



REPORT

ON THE RESULTS OF THE NEEDS ASSESSMENT

SHYROKYI

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
SHYROKYI AMALGAMATED
TERRITORIAL COMMUNITY
Luhansk region

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

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SOCIAL PASSPORT

**of Shyrokyi territorial community
Luhansk region**

as of November 2021

Section 1. Analysis of the results

1.1. General data on the hromada

Name of the inhabited locality	Shyrokyi Village Territorial Community	
Type of the inhabited locality	The hromada is composed of 14 inhabited localities, including 5 villages and 9 settlements.	
Name of the hromada	Shyrokyi Village Territorial Hromada	
Date of the TH creation	2020	
Distance from the contact line (as of the document preparation)	central estate – Shyrokyi Village – 25 km, Stepove village – 20 km, Oleksandrivka Settlement – 45 km	
Name of the local authority	Shyrokyi Village Civil Military Administration	
Total area of the hromada	58,970 ha	
Total population by male/female	Total population – 6,652 persons, female – 3,439 persons, male – 3,213 persons	
Head of the hromada / mayor / other	Head of the Shyrokyi Village CMA Oleksandr Sergiiovych Shtyrov	
Contact details: e-mail	vca.shiroky@gmail.com	
List of inhabited localities included into the territorial hromada and quantity of households (yards) in each inhabited locality and total quantity in the territorial hromada (if available, in the format village name – 35 yards)	village settlement village village settlement settlement village village settlement settlement settlement settlement settlement settlement	Shyrokyi – 836 Krasna Talivka – 532 Talove – 248 Rozkvit – 264 (264)* Chugynka – 532 (414)* Gerasymivka – 446 (412)* Kozachyi – 177 Stepove – 92 Krasnyi Derkul – 141 Blagovishchenka – 176 Vilne – 26 (20)* Derkulske – 14 (6)* Zolotarivka – 74 (60)* Oleksandrivka – 115 (70)*
	Total 3673 (2949)* households	

* the data is provided by chief specialists in territory development

1.2. Executive authorities (departments, administrations, and offices) and/or utility companies and enterprises (if any)

№	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	Organizational, Cadastral Activity, Document Flow and Control Department <i>1, Tsentralna str., Shyrokyi Village, tel. (06472)3-47-39 vca.shiroky@gmail.com</i>	4	3	1	1	0	0	0
2	Legal Support and Public Property Department <i>1, Tsentralna str., Shyrokyi Village, tel. (06472)3-47-39 vca.shiroky@gmail.com</i>	4 (1 vacant position)	1	2	1	0	0	0
3	Social Protection Department <i>1, Tsentralna str., Shyrokyi Village, tel. (06472)3-47-39 vca.shiroky@gmail.com</i>	6 (1 vacant position)	5	0	1	0	0	0
4	Infrastructure, Housing and Public Services, Economy and Improvement Department	4 (1 vacant position)	3	0	1	0	0	0
5	Land Resources, Cadastre and Environmental Safety Department <i>1, Tsentralna str., Shyrokyi Village, tel. (06472)3-47-39 vca.shiroky@gmail.com</i>	5	2	3	0	1	0	0
6	Recording and Accounting Department <i>1, Tsentralna str., Shyrokyi Village, tel. (06472)3-47-39 vca.shiroky@gmail.com</i>	4	4	0	1	0	0	0
7	Children Affairs Service (legal entity) <i>1, Tsentralna str., Shyrokyi Village, tel. (06472)3-47-39 vca.shiroky@gmail.com</i>	3 (1 vacant job)	1	1	1	0	0	0
8	Financial Department (legal entity) <i>1, Tsentralna str., Shyrokyi Village, tel. (06472)3-47-39 vca.shiroky@gmail.com</i>	4	3	1	1	0	0	0
9	Education, Culture, Youth and Sports Department (legal entity) <i>7, Tsentralna str., Shyrokyi Village, tel. (06472)3-47-39 vca.shiroky@gmail.com</i>	4	3	1	1	0	0	0
10.	Administrator (registration of place of residence) <i>1 Tsentralna str., Shyrokyi Village, tel. (06472)3-47-39 vca.shiroky@gmail.com</i>	1	1	0	0	0	0	0

№	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	Chief specialist in recording persons liable for military service, prevention and emergency response 1 Tsentralna str., Shyrokyi Village, tel. (06472)3-47-39 vca.shiroky@gmail.com	1	0	1	0	0	0	0
12	UE "Artil" Shyrokyi Agricultural Association in the Stanytsia Luhanska Raion of Luhansk Oblast	11 (4 vacant positions)	3	4	0	1	0	0

1.3. Starostats / authorized persons (if any)

№	Full name	Name of the inhabited locality	Position	Sex
1.	Ruslan Vitaliiiovych Dmytruk	Rozkvit settlement	Chief specialist in local development	M
2.	Nataliia Sergiivna Kashkarova	Chugynka settlement	Chief specialist in local development, specialist of Social Protection Department, land surveyor	F
3.	Ivan Volodymyrovych Zaporozhtsev	Krasna Talivka settlement	Chief specialist in local development, land surveyor, specialist of Social Protection Department	M
4.	Olena Shavlivna Pievniva	Gerasymivka settlement	Chief specialist in local development, land surveyor	F
5.	Andrii Vasyliiovych Tarasov	Talove settlement	Chief specialist in local development, specialist of Social Protection Department	M

1.4. Hromada budget

Type	Year of acceptance 2021	Year of expiry 2021
Total expenditures	UAH 58320.10 thous.	UAH 61016.70 thous.
Availability of a local development strategy	2021	2027
Expenditures for social sphere (medicine, social protection)	0	0
Availability of a program of quick response / overcoming of COVID-19 consequences	n/a	
Expenditures for the Development Program implementation	UAH 2000.00 thous.	UAH 2000.00 thous.
Total expenditures	UAH 58320.10 thous.	UAH 61016.70 thous.
Transfers from the regional budget to the city / TH	UAH 11.20 thous.	UAH 11.20 thous.
Subventions of social nature	0	0
Own incomes of the inhabited locality / TH	UAH 22076.90 thous.	UAH 22076.90 thous.
Funds attracted from projects (international technical assistance, joint work with public associations)	UAH 3188.00 thous.	UAH 3493.00 thous.

1.5. Existence of formal and informal coordinating bodies

Name	Exists / do not exist	Formal / informal	Members
Working group for implementing the gender-oriented budgeting in the Shyrokyi Village CMA	exists	formal	Representatives of the CMA's divisions, the public
Coordination council for family, gender equality, demographic development, prevention and counteraction to domestic violence, sex based violence, counter-trafficking in persons and introduction of the UN Security Council Agenda, Resolution 1325 "Women. Peace. Safety"	exists	formal	Representatives of the CMA's divisions, the public
Working group for developing the draft Development Strategy of the Shyrokyi Village Territorial Hromada for the Shchastia Raion of Luhansk Oblast and Actions Plan for its implementation till 2027	exists	formal	Representatives of the CMA's divisions, the public
Committee for ensuring the accessibility for persons with disabilities and other limited mobility people to social and engineering-transport infrastructure facilities	exists	formal	Representatives of the CMA's divisions, the public
Coordination group for implementing programs and projects in the field of demining activities	exists	formal	Representatives of the CMA's divisions, the public
Council for the conflict affected population protection	exists	informal	The public
Working group for identifying the needs of the population in the Shyrokyi Territorial Hromada for social services	exists	formal	Representatives of the CMA's divisions, the public
Board of trustees	exists	formal	Representatives of the CMA's divisions, the public

1.6. Available local target programs

- Links to community website (location) are missing

Name of the program	Date of acceptance	Date of completion
Program of social and legal protection of children in the Shyrokyi Village Civil-Military Administration	Resolution dated 25.10.2021 No. 196	2022
Program of improvement of the inhabited localities in the Shyrokyi Territorial Hromada for 2021-2022	Resolution dated 24.09.2021 No. 145	2022
Program of culture development in the Shyrokyi Village Hromada for 2021	Resolution dated 10.08.2021 No. 90	2021
Program of creation and use of material reserves to prevent, respond to emergencies of man-made and natural nature and their consequences on the territory of the Shyrokyi Village Territorial Hromada for 2021	Resolution dated 02.08.2021	2021

1.7. Infrastructure

Category	Description
Distance from the inhabited locality to the administrative center of Shyrokyi Village (km)	<ul style="list-style-type: none"> • settlement Krasna Talivka – 25 km; • village Talove – 32 km; • village Rozkvit – 18 km; • settlement Chugynka – 11 km; • settlement Gerasymivka – 12 km; • village Kozachyi – 10 km; • village Stepove – 11 km; • settlement Krasnyi Derkul – 25 km; • settlement Blagovishchenka – 40 km; • settlement Vilne – 22 km; • settlement Derkulske – 26 km; • settlement Zolotarivka – 23 km; • settlement Oleksandrivka – 21 km
Types and condition of roads (asphalt covered, dirt roads, paths, etc.), including: <ul style="list-style-type: none"> • between the inhabited locality and administrative center • between the inhabited locality and neighboring settlements • on the territory of the inhabited locality 	Gerasymivka settlement: Mura st. – 2.155 km; Chugynka settlement: Voroshylova st. – 1.75 km; Druzhby Narodiv st. – 0.55 km; Zarichna st. – 0.6 km; Shkilna st. – 0.63 km; Molodizhna st. – 0.45 km; Internatsionalna st. – 0.33 km; Donskoy lane – 0.35 km; Oleksandrivka settlement: Vyshneva st. – 2.1 km; Zolotarivka settlement: Soniachna st. – 1.54 km; Rozkvit village: Mury st. – 0.254 km; Mury lane – 0.256 km; Komsomolska st. – 0,302 km; Sadova st. – 0.208 km; Yubileina st. – 0.402 km; Shkilna st. – 0.268 km; Condition: repair is needed.

1.8. Internet coverage on the territory of the hromada, with the division into inhabited localities

Name of the inhabited locality	Mobile Internet, name of the provider:	The signal quality is good, satisfactory, unsatisfactory	Wired Internet, name of the provider:	The signal quality is good, satisfactory, unsatisfactory	Average cost of services, per month
Chugynka settlement	Kyivstar, Vodafone	satisfactory	Ukrtelecom	good	300 UAH
Zolotarivka settlement	Kyivstar	satisfactory	-	-	300 UAH
Oleksandrivka settlement	Vodafone	satisfactory	-	-	300 UAH
Gerasymivka settlement	Lifecell	satisfactory	-	-	150 UAH
Krasna Talivka settlement	Kyivstar, Vodafone	satisfactory	-	-	300 UAH
Krasnyi Derkul settlement	Kyivstar, Vodafone	satisfactory	-	-	300 UAH
Rozkvit settlement	Vodafone	unsatisfactory	-	-	300 UAH
Shyrokyi, Stepove, Kozachyi settlements	Kyivstar, Vodafone	satisfactory	MyTeleCom	good	300 UAH

1.9. Communication

Local newspaper and distribution ways	N/A
Is there Internet in public places (library, culture center, and school) Is the access to it free of charge? If yes, indicate the time of possible use.	Libraries, schools
Is there a resource information center in the hromada, with the access to computers, Internet?	Absent
What are the sources of data reception?	TV, radio, Internet

1.10. Housing and utilities infrastructure

Have any office buildings, residential buildings or infrastructure facilities destroyed because of the conflict?	No
Which heating system is used to heat socially significant infrastructure facilities in the hromada (rooms for regulatory bodies of local authorities, medical institutions, schools, and kindergartens). If any heating problems are present, describe them in detail.	Shyrokyi village, Rozkvit village, Chugynka settlement, Stepove village, Gerasymivka settlement - gas, coal, and wood. Krasna Talivka settlement, Talove village, Kozachyi village, Krasnyi Derkul, Blagovishchenka, Vilne, Derkulske, Zolotarivka, Oleksandrivka settlements - gas supply on the territory is absent, solid fuel is used for furnace heating.
Has a gas line been installed in the inhabited locality? Indicate the districts where no gas is available.	Yes. Not available: Krasna Talivka settlement, Talove village, Kozachyi settlement, Krasnyi Derkul settlement, Blagovishchenka settlement, Vilne settlement, Derkulske settlement, Zolotarivka settlement, and Oleksandrivka settlement.
What is the situation with household waste (debris) disposal in the inhabited locality?	Shyrokyi Village - UE "Artil" of the Shyrokyi Village Council entered into the agreement of household waste disposal in the quantity of 48 tons per month, with the solid household waste landfill of UE "Zhylbudservis" in Shchastia. On a monthly basis. In other inhabited localities, waste is disposed independently.
Which inhabited localities are not connected to the centralized water supply system?	Krasna Talivka settlement, Kozachyi settlement, Krasnyi Derkul settlement, Blagovishchenka settlement, Vilne settlement, Derkulske settlement, Zolotarivka settlement, and Oleksandrivka settlement

<p>Sources of potable water (centralized water supply system, wellholes, rivers, bottled water, etc.)</p>	<p>Centralized water supply, wells, own bores; Gerasymivka – bores; Krasna Talivka, Krasnyi Derkul – wellholes, private bores; Rozkvit – Popasnianskyi water channel; Shyrokyi Village – centralized water supply system, individual bores</p>
<p>Are there bank branches in the inhabited locality? If no, what is the distance to the nearest one?</p>	<p>There are none. To the nearest branch (Stanytsia Luhanska urban-type settlement) from Shyrokyi – 25 km; Gerasymivka – 30 km; Krasna Talivka, Krasnyi Derkul – 56 km; Rozkvit – 45 km).</p>
<p>Are there ATMs in the inhabited locality? If no, what is the distance to the nearest one? (Indicate the address and operating hours)</p>	<p>No ATMs are available. To the nearest ATM (Stanytsia Luhanska urban-type settlement) From Shyrokyi – 25 km; Krasna Talivka, Krasnyi Derkul – 56 km; Rozkvit – 45 km)</p>
<p>Are there any post offices in the inhabited locality? If no, what is the distance to the nearest one?</p>	<p>Yes. Ukrposhta departments are in the following inhabited localities: Shyrokyi, Krasna Talivka, Talove, Rozkvit, Chugynka, Gerasymivka, and Blagovishchenka</p>
<p>What is the distance to the nearest workstation of administrator of the Administrative Service Provision Center?</p>	<p>No Administrative Service Provision Center is available in the hromada</p>
<p>Is the food market in operation?</p>	<p>No</p>
<p>Is it possible to pay by bank transfer (shop, drug store, etc.)? If yes, indicate the address and operating hours of institutions.</p>	<p>RIAL shop: 1V Shkilna str., Chugynka selo, operating hours 7.00 – 20.00. Shop of individual entrepreneur Pugach: 6B, 6A Tsentralna-Nova str., Chugynka, operating hours 7.00-22.00. Shop of individual entrepreneur Chuprina: 22 Tsentralna-Nova str., Chugynka, operating hours 7.00-22.00; Gerasymivka – yes; RiAL (138A Tsentralna str., Krasna Talivka selo, operating hours 7-00 – 20-00) PE Nipotov (135, 160A Tsentralna str., Krasna Talivka selo, operating hours 8-00 – 18-00) RiAL (2a Myru str., Rozkvit selo, operating hours 8-00 – 17-00) PE Didenko S. S. (6 Tsentralna str., Rozkvit selo, operating hours 8-00 – 19-00) Drug store: 3 Shkilnyi prv., Shyrokyi settlement; Drug store: 17 Peremogy pr., Krasna Talivka selo Shops: 2/12 Molodizhna prov., Shyrokyi settlement – 7.00 – 17.00; 1 Molodizhna str., Shyrokyi settlement – 7.00 – 22.00; 20 Sadova str., Shyrokyi settlement – 8.00 – 17.00.</p>

1.11. Medical institutions

№	Service description Name of the institution that provides the service	Distance from the inhabited localities in the hromada (time to reach by ambulance)	Availability of architectural accessibility and services for persons with disabilities
1 Inpatient care (MOS)			
	<ul style="list-style-type: none"> • Kozachyn Medical and Obstetric Station <i>Kozachyi village</i> 0685429914 • Stepove Medical and Obstetric Station 0501987947 <i>Stepove village</i> • Rozkvit Medical and Obstetric Station <i>Krasnyi Derkul settlement</i> 		-
2 Emergency medical service (ambulance station or center)			
	<ul style="list-style-type: none"> • Chugynka settlement Ambulance Station; 095-492-60-85, 20A <i>Tsentralna str., Chugynka settlement</i> • Krasna Talivka settlement Ambulance Station (the doctor is present) 050252547, 17 <i>Peremogy pr., Krasna Talivka settlement</i> • Shyrokyi Village Ambulance Station 0953415521, 7A <i>Molodizhna str., Shyrokyi Village</i> 		-
3 Secondary (specialized) medical aid (multi-field hospital) N/A			
	<p><i>The nearest public non-profit company is Stanytsia Luhanska Multidisciplinary Hospital of Stanytsia Luhanska village territorial hromad</i> 39 5-ta liniia str., <i>Stanytsia Luhanska urban-type settlement, Stanytsia Luhanska raion Luhansk oblast, 93600</i></p>	<ul style="list-style-type: none"> • Shyrokyi Village - 46 km (time of travel - 45 min) • Blagovishchenka settlement - 77 km (travel time - 1 h 40 min) • Rozkvit settlement - 34 km (travel time - 40 min) 	Rampant, wide doors
4-6 Gynaecological Department, Dentistry, Paediatrics Department - N/A			
	<p><i>the nearest public non-profit company is Stanytsia Luhanska Raion Centre of Primary Health Care</i> 93600, <i>Luhansk Oblast; 39 5-ta liniia str., Stanytsia Luhanska urban-type settlement (06472) 2-13-55</i></p>	<ul style="list-style-type: none"> • Stanytsia Luhanska urban-type settlement - 35 km, • Gerasymivka settlement - 25 km, • Krasnyi Derkul settlement - 56 km 	Rampant, wide doors
7. Is there an ambulance? If no, where is the nearest one?			
	<p>The territory is maintained by the Luhansk City Ambulance Station, Starobilsk Substation. The nearest ambulance is in the Stanytsia Luhanska urban-type settlement. 0663627220 67 <i>Monastyrska str., Starobilsk, Luhansk oblast</i></p>	<p>The distance is 20-60 km; the ambulance travel time is 20 minutes to one hour</p>	
8. Is there a maternity hospital? If no, what is the distance to the nearest one?			
	<p>No maternity hospital is available. The nearest one is in Starobilsk urban-type settlement, 2b, <i>Yegorova str., Sievierodonetsk, Sievierodonetsk raion, Luhansk oblast, UE "Sievierodonetsk City Multidisciplinary Hospital", (06452)43434</i></p>	<p>Distance - 130 km Travel time - 1 h 30 min</p>	

9. Is there any drug store? If no, what is the distance to the nearest one in each inhabited locality in the hromada?

<p>CI branch Farmaciya pharmacy 17 Peremogy pr., Krasna Talivka settlement</p>	<p>The nearest to Shyrokyi Village, Chugynka settlement -11 km Oleksandrivka settlement - 20 km</p>
<p>CI branch Farmaciya pharmacy 0506286384 6 Stepova str., Rozkvit</p>	<p>Vilne settlement - 23 km Derkulske settlement - 25 km From Zolotarivka settlement to Krasna Talivka settlement - 7 km</p>

10. Availability of a family practitioner and quantity of declarations with him/her

<p>There is 1 family practitioner in the hromada; he works for the Krasna Talivka settlement Administration. 17 Peremogy pr., Krasna Talivka settlement</p>	
<p>Most of the citizens signed Declarations with doctors in the Stanytsia Luhanska TH. 93600, Luhansk Oblast; 39 5-ta liniia str., Stanytsia Luhanska urban-type settlement (06472) 2-13-55</p>	<p>Stanytsia Luhanska urban-type settlement, 35 km.</p>

Section 2. Description of the social life in the hromada

2.1. Population of the hromada:

Population of each inhabited locality (for the TH), total, by male/female

Name of the inhabited locality	Female:	Male:	Total:
Shyrokyi Village	779	829	1608
Blagovishchenka settlement	179	138	317
Vilne settlement	6	6	12
Gerasymivka settlement	351	338	689
Derkulske settlement	1	3	4
Zolotarivka settlement	47	66	113
Krasna Talivka settlement	493	451	944
Krasnyi Derkul settlement	122	105	227
Oleksandrivka settlement	98	110	208
Chugynka settlement	512	480	992
Kozachyi village	240	167	407
Rozkvit village	300	255	555
Stepove village	93	71	164
Talove village	218	194	412
Total for the hromada:	3,439	3,213	6,652

Age group (full years)	Female:	Male:	Total:
0-18	542	613	1,155
19-35	992	1,009	2,001
36-59	894	872	1,766
60+	1,011	719	1,721

Population distribution by sex and age

Inhabited localities	Male					Female				
	0-17	18-39	40-59	60 +	Total	0-17	18-39	40-59	60 +	Total
Shyrokyi Village	166	287	186	190	829	132	296	151	200	779
Blagovishchenka	30	35	43	30	138	39	48	49	43	179
Vilne		4	2		6		2	2	2	6
Gerasymivka	39	95	112	92	338	32	80	96	143	351
Derkulske			2	1	3		1			1
Zolotarivka	10	17	25	14	66	7	9	12	19	47
Krasna Talivka	88	146	125	92	451	91	132	129	141	493
Krasnyi Derkul	29	27	26	23	105	18	29	22	53	122
Oleksandrivka	17	37	33	23	110	13	27	32	26	98
Chugynka	89	144	134	114	480	75	116	161	160	512
Kozachyi	36	56	42	33	167	42	67	66	65	240
Rozkvit	61	87	62	45	255	45	97	82	76	300
Stepove	10	21	23	17	71	10	30	32	21	93
Talove	38	53	57	46	194	38	58	60	62	218

