

# UKRAINE PROTECTION SURVEY #2



The Ukraine Protection Survey was prepared and implemented by UNHCR and the Office of the Ombudsman of Ukraine in partnership with Donbas SOS, Right to Protection (R2P), The Tenth of April (TTA), NEEKA, Rokada, and in cooperation with the Protection Cluster.

The Ukraine Protection Survey provides country-wide analysis on people's access to rights and services with a focus on internally displaced people, returnees and others directly affected by the war. It aims to inform actions by the Government of Ukraine, as well as humanitarian and recovery stakeholders.

### Objectives of the Ukraine Protection Survey:

- **Providing protection analysis:** The survey, using a human rights-based approach, provides an analytical overview of the protection situation of internally displaced persons (IDPs), returnees and others directly affected by the war, including their access to rights and services across various sectors.
- **Enabling the 'Leaving No One Behind' approach:** The survey considers age, gender, disability, as well as the prevalence of specific needs, thereby identifying groups that may face particular or heightened risks and barriers.
- **Informing durable solutions to displacement:** Identifying displacement-specific needs and barriers, the analysis helps to inform planning and programming to support IDPs' durable solutions.

## Protection Alerts

Based on the comparative analysis of round 1 and 2 of the Protection Survey, the following 10 protection issues stand out. They highlight where risks have increased and where barriers persist or have worsened.

<p>⚠ 53% of Ukrainians in displacement, who returned or are otherwise war-affected report a lack of <b>safety</b>. For 29% this has high negative impacts on their day to day lives – an increase of 3% from round 1.</p>	<p>⚠ Only 40% of Ukrainians living in frontline areas intend to <b>evacuate</b> should the security situation deteriorate – a drop of over 10% since round 1. Older people are least likely to evacuate and face the highest barriers, raising concerns that they will be left in precarious safety situations.</p>
<p>⚠ 42% report <b>mental health</b> and psychosocial safety concerns. The mental health toll of war and displacement is very high for older people at risk (58%), those with a chronic illness (58%), and single-headed households (68%) – all reporting increased mental health concerns since round 1.</p>	<p>⚠ 18% face barriers to their <b>freedom of movement</b>, an increase by 3% since round 1. Barriers are particularly high for older persons at risk and single-headed households (both 31%), those with a chronic illness (27%) or a disability (24%).</p>
<p>⚠ 38% report barriers in <b>accessing the justice system</b> without help, an increase by 6% since round 1. Older people aged 60+ (46%) and those with specific needs (44%) face even higher barriers.</p>	<p>⚠ <b>Housing rights</b> are most severely impacted for internally displaced Ukrainians. Over 62% report their homes as fully or partially destroyed or occupied. An additional 15% do not know the condition of their home.</p>
<p>⚠ Only 4% of IDPs reportedly received full or partial <b>compensation</b> for damaged or destroyed housing. They also face heightened barriers to accessing compensation with 34% reporting a lack of required documents and 23% are unaware of the procedure.</p>	<p>⚠ Barriers to accessing <b>social protection</b> increased to 13%, a 4% rise from round 1. For internally displaced Ukrainians with specific needs and especially older people, who rely most on the social protection system, barriers are even higher at 25%.</p>
<p>⚠ 16% lack <b>digital access</b>, a 4% increase from round 1. Digital access among IDPs aged 60+ with a specific need is severely constrained with 30% reporting no digital access. This group also faces high barriers to <b>accessing financial services</b> at 16%.</p>	<p>⚠ People returning from displacement more often report difficulties in <b>social integration</b>, with 10% fewer feeling welcomed in the community into which they returned. Some 5% of returnees report inter-communal tensions, an increase of 3% since round 1.</p>

## Protection Brief

The Protection Brief summarizes key findings of the second round of the Ukraine Protection Survey, while the full Protection Analysis below details the findings further (see page 10). The findings and analysis build on the results of the [Protection Survey #1](#), with comparative references made where relevant. Recommendations were developed based on the findings of the Protection Analysis. The methodological note is annexed.

### Safety and security

53% of respondents do not feel safe due to the war in general, air strikes specifically, the temporary occupation of parts of Ukraine's territory, fear of poverty and not living in one's own home. Of those, 29% experience a high negative impact of the security situation on their day-to-day life, with over one quarter in a precarious or stressed coping situation. These levels are further elevated for those with specific needs, of whom 6% are in a precarious coping situation, and 28% in a stressed coping situation. Older people without social support and single-headed households are notably at greatest risk.

### Evacuations

24% of respondents live in the '30km belt' along the frontline. 40% intend to leave their homes should the security situation deteriorate, 34% are undecided and 19% do not intend to leave their homes. Those with no evacuation intentions are mainly of older age, exhibit higher levels of specific needs and vulnerability, and typically live alone. Of the 74% of respondents with an evacuation intention or who are undecided, the majority, nearly 85%, will be able to evacuate, either on their own or with the support of family or neighbors, while 15% will not, suggesting that evacuation mechanisms risk failing where vulnerability is highest, and points to a need for earlier engagement, tailored assistance, and integrated pathways into state support.

