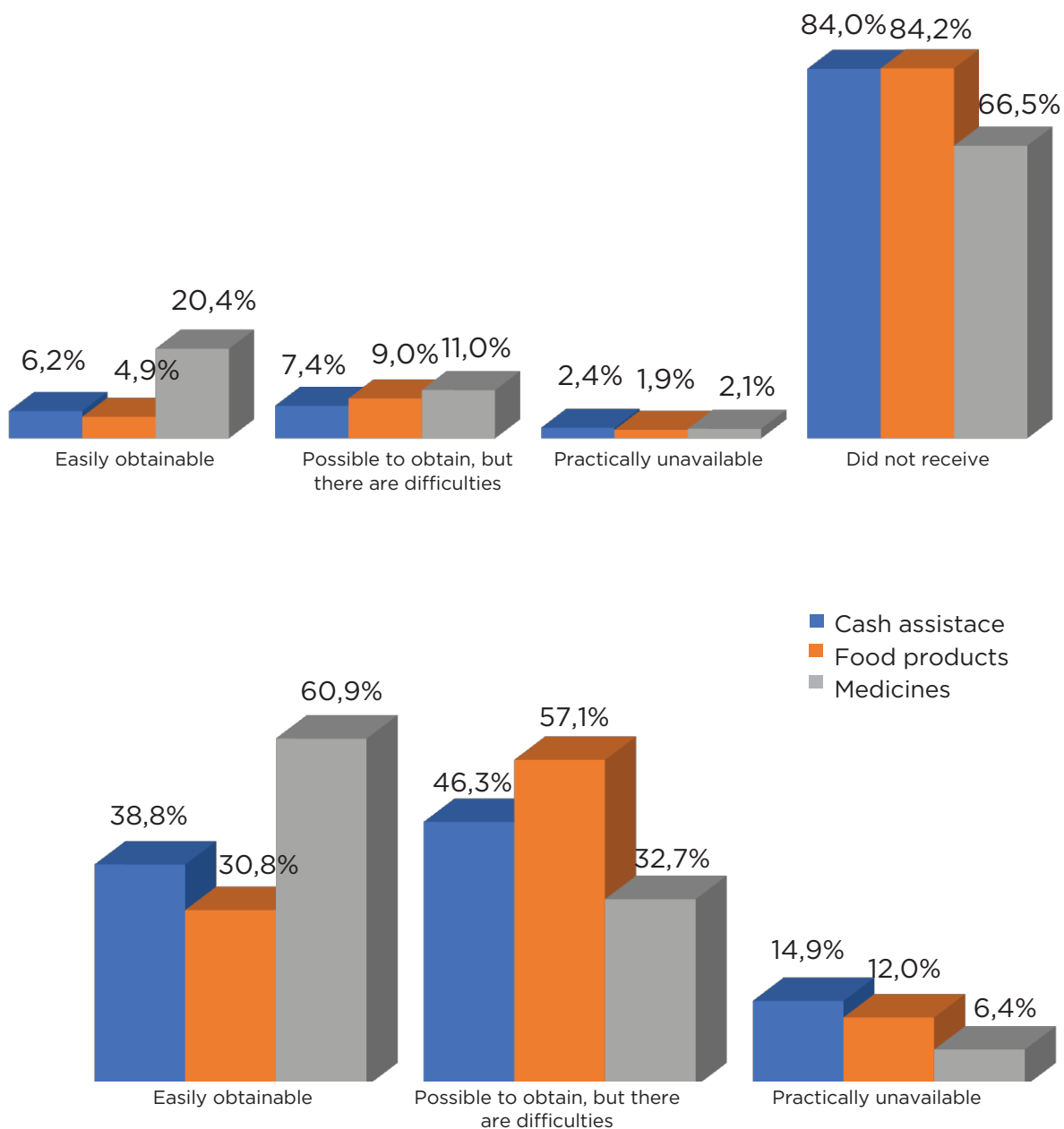
Receiving subsistence support

Speaking about the availability of subsistence support to the population, representatives of Stanytsia Luhanska community almost unanimously determined that there is no category of subsistence support for them that is easy to obtain. The only exception is the receipt of medicines – 20.4% of respondents said that it is easy for them to obtain support for medicines, while 11.% of respondents said that it is possible to obtain financial assistance for medicines, but with difficulty. For 2.1% of respondents, subsistence support for medicines is practically unavailable, and 66.5% of the surveyed residents of the community did not apply for financial assistance for medicines at all.

The situation is similar with regard to the receipt of cash assistance – 84.0% of the surveyed residents of the community have never applied for it. For 6.4% of the surveyed residents of the community, receiving cash assistance is an easy task, and 7.4% of respondents identified this type of assistance as potentially obtainable, albeit with difficulty. At the same time, 2.4% of respondents identified cash assistance as a virtually inaccessible form of subsistence support for them.

84.2% of the surveyed population of Stanytsia Luhanska community never sought help in the form of food, and only 4.9% of respondents noted this type of subsistence support as easy to obtain. Instead, 9% of community respondents said that getting quality food as subsistence support is only possible after overcoming certain difficulties; for another 1.9% of respondents this form of assistance is inaccessible.

Diagram 7a. Receiving subsistence support, %

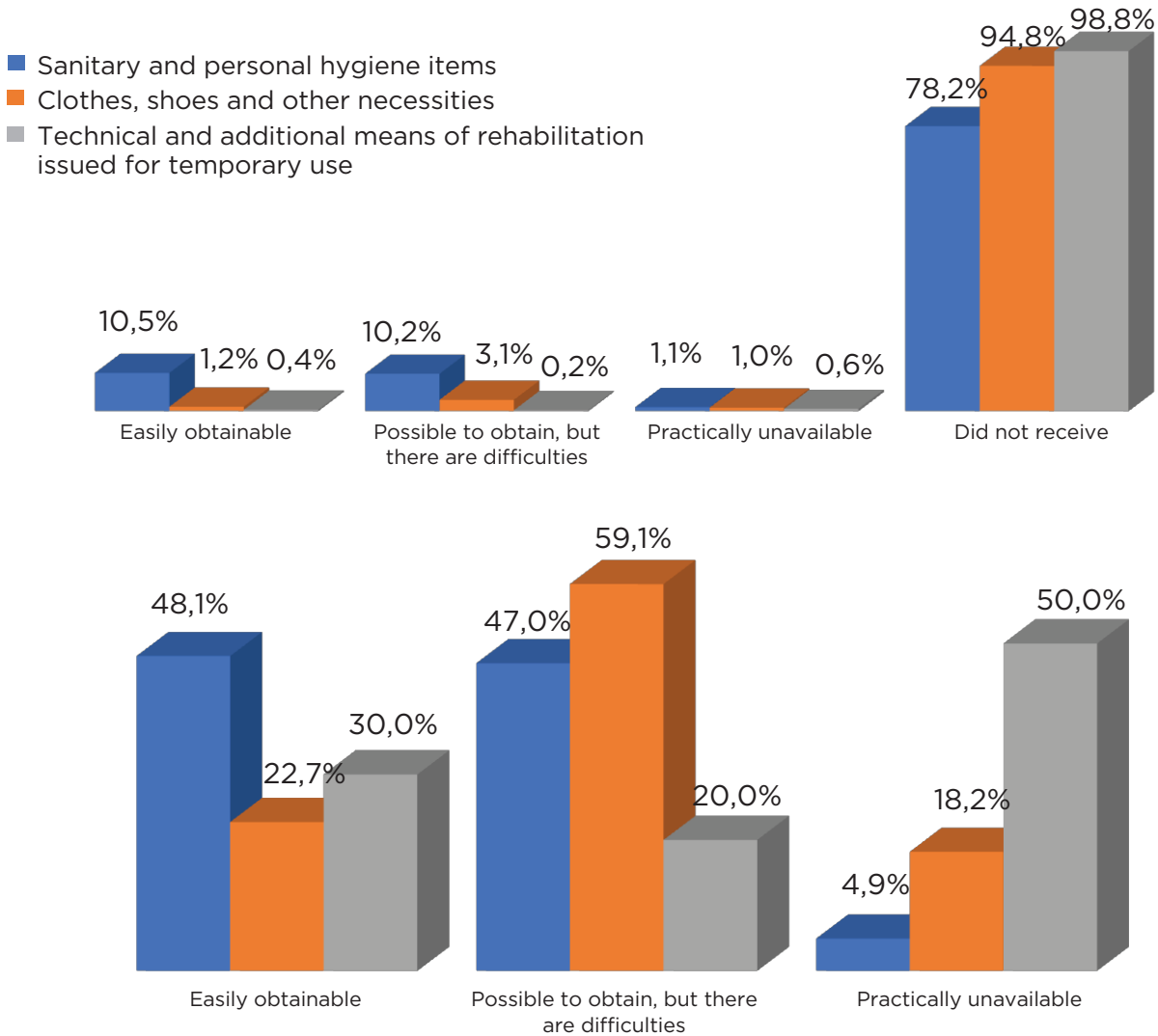


The vast majority of respondents from Stanytsia Luhanska community did not receive subsistence support in the form of clothing, footwear, basic necessities (94.8%), neither did they receive crutches, wheelchairs and other means of rehabilitation for temporary use (98.8%). Regarding the latter type of financial assistance, it is quite specific, and naturally not many people apply for it. The situation is similar with those who applied for crutches, wheelchairs and other means of rehabilitation for permanent use. 99.0% of respondents have never applied for this form of assistance.

78.2% of the surveyed residents of the community do not have experience in applying for sanitary and personal hygiene items as subsistence support. At the same time, 20.7% of the residents of the community who were interviewed indicate that such assistance can be obtained either easily or having overcome certain difficulties. 98.9% of the surveyed residents of the community have never applied for subsistence support in the form of health voucher either.