2.2. Labor migration

- *No data available*

2.3. Employment of the population

- *Average salary For male - minimum; For female - minimum.*

Total number of the employed (f/m)	Female	Male	Total
Employed	1,507	1,531	3,038
Total number of the unemployed	N/A		
Economically inactive	2,025	1,589	3,614

2.4. Quantity of population from vulnerable groups:

Vulnerable groups	Female:	Male:	Total in the hromada
Internally displaced persons	59	55	114
Internally displaced persons that receive state social assistance (Resolution of the Cabinet of Ministers of Ukraine No. 509)	29	11	30
Persons with disabilities	30	49	79
Children with mental diseases	-	2	2
Families with children with disabilities (number of children)	11		11
Ethnic minorities	N/A		
Persons who need palliative assistance	1	-	1
Persons suffering from psychoactive substance intake	N/A		
Persons with mental diseases	3	3	6
Persons suffering from HIV/AIDS	N/A		
Aged persons	888	620	1508
Families with dependent children (number of children)			47 families
Orphaned children and children deprived of parental care	9	13	22
Children in trusteeship	6	9	9
Families experiencing hardship (no data on the number of children is available)			24 families
Families that receive the state social assistance as low-income persons	22	-	22
Single mothers (number of children)	35 children	36 children	71 children
Single parents (number of children)		1 child	1 child
Persons that have the combatant status, veterans of the WWII	10	14	24

Vulnerable groups	Female:	Male:	Total in the hromada
Persons that have the ATO participant status	3	52	55
Temporarily unemployed persons and/or financially inactive persons	637	656	1293
Persons that suffered from acts of violence and criminal acts (including persons that suffered from violence in their families, and persons that suffered from human trafficking)		N/A	
Loners 60+	81	43	124
Other categories of persons experiencing hardship	43	11	54
Chernobyl NPS liquidators	-	13	13
Individuals that render social services to disabled persons and aged persons and received the corresponding compensation	4	-	4

2.5. Number of persons born and departed for the last three years (each year separately)

Age group (completed years)	Female		Male		Total	
	born:	departed:	born:	departed:	born:	departed:
2020						
0-5	5	-	2	-	7	-
6-14	-	-	-	-	-	-
15-18	-	-	-	-	-	-
19-35	-	-	-	-	-	-
36-59	-	-	-	6	-	6
60+	-	20	-	20	-	40
2019						
0-5	7	-	9	1	16	1
6-14	-	-	-	-	-	-
15-18	-	-	-	-	-	-
19-35	-	-	-	2	-	2
36-59	-	1	-	7	-	8
60+	-	19	-	14	-	29
2018						
0-5	6	1	7	1	13	2
6-14	-	-	-	-	-	-
15-18	-	-	-	1	-	1
19-35	-	-	-	1	-	1
36-59	-	2	-	7	-	9
60+	-	22	-	13	-	35
Total for the hromada for three years						
	18	65	18	73	36	134

Section 3. Map of actors

3.1. List of social service providers in the hromada (name, address, contact details)

1. Social Protection Department of the Shyrokyi Village CMA

1 Tsentralna str., Shyrokyi Village

vca.shiroky@gmail.com

Consultations, reception of documents for the provision of state social assistance, privilege, and compensations.

2. Service for Children Affairs

1 Tsentralna str., Shyrokyi Village

vca.shiroky@gmail.com

Creates an electronic data base of USIS "Dity", prepares acts of inspections of child's living conditions and description of his/her property, consults, and examines child's living conditions

3.2. List of local public, charitable organizations, population self-organization bodies which act on the territory of the hromada or which can be potential providers of services to the hromada

1. PO "Divchata Chugynky"

11 Druzhby narodiv str., Chugynka settlement, Shchastia raion

hryakovanadia@gmail.com

CPromotion to the territory improvement; provision of social fair, sense of belonging existing within the hromada; satisfaction of public, social, cultural, ecological and other needs of the hromada members

2. PO "Shyrokivskyi Prolisok"

1, Tsentralna str., Shyrokyi village, 93624

t. 0508332461

3. PO "Maliatko-Kazka"

17, Soniachna str., Shyrokyi village, 93624

t. 0954267265

4. Self-help group "Za maibutne"

1, Tsentralna str., Shyrokyi village, 93624

t. 0682166320

3.3. Number and list of enterprises, farms that act on the territory of the hromada

Nº	Name of enterprises, farms	Sphere of activity	contact	address
1	PSP "Agroproduct"	Agricultural production	050-326-28-81	1 Shkilna str., Chugynka, Shchastia raion, Luhansk oblast, 93620
2	TOV "SGF" Agrokom"	Agricultural production	050-628-63-36	Vesela str., Chugynka, Shchastia raion, Luhansk oblast, 93620
3	SFG "Vodoley"	Agricultural production	050-474-61-04	Naberezhna str., Oleksandrivka, Shchastia raion, Luhansk oblast, 93620
4	SFG "Vika"	Crop production	0982751397	20, Molodizhna str., Gerasymivka

№	Name of enterprises, farms	Sphere of activity	contact	address
5	SFG “Nika”	Crop production	0950112652	16A Myru str., Gerasymivka
6	TOV “Semenovod”	Crop planting	09881500059	133 Tsentralna str., Krasna Talivka
7	PE Melnychenko	Crop planting	09772771798	3A Prominska str., Krasna Tralivka
8	PE Bespechnyi	Crop planting	0507688079	1V Gagrina str., Krasna Talivka
9	ArAT “Agroton”	Crop planting	0645243370	10b, Gvardiiskyi pr., Sievierodonetsk
10	PE “Blago-ton”	Crop planting	0960749883	1a Molodizhna str., Shyrokyi Village
11	TOV “Agroprom”	Agricultural production	0503288123	1 Tsentralna str., Rozkvit
12	TOV “VKF Agrokomb”	Agricultural production	0506286336	Chugynka
13	TOV “Agro-Leks”	Agricultural production	0663104486	Petropavlivka
14	TOV “Zernogray”	Agricultural production	0994668607	Velyka Chernigivka
15	Farm “Demetra”	Agricultural production	0954766556	Velyka Chernigivka
16	Farm “Ruvita”	Agricultural production	0500303020	Shyrokyi Village
17	SFG “Votchyna”	Agricultural production	0504752632	40 Lisna str., Rozkvit
18	SFG “Zhnyva”	Agricultural production	0504756418	40 Lisna str., Rozkvit
19	Farm “Agro-Rozkvit”	Agricultural production	0501502940	1 Yuvileina str., Rozkvit
20	SFG “Dudnikova”	Agricultural production	0507534038	Rozkvit
21	SFG “Kolodiazhnyi”	Agricultural production	0507534038	Rozkvit
22	PE Knyshev V. M.	Agricultural production	0501019624	38 Lisna str., Rozkvit
23	PE Knyshev V. M.	Agricultural production	0956251535	13 Mury per., Rozkvit
24	PE Varieshkin O.A.	Agricultural production	0502150420	41 Lisna str., Rozkvit
25	PE Galchenko I. S.	Agricultural production	0990129403	39 Lisna str., Rozkvit
26	PE Bielianska I. O.	Agricultural production		Shyrokyi Village
27	PE Grushyn O.O.	Agricultural production	0505970213	Shyrokyi Village

3.4. Number and list of trade and catering facilities that act on the territory of the hromada

№	Name of the trade facility (shop), restaurant / Physical address	Field of activity	Is there architectural accessibility? (rampant, wide doors, hoist, etc.)
1	RiAL shop Olena Oleksiivna Kramar, Tetiana Valentynivna Vostiepan 096-03-03-199 1V Shkilna str., Chugynka	Retail in non-specialized shops, mainly of food products, beverages and tobacco products	Rampant, wide doors
2	RIAL cafe Rymma Armaisivna Podeiko, Olena Oleksiivna Kramar, 096-03-03-199 1V Shkilna str., Chugynka	Public catering	Rampant, wide doors
3	Shop of individual entrepreneur Pugach Ya. O. Pugach Yana Oleksandrivna, 095-821-98-00 6A Tsentralna-Nova str., Chugynka	Food products	Wide doors
4	Shop of individual entrepreneur Pugach Ya. O. 095-821-98-00 6B Tsentralna-Nova str., Chugynka	Household goods	Wide doors
5	Shop of individual entrepreneur Chuprina I. V. Chuprina Iryna Volodymyrivna, 050-204-95-15	Food products	N/A
6	Shop of individual entrepreneur Serebriakova N. P. 050-163-39-36 37A Soniachna str., Zolotarivka	Retail in non-specialized shops, mainly food products	N/A
7	Shop of individual entrepreneur Pugach R. S. Pugach Roman Sergiiovych, 050-843-11-80 3A Magistralna str., Chugynka	Sale of spare parts	Wide doors
8	MIX shop IE Maksymenko O. V. 30G Molodizhna str., Gerasymivka	Food products	N/A
9	RiAL shop Podeiko Ryma Armaisivna, +380679563814 Tsentralna str., Krasna Talivka	Food products	N/A
10	PE Nipotov Nipotov Yurii Ivanovych +380636905999 135 Tsentralna str., Krasna Talivka	Everyday products	N/A
11	RiAL shop Podeiko Ryma Armaisivna, +380679563814 2a Myru str., Rozkvit	Everyday products	N/A
12	PE Didenko S.S Sergii Sergiiovych Didenko, т.0662189007 6 Tsentralna str., Rozkvit	Everyday products	N/A

3.5. Quantity and list of enterprises that provide communication and logistics services on the territory of the hromada

Nº	Name of the communication and logistics institution	Services provided	Operating hours of the institution Physical address	Is there architectural accessibility? (rampant, wide doors, hoist, etc.)
1	Ukrposhta post office, 93620, Chugynka	Utility payments and other payments, Ukrposhta Express, Ukrposhta standard, Execution of advance payment, Delivery outside Ukraine, Reception of mail items, and post-payment	Friday, 08:00 – 16:30 break 12:00 – 12:30 4A Shkilna str., Chugynka, Shchastia Raion of Luhansk Oblast	Wide doors
5	Ukrposhta post office, 93625, Rozkvit	Ukrposhta standard, Execution of advance payment, Delivery outside Ukraine, Utility payments and other payments, and post-payment.	Friday, 08:00 – 14:00 3 Shkilna str., Rozkvit, Shchastia raion, Luhansk oblast	N/A
7	Ukrposhta post office, 93624, Shyrokyi	Utility payments and other payments, Ukrposhta Express, Ukrposhta standard, Execution of advance payment, Delivery outside Ukraine, Reception of mail items, and post-payment.	Friday, 08:00 – 16:30 break 12:00 – 12:30 1 Tsentralna str., Shyrokyi Village, Shchastia raion, Luhansk oblast	N/A

3.6. Number and types, list of educational institutions (schools, pre-school institutions)

Nº	Name of the educational institution Physical address	Services provided (full education)	special. F / M
1	UE “Chugyn gymnasium” of the Shyrokyi VTH Wide doors <i>1V Shkilna str., Chugynka 0996514658</i>	Complete general secondary education IE +	14/4
2	UE “Krasna Talivka vocational school of the Shyrokyi VTH” <i>1 Peremogy pr., Krasna Talivka k_talivka@i.ua, 0965290090</i>	Complete general secondary education IE — Pre-school education	28/7 2 F
3	UE “Rozkvit vocational school” of the Shyrokyi VTH <i>4 Shkilna str., Rozkvit +380965290090, rozkvitnkv@gmail.com</i>	Complete general secondary education IE — Pre-school education	8/5 2 F
4	K3 “Талівська гімназія” Широківської СТГ <i>Klubnyi prov, Talove 0963087818</i>	Incomplete general secondary education Pre-school education IE —	 2 F
5	UE “Talivska gymnasium” of the Shyrokyi VTH Wide doors <i>Vodolazkina str., Shyrokyi Village 0954632780</i>	Complete general secondary education IE +	
6	Pre-school UE “Kazka” <i>Teatralny prov., Shyrokyi Village</i>	Pre-school education	

3.7. Out-of-school educational institutions (if any)

- *No data available*

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

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

№	Name of the educational institution	Services provided	special. F / M
1	Utility Enterprise “Culture, Recreation and Sports Center” <i>2z Tsentralna str., Shyrokyi Village, Stanytsia Luhanska raion, Luhansk oblast, 93624</i> <i>098-940-58-18, shckds6@gmail.com</i>	carrying out of cultural events, provision of participation in amateur associations, workshops, studios of interests, and amateur talent groups that function at the budget expense	7 F
2	Shyrokyi Village Library <i>2z Tsentralna str., Shyrokyi Village, Stanytsia Luhanska raion, Luhansk oblast, Ukraine 93624</i> <i>095-399-84-39, shckds6@gmail.com</i>	consultations regarding the search and selection of sources of information; provision of documents from library funds for temporary use	1 F
3	Kozachyi Club <i>43 Tsentralna str., Kozachyi, Shchastia raion, Luhansk oblast, Ukraine 93626</i> <i>095-343-07-31</i> <i>levinaoksana.1111@gmail.com</i>	carrying out of cultural events, provision of participation in amateur associations, workshops, studios of interests, and amateur talent groups that function at the budget expense	1 F
4	Stepove Club <i>34 Myru str.m Stepove, Shchastia raion, Luhansk oblast, Ukraine 93641</i> <i>096-482-30-24</i> <i>evsukovainna49@gmail.com</i>	carrying out of cultural events, provision of participation in amateur associations, workshops, studios of interests, and amateur talent groups that function at the budget expens	1 F
5	Gerasymivka Center of Culture <i>1V Molodizhna str., Gerasymivka, Shchastia raion, Luhansk oblast, Ukraine, 93640</i> <i>097-782-69-46</i> <i>sovet.gera@gmail.com</i>	carrying out of cultural events, provision of participation in amateur associations, workshops, studios of interests, and amateur talent groups that function at the budget expense	3 F
6	Gerasymivka Library <i>1 Molodizhna str., Gerasymivka, Shchastia raion, Luhansk oblast, Ukraine 93640</i> <i>096-256-91-59</i>	consultations regarding the search and selection of sources of information; provision of documents from library funds for temporary use	1 F
7	Chugynka Center of Culture <i>20b Tsentralna-Nova str., Chugynka, Shchastia raion, Luhansk oblast, Ukraine 93620</i> <i>095-495-70-07</i> <i>kliman.tanya@gmail.com</i>	carrying out of cultural events, provision of participation in amateur associations, workshops, studios of interests, and amateur talent groups that function at the budget expense	3 F
8	Chugynka Library <i>4a Shkilna str., Chugynka, Shchastia raion, Luhansk oblast, Ukraine 93620</i> <i>050-856-02-61</i>	consultations regarding the search and selection of sources of information; provision of documents from library funds for temporary use	1 F

№	Name of the educational institution	Services provided	special. F / M
9	Rozkvit Club <i>4 Myru str., Rozkvit, Shchastia raion, Luhansk oblast, Ukraine 93625</i>		N/A
10	Rozkvit Library <i>4 Myru str., Rozkvit, Shchastia raion, Luhansk oblast, Ukraine 93625</i> <i>066-016-89-26</i>	consultations regarding the search and selection of sources of information; provision of documents from library funds for temporary use	1 F
11	Zolotoriovka Club <i>28 Soniashna str., Zolotoriovka, Shchastia raion, Luhansk oblast, Ukraine 93620</i> <i>066-329-28-60</i>	carrying out of cultural events, provision of participation in amateur associations, workshops, studios of interests, and amateur talent groups that function at the budget expense	N/A
12	Oleksandrivka Club <i>46 Naberezhna str., Oleksandrivka, Shchastia raion, Luhansk oblast, Ukraine 93620</i>	N/A	N/A
13	Krasna Talivka Center of Culture <i>133 Tsentralna str., Krasna Talivka, Shchastia raion, Luhansk oblast, Ukraine 93621</i> <i>095-090-00-41</i> <i>gemchugina2019@gmail.com</i>	carrying out of cultural events, provision of participation in amateur associations, workshops, studios of interests, and amateur talent groups that function at the budget expense	3 F
14	Krasna Talivka Library <i>14b Tsentralna str., Krasna Talivka, Shchastia raion, Luhansk oblast, Ukraine 93621</i> <i>095-133-18-60;</i> <i>0969660946</i>	consultations regarding the search and selection of sources of information; provision of documents from library funds for temporary use	2 F
15	Talove Center of Culture <i>2 Klubna str., Talove, Shchastia raion, Luhansk oblast, Ukraine 93623</i> <i>063-693-72-56</i> <i>salaev.eduard112@gmail.com</i>	carrying out of cultural events, provision of participation in amateur associations, workshops, studios of interests, and amateur talent groups that function at the budget expense	3 F
16	Talove Library <i>2 Klubna str., Talove, Shchastia raion, Luhansk oblast, Ukraine 93623</i> <i>096-228-68-43</i> <i>salaev.eduard112@gmail.com</i>	consultations regarding the search and selection of sources of information; provision of documents from library funds for temporary use	1 F
17	Blagovishchenka Club <i>Tsentralna str., Blagovishchenka, Shchastia raion, Luhansk oblast, Ukraine 93622</i>	N/A	N/A
18	Blagovishchenka Library <i>093-034-29-45,</i> <i>Tsentralna str., Blagovishchenka, Shchastia raion, Luhansk oblast, Ukraine 93622</i>	consultations regarding the search and selection of sources of information; provision of documents from library funds for temporary use	1F

3.9. Number and list of physical education and sports institutions

- *No data available*

3.10. Number and types of public recreation centers (parks, squares, and children’s playgrounds)

- *No data available*

3.11. Transportation

Category	Contact information of the carrier	Frequency per day	Distance	Average cost
Public (transportation organization)	N/A			
Private (lease)	N/A			
Social	N/A			
Inhabited localities without proper transportation:	<ul style="list-style-type: none"> • Chugynka, • Zolotarivka, • Vilne, Derkulske, • Oleksandrivna, • Gerasymivka, • Krasna Talivka, • Krasnyi Derkul, • Rozkvit. 			

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

- *There are no own branches*

3.13. Safety and security (police, security, EMERCOM, etc.)

- *There are no own branches*

Section 4. Analysis of social services provided in the hromada

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

4.1. List of social service providers

- Availability of architectural accessibility and services for people with disabilities (ramp, wide doors, lift, etc.) - NO

Nº	Name of institution / Physical location address	Which services are provided	F/M
1	Social Protection Department 1, Tsentralna str., Shyrokyi Village tel. (06472)3-47-39 vca.shiroky@gmail.com	Consultations, reception of documents for the provision of state social assistance	5 / 0
2	Service for Children Affairs 1, Tsentralna str., Shyrokyi Village tel. (06472)3-47-39 vca.shiroky@gmail.com	Maintains an electronic data base of USIS "Dity", prepares acts of inspections of child's living conditions and description of his/her property, consults, and examines child's living conditions	1 / 1
3	Education, Culture, Youth and Sports Department 1, Tsentralna str., Shyrokyi Village tel. (06472)3-47-39 vca.shiroky@gmail.com	Inclusive education	4 / 0

4.2. Number of persons receiving these types of social services

Вид послуги	Female:	Male:	Total:
"Dogliad doma" is provided by UE "Tsentr nadannia sotsialnykh poslug" of the Stanytsia Luhanska CMA (inter-budget transfer)	53	25	78
Inclusive education is provided by UE "Shyrokyi vocational school" and UE "Chugynka vocational school"			19

4.3. List of social service providers in neighbouring hromadas, within the region (utility institutions, public organizations, and private centers)

Services provided	Physical address	Number of employees:	
		F	M
UE "Tsentr nadannia sotsialnykh poslug" of the Stanytsia Luhanska CMA in the Shchasta raion, Luhansk region			
"Dogliad doma"	Stanytsia Luhanska urban-type settlement	41	5

ANALYSIS OF THE RESULTS OF NEEDS ASSESSMENT

Methodology

Through focus group discussions, research was conducted to assess the needs of the population. A survey of 288 people within the TC population was conducted regarding their experiences with accessing public/social services.

The demographic distribution of the group was as follows: 81 are over 60 years old, (45 women, 36 men, the gender distribution applying to all additional categories); of 81 respondents over 60 years old, 8 are IDPs; of the surveyed group, 29 are IDPs, (16 women, 13 men), with 8 over 60 years old.