### Psycho-social safety

42% of respondents report mental health and psycho-social safety concerns (MHPSS concerns). Among respondents with specific needs, MHPSS concerns are 11% higher. They are particularly high among respondents with chronic illnesses (58%), older persons at risk (58% - mainly older persons without social support structures or with care dependencies) and especially for single-headed households (68%). 28% of those reporting an MHPSS concern experience a high negative impact on their lives as they worry every day and are reaching their resiliency limits. 9% of respondents say that they are not coping well or can barely cope anymore with this impact. Elevated MHPSS concerns indicate populations approaching their resilience limits, with 9% in precarious coping and risking long-term deterioration in well-being.

### Freedom of movement

Over 18% of respondents face limitations to their freedom of movement, with respondents with specific needs exhibiting higher barriers (24%). Constraints are particularly significant for older persons at risk and single-headed households (both 31%), those with a chronic illness (27%) or a disability (24%). The main reported obstacles to freedom of movement are either (a) security-related, (b) relate to the lack of accessibility of public infrastructure and transport, including affordability challenges, and to limitations to the ability to move, notably due to lack of needed assistive devices, and (c) documentation challenges. This can directly limit access to services, livelihoods, participation in local life and ability to evacuate when needed.

### Family Unity

35% of respondents are separated from immediate family members, including children, parents or spouses. Forced displacement, both within and outside Ukraine, is the main reason for family separation reported at 61% and 21% respectively. Another 12% said they are separated due to war and occupation. Family separation can heighten MHPSS concerns, weaken informal care networks and place additional demand on social protection and other services, with older people living alone and single-headed households without family support facing heightened risks as a result.

### HLP rights

Housing, land and property (HLP) concerns identified include documentation challenges, with 15% of respondents not having sufficient documentation (e.g. to prove ownership) or uncertainty about it, inaccessibility of homes due to occupation (8%) and damage and destruction of homes with 26% reporting that their home has been fully destroyed. Notably, nearly 50% face documentation and awareness barriers in accessing compensation. Overall, IDPs face distinctly higher risks and exhibit greater housing-related vulnerabilities, with incomplete documentation and poor awareness of compensation procedures creating barriers to restoring housing rights, pursuing durable solutions, and risking long-term displacement.

## Access to social support

**Reliance on state social assistance and pensions payments is high at 71% of respondents, while 13% of respondents rely on social services by the State.** Reliance on state social assistance and services is further elevated for IDPs, older persons as well as persons with specific needs. Yet, **13% face barriers to accessing the social protection system**, with such barriers elevated for IDPs and those with specific needs, notably those with the greatest reliance on the state social protection system.

## Access to basic needs & services

The majority of respondents report good to fair access to energy, food and water during three months prior to the data collection. However, **a small group of respondents report difficulties or even insufficient access to these basic needs**. Affordability is the greatest barrier to accessing food, while availability is the greatest challenge for people to access energy and water. In terms of access to basic services, **accessing health services is difficult for 7% of respondents**. Those facing affordability or availability constraints are disproportionately composed of older people and persons with disabilities. Specific accessibility barriers include lack of transport, unaffordability of transport or lack of needed documentation.

## Access to employment

19% of respondents are without employment, with 35% of those looking for a job. Of those, nearly half (46%) report that no jobs are available, 17% lack the needed experience and skillsets for available jobs, and **29% cannot find a job with the needed flexibility to accommodate caretaking responsibilities. For women, this barrier is higher at 35%**. Exclusion and discrimination are reported as barriers by 4% only affecting IDPs. High unemployment among IDPs limits integration prospects, reinforces reliance on social protection and reduces the likelihood of sustainable recovery.

## Access to financial services

90% of respondents have access to financial services, such as banks, post or online, while 7% do not. Women report a 2% higher access to financial services than men. **Older people, particularly those with a specific need, face greater access barriers to financial services at 10%**. Main barriers are lack of knowledge on how to use them (57%), difficulties in physically or digitally accessing a provider (32%), lack of information on financial services (5%) and documentation barriers (4%). These barriers risk leaving older people and those with specific needs excluded from essential payments, banking, and compensation mechanisms.

## Digital access

84% of respondents have a digital device. Of those, 10% struggle with using it due to limited literacy and disability. Older people struggle almost twice as much, at 19%. **16% of respondents have no digital device. It is 11% higher for older people aged 60+, which limits their digital access more severely.** The need for and use of digital devices differs considering displacement situation, age and gender. Specifically, women use their digital means more often to obtain information on state or humanitarian assistance and services, as well as for online education. Digital exclusion can present an additional barrier to access state services, obtain information, claim compensation and participate in public life, especially in a highly digitalized context like Ukraine.

## Social integration

The majority of IDPs (77%) and returnees (83%) reportedly do not face particular social integration barriers. Key informants identified housing and employment as two main integration challenges for IDPs and emphasized the **importance of social connections in the community in which IDPs arrive to and live in**. Several key informants noted the importance of people's proactive role in their own social integration and the **relevance of community-based protection mechanisms, such as IDP councils, for social integration and cohesion**.

## Participation

The majority of respondents had either no need to or were able to participate in local public affairs. **9% of respondents have, however, not or not always been able to participate in local public affairs.** Returnees face greater local participation challenges. Barriers to public participation mean that IDPs and returnees have limited influence over local decisions that affect their access services and their integration.