Regarding clothing and other necessities, 94.9% never applied for this form of subsistence support. At the same time, 4.3% of the surveyed residents of Stanytsia Luhanska community indicated that it is quite realistic to obtain clothes, shoes and basic necessities.

Diagram 7b. Receiving subsistence support, %



Subsistence support in the form of state social assistance (benefits, housing subsidies, social assistance) is the most popular among the population Stanytsia Luhanska TC – slightly more than 30% of respondents have experience in applying for this form of support. Almost the same number of surveyed residents of the community indicate that obtaining assistance in the form of benefits, housing subsidies or social assistance is easy (13.8%) or possible after overcoming certain difficulties (14.3%). At the same time, only 2.1% of respondents in the community believe that it is impossible to receive subsidies at all.

Participants of the focus group discussion with service providers mentioned that in August-September 2021 the following services were established and started operating: Department for Social Security as a legal entity, center for provision of administrative services, service for children’s affairs as a legal entity, social services center with several branches, including on social work with social work specialists and psychologist involved; in addition, the rehabilitation center for children with disabilities continues to operate.

According to participants of FGD with service providers, Stanytsia Luhanska community has problems with residents’ access to social and administrative services. And according to those present, the main problem is transport:

“Stanytsia Luhanska community is very large! Public transport is almost non-existent. Let’s take Nyzhniiovilkhove as an example – to get to the center you need to rent a car, it costs UAH 1200. There is no alternative!”

Participants reported that in some localities, Proliska NGO organized social bus services once a week based on pre-registration:

«It’s very good, but it’s not enough to solve the problem. The number of residents in remote localities is insignificant, it is not profitable for carriers to serve such routes!”

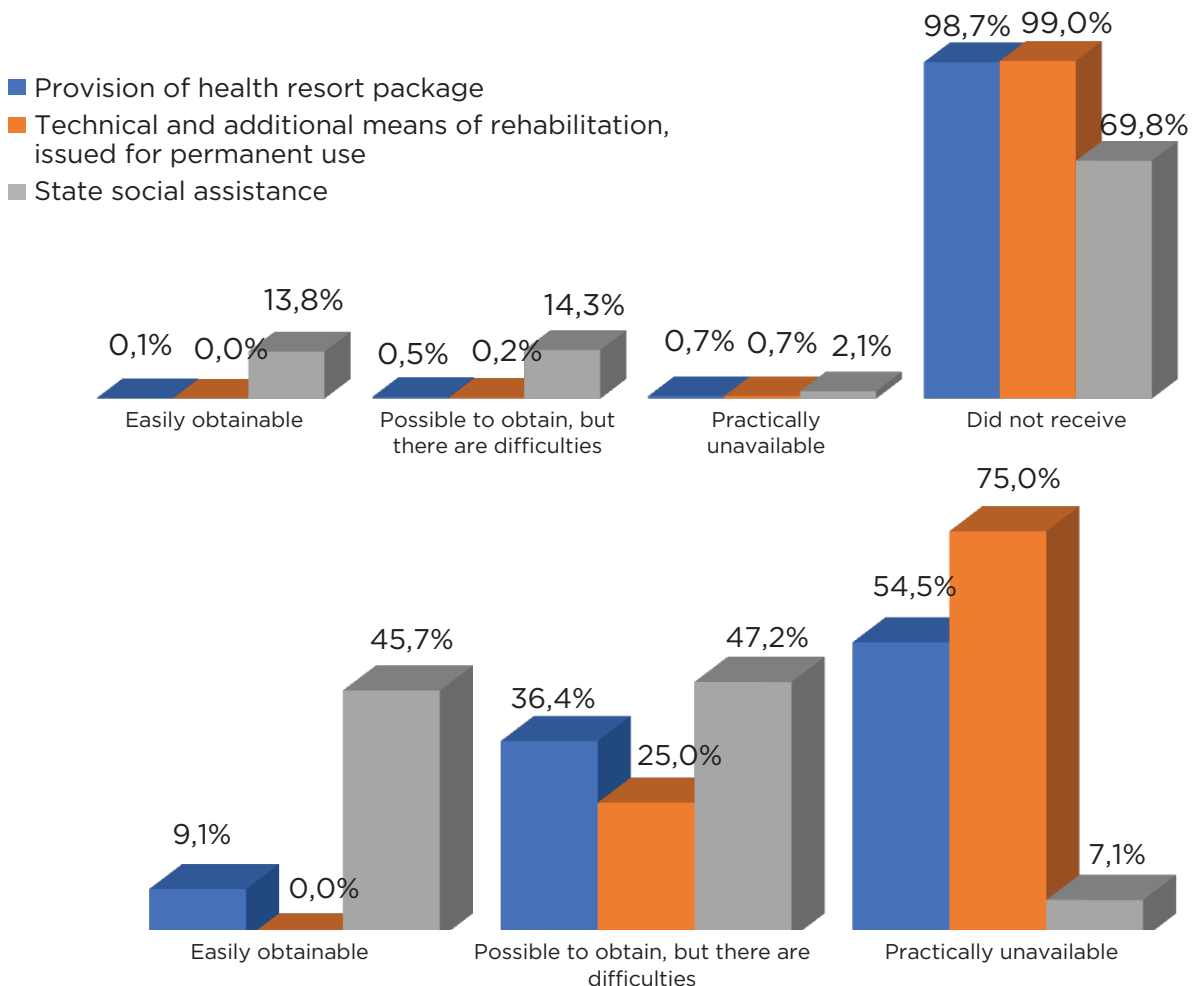
According to participants of FGD with service providers, filling of the local budget is an important issue in organizing and ensuring the sustainable development of the social protection system in the community.

“There are no farms in Stanytsia, there is not enough agricultural land, unlike Shirokiv community. The main source of filling of the budget are personal income taxes, salaries! But there are no enterprises, there is no one to pay. The military used to pay almost UAH 300,000 of taxes annually, and this year not a dime yet.”

Also, the participants of FGD with service providers identified among the problems the weak material and technical base of social structures, lack of premises for accommodation, the need in repairs in the premises allocated for structures to operate and shortage of qualified personnel. According to FGD participants, “home care” service remains the most sustainable and developed social service in the community.

“Center for Provision of Social Services provides the service of “home care” for 196 people, social workers are working overtime, they serve 10-11 people, instead of 6-8 according to the norm. Social workers live in the localities where they work.”

Diagram 7c. Receiving subsistence support, %



Thus, most forms of subsistence support to the population are not necessarily in demand by the large population of Stanytsia Luhanska community. However, it is disappointing that the types of assistance that have their target group in the 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 misunderstandings between citizens and institutions that administer assistance.

Attitude to social service

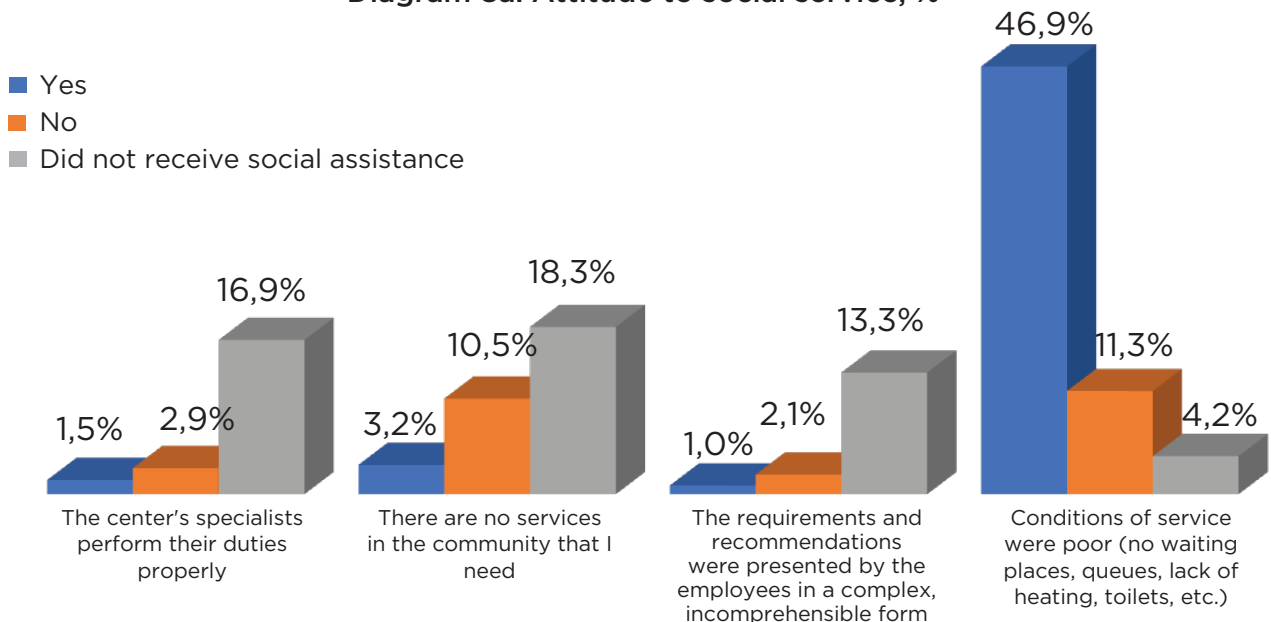
Almost a third (31.1%) of the surveyed representatives of Stanytsia Luhanska community have never received social assistance in any form. Disaggregation by age groups is expected to indicate that 41.5% of respondents aged 18-25 have never received social assistance. In the age group 26-40, 35.8% did not receive social assistance, 29.1% of the age group 41-59 have no experience receiving social assistance. Predictably, the age group 60+ in the community has the lowest number of representatives who have never received social assistance (27.7%).

It's interesting that the gender distribution of those having experience applying for social assistance is almost equal - only 28.4% of women surveyed in Stanytsia Luhanska TC have never applied for it, while the relative number of men having no experience applying for such assistance is greater, but not that much to be very different - 34.9%.