Table 1. Quotas in Shyrokyi TC (gender distribution)

	Number of people	Women (55%)	Men (45%)
Additional category	228	158	130
Persons over 60 years (39%)	81	45	36
IDPs (9%)	29	16	13

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

Needs assessment of Shyrokyi TC of Luhansk region

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

Diagram 1. Sex of respondents, %

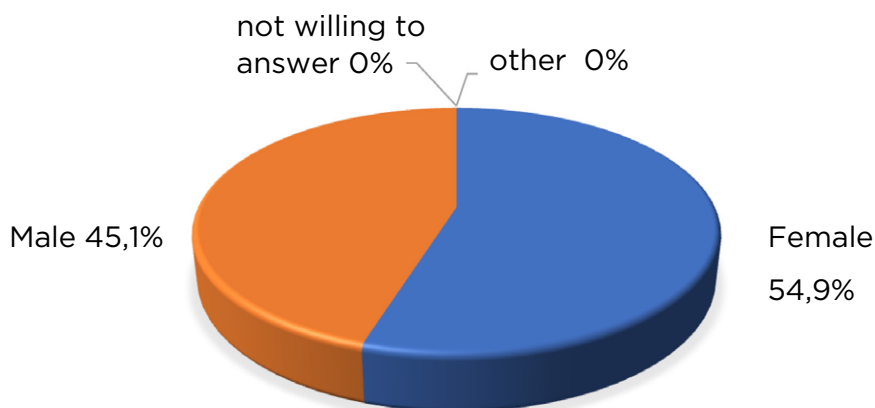


Diagram 2. Age of respondents, %

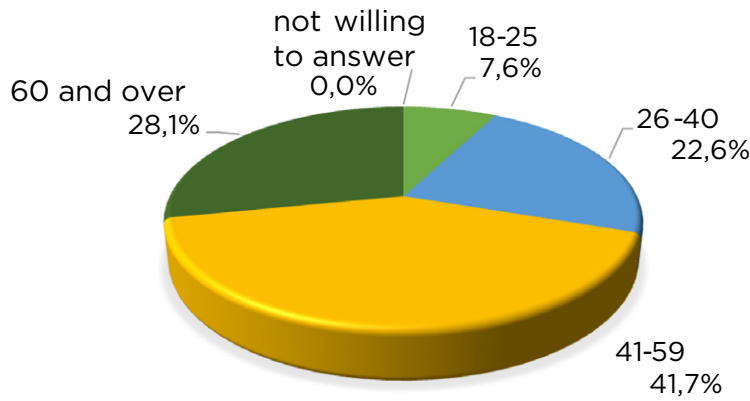


Diagram 3. Education of respondents, %

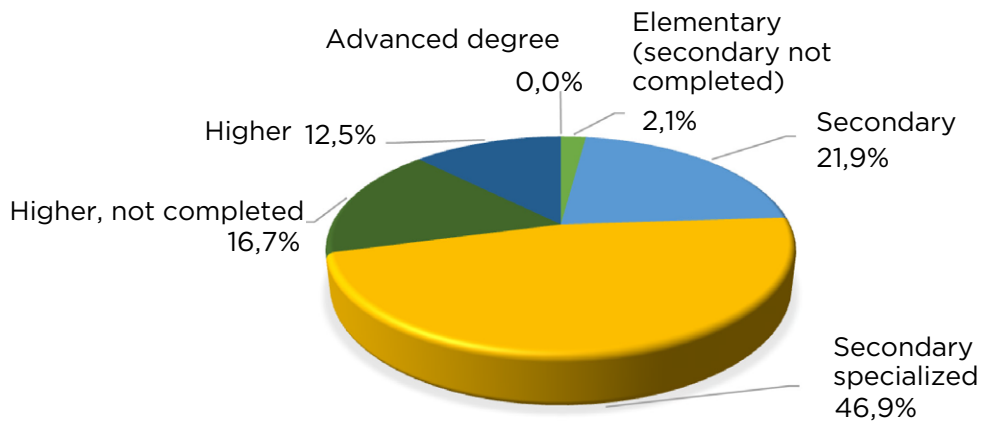
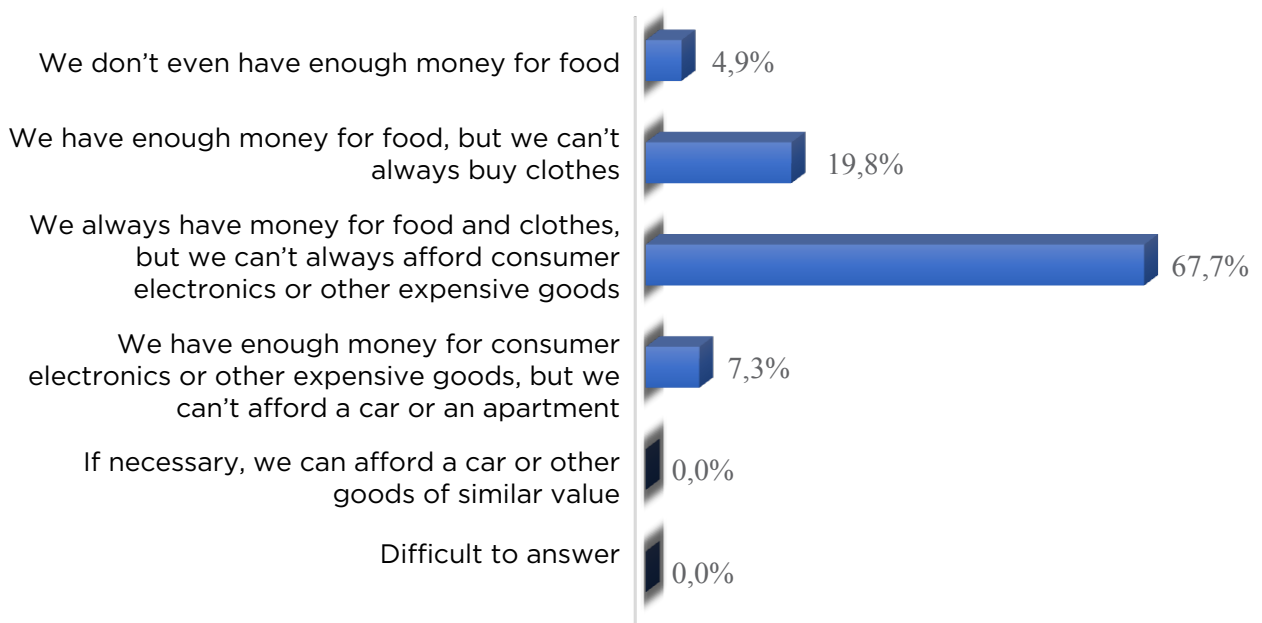


Diagram 4. Respondents' level of income, %



Efficiency of services

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

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

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

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

The Social Protection Department, Employment Center, and the Territorial Welfare Services Center constitute an exception. Almost half of respondents have never applied to the Department for Social Protection, while 5.2% believe that services are provided extremely inefficiently, almost 32% believe that services in the social services center are provided somewhat efficiently and 13.5% perceive the services of this institution as very efficient. Only a third of respondents in Shyrokyi TC know nothing about the services of the department for social protection, 2.8% believe that the center’s services are very inefficient, 38.5% of respondents consider them somewhat efficient and 25.7% perceive the center’s services as very efficient.

Moreover, the number of TC residents who have experience in applying to the Service for Children’s Affairs (4% said that the service is provided somewhat efficiently, 1% said that it is provided very efficiently) and the center of social (professional) rehabilitation for people with disabilities, is on the margin of error (3% said that the service is not provided at all, 1% said that the service is provided very inefficiently, 1% – not very efficiently and 1% – somewhat efficiently).

Regarding other services, we can determine that almost 82% of the TC population did not use the services of the Employment Center. At the same time, 4.5% of the population who used the services of the center believe that they are provided not very efficiently, 8.3% tend to think that the service is provided somewhat efficiently, and 2.4% believe that the services of the Employment Center are provided very efficiently. Interestingly, almost 2.8% of TC residents surveyed believe that the Employment Center does not provide services at all.

Diagram 5a. Efficiency of services, %

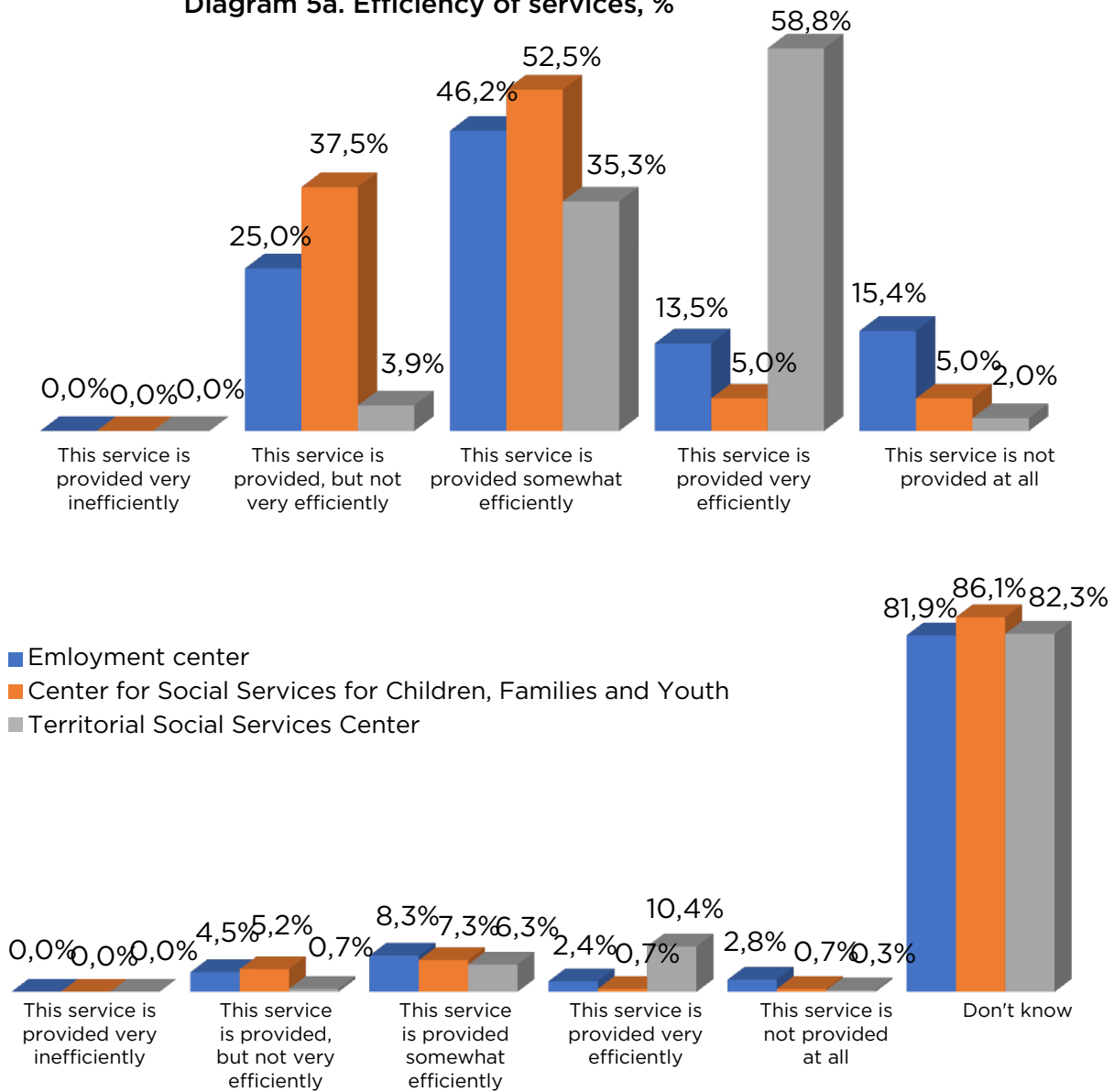
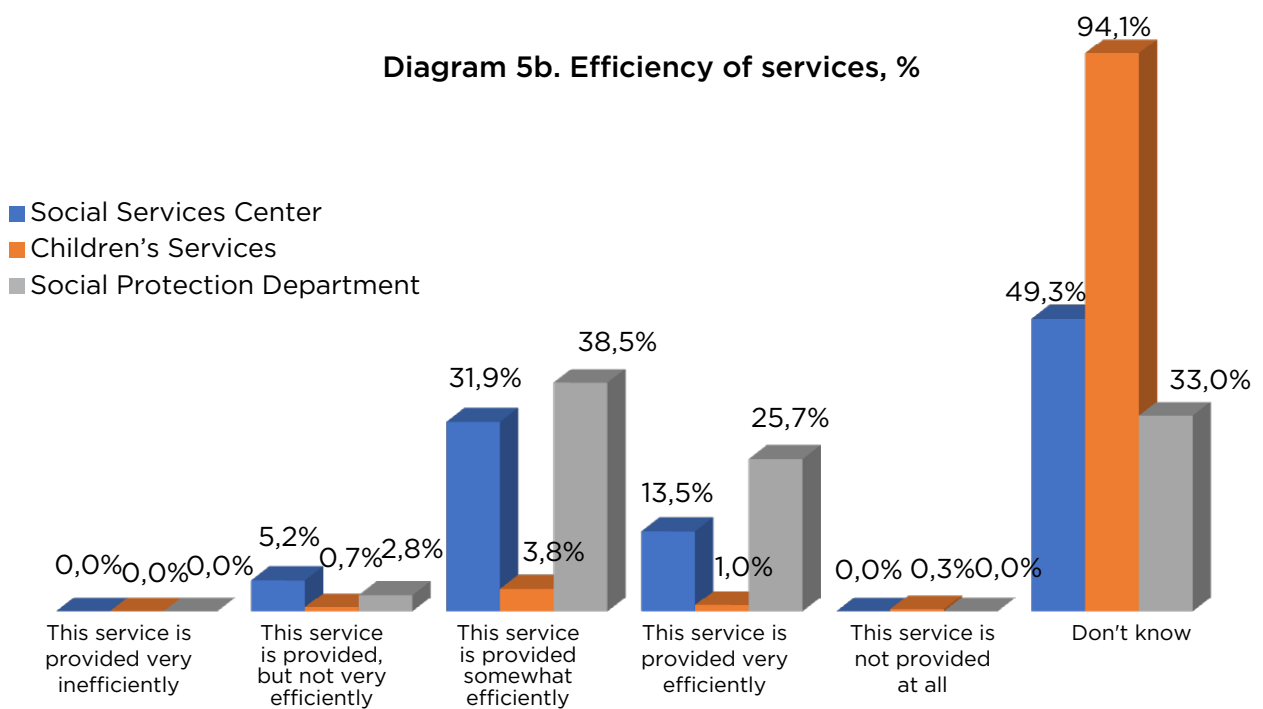


Diagram 5b. Efficiency of services, %



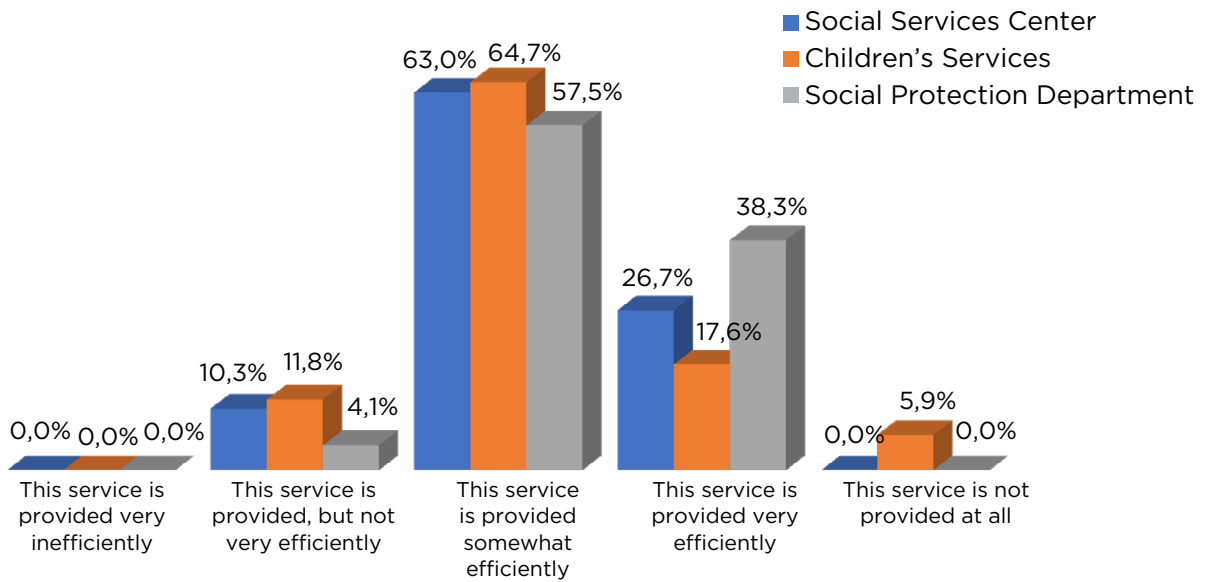
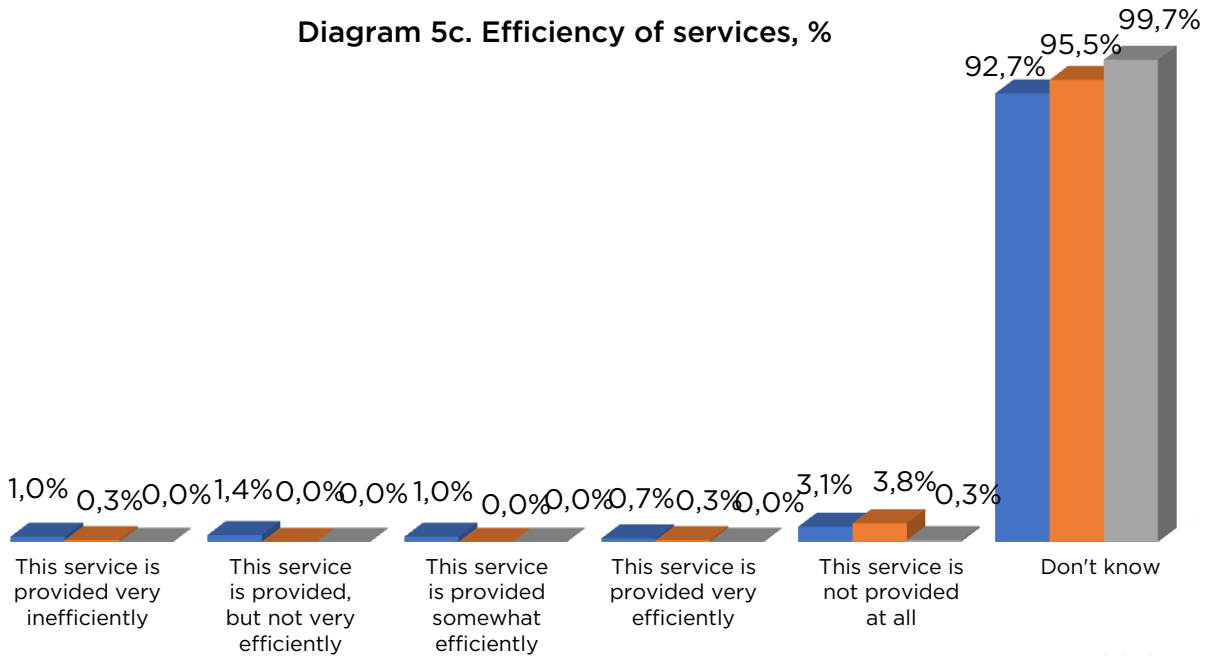
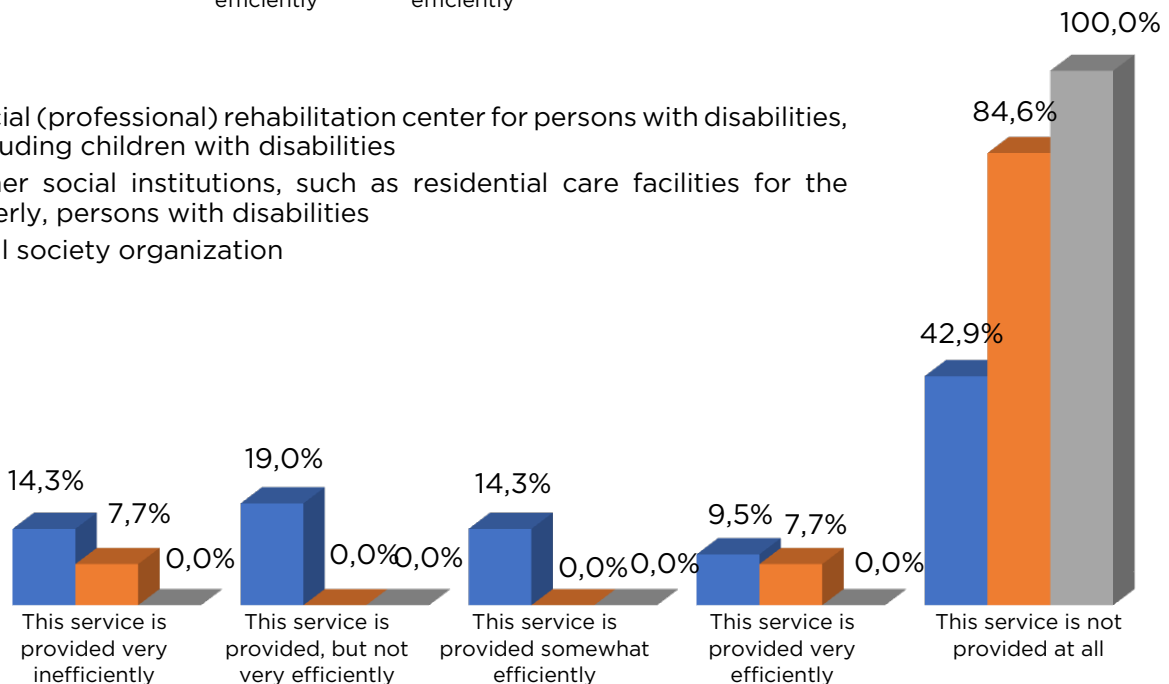


Diagram 5c. Efficiency of services, %



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



During the focus group discussion with service recipients, participants said that the community provided “home care” social service and “some time ago, before the war, a hairdresser was brought to us, to the village council and we used to have our hair cut for free.” The participants also mentioned the **Affordable Medicines** state program, however the medicines are brought to them by Médecins du Monde. During the conversation, it was found out that there are no pharmacies in the community operating in the frames of the Affordable Medicines state program, the nearest one is in the urban-type locality Stanytsia Luhanska, and it’s the only one. Those present are not aware of the services for families with children and young people, and in their opinion the family should cope on its own: “These are their children, their responsibility!” Those present could not name the structures or institutions that provided services, or were confused in the names, for example, talking about the territorial social services center, they mentioned the Red Cross organisation.