## Access to justice

Nearly two thirds of respondents, 62%, can either comfortably navigate the justice system or are confident they will be able to figure it out if needed. **38% of respondents need help, are unsure they can navigate the justice system or feel entirely helpless, constraining their access to justice.** Limited ability to navigate the justice system risks undermining access to documentation, housing rights, compensation and legal remedies.

## Main recommendations

### To the Government of Ukraine

1. The current national protection system of the state addressing internal displacement is not yet fit for purpose to systematically respond to the needs of newly displaced people and effectively resolve large-scale internal displacement. The Government of Ukraine should develop a coherent, accessible, and inclusive state system that effectively protects internally displaced people from the onset of their displacement and supports durable solutions to displacement without delay and with clear roles and responsibilities in the Government at all levels.

The survey results demonstrate the distinct socio-economic and housing vulnerabilities of IDPs, in addition to displacement-specific barriers and risks to rights and services across different sectors. Currently, roles and responsibilities on internal displacement remain unclear among central authorities, the available state support kicks in late in the displacement process and remains fragmented in different programmes, several of which are pilots only, creating uncertainty. IDPs as a result struggle to effectively navigate and access the available state support, not knowing which door to knock on and not being able to reliably receive support in a consistent and inclusive manner.

- **National responsibility of the state:** Clarify roles and responsibilities on internal displacement among central state bodies, including by updating related regulations of Ministries, and devise a standing inter-ministerial office and coordination mechanism to ensure a 'whole-of-Government' approach, inclusive of national and sub-national authorities, to address and resolve internal displacement through one coherent and aligned state policy.
- **State strategy on internal displacement:** Accelerate the development of a new State Strategy on Internal Displacement with a focus on durable solutions to internal displacement, addressing in particular the identified housing, social and economic vulnerabilities of IDPs. Ensure full buy-in by relevant authorities at national and sub-national level, along with clear roles and responsibilities and commitment for needed budget allocation at all levels for the strategy's implementation.
- **Accessible, coherent and integrated state support to IDPs through the 'IDP Pathway':** Review and integrate available support to IDPs into one integrated, coherent and accessible support system.
  - Advance the development of the 'IDP Pathway' as an integrated user journey that streamlines IDPs' access to available state support and shifts away from the current siloed and fragmented approach, building on the reformed IDP registry to ensure up to date data on internal displacement.
  - As part of the 'IDP Pathway', review and integrate all Government support programmes into one coherent support system from the onset of displacement until durable solutions. This includes review, adjustment and regularization of relevant pilot projects, including on social rent (CMU Res. 1225) and social services financing mechanisms applying the 'money follows people' principle (CMU Res. 888 and 1169).
- **Effective access to IDP registration and the social protection system, notably for IDPs of old age or with specific needs:**
  - Ensure early and effective access to the state social protection system from the onset of displacement by introducing the pre-registration of newly displaced people as foreseen under CMU Res. 1307, followed by timely IDP registration. Integrating the pre-registration under CMU Res. 1307 in the 'IDP Pathway' would allow access to IDP allowance payments earlier in the displacement process and reduce risks. Such timely and effective access to IDP registration requires regularly updating the list of war-affected or temporarily occupied territories under Order No. 376.
  - Review and tailor social services to internal displacement realities, expanding mobile response capacity and adopting financing modalities based on the principle of 'money follows people', including regularization of CMU Res. 888 and 1169. Service capacities for older people in displacement, notably for facility-based care, assisted living and social adaptation should be significantly enhanced to ensure deinstitutionalization objectives and effective integration.
  - Incorporate a basic social support model into the social protection system, delivered through community-based organizations or community members, such as social facilitators, to systematize basic social support at community-level, leveraging capacity in community and civil society, and in complementarity to social services.

- **Restoring housing rights and enabling housing solutions:** Make stronger and coordinated efforts to restore housing rights and create access to housing solutions for IDPs with fully destroyed and inaccessible homes. This includes expanding accessible and affordable housing stock, improving implementation of temporary IDP housing under CMU Res. 495, and adjusting the social rent scheme (CMU Res. 1225) notably for IDPs of old age who receive social adaptation services, or devise a new social rent programme using state property. In addition, measures are needed to promote housing ownership registration, including in frontline areas, and to improve tenure security for IDPs in rental arrangements.
- **Access to compensation for damaged and destroyed properties:** Strengthen information about compensation processes, including clear timelines for compensation payments, and remove documentation barriers that prevent access to the compensation scheme. In addition, increase public awareness of the relevance of registers of damages for future reparations.
- **Shifting collective sites into the social sphere and promote displacement solutions:** Shift collective sites into the social sphere to provide accommodation for a time-bound, needs-based period and prioritize employment for IDPs of working age in collective sites, as well as social adaptation services for the most vulnerable residents, to enable them to pursue a durable solution outside a collective site.
- **Promoting social integration and participation:** In support of social adaptation, promote the role of community-based organizations and strengthen their capacity to support social integration and cohesion within communities and strengthen the role of IDP Councils (CMU Res. 812) to ensure IDPs' voices are heard and shape policies and decisions affecting them. Encourage heads of hromadas to proactively engage IDPs and returnees in local decision-making.
- **Enhancing access to justice through free legal aid:** Strengthen the Free Legal Aid (FLA) system and especially the role of paralegals to improve access to information on the justice system and to help people understand how to access and navigate it. The FLA system should focus its capacity on addressing documentation barriers for housing ownership registration, for accessing compensation, exercising freedom of movement, and accessing employment and social protection.