The majority of surveyed residents of the community who have experience receiving social services (46.3%) believe that social care professionals perform their duties properly. Also, 48.3% of the surveyed residents of the community indicate that requirements and recommendations are presented by employees in a comprehensible form, and only 10.8% of respondents perceive the received recommendations as complex.

33.1% of the surveyed residents of the community believe that the conditions of service are good, although 25.8% have complaints about the conditions (lack of waiting places, queues, problems with heating, availability of toilets). At the same time, about a third of community members (33.7%), which is the majority of those who use social services, indicate that the community does not have the services they need; in contrast, 27% of respondents indicate that the available services are sufficient for them.

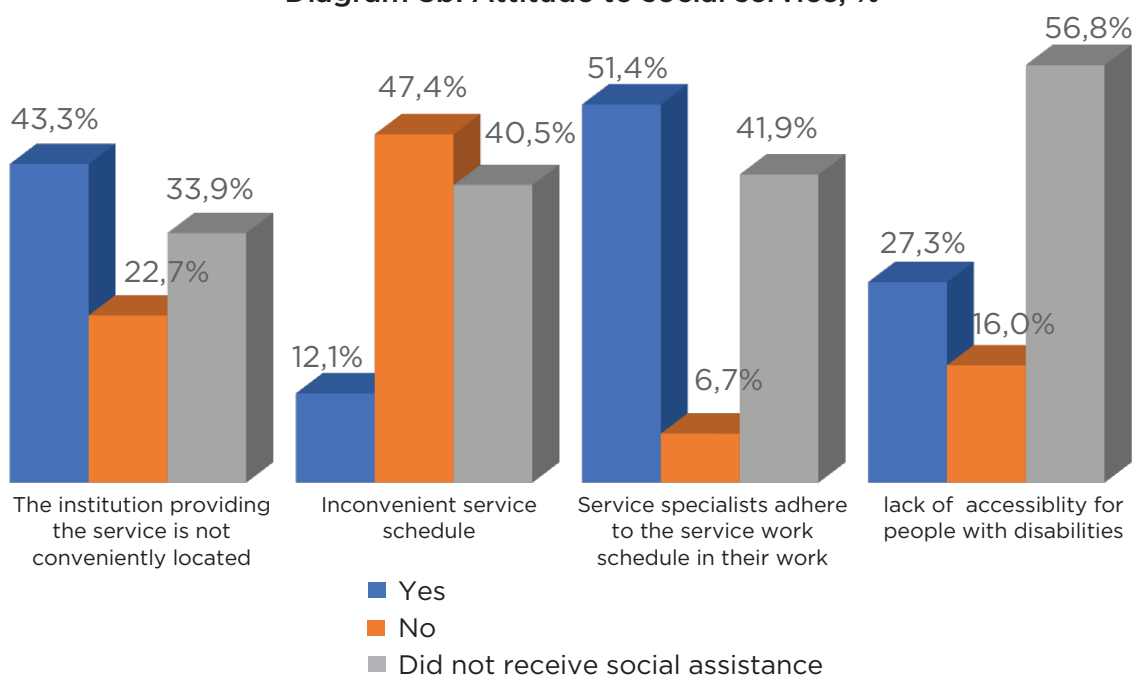
Diagram 8a. Attitude to social service, %



It is interesting to note that almost two thirds of respondents in the community state that the social service is inconveniently located (43.3%) and only 22.7% – that it is conveniently located. The majority of community representatives having experience in applying for social services point to a generally convenient work schedule (47.4%); only 12.1% of respondents consider the work schedule inconvenient. 51.4% of the surveyed residents of Stanytsia Luhanska community also indicated that workers generally adhere to their work schedule. 27.3% of respondents indicated that social services do not have conditions for people with disabilities, while 16% 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.

It is important to note that 27.3% of respondents indicated that social services do not have conditions for people with disabilities, while 16% 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, %

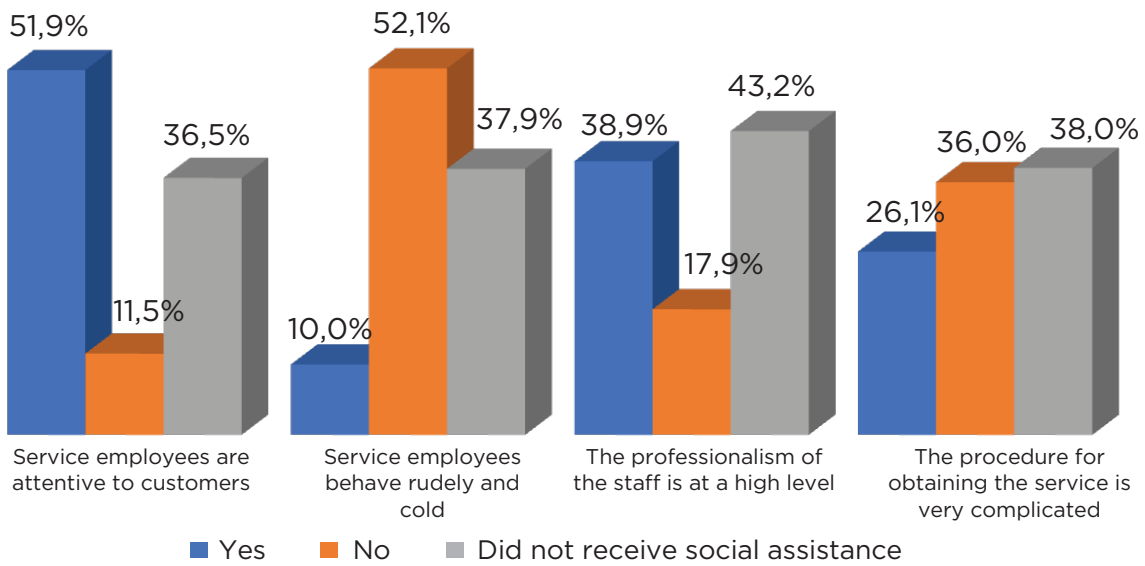


Also, the population is generally satisfied with the social workers themselves. 51.9% of the surveyed representatives of Stanytsia Luhanska community believe that employees treat clients attentively, and 52.1% of respondents indicate that social workers are generally friendly with clients. It is very important that the majority of community residents who indicated to be receiving social services consider the level of professionalism of the service staff to be high (38.9%); At the same time, 17.9% of the surveyed residents of the community consider social workers to be unprofessional. Respondents in the community were almost divided as regards the attitude towards the complexity of the procedure for obtaining social services – 26.1% of respondents indicated that the procedure is difficult for them, and 36.0% of respondents believe that the procedure is not burdensome for them.

As for the sources of problems in the field of social protection according to the interviewed residents Stanytsia Luhanska community, the universality of respondents' opinion on the very fact of the problems is notable – more than 46.9% of respondents indicated that there are problems, and another 29.2% could not decide on this issue.

The main sources of problems are bureaucratization of processes (69.3% agree or somewhat agree with this statement), shortcomings in the legislation (74.2% agree or somewhat agree with this statement) and low level of financial security of the sector (72.8% agree or somewhat agree with this statement).

Diagram 8c. Attitude to social service, %



Also, 53.7% of the surveyed residents of the community agree or somewhat agree with the statement that the problems of the system stem from the obsolescence of the organization of service provision itself. More than half of the surveyed (64.1%) residents of the community are inclined to believe that social problems are rooted in the lack of specialists in the field of social protection. They see this as a fundamental shortcoming of the system. Also, the surveyed residents of the community are dissatisfied with the level of training of specialists in the field of social protection – 45.1% agree or somewhat agree with the statement that the problem is in low training of specialists, and only 14.1% believe that there are no problems on this matter. Interestingly, more than 40% of respondents do not have a formed opinion regarding the level of training of specialists as a source of problems.

It was difficult for participants of FGD with service providers to answer the questions about the social services they are lacking in the community and about the difficulty in organizing services, a possible reason being that the community is newly created, there is no detailed analysis of the situation. The only suggestion was:

“We need to set up a laundry for 60+ people, because the elderly women need that kind of help.”

The participants further discussed the need to provide services to families in difficult life circumstances, families raising children deprived of parental care, families raising children with disabilities, but there were no specific answers. Participants also do not have statistics on the number of vulnerable groups in the community. The categories of recipients were identified however the attendees do not have information which services they need.