At the same time, during the FGD with service providers in the TC, it was stated that currently issues regarding allocation of state social assistance (administrative services of a social nature) should be addressed to Novoaydar urban-type locality:

“You can only get to Novoaydar by car, which is UAH 1,000. There is a person in the village council who helps with documents, but says bring me the certificates, otherwise I will not give you an application form. And where shall I get them? My daughter and granddaughter live in LNR and are registered here. The certificate from Luhansk is not valid, there’s LNR seal. Nowadays there are no local deputies, nobody to make the act of inspection. And what to do?”

The interviewed pointed to an information barrier - they do not understand where to go to solve an issue and how to proceed. Those present called the system of receiving information about services and service providers a “broken phone”.

Participants drew attention to situations where people have problems but do not understand where to start and how to act, no one comes to help people regarding the question about who should coordinate these processes.

“Currently there’s a new water supply system set up, the military and civil administration has provided the pipes, the rest shall be done by ourselves. We asked to arrange the delivery of bricks for our money, help find where to buy hatches for the wells, but none of the management took over the organization, we are like gypsies. Everything is at sixes and sevens!”

Thus, most residents of Shyrokyi TC do not have relevant experience of 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. At the same time, the experience of receiving services in the department for social protection and social services center with 50 to 67% of the community population having applied, indicates a high level of efficiency of these institutions in the TC.

Satisfaction with services

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

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

Diagram 6a. Satisfaction with the services, %

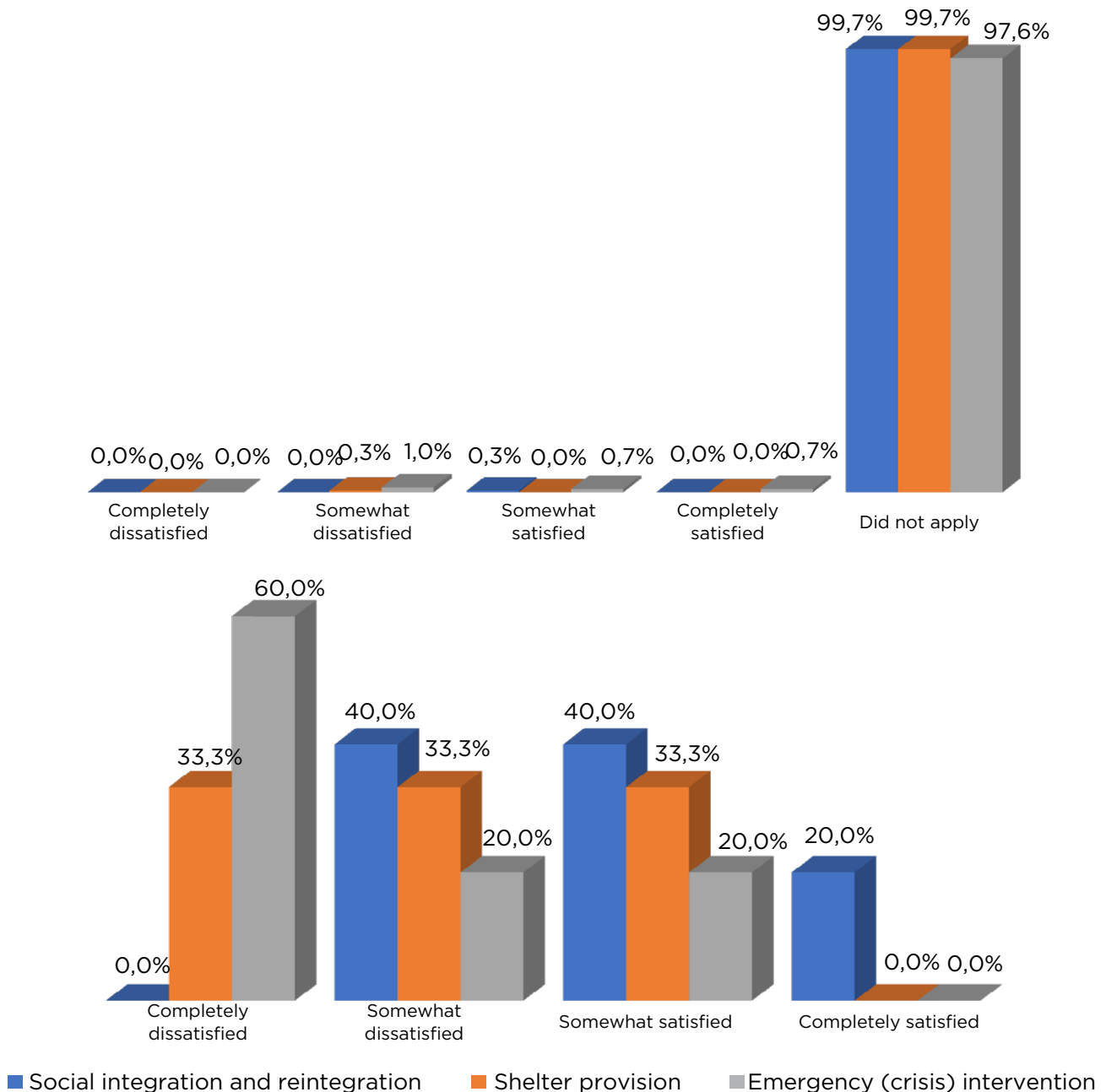
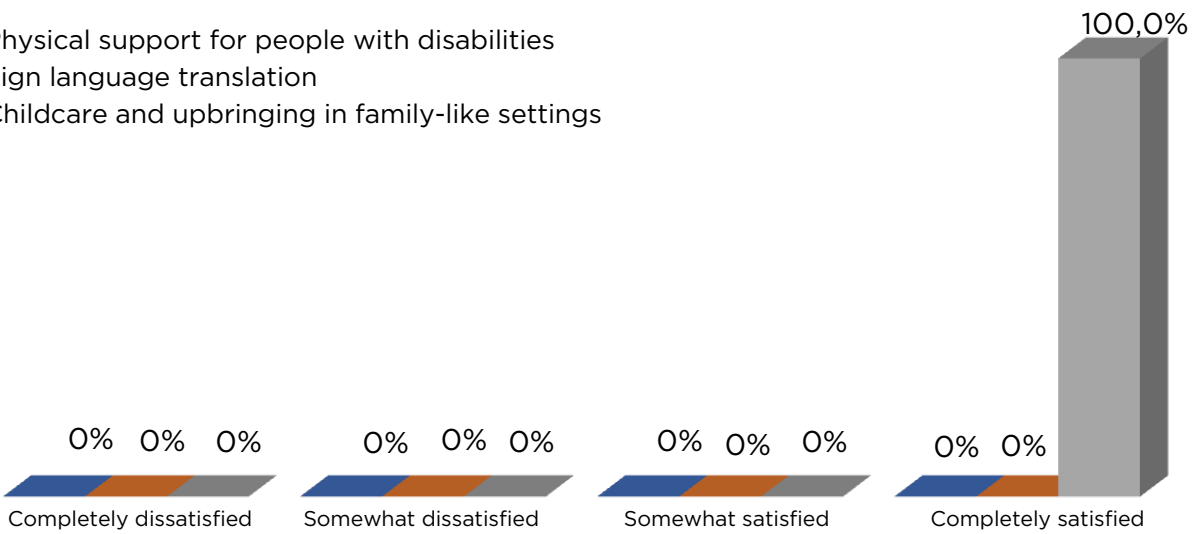
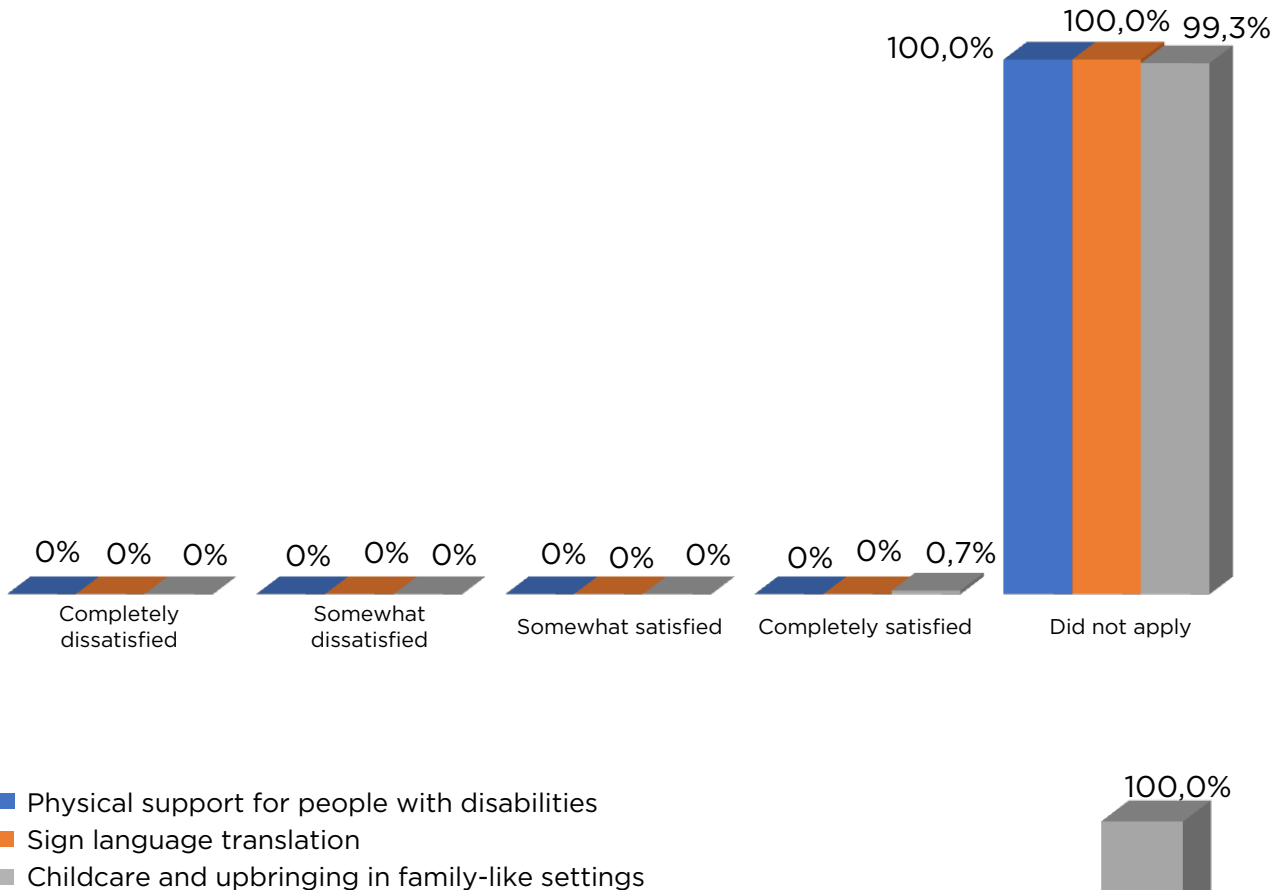
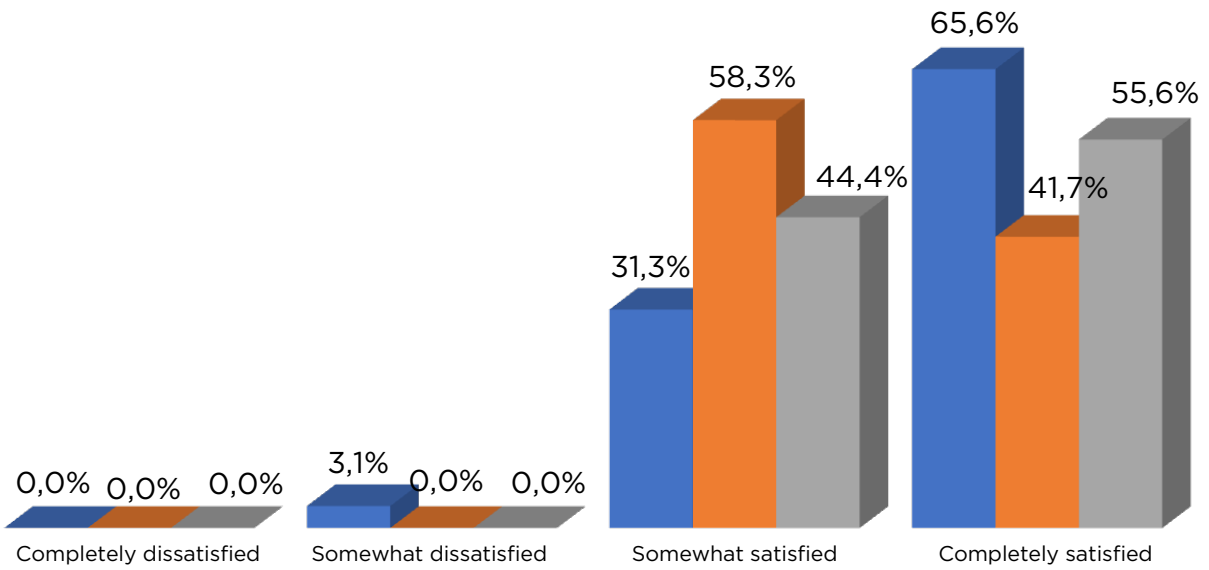
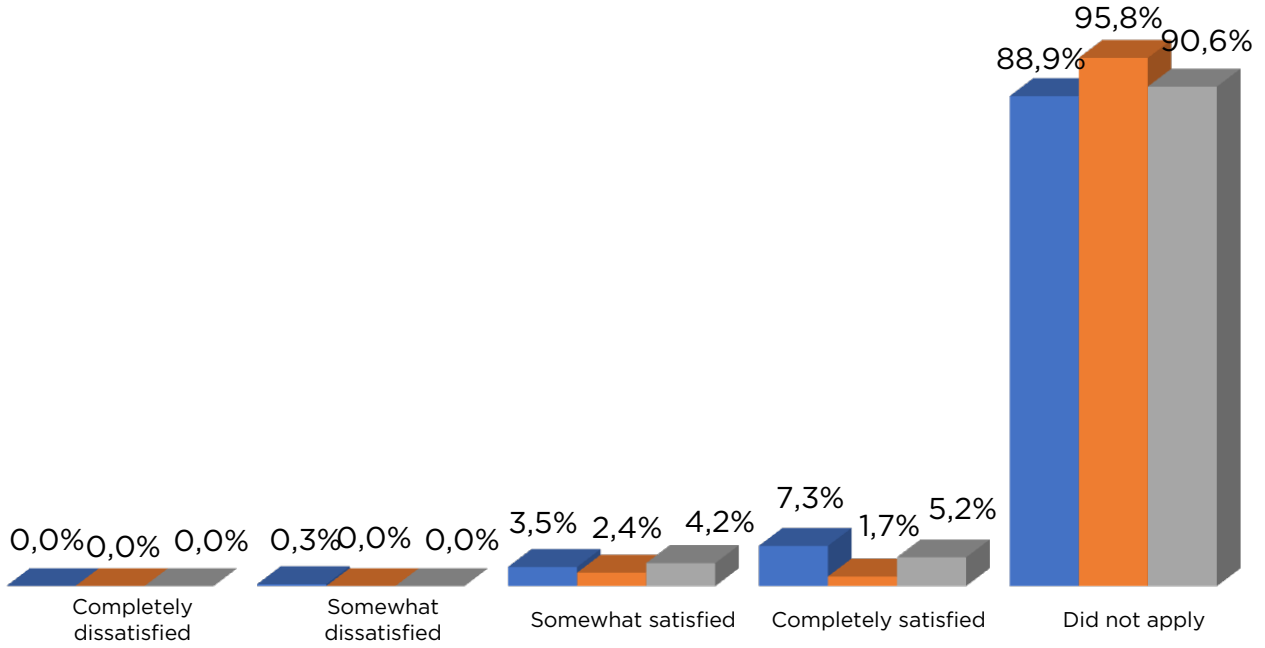


Diagram 6b. Satisfaction with the services, %



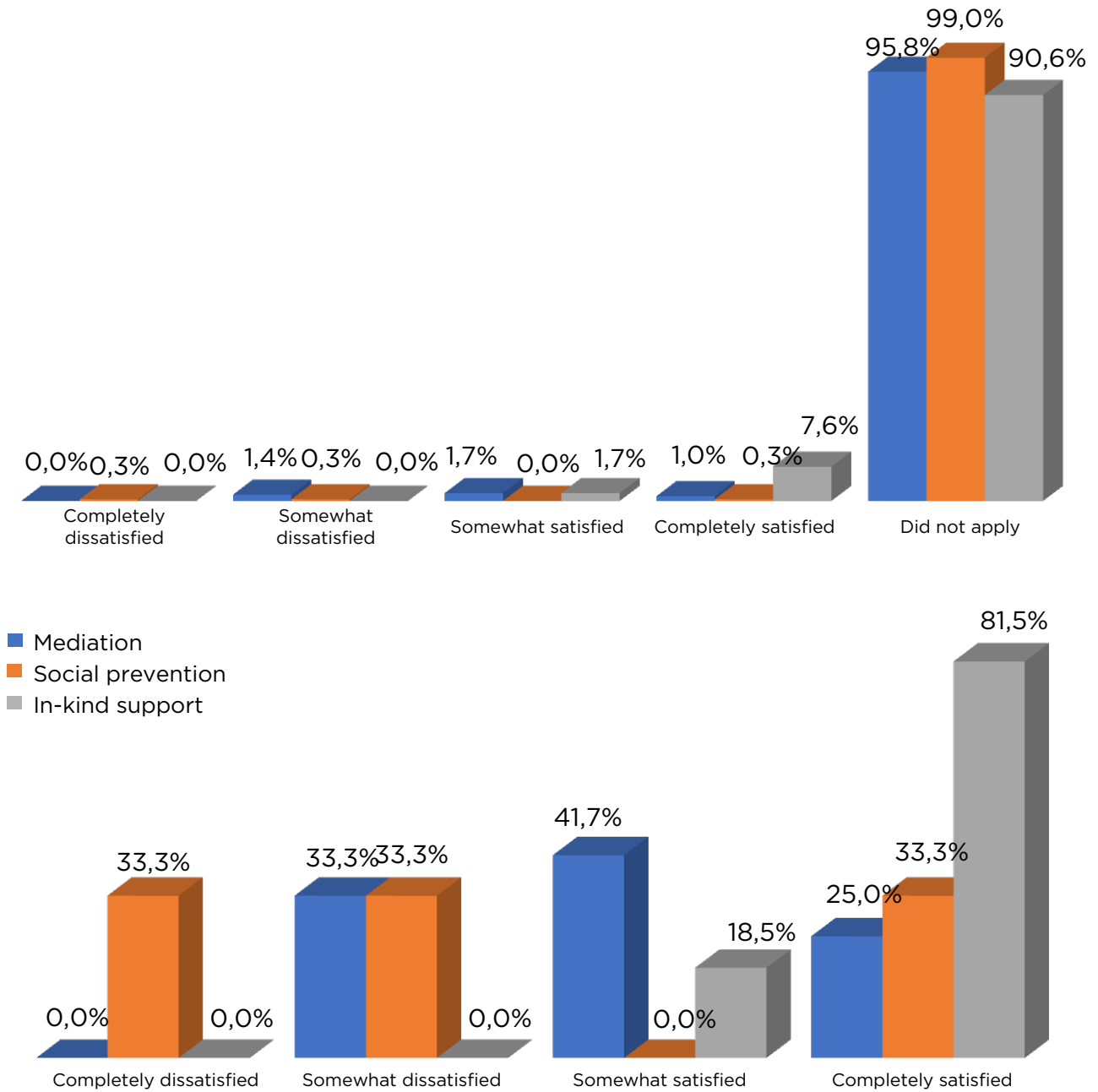
At the same time, there are services that were not sought by the vast majority of TC representatives surveyed, but the available number of respondents who have sought the services may at least indicate the level of satisfaction with certain services. For example, 11.7% of the surveyed TC representatives are completely or somewhat satisfied with the level of home care services, 4.2% are completely or somewhat satisfied with supported living services, and almost 9.4% are completely or somewhat satisfied with social adaptation services. Given that 88.9 to 95.8% of the TC population surveyed have never encountered these services, it can be stated that in those infrequent cases when citizens did apply for these services, they remain at least somewhat satisfied with them.