## 2. The state-led evacuation mechanism needs to be strengthened with improved access to information and preparedness support and must be better tailored to the needs of those at greatest risk in an evacuation situation, notably older people with specific needs including those living in institutions in frontline areas. Evacuations should be fully integrated into the overall state support system on internal displacement to ensure that all newly displaced people have timely and equal access to support.

Old age and the prevalence of specific needs are the most important factors to consider in a people-centred evacuation mechanism as older people, and especially those with specific needs, are least likely and often last to evacuate and face particular barriers notably due to reduced mobility and health conditions. Fear of losing everything and the absence of alternatives are the two top impediments for people to evacuate, followed by financial constraints.

- **Prioritizing the operationalization of CMU Res 1307:** Implement CMU Res. 1307 without delay and with adequate human and financial resources, notably for the deployment of inter-disciplinary teams providing state services to newly displaced people and for their pre-registration to enable earlier access to state support. This should be integrated into the overall 'IDP Pathway' to ensure newly displaced people have timely access to the full scope of state support.
- **Early warning, information and preparedness support:** Develop an early warning mechanism of hromadas at risk of evacuation to help inform people earlier and prepare them for an eventual evacuation, including psychological and practical preparedness measures. Improve access to information on support for evacuations as well as on alternative accommodation and services available upon evacuation. No one should be left behind because they lack information on where to seek help and where they can go.
- **Evacuation mechanism tailored to those most at risk:** Adapt and capacitate the evacuation mechanism, including under CMU Res. 1307, for the evacuation of older people and people with disability, including support with information and preparations, social transport, psychological and legal assistance, and social accompaniment or case management to access safe and dignified alternative accommodation and, where necessary, continuous care under the state social protection system as needed. The inter-disciplinary teams foreseen under CMU Res. 1307 must be equipped to support these population groups effectively and specifically.
- **Urgent state support to safely evacuate people in institutions:** As an urgent measure, and in alignment with deinstitutionalization objectives, develop a dedicated state programme for the safe and dignified evacuation and

relocation of people living in institutions in frontline areas to safer areas. Receiving oblasts should prioritize the placement of residents of institutions in adequate premises with necessary care services, including assisted living and facility-based care.

- **Increasing access to adequate accommodation and social services:** Scale up capacity for adequate accommodation with continued access to social services as may be needed by older people and people with disabilities who are newly displaced. This should include a mechanism for state allocations to prepare premises where needed social services can be provided to complement CMU Res. 888. A mechanism like the 2025 subvention scheme (CMU Res. 1160) to expand adequate accommodation should be maintained for 2026 and expanded to include premises for social service provision. In addition, CMU Res. 1169 financing the provision of the social accommodation service should be maintained and regularized.
- **Strengthening state coordination on evacuations:** Enhance the evacuation coordination mechanism, notably by regularly convening state authorities at all levels and concerned humanitarian and recovery stakeholders, to coordinate across all relevant sectors on early warning, preparedness, information provision, evacuation operations and access to assistance and services in receiving locations. Such coordination should also facilitate the regular updating of the list of war-affected or temporarily occupied territories under Order 376 and ensure strong linkages with broader governmental coordination on internal displacement to ensure evacuations are not de-linked from the overall protection system for IDPs.

### 3. A barrier-free environment for all people needs to address the specific barriers IDPs, returnees and other war-affected people are facing with particular attention to older people, people with chronic illnesses and disability as well as single-headed households. Specifically, the Government needs to address barriers affecting freedom of movement and compensation rights; accessing social protection and employment; public participation and justice system; digital access; and access to financial service providers.

A barrier-free Ukraine needs to be a barrier-free environment for all and should therefore address the various physical, material and legal barriers that IDPs, returnees and other war-affected people face as detailed in this survey. Given Ukraine's strong digitalization trends and considering the war's impact on energy systems and digital services, particular attention needs to be paid to those without digital access and to the effects of energy outages.

- **Addressing barriers to public services and transport:** Enhance efforts to remove accessibility barriers in public infrastructure, services and transportation, specifically for older people and people with disabilities, and expand access to assistive devices as needed.
- **Paying attention to digital access barriers and devise alternatives:** With digitalization being a clear trajectory for access to state support, develop and implement a strategy to (a) reduce gaps in digital access and literacy; and to (b) increase outreach to people excluded from digitalized mechanisms. Considering the war impact on energy and related functionality of digital systems, it is essential to have workarounds, contingency plans, and alternatives in place.
- **Coherent social protection system through static and mobile approaches:** Devise a coherent social protection approach within the decentralized system and ensure the effective application of the 'money follows people' financing principle. This is needed because access remains hampered by lack of awareness, documentation challenges, unavailability or inaccessibility of services, and limited capacity of providers. In addition, standardize good practices, such as increased use of mobile service provision, inter-municipal cooperation and stronger partnerships with community-based protection mechanisms, such as social facilitators or CBOs, within the social protection system to optimize the use of resources.
- **Addressing documentation and legal awareness barriers:** Strengthen rights awareness and expand access to the Free Legal Aid system to address documentation and legal information barriers. These barriers currently impede access to compensation, justice and other rights.
- **Enhancing access to employment through flexibility and care service availability:** Promote re-skilling and flexible work arrangements given the demographic shifts and increasing prevalence of specific needs to broaden access to employment for people with disabilities, single care givers, IDPs and others who face barriers. To enhance the inclusion of women, particularly single female care givers, in the labour market, it is essential to expand day care services for children and others in their care.
- **Promoting local opportunities through community-led approaches:** Leverage community networks and the role of community-based organizations or community initiatives to assist IDPs, people with disabilities, single care givers, and others who face barriers, in accessing local work opportunities. This may include the creation of local job platforms in cooperation with local businesses.
- **Leveraging IDP councils for greater public participation:** Local authorities should proactively leverage IDP councils (CMU Res. 812) to inform local planning and decision-making. IDP councils serve as an important mechanism to facilitate meaningful public participation, ensuring IDPs perspectives are reflected in local policies and services.