When it comes to responsibility for the provision of social services, organizations that should not provide services are unanimously emphasized – according to respondents, social services are not a matter of volunteers (only 1.4% of respondents believe that they should be engaged in this area), private institutions (0.6 % support this idea) and civil society organizations (13.2% supported this option). 7.2% of the surveyed representatives of Stanytsia Luhanska community do not know or cannot specifically identify the service provider. The vast majority of surveyed residents of the community (54.8%) believe that

Diagram 9a. Problems in social protection, %

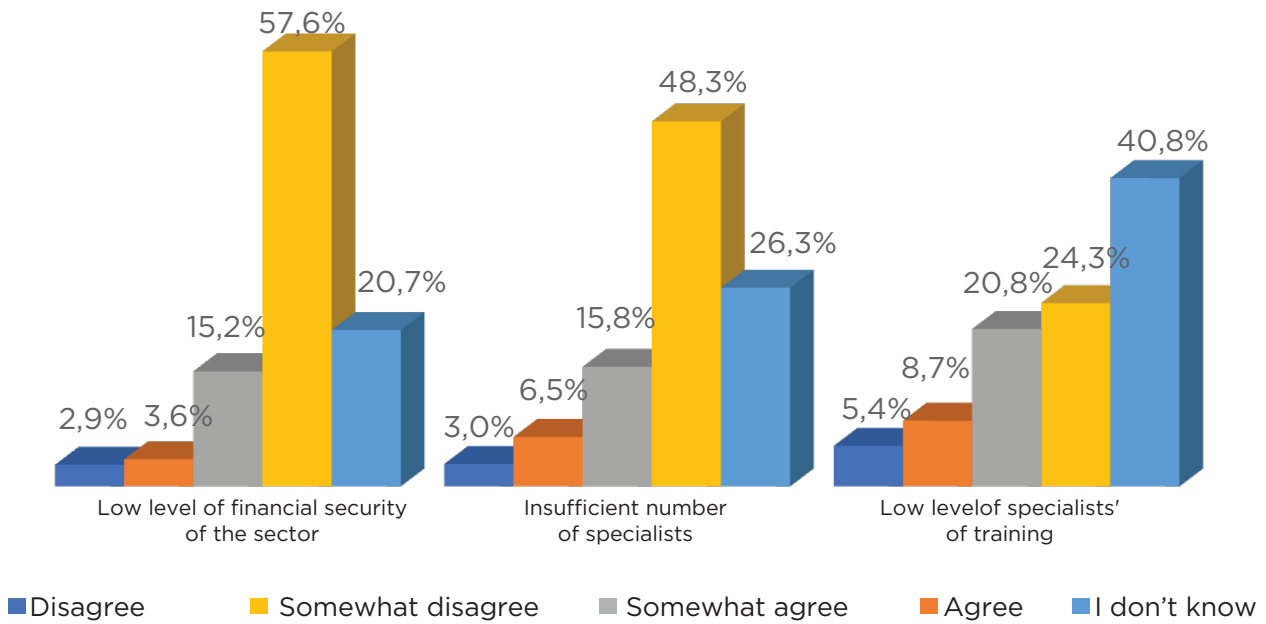
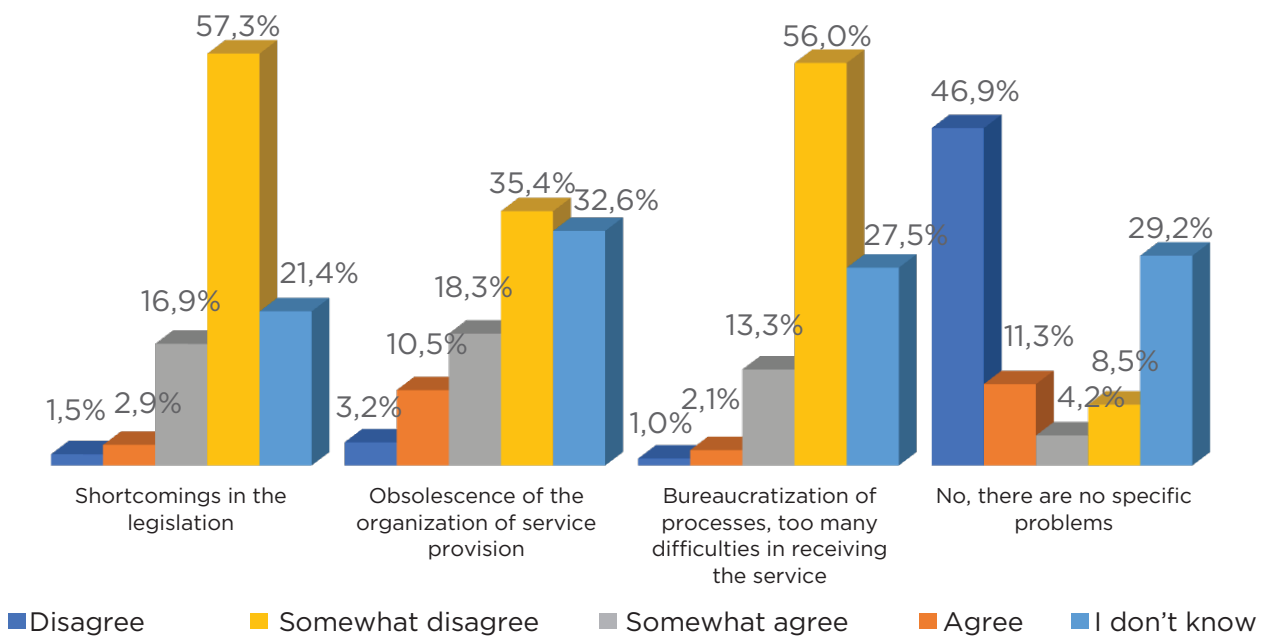
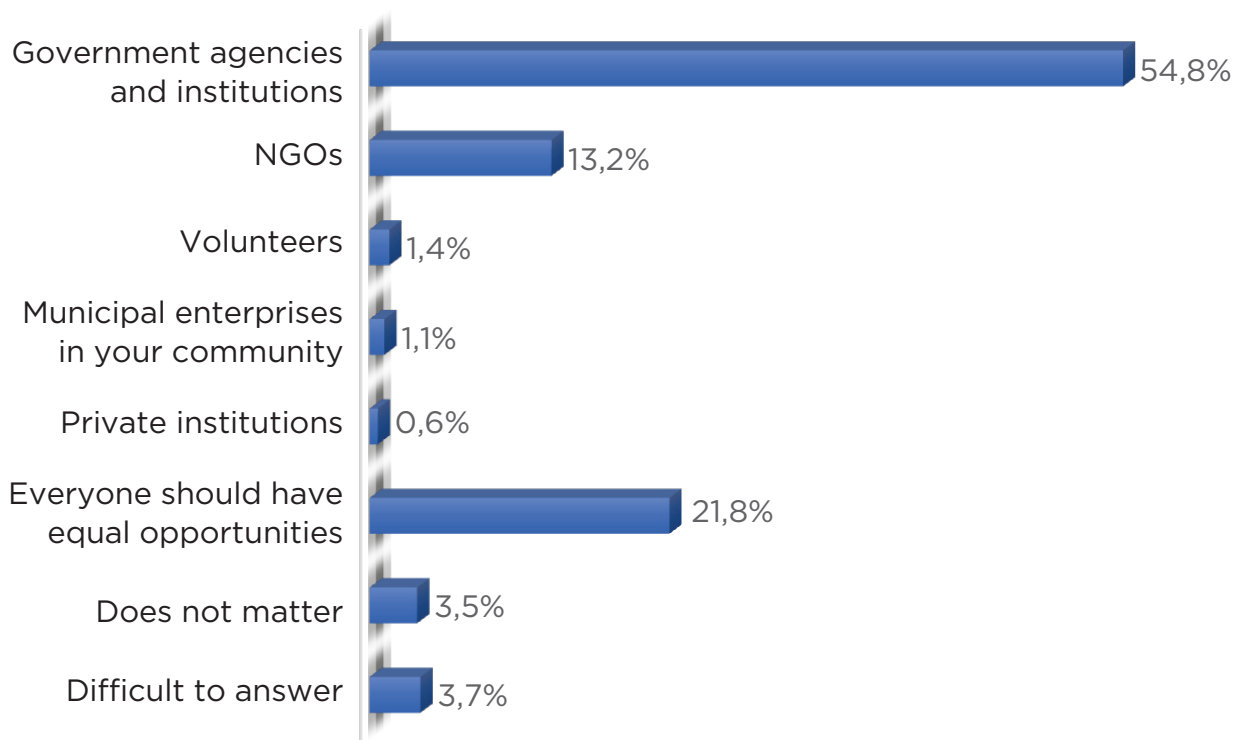


Diagram 9b. Problems in social protection, %



social services are the exclusive competence of state authorities and institutions; only 1.1% of the surveyed residents of the community believe that social services should be the responsibility of community municipal institutions. An interesting feature of Stanysia Luhanska community is that 21.8% of respondents believe that all the institutions listed should have equal opportunities to be the providers of social services.

Diagram 10. Who should provide the services, %



Information channels

As regards 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 Stanytsia Luhanska community do not use bulletin boards or know nothing about them (82.8%). The same fate befell the information leaflets – 87.4% of the surveyed residents of the community have never used or do not know about this method of communication. At the same time, more than 10% of the surveyed residents of the community constantly or occasionally use information leaflets, and more than 15% have experience of using bulletin boards as a source of information – so there is potential for the development of this form of interaction with residents.

Unexpectedly, 57.9% of respondents never or rarely use the official community website to obtain information, and another 15% of respondents simply know nothing about this source of information. The community page on Facebook is never used or rarely used by 50.7% of the community (however, one would expect that 80% 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, 34.9% of the surveyed residents of the community tend to use Facebook as a source of information.

Newspapers are also not a very popular source of information – 67.9% of the surveyed community members never or rarely use print media. Thematic meetings of specialists with community residents raise no interest in the surveyed community population – 79.4% of respondents have never used this source of information, and 16.2% of respondents know nothing about this method of communication.