Diagram 6c. Satisfaction with the services, %



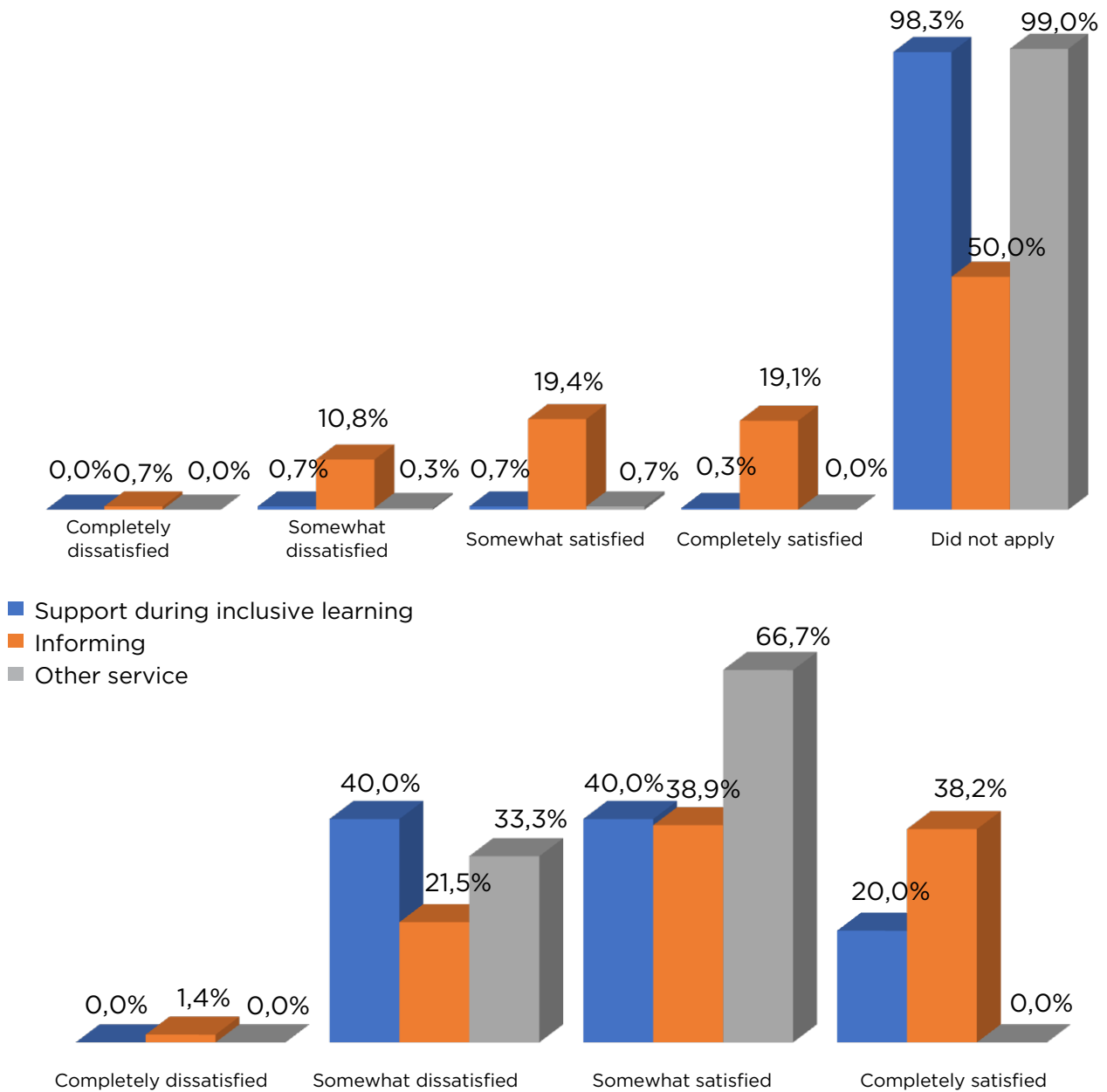
- Home care, day care
- Supported living
- Social adaptation

Diagram 6d. Satisfaction with the services, %



Similarly, we see that the interviewed representatives of Shirokiv community have almost no experience in requesting support services during inclusive education, and respondents who have such experience are equally satisfied and somewhat dissatisfied with the quality of services. It is worth noting that these indicators are within the margin of error. As for the satisfaction with the quality of information services, the interviewed residents of Shyroky TC have a more diverse point of view. Half of respondents have no experience of requesting such service at all, or simply do not understand what exactly information service means. Almost 10.5% of the surveyed residents are completely or somewhat dissatisfied with the informing, while 19.4% and 19.1% of the respondents are somewhat and completely satisfied with the information services, respectively.

Diagram 6e. Satisfaction with the services, %



The interviewed representatives of Shyrokyi TC have almost no experience in applying for social support services, although 4.5% of respondents who stated that they have experience in applying for this service were somewhat or completely satisfied with it. The service of representation of interests is more in demand – almost 34.4% of the population of the community applied for this service and remained somewhat or completely satisfied with it.

The counseling service is also in demand, only 37% of the surveyed TC representatives do not have experience in applying for this service. At the same time, 3.1% of respondents are completely or somewhat dissatisfied with the counseling service, and 59.7% of respondents are completely or somewhat satisfied with the service.

During the FGD with both the recipients and the service providers, it was difficult for those present to decide on this issue, as the community does not currently provide either administrative or social services. Locals do not even understand which services they are entitled to and how they can obtain them. At the same time, all those present identified

the need – to get quality advice at their place of residence and to be able to apply for information, to address any issue regarding a service and assistance at one single place.

“For example, representatives of the Pension Fund come to Shirokiv with public visits every week. It would be nice to organize the work of our services the same way.”

According to FGD participants, they would be happy to study at the University of the Third Age, they are interested in issues of inheriting property and land, working with a psychologist, learning to use a computer and the Internet, just some activities for communication.

“Previously, a psychologist used to come twice a month, from Médecins du Monde, not anymore.”

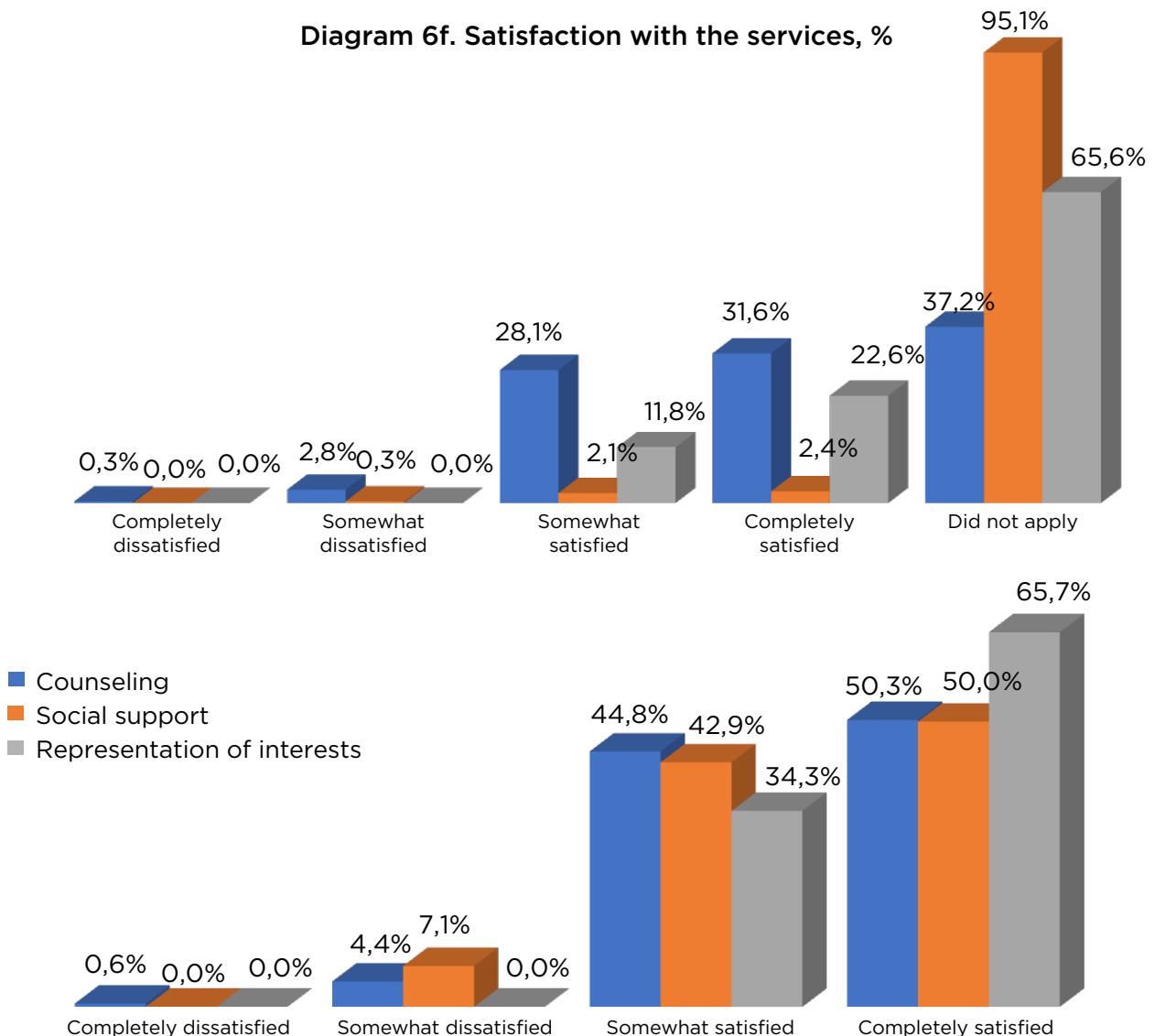
Attendees said that there is no hairdresser or shoe or clothing repair service in the community:

“Everything used to be organized and systemic. There used to be a hairdresser, shoes repair, garbage bins. Now there’s nothing. It would be good if at least once a month, even for money, a hairdresser came to the village.”

And then another participant added:

“Before the war, a hairdresser was brought from Stanytsia once a month and people had their hair cut for free, on the second floor of the village council.”

Diagram 6f. Satisfaction with the services, %



The participants of FGD with service recipients were complaining about remoteness, bad roads, lack of public transport, lack of necessary conditions for people with disabilities, lack of internet, inability to get professional advice. And most importantly - excessive bureaucratization of the process to obtain the service, the need to provide a large number of paper media, certificates, photocopies, explanations, extracts, etc.

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

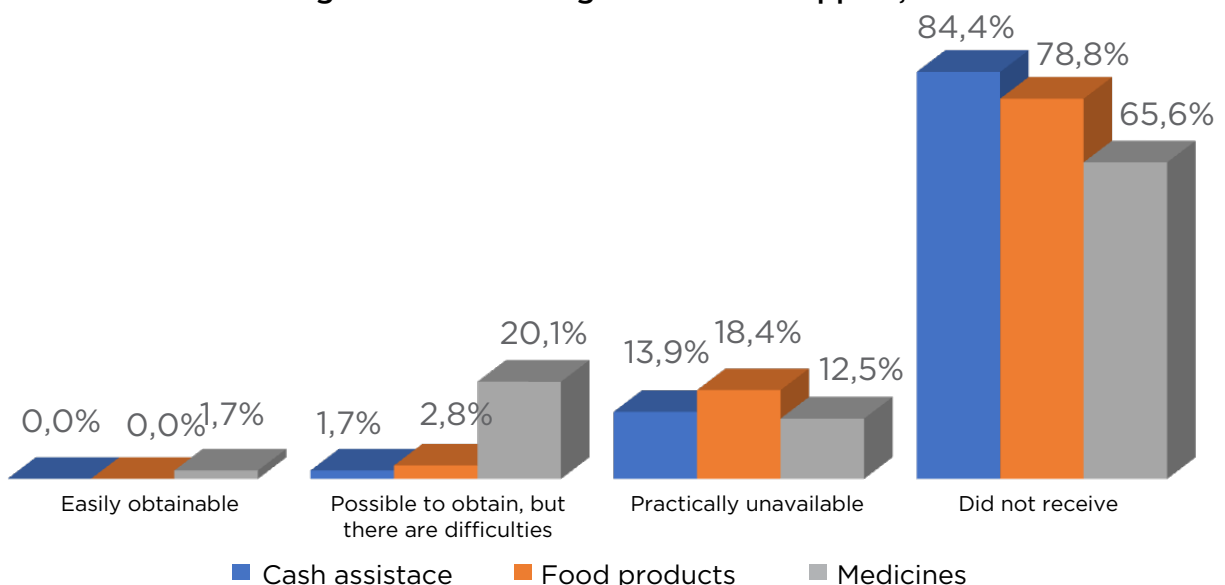
Receiving subsistence support

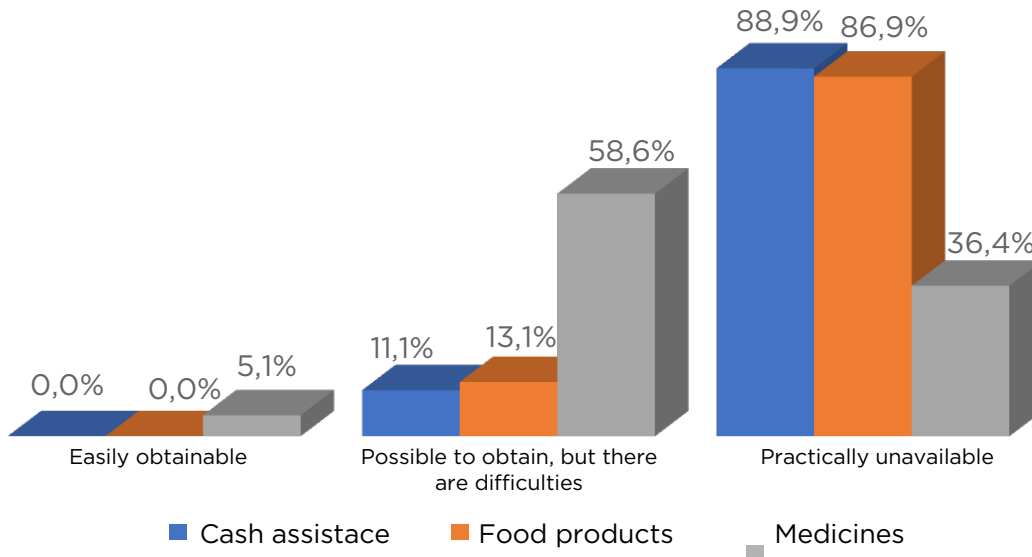
Regarding availability of subsistence support to the population, the representatives of Shyrokyi TC almost unanimously determined that there is no category of subsistence support for them that is easy to obtain. Only 1.7% of respondents said that it is easy for them to obtain support for medicines, hence this figure is within the margin of error. At the same time, 20.1% of respondents said that it was possible to receive subsistence support for medicines, but with difficulties. For 12.5% of respondents, subsistence support for medicines is practically unavailable, and 65.5% of the surveyed residents of the community did not apply for subsistence support for medicines at all.

The situation is similar regarding the receipt of cash assistance - 84.4% of the surveyed residents of TC have never applied for it. 13.9% mentioned cash assistance as practically unavailable, and only 1.7% of respondents identified this type of assistance as potentially obtainable, albeit with difficulty.

78.8% of the surveyed population of Shyrokyi TC never sought help in the form of food, and neither of the respondents identified this type of subsistence support as easy to obtain. Instead, 18.4% of respondents said that it was almost impossible to get food as help, and 2.8% of respondents identified this type of support as obtainable after overcoming certain difficulties.

Diagram 7a. Receiving subsistence support, %



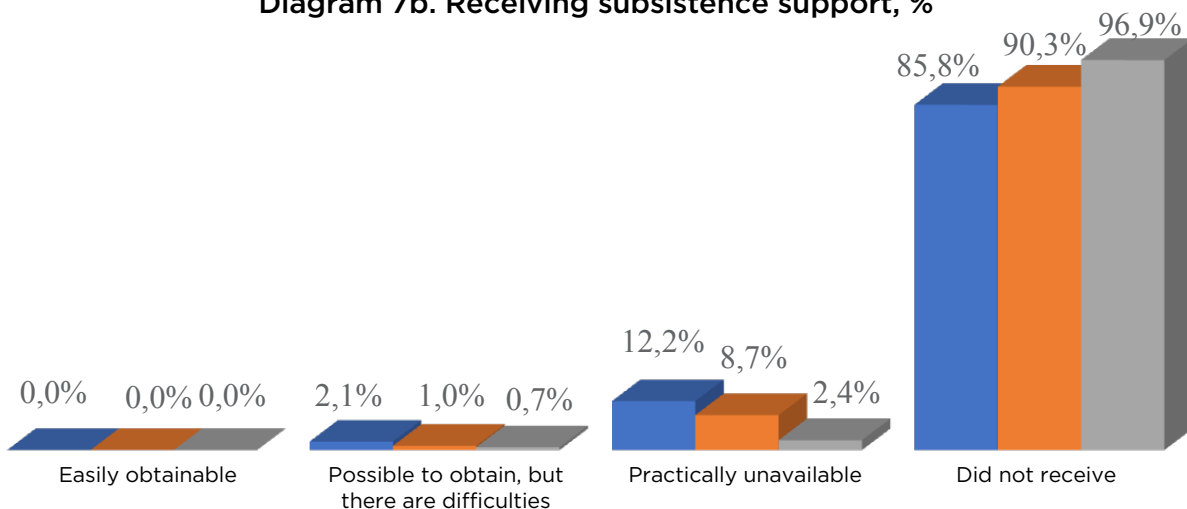


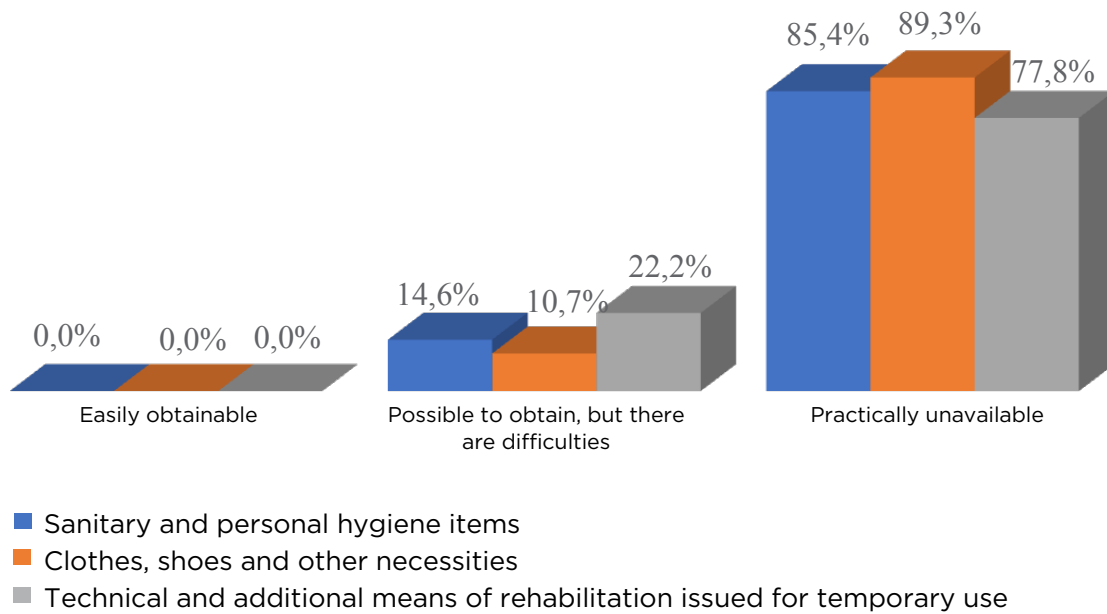
Most of respondents of Shyrokyi TC received no subsistence support in the form of sanitary and personal hygiene items, clothing, footwear, basic necessities, neither did they receive crutches, wheelchairs and other means of rehabilitation for temporary use. Regarding the latter type of subsistence support,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

Regarding clothing and other necessities, 90.3% never applied for this form of subsistence support. However, the responses of the few TC representatives who have experience of applying for this type of assistance, are disappointing, with 8.7% of respondents indicating that assistance in the form of clothing and other necessities is virtually unavailable, and only 1% saying that receiving this assistance is potentially possible but requires overcoming certain difficulties.

85.8% of the surveyed residents of TC have never sought assistance in the form of hygiene items, while 12% of those who did apply indicate this form of help as almost impossible to obtain. At the same time, only 2% of respondents indicate that receiving this assistance is possible provided that certain obstacles are overcome.

Diagram 7b. Receiving subsistence support, %





78.5% of respondents have never applied for subsistence support in the form of a health resort package. At the same time, absolute majority of those who applied – 19.1% of the total number of surveyed residents of TC consider receiving a health resort package a form of assistance that is possible to obtain but not without difficulty. A relatively small number of respondents, 2.4%, consider this form of material assistance not accessible at all.

Subsistence support in the form of state social assistance (benefits, housing subsidies, social assistance) is the most popular among the population of Shyrokyi TC as only 38.9% have never received it. It is important that 59% of respondents consider this form of financial assistance possible but associated with overcoming certain difficulties. The number of respondents who consider state social assistance either easy to obtain or virtually inaccessible (0.35% and 1.7%, respectively) is within the margin of error.

FGD participants with service providers said that currently there are no social institutions. The community has no social services center, social protection department or social work professionals. In addition, it was difficult for those present to define what social services are, these were only perceived in terms of housing subsidies and assistance to single mothers.