## To humanitarian and recovery partners

Humanitarian and recovery efforts should aim at supporting the Government of Ukraine in the implementation of above set of recommendations. In addition, the following recommendations for direct programming emanate from the survey:

### For humanitarian partners

#### 1. Improve information provision and care during the evacuation process

- Strengthen information provision, using diverse communication channels, to facilitate the evacuation process, help people better prepare in advance, and tailor the evacuation processes to older people with specific needs who are at greatest risk of being left behind. Apply the 'money follows people' principle to ensure continuity of support throughout the evacuation process.
- Expand disability-accessible accommodation options, including spaces in collective sites and other centres offering emergency accommodation and care services for people with limited mobility or disabilities. This should include facilities in western and central Ukraine and contribute to increasing age- and disability-inclusive care services for newly displaced people. This requires integrated humanitarian-recovery planning and coordinated programme implementation.
- Extend multi-sectoral services for newly displaced people beyond transit centres, in line with the Strategic Priority 2 of the Humanitarian Needs and Response Plan (HNRP) 2026, to minimize service gaps. Ensure all newly displaced people in vulnerable situations can access humanitarian support regardless of whether they pass through a transit centre.

#### 2. Prioritize the most vulnerable to "Leave No One Behind"

- Promote a people-centered approach that prioritizes those with the least access, lowest resilience and highest barriers, applying age, gender and disability considerations and other specific needs identified in this survey. Humanitarian efforts, including for cash-based interventions, should make efforts to include people without access to digital or financial services.
- Build flexibility into humanitarian presence and operations, in support of Strategic Priority 4 of the HNRP 2026, so that support is framed by vulnerability and greatest need, rather than limiting to geographic parameters. This will enable the most vulnerable people in prolonged displacement to reduce protection risks, integrate into host communities, access state services and reduce reliance on humanitarian assistance – and ensuring they are not left behind in recovery efforts.

#### 3. Strengthen community-based protection

- Strengthen the capacity and sustainability of community-based protection mechanisms, including community-based organizations (CBOs), IDP Councils and community volunteers, as part of localization efforts and to help build a rights-based and social civil society. Ensure that community-based protection approaches are integrated across all four Strategic Priorities of the HNRP 2026.
- Leverage local knowledge and capacities of community-based protection mechanisms to contribute to protection monitoring and identify those at greatest risk of marginalization and exclusion, including in frontline areas, and promote social integration and cohesion in displacement-affected communities.
- Invest in community-based protection mechanisms that provide basic social support, complementing the state social protection system and reinforcing a basic social support model at community level.

#### 4. Enable durable solutions from the start

- Enable displaced people to pursue durable solutions from the onset of displacement, leveraging Strategic Objective 4 of the HNRP 2026. This includes re-establishing social connections, strengthening access to state systems and empowering people through legal, social and psycho-social services. Community-based protection mechanisms should be leveraged to support social inclusion and reduce dependency.
- Support IDPs living in collective sites in achieving durable solutions, given their heightened risk of being left behind as highlighted in this survey. The humanitarian response should shift toward an integration-focused approach to collective sites, rather than parallel service provision.

### For recovery partners

#### 1. Integrate evacuation needs into recovery efforts

- Apply flexibility in recovery programming and financing to follow people ('money follows people'), ensuring newly displaced people and the areas receiving them are included in recovery priorities and efforts.

- Identify opportunities to reinforce existing social services in areas receiving displaced people by investing in the preparation of premises for high-demand social services, including those needed to implement CMU Res. 888 on assisted living and facility-based care to support deinstitutionalization objectives.

**2. Live up to the “Leave No One Behind” principle in recovery**

- Ensure that housing, public infrastructure and urban planning interventions reflect demographic realities, including an aging population and growing numbers of people with disabilities. Accessible and barrier-free approaches should be prioritized as essential components of all such interventions.
- Adapt housing policies and support programmes to reflect the increased housing needs of older people in displacement, who rely on pensions and social assistance rather than salaries. This should be incorporated into scoring approaches for social housing, the temporary IDP housing scheme under CMU Res. 495 and rental subsidy programmes.
- Address legal assistance, information and documentation gaps that prevent people from accessing compensation programmes such as eVidnovlennia.
- Address digitalization gaps and create practical workarounds and alternatives to ensure that those without digital access can obtain services. At the same time, expand efforts to enhance digital access across the population. Particular attention also needs to be paid to enhance access to financial services and related exclusion risks in recovery efforts.
- Ensure recovery projects explicitly include social impact assessments with indicators that measure impact on IDPs and not just general population metrics.