Diagram 11a. Information channels, %

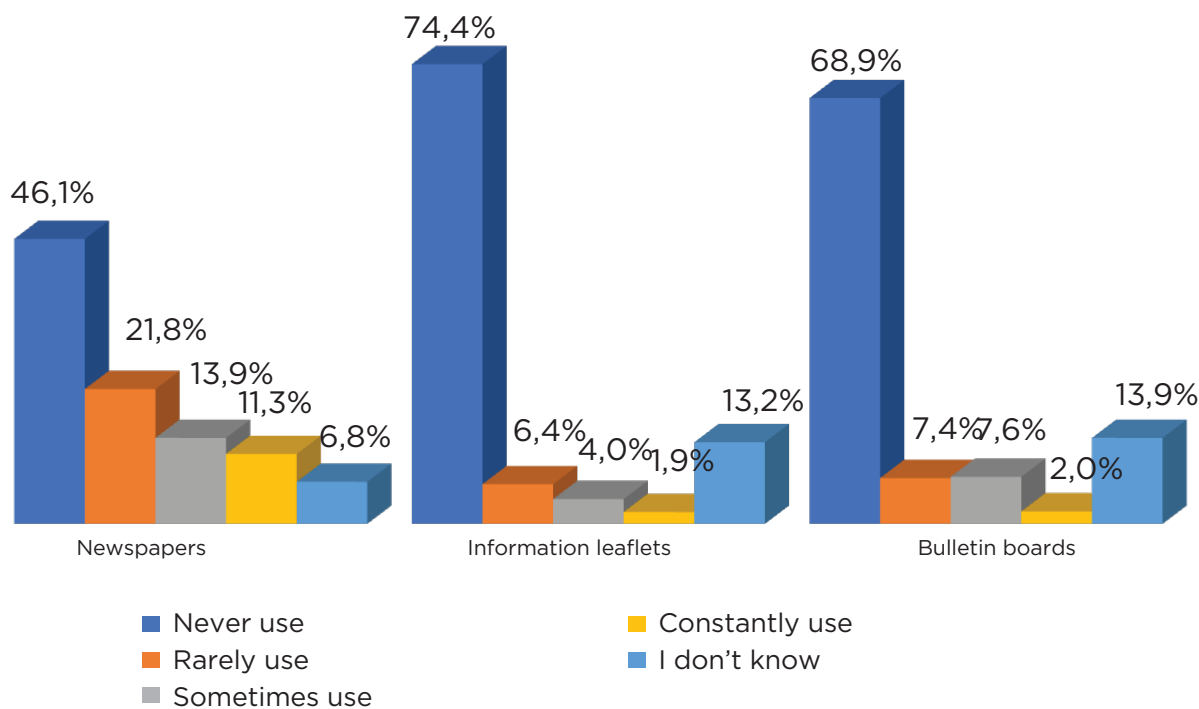
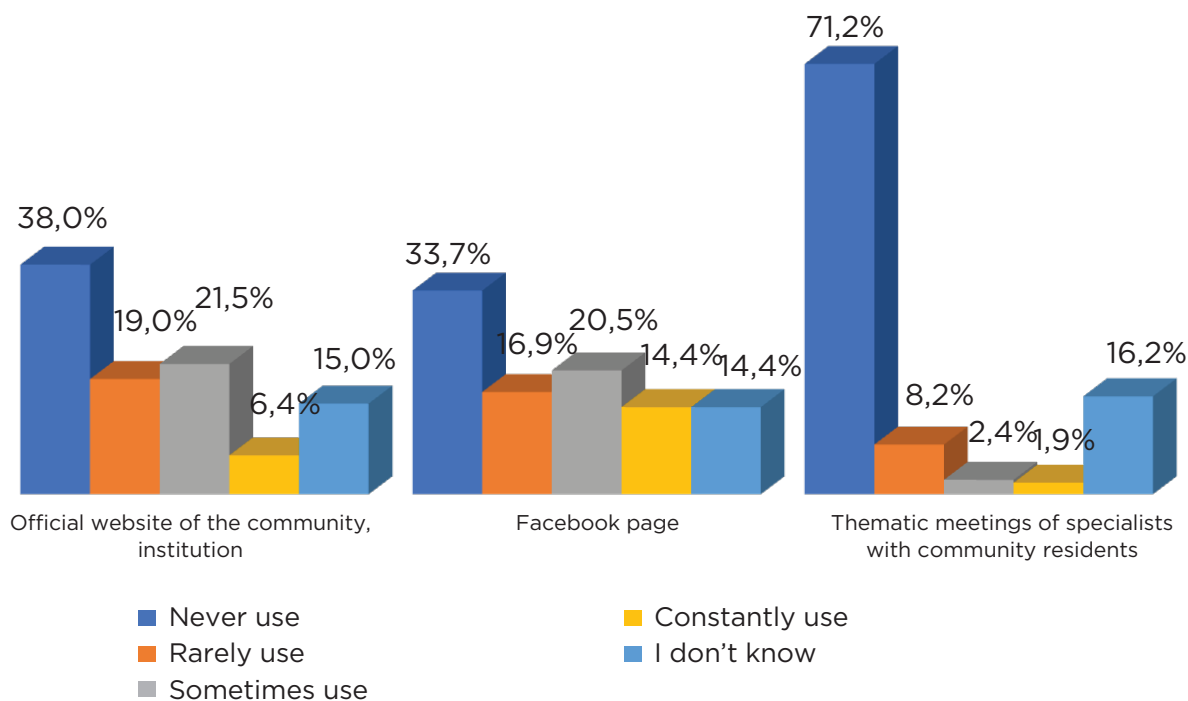


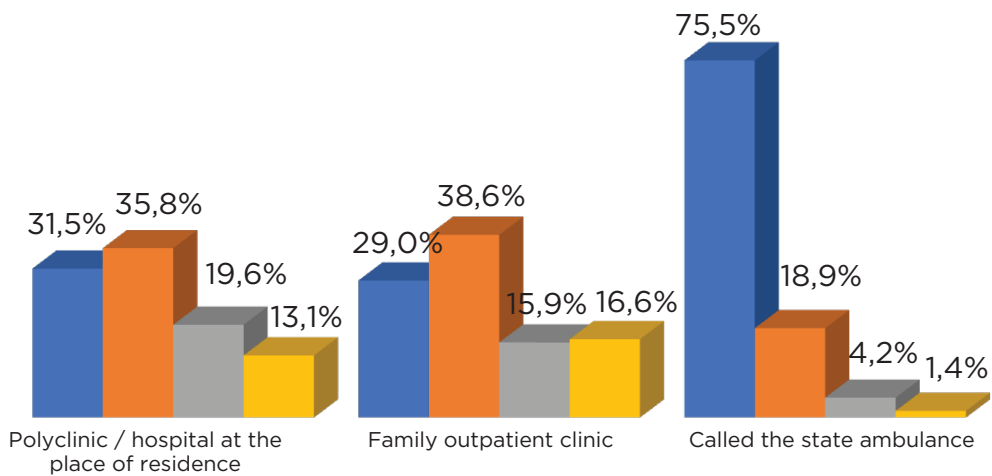
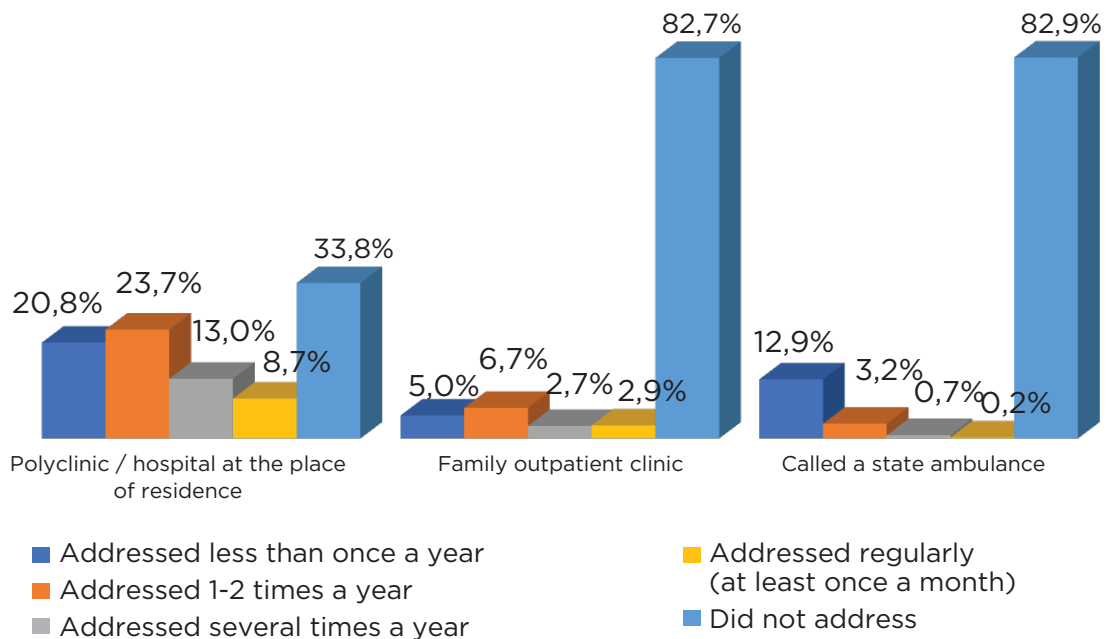
Diagram 11b. Information channels, %