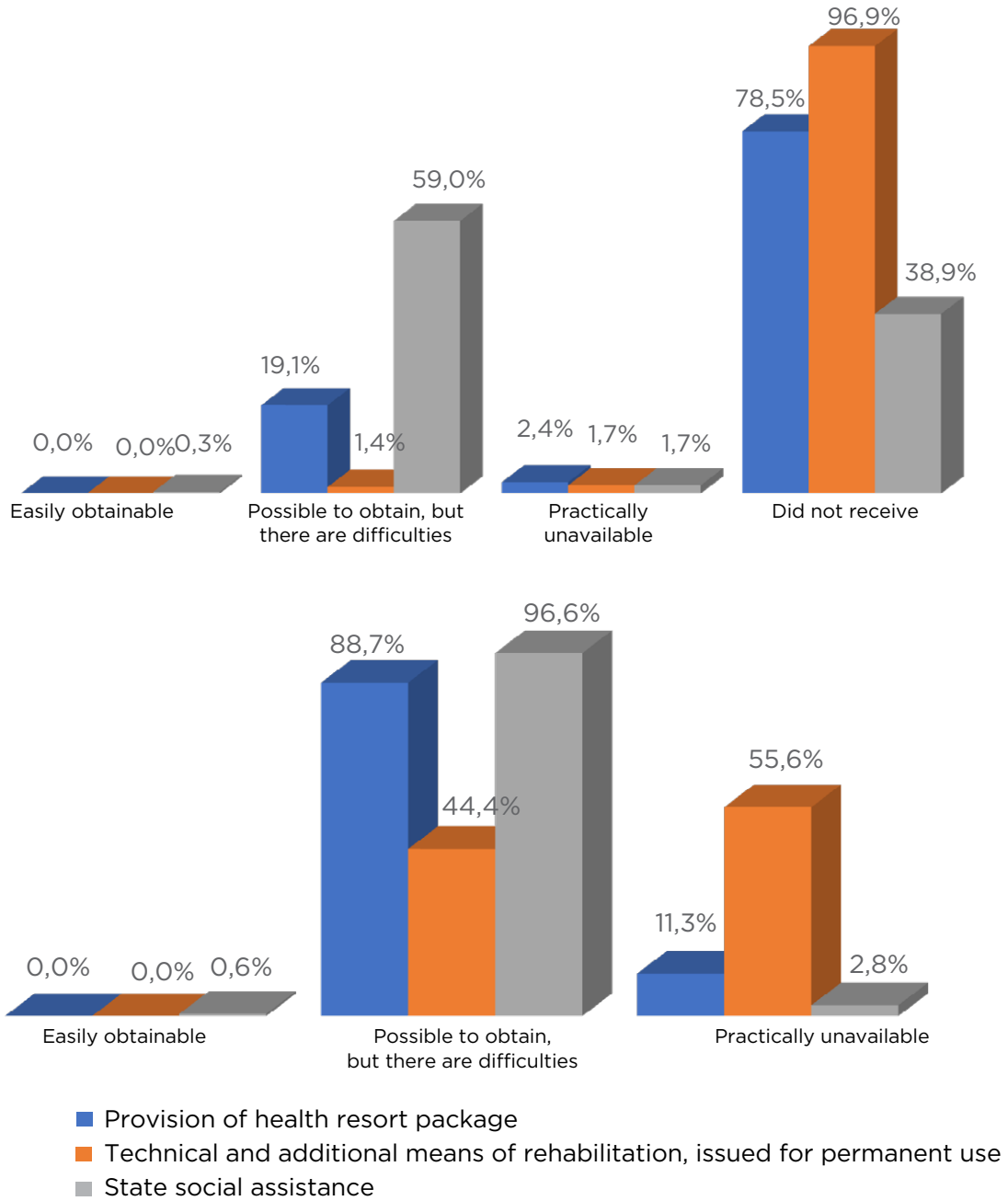
The participants of FGD with service providers also indicated that among the social services provided in the community there was only “home care” service, with Shirokiv community reimbursing the costs to Stanytsia Luhanska territorial center and with 8 social workers working in the community. Currently, it’s the transition period, as the territorial centre had been shut down, and the issue about further developments is being resolved. Services are not provided to families with children, and when there was a district, the problem remained. According to community members, the most popular are administrative services of a social nature, and among them – subsidy for housing and communal services and state social assistance for families with children.

The main problem, according to the service providers, on the territories with access of residents to obtain social and administrative services is the problem with transport:

“There are no logistics or transport connections. Neither the hospital, nor the police, nor the passport office can be reached, only by a taxi. And this situation has been going on since 2014.”

The participants emphasized that there is the military and civil administration, not the village council, and people who are in power are strangers, people do not have much trust to their actions and decisions.

Diagram 7c. Receiving subsistence support, %



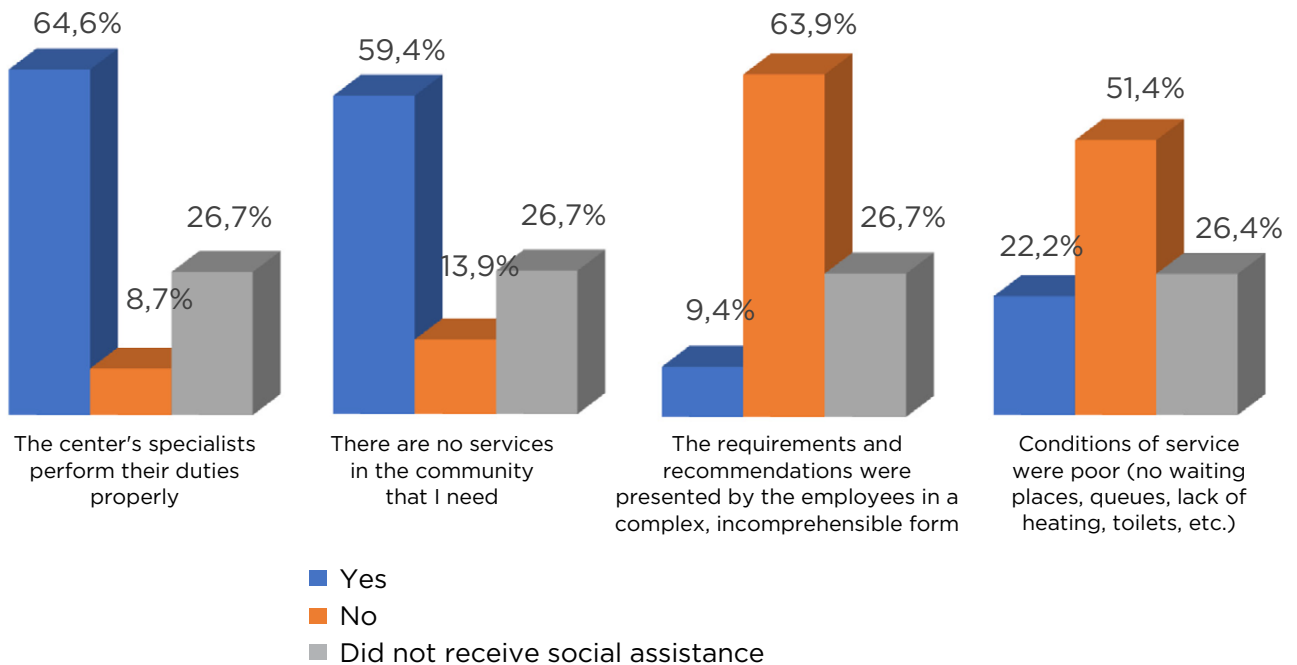
Thus, most forms of subsistence support to the population are not necessarily in demand by the large population of Shirokiv TC. However, it is disappointing that the types of assistance that have their target group in the community are often difficult to obtain or are almost inaccessible. We can talk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

Attitude to social service

Almost half of the surveyed representatives of Shyrokyi TC (26.7%) have never received social assistance. Predictably, disaggregation by age groups indicates that 54.5% of respondents aged 18-25 have never received social assistance. 29.2% in the age group 26-40 did not receive social assistance, and slightly more than 26% of the age group 41-59 have no experience of receiving social assistance. It is also expected that the age group with the most experience in receiving various social assistance will be 60+, with only 18.5% of the surveyed residents of Shyrokyi TC in this age category having never applied for such assistance. The gender distribution of those having experience of applying for social assistance is more noticeable – although men make up 45% of the community’s population, they are twice less likely to apply for social assistance than women. Only 18.3% of women surveyed in TC have never applied for it, while the number of men having no experience in seeking such assistance makes up 36.9%.

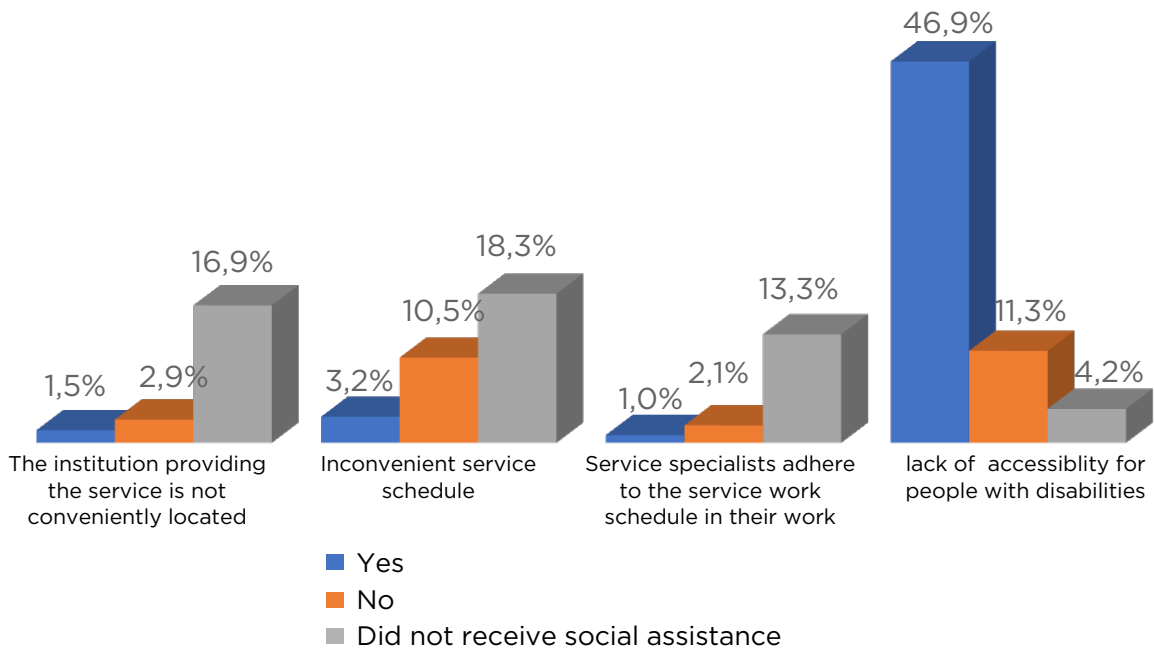
Most of the surveyed residents of the community (64.6%) believe that social care professionals perform their duties properly, approximately the same number of respondents (63.9%) indicated that the requirements and recommendations are presented by employees in a comprehensible form. More than a half of the surveyed residents of the community (51.4%) believe that the conditions of the service are good, although 22.2% complain about the conditions (lack of waiting rooms, queues, problems with heating, availability of toilets). At the same time, the majority of the surveyed TC representatives (59.4%), which is the absolute majority of those who had stated to be using social services, indicate that the community does not have the services they need.

Diagram 8a. Attitude to social service, %



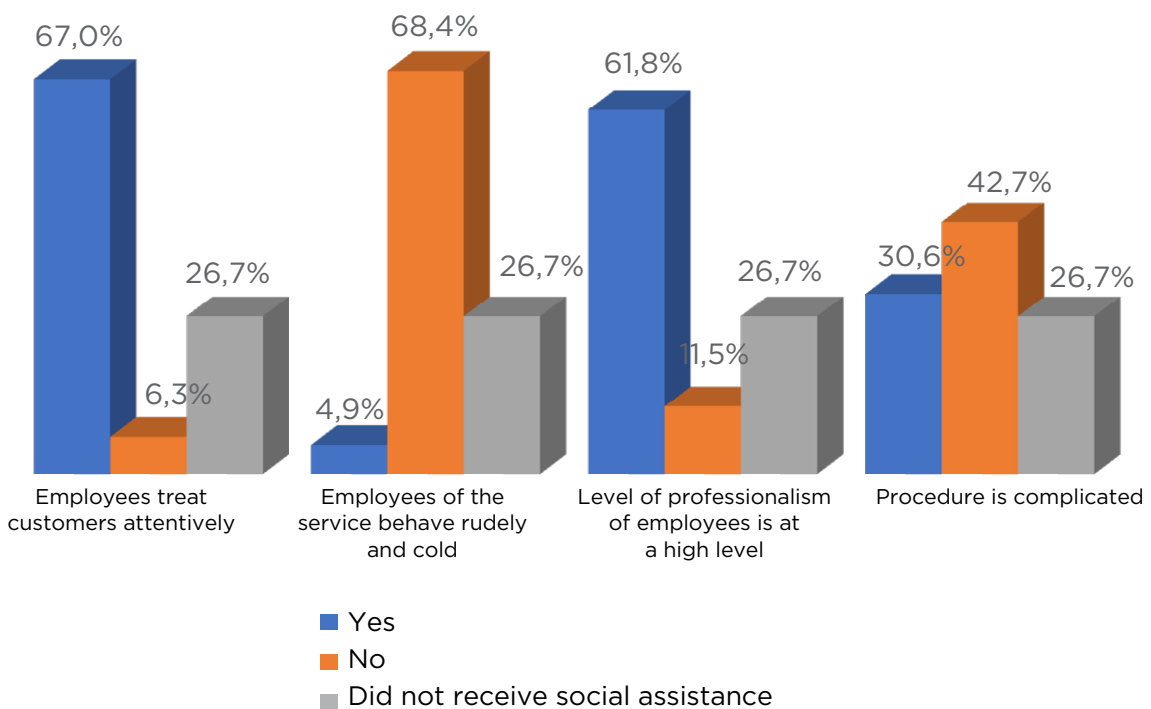
It is interesting to note that almost the same number of respondents of Shyrokyi TC (57.6%) indicated that the social service has an inconvenient location (too distant or there is no convenient transport connection). There are no major complaints about other aspects of the social service institution functioning – 64.9% of respondents believe that the work schedule is convenient, 68% of community respondents say that social service workers adhere to the schedule, and 60.4% of respondents say that the service is generally accessible to people with disabilities.

Diagram 8b. Attitude to social service, %



Also, the population is generally satisfied with the social workers themselves. 67% of respondents from Shyrokyi TC believe that employees treat customers with attention, 61.8% indicate a high level of professionalism of the service staff. At the same time, the population of the community divided in their opinion as per the complexity of the procedure - 30.5% of respondents indicated that the procedure was difficult for them, and 41.7% of respondents believed that the procedure is not burdensome. In this regard, the largest share of those for whom the procedure of receiving social services seemed difficult was the age group from 41-59 years (51.1%).

Diagram 8c. Attitude to social service, %



As for the sources of problems in the field of social protection according to the interviewed residents of Shirokiv TC, the universality of respondents' opinion on the very fact of the problems is notable - more than 87.1% of respondents stated that problems do exist. The respondents consider that the main sources of problems are bureaucratization of processes (65.3% agree or somewhat agree with this statement), shortcomings in the legislation (92.4% agree or somewhat agree with this statement) and low level of financial security of the sector (92.3% agree or somewhat agree with this statement). Interestingly, the majority of TC residents surveyed (65.3%) do not consider the practices and approaches to providing services obsolete. Slightly more than half of the surveyed (55.5%) residents of the community point out the lack of specialists in the field of social protection as a shortcoming of the system. That being said, the surveyed residents of Shyrokyi TC had their opinion almost equally divided as per the level of training of specialists as a source of problems in the field of social protection - 40.3% agree or somewhat agree with the statement that the problem is in low level of training of specialists. At the same time, 43.1% agree or somewhat agree with the statement that the source of the problems is exactly in insufficient training of specialists. The groups that stand out the most in criticizing the level of training are men (46.1%) and respondents aged 26-40 (52.3%). Interestingly, these groups also make up a smaller proportion of social service users.

The participants of FGD with service recipients expressed a common opinion of distrust towards the existing system of government:

“They got me married without me! They sent a director, nobody asked us who he was! There was no even a general meeting! He doesn't need us, nobody asks us about things, about problems!”

Those present unanimously expressed concern about the situation, they do not feel safe, they are not sure that there is a government that cares about their well-being.

Diagram 9a. Problems in social protection, %

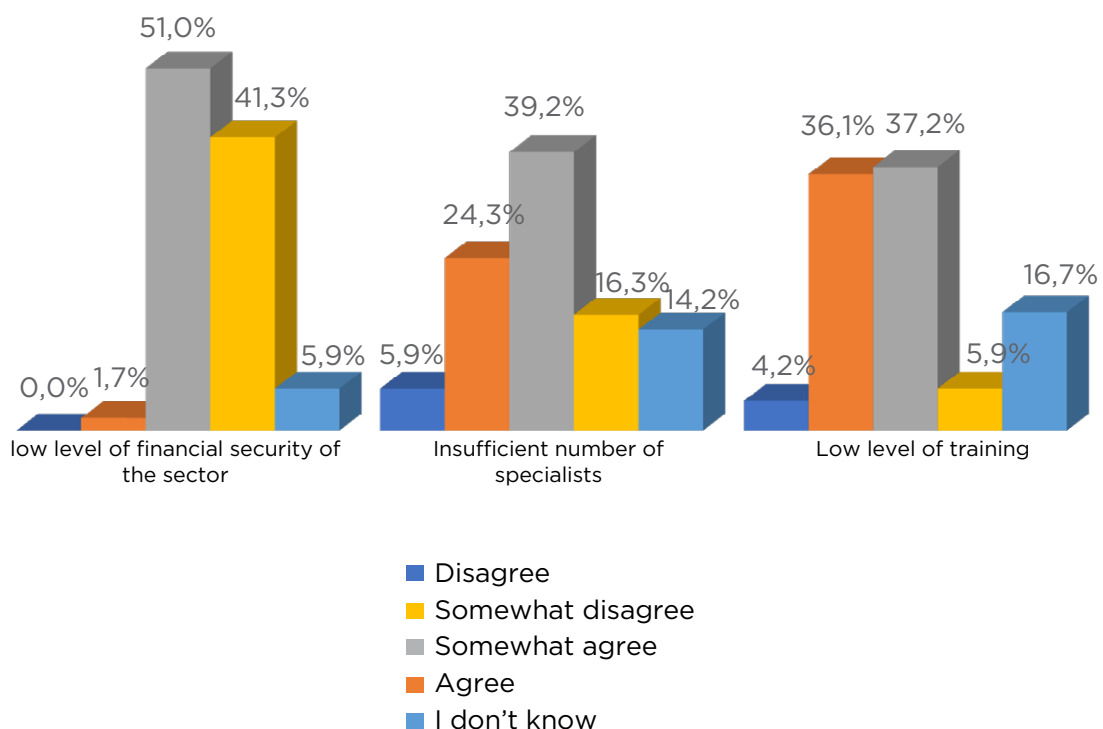
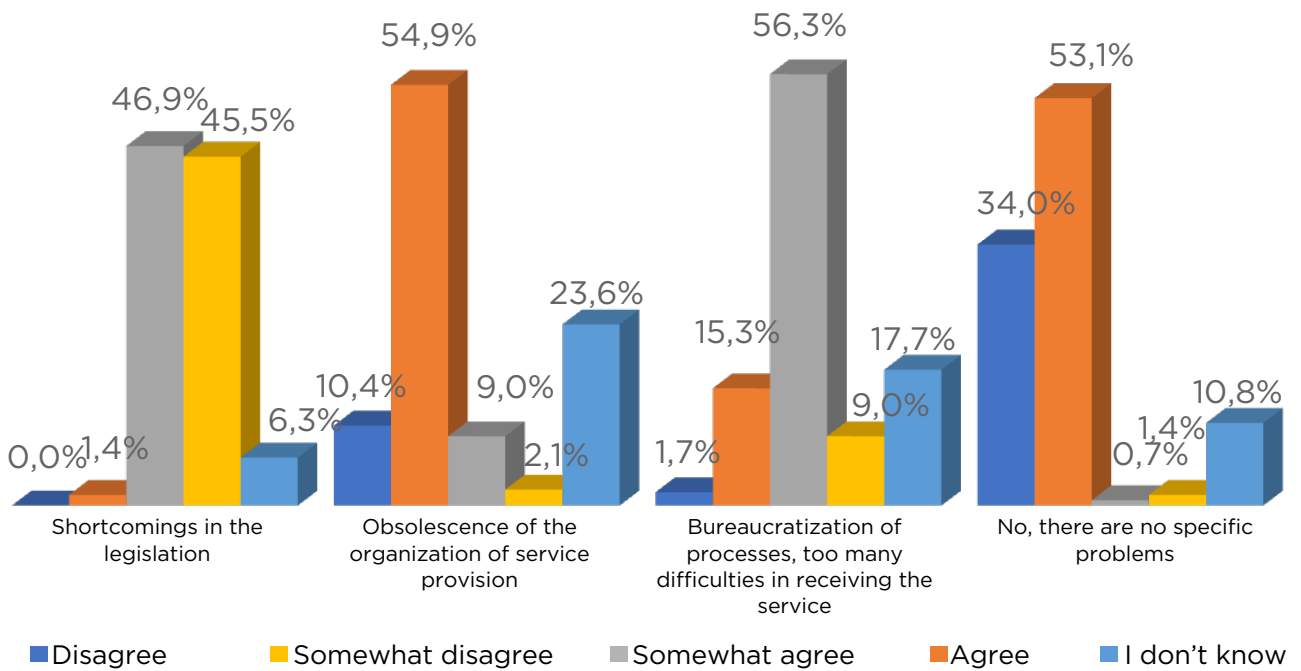
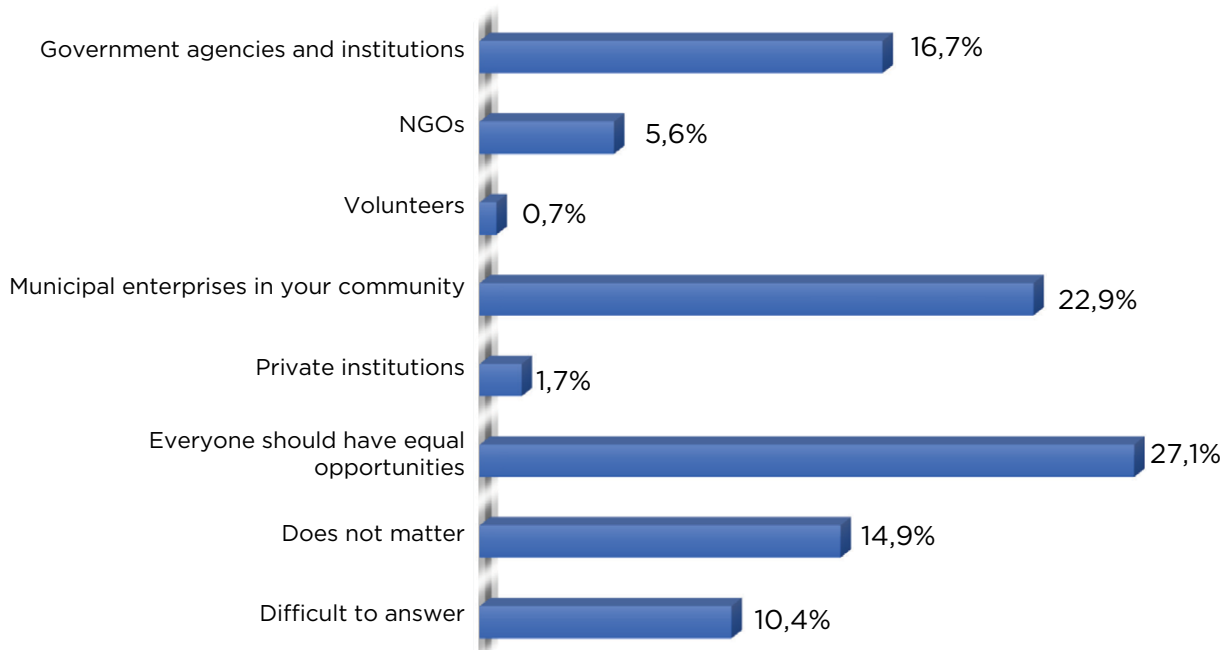


Diagram 9b. Problems in social protection, %



When it comes to responsibility for the provision of social services, organizations that should not provide services are unanimously emphasized – according to respondents, social services are not a matter of volunteers (only 0.7% of respondents believe that they should be engaged in this area), private institutions (1.7 % support this idea) and civil society organizations (5.6% supported this option). 25.3% of the surveyed representatives of Shyrokyi TC do not know or cannot specifically identify the service provider. Only 16.7% and 22.9% believe that services should be provided by state institutions and the community’s utility enterprises, respectively.