**3. Invest in community-based social support**

- Leverage local knowledge and capacities of community-based protection mechanisms to inform recovery efforts, support the identification of those at greatest risk and include people at risk of marginalization and exclusion in area-based recovery efforts, and strengthen community-level social integration and cohesion.
- Prioritize funding for community-level social infrastructure, including social and administrative service centers, premises for service provision and for basic services, and expand social service delivery in areas with high numbers of IDPs.

**4. Advance durable solutions to displacement**

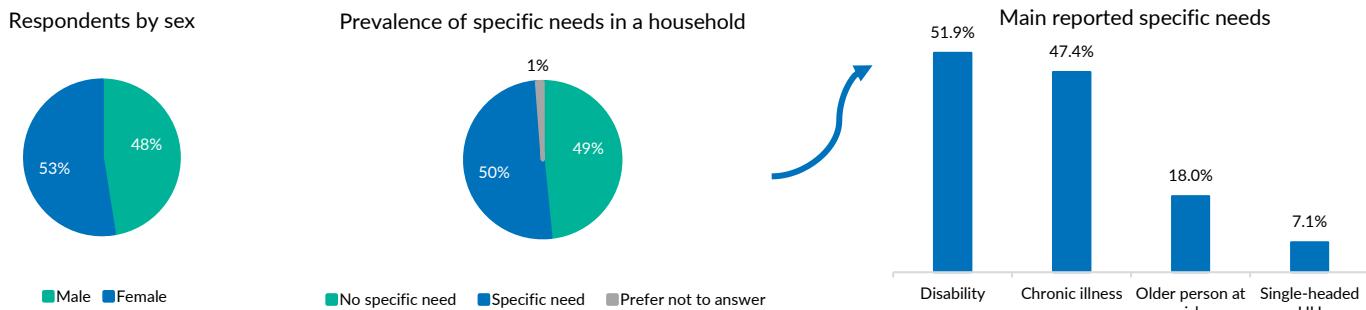
- Provide systems-support to the Government for a reliable and coherent approach to resolve internal displacement, including investments in institutional capacity, legal and policy frameworks, displacement-tailored state programmes and state-led coordination efforts on internal displacement.
- Implement tailored recovery programs in locations with the highest displacement-specific needs, focusing on social protection, housing, and employment, while promoting social cohesion and integration in areas hosting displaced population. Ensure that displaced people are systematically included in local recovery efforts.
- Ensure that collective sites and their residents are fully integrated into recovery planning and implementation, in line with the findings of the Rapid Damage and Needs Assessment 4 (RDNA 4) and this survey.

## Protection Analysis

This analysis draws on the results of the quantitative and qualitative component of the survey. The household-level quantitative survey was based on a stratified sample of 4,046 respondents (confidence level 95%, margin of error 1.54%). The qualitative part used key informant interviews with 153 respondents in 50 hromadas hosting high numbers of IDPs, with the information used to interpret and enhance the quantitative findings. The data was collected in August and September 2025.

### Demographic overview

- 52% of respondents are female and 48% are male. The average age of respondents is 56 years. 52% of respondents are not of working age, while 48% of respondents are of working age. Of those, 25% reported to be employed (full-time, part-time or self-employed) while 19% reported to be without a job, with the majority of them (82%) not registered with the state employment service.
- Over 50% of respondents reported that they themselves or one of their family members have a specific need. Disability is the most prevalent specific need among respondents. Of the nearly 52% of respondents with a disability (55% male, 45% female), the vast majority (94%) had a recognized disability. Over 47% of respondents suffers of a chronic illness (50% male and female). 18% are older persons at risk (52% female, 48% male), notably older persons without social support structures or with care dependencies, while over 7% are single-headed households, of whom nearly two-thirds are females (65%).



- Most respondents (78%) are internally displaced people (IDPs), 14% are returnees (90% from within Ukraine, 10% from abroad) and 7% are non-displaced war-affected respondents. 25% of all respondents live in a collective site, and over 24% of respondents live in the 30km belt along the frontline.
- Of all respondents 27%, are currently residing in the East, 21% in the West, 18% in the North, 17% in the Centre, 14% in the South, and almost 4% in Kyiv. The following is the distribution of respondents of the household survey by oblast of current and original residence.