Medical services

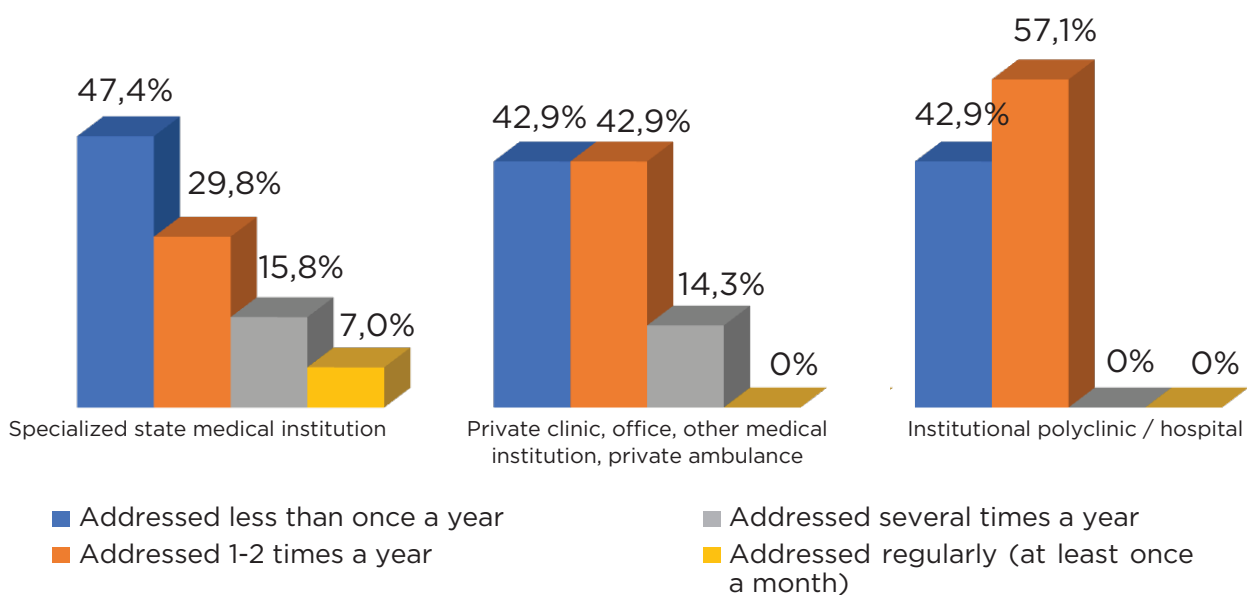
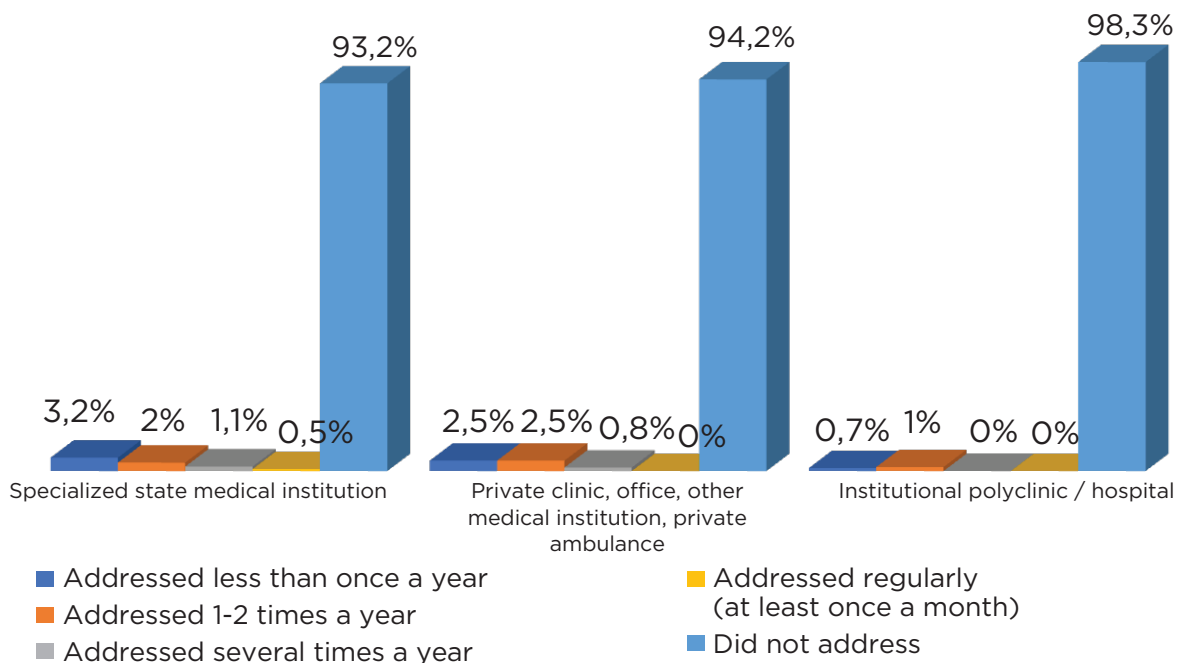
Respondents from Stanytsia Luhanska community most often seek medical care at their place of residence – only 33.8% of respondents have never sought help in their place of residence. Other options for medical institutions are less popular among respondents: 17.3% have experience of applying to a family outpatient clinic and 17.1% have experience of calling a state ambulance. Unexpectedly, only 6.8% of respondents have experience of applying to specialized state medical institutions, and only 5.8% have applied to private clinics. At the same time, 98.3% of respondents never went to institutional polyclinics.

Diagram 12a. Medical services, %



- Addressed less than once a year
- Addressed 1-2 times a year
- Addressed several times a year
- Addressed regularly (at least once a month)

Diagram 12b. Medical services, %



Speaking about the difficulties in seeking medical help, 92% of respondents say that they face at least some cases of problems and discomfort. Respondents from Stanytsia Luhanska community mostly point out that they were in a comfortable environment during the doctor’s appointment (63.3%), while 22.9% indicated that some cases of discomfort still occur from time to time.

Convenience of the place of receiving medical care is a very important factor in the overall satisfaction with the service – the majority of respondents in the community (95.3%) tend to consider the waiting place convenient or having minor shortcomings. The schedule of doctors’ appointments is also perceived by the surveyed residents of the community as rather convenient – only 13.8% 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 applying for medical care – only a little more than a quarter of respondents (26%) indicated that they did not face such a problem. The issue of the price

of prescription drugs is also a big part of the general comfort of medical services – 42.8% of respondents in Stanytsia Luhanska community say that doctors prescribe too expensive drugs, 17% of respondents indicate that such situations occur but not often. A relatively positive aspect is that 40% of the surveyed residents of the community said that they did not face the problem of too expensive drugs prescribed during the appointment.

18.5% of respondents from Stanytsia Luhanska TC indicate a certain prevalence of situations when a doctor is not present at the specified time of appointment; and 29.2% of respondents talk about such situations as infrequent but occurring. 34.9% of the surveyed residents of the community also point out that outpatient clinics often do not provide the services they need, and 14.5% of respondents indicated that this situation happens to them in some cases. In general, this is a negative sign, because more than half of the representatives of Stanytsia Luhanska TC face a situation when the local outpatient clinic cannot provide the necessary services. Thus, medical services provision in Stanytsia Luhanska territorial community 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, %

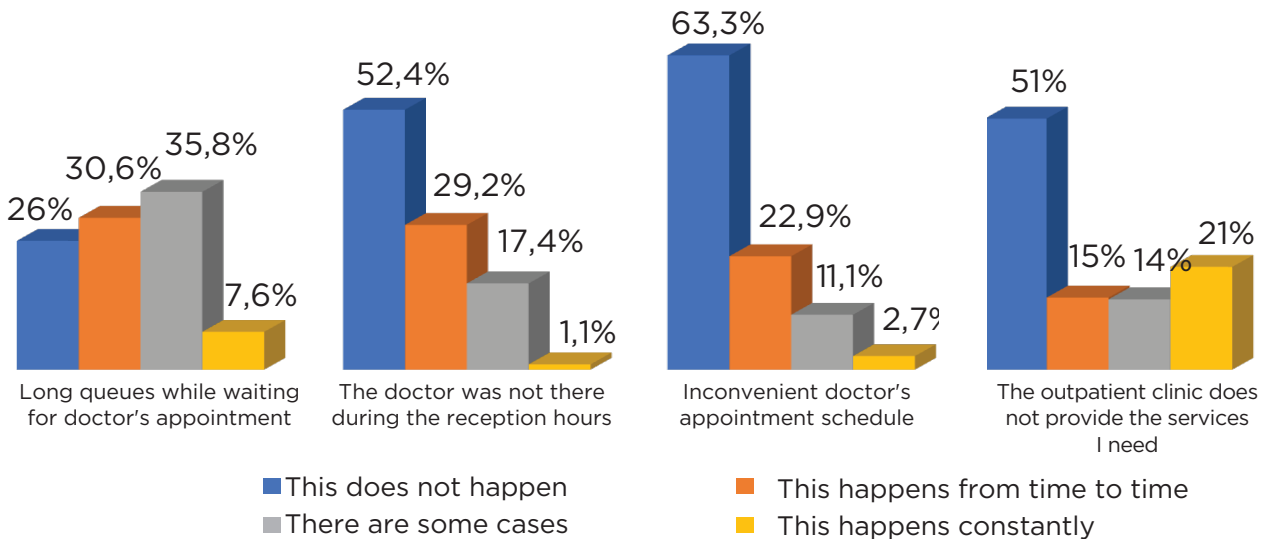
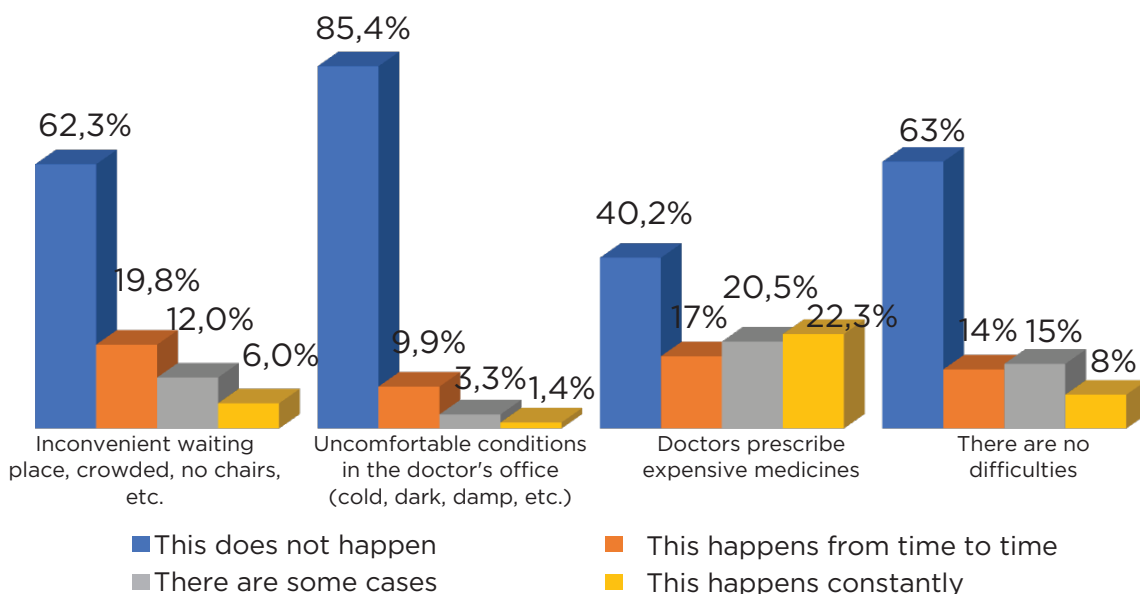