Diagram 10. Who should provide the services, %



Information channels

With 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 Shyrokyi TC do not use bulletin boards (93% have never used or rarely use them) and information leaflets (85.4% have never used or rarely use). Unexpectedly, 77.4% of respondents never or rarely use the official community website to obtain information. The TC page on Facebook is never used or rarely used by 52.5% of the community (however, one would expect that 85.5% of those who rarely or never use the community page on Facebook belong to the age groups 41-59 and 60+). At the same time, 46.6% of the community residents tend to use Facebook as a source of information. Rather, newspapers constitute a popular source of information – 62.1% of the surveyed community members regularly or occasionally use print media. Thematic meetings of specialists with community residents divided respondents almost in half - 50.3% never or rarely use such meetings as an information channel, 48.6% of respondents attend such meetings sometimes or constantly.

The FGD with service recipients also indicate that community residents do not have information about social services, the conditions for receiving them, and where and how they can do so. Citizens are most aware of the administrative service of a social nature, the provision of subsidies for housing and communal services, but changes in the current procedure regarding the conditions of the subsidy allocation have become an obstacle for most applicants. Proximity to the demarcation line (up to 30 km), children and grandchildren actually lived and continue to live in Luhansk, documents issued in LNR are not legitimate, or they have left for large cities in Ukraine or abroad, and work informally, with the military and civil administration available there is no parliamentary corps, and there are no mechanisms to help address these issues.

During the FGD with service recipients, most often, people learned the necessary information about assistance and social services from relatives, friends and neighbours. Employees of village councils come second as the source of information. Other sources, including the media, social advertising, handouts, and public discussions were generally not supported by the participants of focus groups.

“For me, it would be nice to just go to the village council and ask, than I can process the information”

Diagram 11a. Information channels, %

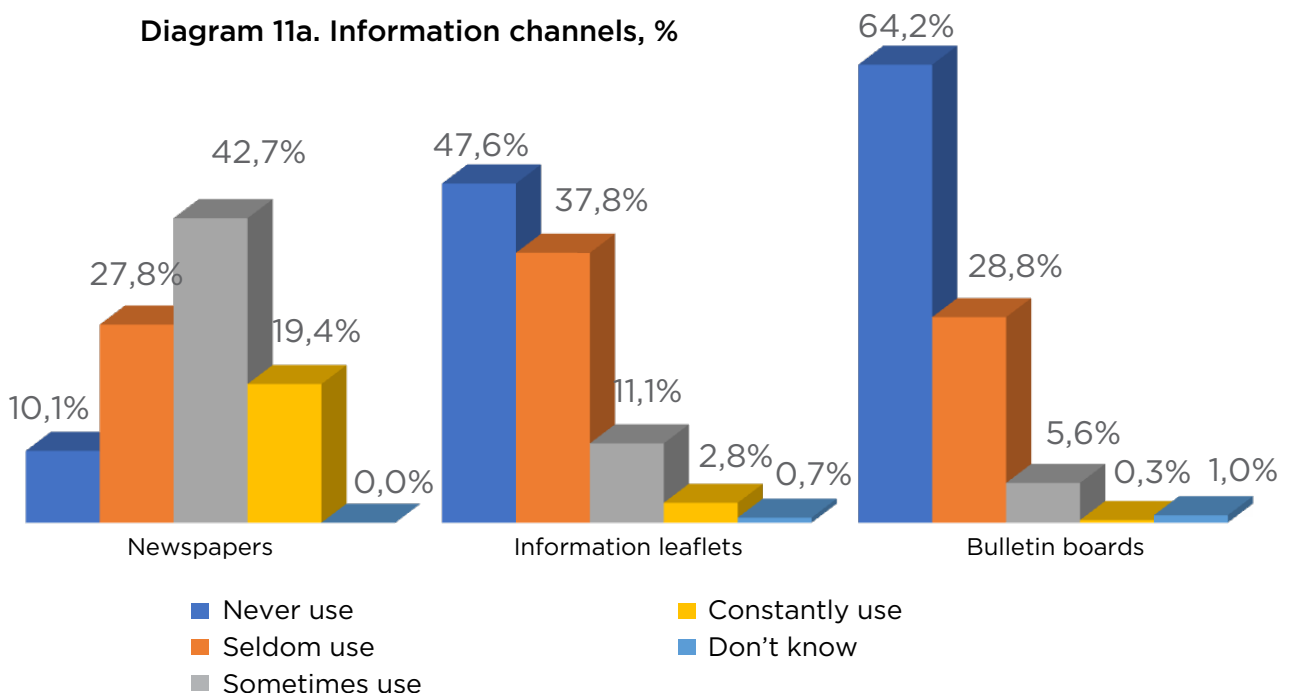
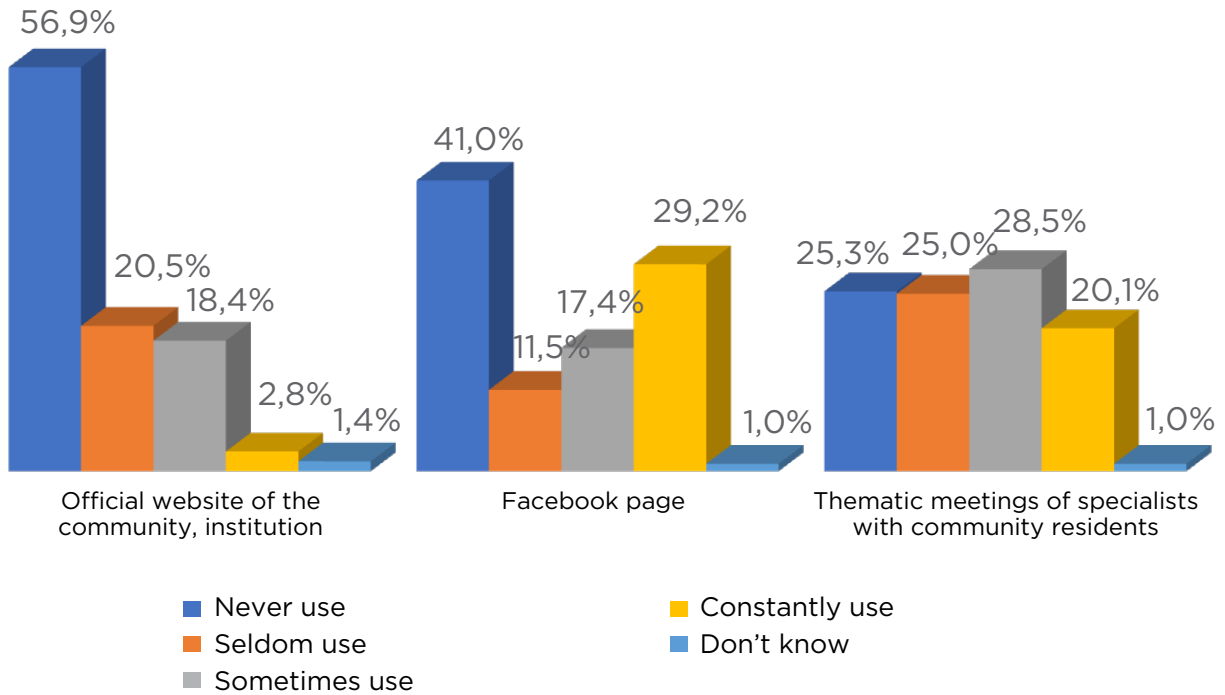


Diagram 11b. Information channels, %



Medical services

Respondents of Shirokiv community most often seek medical care at their place of residence – only 22.2% of respondents have never sought help in such institutions. Other options for medical institutions are less popular among respondents: 23% have experience of applying to a family outpatient clinic, 20.5% of respondents applied to specialized state medical institutions, 19.1% applied to private clinics and 16.7% have experience of calling a state ambulance. At the same time, 98.3% of respondents never went to institutional polyclinics.

Diagram 12a. Medical services, %

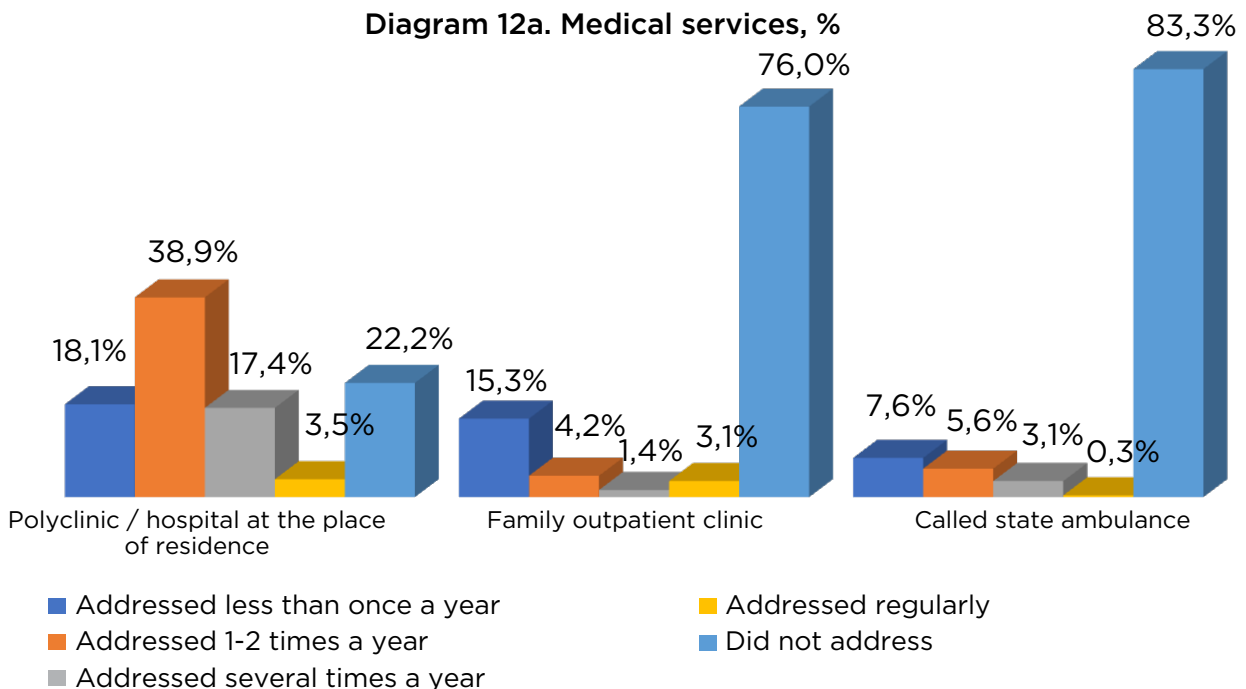
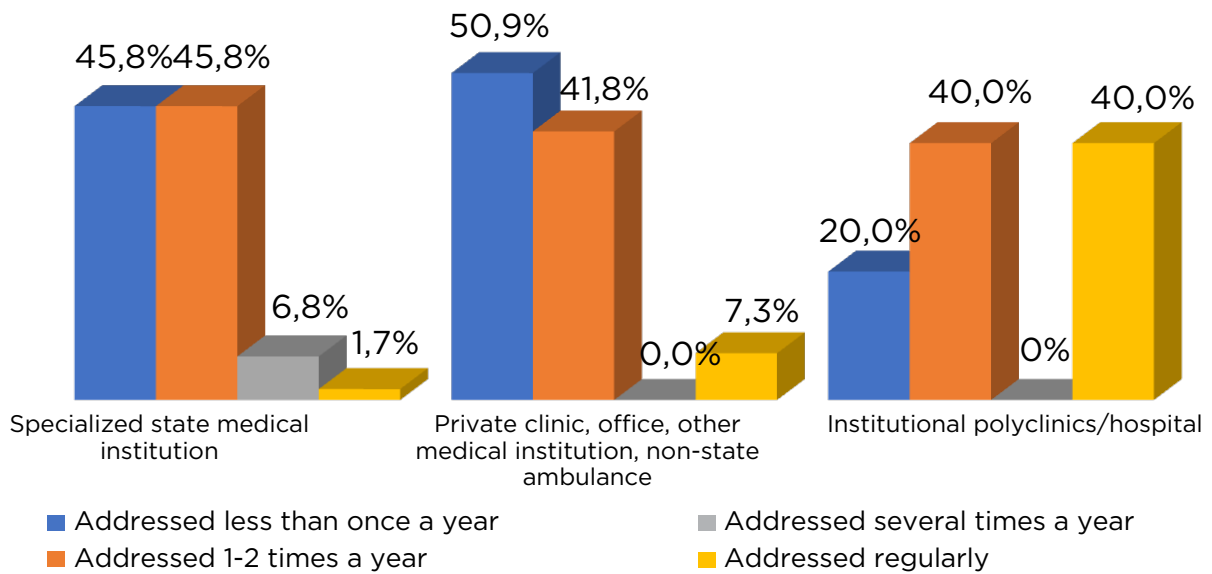
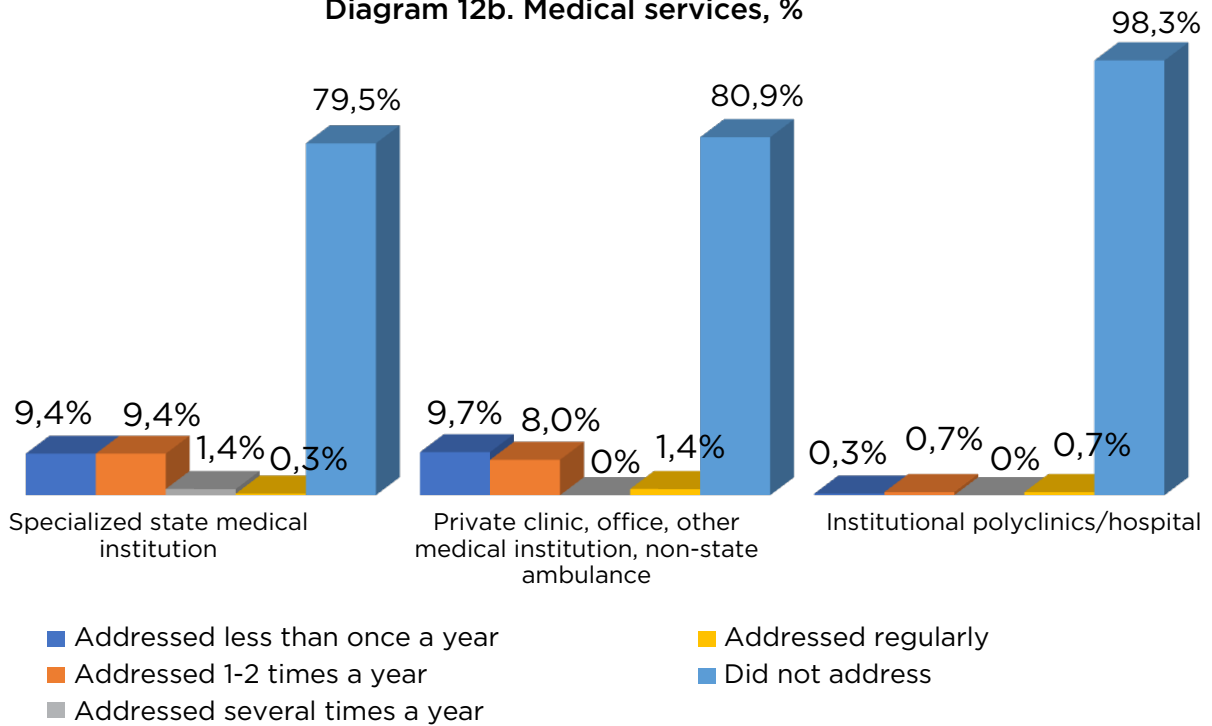


Diagram 12b. Medical services, %



With regards the difficulties in seeking medical help, 96.5% of respondents say that they face at least some sort of problems and discomfort. Respondents of Shirokiv TC mostly indicated that the conditions during doctor’s appointment were comfortable (87.5%), while 12.2% of respondents mentioned some cases of discomfort during the appointment. 96.2% of respondents tend to consider the waiting area convenient or having small shortcomings. The schedule of doctors’ appointments is also perceived by the surveyed residents of the community as rather convenient – only 8.7% of respondents say that the schedule is sometimes inconvenient.