Origin oblast

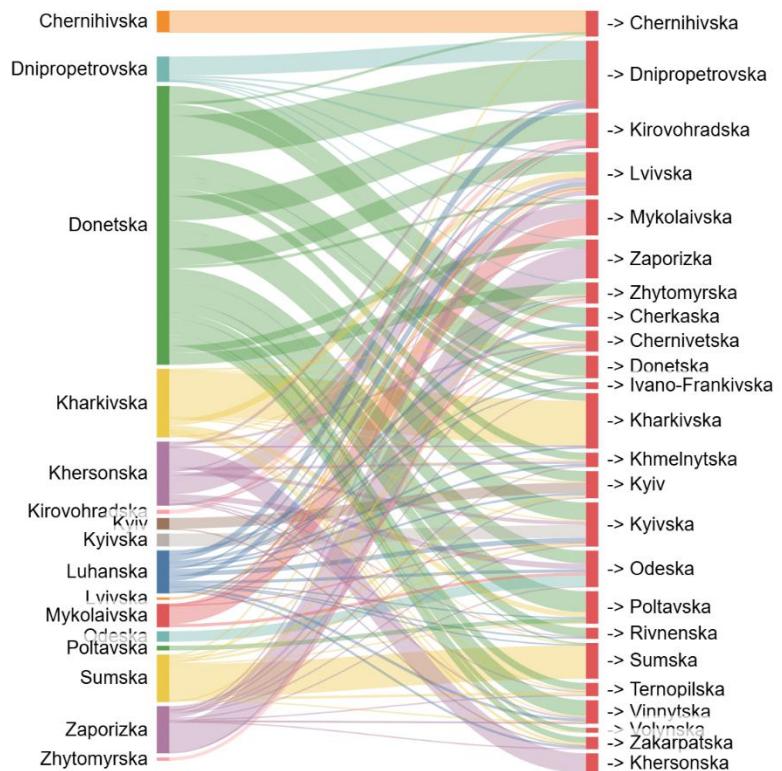


Current oblast



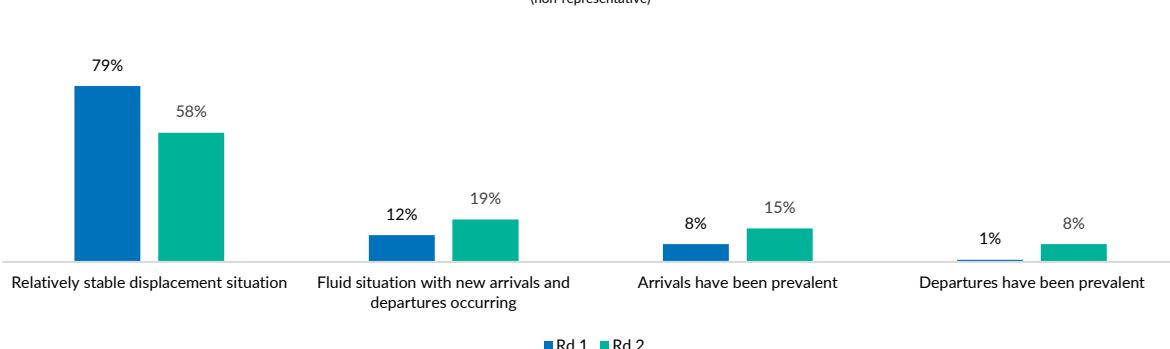
## Displacement and returns

- 78% of respondents are living in internal displacement, some 14% are returnees. Of those, 90% returned from displacement within Ukraine, while 10% are refugee returnees.
- Of all IDP-respondents, 53% are female and 47% are male, with the average age of respondents of 57 years. For returnees, 54% of respondents are female, and 46% are male. The average age of returnee respondents is 55 years.
- The top five oblasts of origin of IDPs are Donetsk, Kharkivska, Khersonska, Luhanska and Zaporizka. (see sankey graph) The majority of returnee respondents are from - and returned to - the following main oblasts: Sumska, Kyivska, Mykolaivska, Zaporizka, Khersonska, Chernihivska, Odeska, Dnipropetrovska.
- The analysis does not provide an estimate of internally displaced or returnee populations but identifies displacement- and return-specific risks and vulnerabilities, and by applying a AGD (Age, Gender, Diversity) lens, inter-sectional vulnerabilities and associated risks.



- When assessing the overall internal displacement situation in their hromada during the past three months, 153 key informants in 50 hromadas noted at 58% that the displacement situation was relatively stable, with limited new arrivals or departures. 19% of key informants noted that there was some fluidity with both departures and new arrivals during the past three months, while 15% noted quite a lot of new arrivals compared to the previous quarter. 8% of key informants said they had significant departures compared to the last quarter.
- Overall, key informants indicate a less stable displacement situation in round 2 compared to round 1 of the protection survey when 79% indicated relative stability. Generally, in round 2, key informants described more fluidity and higher prevalence of arrivals and departures in their respective hromadas.

Key informants on displacement situation  
(non-representative)



## Elevated displacement-related socio-economic and housing vulnerability

Of the 78% of IDP respondents, over half, nearly 51% live in rented accommodation, 32% stay in collective sites, while 12% stay with relatives, friends and other hosts. In line with the findings of the [Rapid Damage and Needs Assessment No. 4 \(RDNA4\)](#), this confirms the [heightened housing vulnerability due to displacement](#). Apart from stay in collective sites, such housing vulnerability is indicated by the increased need to resort to rental options as opposed to those non-displaced and returnees, who at 82% stay in their own home, 9% with relatives and only 8% in rented accommodation. IDPs therefore face higher levels of tenure insecurity. IDPs also report lower home ownership (80%) than those non-displaced (90%) and returnees (84%). There are also significant differences in the condition of the homes between displaced and non-displaced respondents, including returnees, with IDPs facing higher levels of damage, destruction and non-accessibility due to occupation. Among key informants across all 50 hromadas, when asked to identify the biggest capacity challenge when hosting and integrating IDPs, they identified housing and accommodation as the greatest challenge.