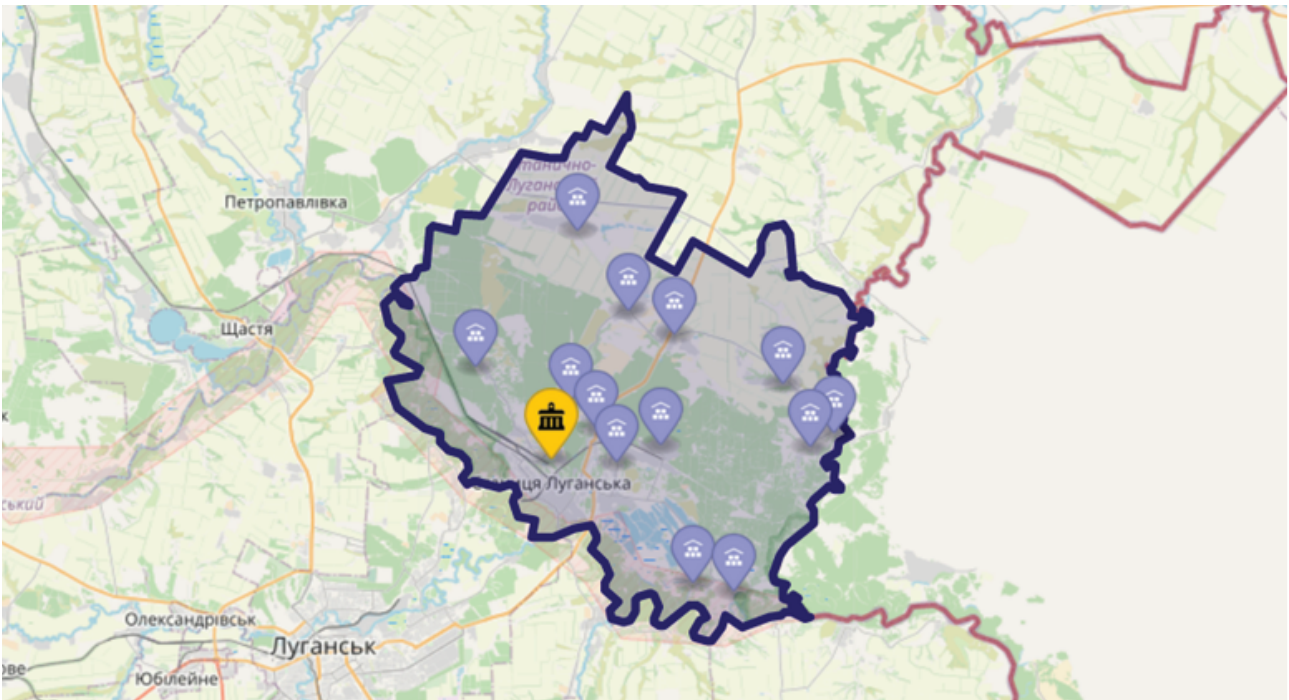
Diagram 13b. Difficulties in seeking medical help, %



| CONCLUSIONS AND RECOMMENDATIONS

Conclusions

According to the Order of the Cabinet of Ministers of Ukraine No. 717-r *On determining administrative centers and approving the territory of territorial communities of Luhansk region* dated 12.06.2020, Stanytsia Luhanska village territorial community, which united 1 village and 3 settlement councils, was established in Luhansk region. The community consists of 14 inhabited localities. Community area is 50,923 hectares. Population of the community is 24,897 people.



Stanytsia Luhanska village territorial community is in the immediate vicinity of the line of armed conflict, and as a result of the conflict, 255 objects of housing stock, administrative buildings and engineering structures were destroyed. On the territory of the community, there is only one EECP in Luhansk region “KPVV Stanytsia Luhanska”. The number of registered internally displaced persons in Stanytsia Luhanska TC is 14,073 which is almost 57% of the local population. This situation creates additional burden on all social services, structures and institutions that must ensure the provision of quality social and administrative services.

Stanytsia Luhanska territorial community is characterized by a significant distance from rural settlements to the administrative center of the village Stanytsia Luhanska and the regional center of Luhansk region – c. Severodonetsk, with a complicated transport and logistics connection, and no public transport. These negative factors affect access to social, administrative and medical services.

In addition, country-specific factors that prevent the population from receiving quality social services should be added: legislative and regulatory unresolved issues of social services, low public awareness of the specifics of social services, lack of qualified personnel, reluctance of citizens to visit social institutions, which is associated with inconsistencies in the conditions of reception, mess in the network of institutions that provide services.

Currently, Stanytsia Luhanska TC has every reason to build a system of social protection in accordance with modern requirements and needs of its residents, taking into account current legislation of Ukraine and general global trends to provide citizens with affordable and quality social and administrative services.

The main thing is that a full-fledged organizational structure of the social protection system has been created in the community:

- Deputy Head of the village, who coordinates the work of the social sphere of the community;
- Social Protection Department as a legal entity with a sufficient number of staff units (11 specialists, including 3 remote workplaces),
- Department of the Center for Administrative Services with Remote Workplaces for Administrators (21 specialists, including 4 remote workplaces);
- Children’s Affairs Service (3 specialists);
- Municipal Institution “Center for Social Services“, which has 4 branches and takes care of the most vulnerable categories of citizens: the elderly, people with disabilities and families with children in difficult life circumstances;
- Municipal Institution “Center for Comprehensive Rehabilitation of Children with Disabilities“;
- Municipal institution “Inclusive Resource Center“.

It is important to build work at the community level, clearly understanding the responsibilities and functional duties of each structural unit and each official of the territorial community, municipal services and institutions established by the village council.

The Social Security Department is authorized by the community to perform functions of the front office for social protection, receive documents and submit them to the district department of social protection for all types of state social assistance, benefits and compensations, formulate and implement social policy at the local level. The department provided three remote jobs in the starostats (former village councils): settlement Valuyske, settlement Nyzhnia Vilhova, settlement Komyshne. Specialists successfully work with the “Social Community” software package.

In November, the Center for Administrative Services “Diia-Center“ was inaugurated, providing a wide range of administrative services to the community. CNAP organized the work of 4 remote jobs in the starostats (former village councils): settlement Valuyske, settlement Nyzhnia Vilhova, settlement Komyshne. In the head office of the Center of the village Stanytsia Luhanska the work of 5 administrators was organized. In addition, there are 5 workplaces for specialists of structural units, departments, and institutions whose activities are related to the provision of social and administrative services for the reception of citizens. There is also 1 workplace for visitors, where a person can get the necessary services via Diia portal.

In Stanytsia Luhanska community there is a “mobile CNAP“, at the moment weekly trips to Plotyna, the most remote settlement in the community, are organized.

The Center for Social Services has 4 branches: “day care“, targeted in-kind assistance, on board day care and social work. In the social work department, there are 4 social work specialists and a psychologist. This department directly organizes and provides services to families/individuals in dire circumstances.

It is important to emphasize that CNAP has practical experience in selling social services, namely the social service “home care“. In 2021, this service was purchased by Shyrokyv and Nyzhna Teplivka MCAs.

In addition, there are specialized service providers in the community: Center for Comprehensive Rehabilitation of Children with Disabilities and Inclusive Resource

Center. Institutions provide such services as counselling, psychological and pedagogical diagnostics, psychological and pedagogical correction, physical rehabilitation, social adaptation and reintegration, awareness raising.

Also, the community has a well-developed form of social services which is taking care of individuals on a non-professional basis. Appropriate compensation from the local budget is received by 72 people.

The issue of ensuring the timeliness and quality of social services in the community requires attention, in particular, by involving non-governmental actors (public associations, religious and charitable organizations, business entities) in the process of providing services, including by strengthening the work with the social order in the procurement of “complex services”, such as: social and psychological rehabilitation, asylum, specialized palliative care, correctional programs for offenders, mediation, inpatient care, the standards of which are determined by the Procedure for social procurement at the expense of the budget funds approved by the resolution of the Cabinet of Ministers of Ukraine No. 450 dated 01.06.2020.

The community has experience of cooperation with international and national humanitarian organizations.

The community has developed and approved several targeted programs aimed at social protection of vulnerable groups:

- Program of economic and social development of Stanytsia Luhanska village territorial community for 2021-2022;
- Comprehensive targeted program for privileged categories of the population for 2021;
- The program of providing social guarantees to individuals who provide social services for 2021;
- The program of one-time financial assistance at the expense of the budget of Stanytsia Luhanska village territorial community for 2021;
- Program “Provision of medicines to privileged groups of the population of Stanytsia Luhanska village territorial community for 2021”.

The positive practices in the community to be singled out include preservation and development of local authorities in the “starostats”, former village councils. Local development specialists are responsible for performing the functional duties of starostas. In addition, the work of remote land managers, specialists of the social protection department, and administrators of the CNAP is provided in the “starostats”.