Diagram 13a. Difficulties in seeking medical help, %

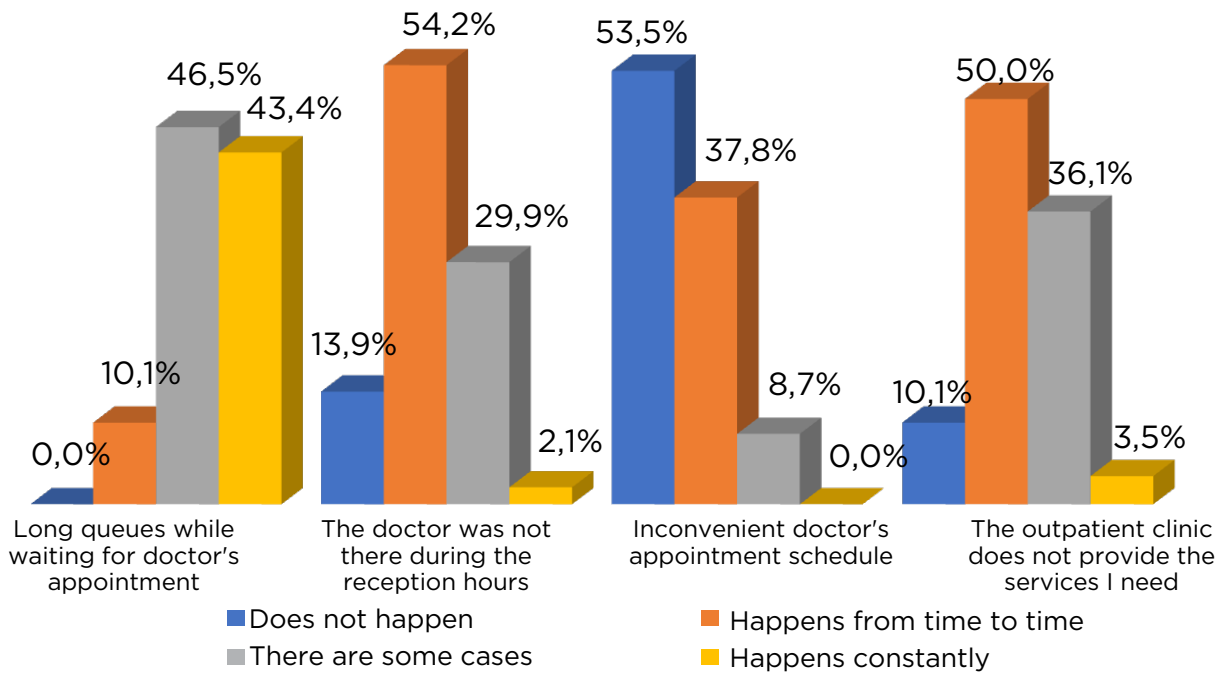
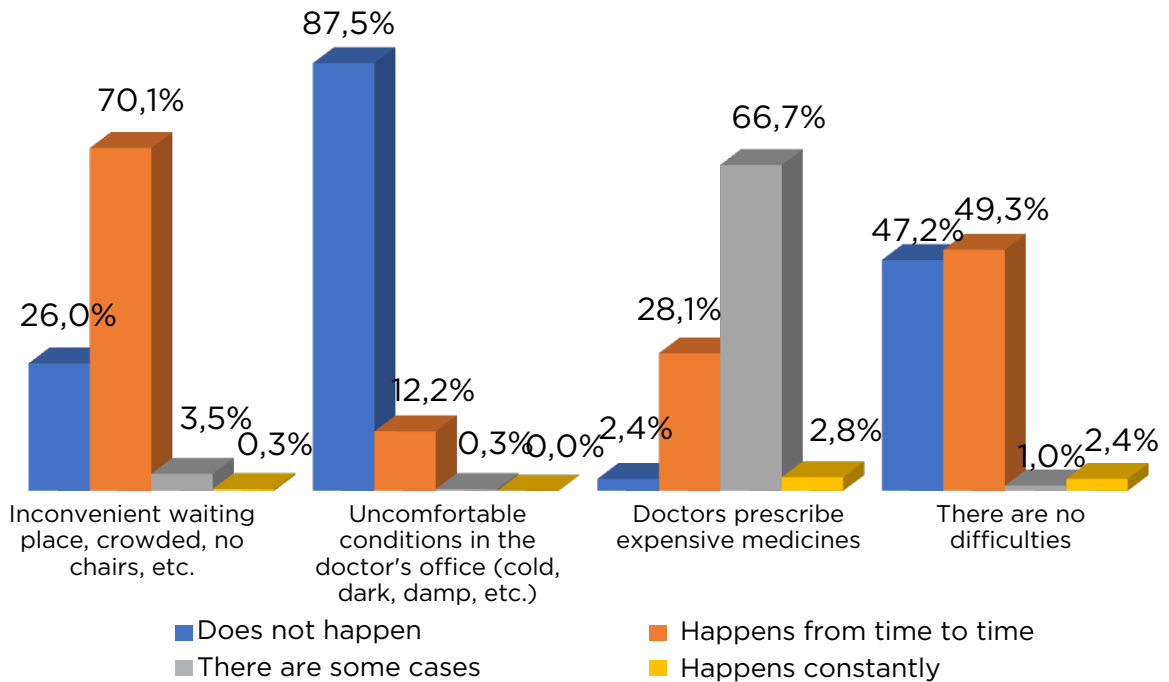


Diagram 13b. Difficulties in seeking medical help, %



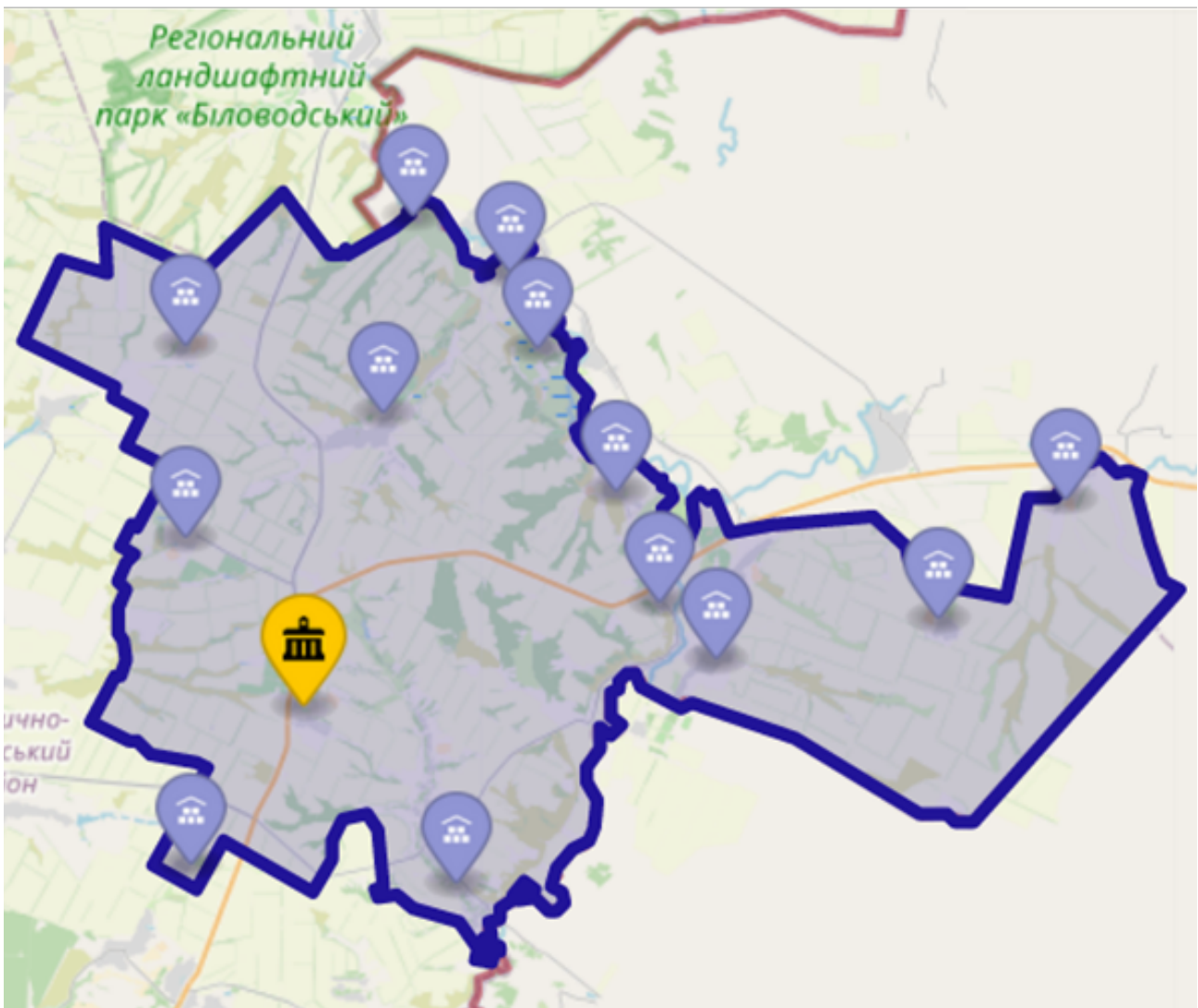
At the same time, long queues while waiting for the appointment are among the most common difficulties in seeking medical help - none of the respondents mentioned this reason as non-existent, 43.4% of respondents indicate such a situation as occurring constantly. 69.5% of respondents say that doctors prescribe too expensive medicines with a certain regularity, 28.1% indicate that such situations occur but not often.

32% of TC residents surveyed indicate a certain prevalence of situations when a doctor is not present at the specified time of appointment; and 54.2% of respondents talk about such situations as infrequent but occurring. 39.6% of respondents also point out that outpatient clinics often do not provide the services they need, and 50% of respondents indicated that this situation happens to them in some cases.

| CONCLUSIONS AND RECOMMENDATIONS

CONCLUSIONS

According to the Order of the Cabinet of Ministers of Ukraine № 717-p “On determination of administrative centers and approval of the territory of amalgamated communities of Luhansk region” from 12.06.2020, Shyrokyi village amalgamated community was formed in Luhansk region, which united 6 village councils. The community consists of 5 settlements and 9 villages, a total of 14 settlements. The area of the community is 58,970 hectares, with 5654 residents.



Shyrokyi village amalgamated community is in the immediate vicinity of the line of armed conflict, so due to non-compliance with international standards of security and democratic electoral process, the first local elections did not take place. Under such circumstances, in accordance with the Decree of the President of Ukraine № 62/2021 “On the Establishment and Reorganization of Military-Civil Administrations in Luhansk Oblast” of February 19, 2020, the Shyrokyi Village Military-Civil Administration (MCA) was established.

The community has just begun work on creating a system of social protection at the local level. In October 2021, the Department of Social Protection of the Population of the Shyrokyi Village MCA without the right of legal entity was established. According to the staff list, the Department of Social Protection has six full-time employees, including the position of the head of the department (currently vacant). The Department of Social Protection is authorized by the community to perform the functions of the front office on social protection, to receive the documents and transfer them to the district department of social protection for all kinds of state social assistance, benefits and compensations, to shape social policy at the local level. The department provided work for three remote workplaces in the most remote settlements from the central estate, such as villages Talove, Krasna Talivka, Chuhynka, which are the most populated in the community. In November 2021, work began with the software package “Social Community”.

Acquisition of personal experience by the Shyrokyi community, work on the implementation of projects in the organization of administrative and social services in 2021 provided the basis for the development of plans for 2022, which should provide for the establishment of the Center for Administrative Services; municipal institution “Center for Social Services” and granting the Department of Social Protection the status of a legal entity.

On the territory of the community there is a practice of purchasing social services “home care” in CI “Center for Social Services” from Stanychno-Luhanska village MCA, Shchastia district of Luhansk region (formerly CI “Territorial Center for Social Services Provision” of Stanychno-Luhanska district MCA). Shyrokyi village MCA in 2021 provided for expenditures (intergovernmental transfer) to provide social services “home care” for its residents. Currently, 8 social workers work in the Shyrokyi community and provide social services “home care” to 78 residents (53 women, 25 men). Social workers work in the following settlements: Chuginka, Gerasymivka, Rozkvit, Shyrokyi, Krasna Talivka and Krasnyi Derkul.

The care of individuals on a non-professional basis is poorly developed in the community. Appropriate compensation from the local budget is given to 4 people. The community has no experience of cooperating with non-governmental social service providers.

The department on Children affairs has been established and operates in the community according to the relevant Order of the head of the MCA №139 of 22.09.2021 [“On establishment of SERVICE IN CHILDREN’S AFFAIRS OF Shyrokyi VILLAGE MILITARY-CIVIL ADMINISTRATION OF SHCHASTYA DISTRICT OF LUHANSK REGION”](#) and a commission was established by Order №178 of 22.10.2021 [“On establishment of the commission on CHILDREN’S AFFAIRS OF Shyrokyi VILLAGE MILITARY-CIVIL ADMINISTRATION OF SHCHASTYA DISTRICT OF LUHANSK REGION”](#).

As of the research period, there is a lack of social services for those in need, non-provision within the community, there is a need in a list of basic social services in accordance with the Law “On Social Services” and the need to strengthen the institutional capacity of the social protection structure at the beginning of development.

The issue of ensuring the timeliness and quality of social services in the community also needs attention, in particular, by involving non-governmental entities (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, crisis and emergency intervention, specialized palliative care, correctional programs for offenders, mediation, inpatient care, standards of which determined by the Procedure for the implementation of the social order at the expense of budget funds, approved by the resolution [of the Cabinet of Ministers of Ukraine from 01.06.2020 № 450](#).

The community has experience of cooperation with international and national humanitarian organizations, in particular, has positive results in the implementation of gender policy in its territory, as evidenced by the local Plan 1325, approved by Regulation №185 of 23.10.2021 “On approval of the Action Plan of Shyrokyi Village Amalgamated Community of Shchastya District of Luhansk Region on Implementation of the National Action Plan for Implementation of UN Security Council Resolution 1325 “Women. Peace. Security” for the period up to 2025”, appointment of the Authorized Person, Order №154 of 29.09.2021 “On the appointment of an authorized person and a person responsible for ensuring equal rights and opportunities for women and men, implementing measures to prevent and combat gender-based violence and domestic violence and establishing a Coordinating Council for Family, Gender Equality, Demographic Development, Prevention and combating domestic violence, gender-based violence, combating trafficking in human beings and implementing Agenda 1325 “Women. Peace. Security” of Shyrokyi Village Amalgamated Community”, establishment of a working group on gender-oriented budgeting by Order №225 of 09.11.2021 “On establishment of working group on introduction of gender-oriented budgeting in Shyrokyi Village MCA of the Shchastya district of the Luhansk region”.

The direction of social protection is currently represented by one program approved by the Order №196 of 25.10.2021 “On approval of the Program of social and legal protection of children of Shyrokyi Village CMA” and the establishment of a commission for the protection of the rights of the child (Order №178 of 22.10.2021 “On establishment of the commission regarding the protection of the rights of the child of Shyrokyi Village MCA of the Shchastya district of the Luhansk region”).

This year, the community has begun work on developing an Economic Development Strategy, as evidenced by the existence of the relevant Order №114 of 31.08.2021 “On approval of the Working Group for the development of the draft Strategy for the development of Shyrokyi Village Amalgamated Community of Shchastya district of Luhansk region action plan for its implementation until 2027”.

Among the positive practices in the community we can single out the preservation and development of local authorities in the “starostats”. Local development specialists are responsible for performing the functional duties of starostas. In addition, remote workplaces of land managers and specialists of the Department of Social Protection are provided in the largest and most territorially remote “starostats”.

Specialist location map

№.	Name of settlement (starostats)	Job titles of specialists represented on the territory
1.	Rozkvit	Chief Specialist of Local Development
2.	Chuginka	Chief Specialist of Local Development, Specialist of the Social Protection Department, Land Surveyor
3.	Krasna Talivka	Chief Specialist of Local Development, Land Surveyor, Specialist of the Social Protection Department
4.	Harasymivka	Chief Specialist of Local Development, Land Surveyor
5.	Talove	Chief Specialist of Local Development, Specialist of the Social Security Department

Separately, among the challenges that affect the development of social protection of the community, the following should be highlighted:

1. Lack of public transport between the settlements of the community and the central estate, district and regional centers
2. Unsatisfactory condition of roads between settlements of the community
3. Lack of bank branches and ATMs in the community
4. Difficult access to medical services due to lack of qualified medical staff in the community, insufficient development of the pharmacy network, exacerbated by quarantine restrictions related to COVID-19, but there is a repaired infrastructure of the local clinic
5. Immediate territorial proximity to the line of armed conflict. The constant threat of escalation of the armed conflict, the threat to human life and health
6. Insufficient quality of mobile communication and low-quality mobile Internet, which is complicated by the proximity to the border with Russia and provokes some residents to use mobile communications of Russian mobile operators
7. Lack of previous experience, both in obtaining social services from the community and their provision by professionals who are currently forming a system of social protection in the community
8. Lack of qualified staff and narrow specialists
9. A significant number of economically inactive people of working age, especially with low professional skills
10. Passivity and seasonality of local business, which is mainly represented by farms and trade establishments.

Recommendations for further activities

SWOT-analysis

Strengths	Weaknesses
<ol style="list-style-type: none"> 1. The integrated model of social services is defined as the basis for the development of the social protection system; 2. The department of social protection established; 3. Specialists of the Department of Social Protection work in the program complex "social community"; 4. Three separate workplaces of specialists of the department of social protection have been created in large and remote "starostats", which shortens the way of a person to receive a service; 5. The Department for Children's Affairs has been established, the relevant target social program has been approved; 6. Representative offices of the authorities in the settlements of the community have been established and are working - the main specialists of territorial development; 7. Focus on the transition to the use of public electronic services and the implementation of a number of services through IT; 8. The official site of Shyrokyi Village MCA was created; 9. There is some experience in purchasing social services from neighboring communities. 	<ol style="list-style-type: none"> 1. The Department of Social Protection does not have the status of a legal entity; 2. The provision of basic social services in accordance with the Law "On Social Services" is not provided in the community; 3. There is no CI "Center for Social Services" and any other providers of social services; 4. Social services for families with children, families / individuals who find themselves in difficult life circumstances remain out of focus; 5. Lack of qualified specialists; 6. Low level of public trust in local authorities and lack of understanding of community governance processes; 7. Territorial remoteness of settlements of the community from the central estate; 8. Lack of public transport between communities; 9. Unsatisfactory condition of roads between settlements of the community. 10. Weak information policy on the work of local authorities, functional areas of the executive structures of the MCA, current legislation on all kinds of state social assistance, benefits and compensations; 11. Lack of a Community-level Administrative Services Center.
Opportunities	Threats
<ol style="list-style-type: none"> 1. Focus on the development of modern information transfer systems, which expands the possibilities of remote receipt of social services and administrative services of a social nature; 2. Development of cooperation with international organizations and donor structures; 3. Involvement of public and charitable organizations in the provision of services; 4. Formation of the Community Economic Development Strategy; 5. 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 a social nature. 	<ol style="list-style-type: none"> 1. Proximity to the contact line and the threat of escalation of the armed conflict; 2. Continuation of quarantine measures due to COVID-19, strengthening the impact of the pandemic; 3. Strengthening migration processes, population aging, especially in small villages; 4. Increasing unemployment and passivity of existing businesses and farms; 5. General impoverishment of the population due to the economic crisis and inflation. 6. Imperfection of normative-legislative acts under the condition of MCA activity (especially in land issues).

RECOMMENDATIONS

Areas for improvement	Possible activities
<p>1. Organization of work on the establishment of “basic” social services and ensuring their provision to recipients, considering the updated statistics provided in the social passport.</p>	<ul style="list-style-type: none"> • establishment of the CI “Center for Social Services” and composition of the relevant staff list for the “Center for Social Services” with a sufficient number of staff units of social workers, which should provide social services to families with children and the elderly and persons with disabilities; • establishment in the community of the Center for Administrative Services Provision and ensuring the provision of administrative services of a social nature through this institution; • shaping 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; • provision of premises, equipment, machinery and furniture for the Social Protection Department, the future communal institution “Center for Social Services”, the future Center for Administrative Services Provision and the Department “Children’s Affairs Service”; • development and approval of the interdepartmental procedure for interaction of structural units and institutions related to the provision of social services; • increase in the number of remote jobs of specialists of the Social Protection Department in the two starostats without them; • given the territorial remoteness of the community, small population in some of them, unsatisfactory condition of roads, to consider the possibility of creating a “mobile social office”, which will bring services closer to residents and efficiently and economically spend local budgets for these purposes.
<p>2. Development of an effective mechanism for monitoring the needs of vulnerable groups with the involvement of local NGOs</p>	<ul style="list-style-type: none"> • 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; • use of 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; • establishment of a constant communication system (information space) with the residents of AC 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 modern technologies such as SMS bots, Media, chatbots, etc. (Telegram, WhatsApp, Facebook and other social media)

Areas for improvement	Possible activities
<p>3. Introduction of systematic training and advanced training of specialists and provision of services via the Internet through the establishment of a network of interactive service centers (including social) in five starostats.</p>	<ul style="list-style-type: none"> • introduction of a network of interactive service centers (including administrative, social and use of new opportunities via online access to DIIA) in five starostats (Rozkvit, Chuhynka, Krasna Talivka, Herasymivka, Talove) with the core in the Center for administrative services in the village Shyrokyi; • delegation to officials in the five starostats the issue of assistance in accessing the Internet for vulnerable groups in order to increase access to public online services, in particular, through access to the portal DIIA; • introduction of counseling, mediation, and other services online
<p>4. Introduction of the social service “University of the Third Age” in the community to ensure the provision of basic social services to the elderly and persons with disabilities, in particular, with the involvement of local non-governmental organizations and volunteers.</p>	<ul style="list-style-type: none"> • identification of those responsible for the establishment and implementation of the social service “University of the Third Age”; • conducting a community accessibility audit with the involvement of the Affected Population Council; • involvement of more stakeholders in the provision of this service, in particular, from non-governmental organizations, educational and cultural institutions and volunteers
<p>5. Establishment of the effective system of inter-municipal cooperation to reduce the cost of services.</p>	<ul style="list-style-type: none"> • Search for opportunities to purchase “complex” services in Shchastya, Novoaidar and Stanychno-Luhanska communities, such as social and psychological rehabilitation, asylum, crisis and emergency intervention, specialized palliative care, correctional programs for offenders, mediation, inpatient care
<p>6. Consider the possibility of opening a branch of in-kind assistance in the structure of the Central Directorate of “Center for Social Services” after its establishment.</p>	<ul style="list-style-type: none"> • opening of in-kind assistance department; • facilitating the purchase of appropriate equipment for the branch; • establishment of a center for technical equipment rental; • providing access to this service to people from remote settlements

Areas for improvement	Possible activities
<p>7. Consider the possibility of setting up a specialized service of primary social and psychological counseling for victims of domestic and gender-based violence.</p>	<ul style="list-style-type: none"> • setting up a specialized service of primary social and psychological counseling for persons who have suffered from domestic and gender-based violence; • search for opportunities to purchase shelter services from territorially close communities and develop an effective redirection mechanism
<p>8. Provide training for specialists to work with the offender.</p>	<ul style="list-style-type: none"> • promote the training of specialists / psychologists to work with the abuser; • search for the possibility of purchasing the relevant service, in particular, in Novoaydarskaya AC
<p>9. Strengthening the work of the Service for Children's Affairs</p>	<ul style="list-style-type: none"> • formation of an up-to-date database of families in dire conditions; • development of family forms of education at the community level; • provide systematic training and exchange of experience of specialists of the Service for Children's Affairs.