Location map of specialists

№.	Full Name / Name of the locality	Position
1.	Vodolaha Oleksandr Serhiyovych v. Valuyske	Chief specialist for territorial development, specialist in land management, specialist of the Center for Provision of Administrative Services, specialist of the Department of Social Security, inspector of military service registration, records manager, logistics manager, cleaner of office premises
2.	v. Nyzhnia Vilkhova	Specialist of the Center for Provision of Administrative Services, specialist of the Department of Social Security, inspector of military service registration
3.	v. Komyshne	Specialist of the Center for Provision of Administrative Services, inspector of military service registration, records manager

Recommendations for further action

SWOT analysis

STRENGTHS	WEAKNESSES
<ol style="list-style-type: none"> 1. An integrated model of social services is defined as a basis for the development of the social protection system; 2. Institutional sustainability in the territorial community; 3. Social orientation of community leadership; 4. The department of social security is established and is operating; 5. The Center for Social Services has been established and is operating. Its work covers various categories of the population: the elderly, people with disabilities, families, children and youth; 6. CNAP “Diia-Center» was established and is operating; 7. Children’s affairs service has been established and is operating; 8. Availability in the community of providers of specialized services of the Center for Comprehensive Rehabilitation of Children with Disabilities and the Inclusive Resource Center. 9. The work of the program complex «Social Community» has been introduced in the community; 10. The work of the “mobile CNAP” has been introduced; 11. Availability of remote jobs in the inhabited localities of the community; 12. The presence of “starostats» and human resources therein; 13. Focus on the transition to the use of public electronic services and the implementation of a number of services via IT; 14. The official site of Stanytsia Luhanska MCA has been created; 15. There is some experience in selling social services to neighbouring communities. 16. Participation in the implementation of international projects, support programs by international non-governmental organizations. 	<ol style="list-style-type: none"> 1. Insufficient level of organization of information policy on the work of local authorities, functional areas of the executive structures of the MCA, current legislation on all types of state social assistance, benefits and compensations; 2. Insufficient human resources; 3. Low quality of Internet services and mobile communication; 4. Territorial remoteness of the community from the regional center (c. Severodonetsk); 5. Limited transportation links between inhabited localities of the community; 6. Unsatisfactory condition of roads; 7. Low, compared with the regional average, income of the population; 8. Low involvement of business in the social life of the community and understanding of the need to create new jobs and official employment in general; 9. Specialists of the social protection system need systematic training, advanced training; 10. Lack of architectural accessibility to some institutions of the social sphere, to administrative buildings and objects of socio-cultural sphere for low mobile groups of the population; 11. Insufficient financial resources; 12. High unemployment.

OPPORTUNITIES	THREATS
<ol style="list-style-type: none"> 1. Expanding the powers and resource base of territorial communities as a result of local self-government reform; 2. Expanding the market of social service providers; 3. Possibility to use local budget funds to provide citizens with necessary social services; 4. Possibility to create appropriate social structures according to the needs of community residents; 5. Focus on the development of modern information transmission systems, which expands the possibilities of remote social services provision and administrative services of a social nature; 6. Development of cooperation with international organizations and donor structures; 7. Involvement of public and charitable organizations in the provision of services; 8. Formation of the Strategy of social and economic development of the community; 9. Formation of a network of interactive centers for the provision of services (including social) in the starostats, including the centers for the provision of administrative services of social nature. 	<ol style="list-style-type: none"> 1. Proximity to the contact line and the threat of escalation of the armed conflict; 2. In the result of the armed conflict engineering infrastructure, administrative and residential buildings were destroyed; 3. Continuation of quarantine measures due to COVID-19, strengthening the impact of the pandemic; 4. Intensification of migration processes, aging of the population, especially in small villages; 5. Increasing unemployment and passivity of existing businesses and farms; 6. General impoverishment due to the economic crisis and inflation. 7. Imperfection of normative-legislative acts under the condition of MCA activity (especially on land issues).

RECOMMENDATIONS

DIRECTIONS FOR IMPROVEMENT

1. Improving the quality and capacity of the community to provide social services

POSSIBLE ACTIVITIES

- Organization of a systematic information campaign on the work of social institutions, available social services in the community, the conditions for obtaining them, changes in legislation;
- Establishment in the starostats (former village councils) of s. Komyshne, s. Valuyske, s. Nyzhnia Vilhova of social and administrative centers with waiting areas, kids space;
- Arrangement of remote workplaces of specialists with furniture, technical equipment;
- Providing starostats with information boards, information booklets and leaflets with information about community social services;
- Placement of information materials in the places of concentration of the target audience (hospitals, bank branches, post offices, libraries, educational institutions, bus stops);
- Introduction of systematic visits of specialists to starosta's districts, in order to inform the population about social services and the work of service providers;
- Introduction of a mobile early intervention team to support victims of domestic violence and other vulnerable groups;
- Introduction of tools for assessing the quality of customer service to collect input information: boxes for proposals; comments books, etc.;
- Analysis of the actual implementation of the requirements of Art. 16 of the Law On Social Services in terms of providing citizens with basic social services at the level of Stanytsia Luhanska community. Based on results of the analysis, taking appropriate measures to improve the situation.
- Consider the introduction of the position of social manager in the staff of the Department of Social Protection (Art. 20 of the Law On Social Services). The work of a social manager will allow to quickly and comprehensively organize the provision of social services, to involve medical and pedagogical workers, psychologists and other specialists in the joint work with persons and families with children in difficult life circumstances. The social manager will become a coordinating and controlling center for working with families and individuals in difficult life circumstances.
- Improving the work of the official website of the Stanytsia Luhanska village MCA in terms of completeness of information on the work of executive structural units. The section «Social protection» needs to be filled in with information about social service providers, a list of services provided at the community level, the conditions for their receipt, the legal framework, local social programs.

DIRECTIONS FOR IMPROVEMENT	1. Improving the quality and capacity of the community to provide social services
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POSSIBLE ACTIVITIES

- Establishing feedback with recipients of social services and community residents, to respond to challenges in a timely manner. Conducting a systematic analysis of the information received, which will help improve the efficiency and quality of social services and ensure the targeting and targeted use of budget funds.
- Introduction of a systematic assessment of the needs of community residents in social services with the involvement of as many respondents of different social and age groups from all inhabited localities of the community.
- Formation of the Strategy for the development of social protection in the community, taking into account the introduction of spatial analysis and the establishment of a system for monitoring the quality of such services.
- Development and approval of the interdepartmental procedure of interaction of structural subdivisions and institutions related to the provision of social services.

DIRECTIONS FOR IMPROVEMENT	2. Development of an effective mechanism for monitoring the needs of vulnerable groups with the involvement of local NGOs
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POSSIBLE ACTIVITIES

- Development and implementation of an effective mechanism for monitoring the needs for social services with a deadline for updating data and further amendments to budget programs.
- Using the gender budgeting group as an effective platform for discussing and budgeting monitoring results.
- Development and approval of targeted programs for the implementation of social policy at the local level.
- Formation of a system of constant awareness raising (information space) for residents of TC about the availability and 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 using the modern technologies such as SMS bots, Media, chatbots, etc. (Telegram, WhatsApp, Facebook and other social networks).

DIRECTIONS FOR IMPROVEMENT	3. Introduction of systematic training and advanced training of specialists and the provision of services via the Internet through the network of interactive service centers (including social) in three starostats
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POSSIBLE ACTIVITIES

- Introduction of a network of interactive service provision centers (in particular, administrative, of a social nature, social and with the use of new opportunities via online access to DIIA) in three starostats (s. Komyshe, s. Nyzhnia Vilhova, s. Valuyske) with the head office in the Center for administrative services in the village Stanytsia Luhanska.
- Delegating to officials in target starostats the issue of assisting vulnerable segments of the population in accessing the Internet in order to increase the level of access to public online services, in particular, via access to the DIIA portal.
- Introduction of counselling, mediation, and other services via online services.

DIRECTIONS FOR IMPROVEMENT	4. Ensuring the availability of social services
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POSSIBLE ACTIVITIES

- Conducting an inventory of architectural accessibility of institutions that provide social and administrative services and preparing a proposal for their equipment with the elements of barrier-free access.
- Creation and distribution of a directory of social services, electronic register of social service providers at the local level.
- Improving the mechanism of work of social work specialists, determining the need in remote jobs for them. Providing social work specialists with mobile computer equipment and transport.
- 16% (3,967 people) of the population of Stanytsia-Luhanska community are elderly, 4% (937 people) are people with disabilities, also there are 109 children with disabilities. The area of the community is quite large, inhabited localities are far from regional and district administrative centers, with unsatisfactory condition of roads and lack of public transport. Introduction of the “Social Taxi” service provides availability of social services for community residents.
- Introduction of a multidisciplinary team for improving the availability of services in remote inhabited localities of the community (the model of “Social Mobile Office”) and the multidisciplinary team as a traveling mobile workplace.

DIRECTIONS FOR IMPROVEMENT	5. Creation of a socially responsible community
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POSSIBLE ACTIVITIES

- Creating spaces for communication based on starostats.
- Association of public organizations that operate in the community around Stanytsia Luhanska village MCA. Working on signing memoranda of cooperation.
- Creating a directory of public organizations with an indication of directions of their activities, the services they provide, contacts and locations.
- Involve members of the public in management decisions, identify needs for social services, monitor and evaluate the quality of services provided in the community.
- Introduction of the practice of joint events held by public and private sector entities
- Providing information support for the activities and initiatives of NGOs, through the placement of ads in places of concentration of the target audience, on the website of the village council.

DIRECTIONS FOR IMPROVEMENT	6. Consider the possibility to arrange a specialized service of primary social and psychological counselling for victims of domestic and gender-based violence
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POSSIBLE ACTIVITIES

- Arrangement of a specialized service of primary social and psychological counselling for victims of domestic and gender-based violence.
- Search for opportunities to organize a shelter service with territorially close communities and develop an effective redirection mechanism.

DIRECTIONS FOR IMPROVEMENT	7. Providing training for specialists on working with the offender
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POSSIBLE ACTIVITIES

- To promote the training of specialists / psychologists on working with the offender.