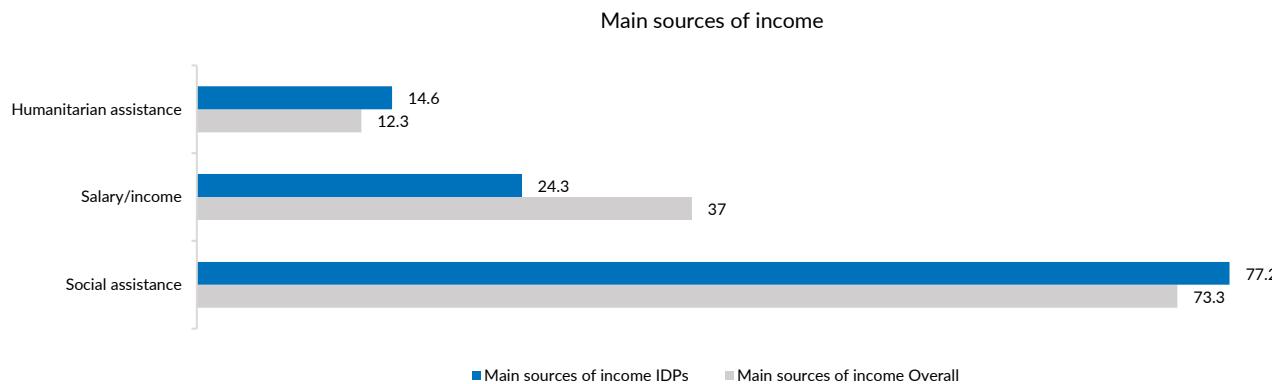
Among IDPs, 46% are of working age with 20% reporting to be without a job. In terms of income sources, [IDPs rely at 24% on salaries](#), 3% less than the overall response.

At the same time, [IDPs show a greater reliance on social assistance \(77%\) and humanitarian assistance \(15%\)](#) as main income sources, with male respondents exhibiting a 1% higher reliance on social assistance than females, while female respondents report a 1% higher reliance on humanitarian assistance than male respondents.

Among displaced respondents, the prevalence of specific needs is reported at 49%. [Such a specific need prevalence increases the reliance on social assistance among IDPs to 86%](#). IDPs of old age above 60 years rely to 97% on social protection payments, i.e. 20% above the overall response of all IDPs. This is notably due to their reliance on pension payments to sustain their livelihoods.

Socio-economic risks and vulnerabilities are heightened for IDPs in collective sites, confirming findings of the [RDNA 4](#) and the [CCCM Cluster's 2024 Vulnerability Assessment](#).

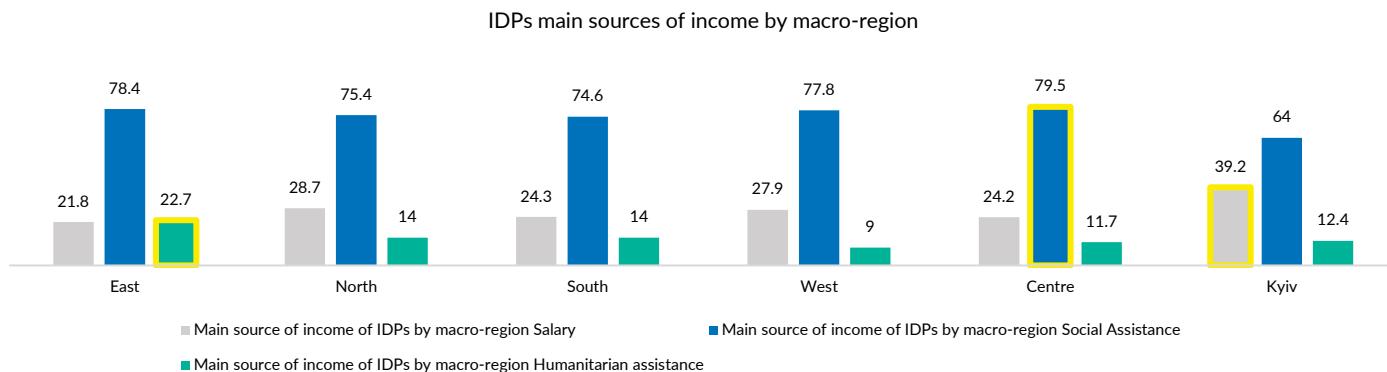
- Average age of respondents overall as well as for IDPs outside collective sites is 56 years, while it is 58 years for IDPs in collective sites, with over half of respondents (54%) above 60 years.
- Only 55% of IDPs in collective sites are of working age, compared to 53% of IDPs outside of collective sites. IDPs of working age in collective sites are more often without a job (22%) than others (19%).
- IDPs overall rely at 24% on salary as part of their income, 3% below the overall average response. This is largely due to IDPs in collective sites, who report reliance on salary as part of their income at only 19%.
- IDPs in collective sites rely at heightened level of 82% on state social assistance, 5% more than IDPs overall, and 9% above the overall response.



Across all macro-regions and Kyiv city, social protection payments and salary are the two main sources of income of IDPs.

- IDPs in Kyiv city have the highest reliance on salaried income, reported at over 39%, followed by the northern and western regions. IDPs in the southern, central and eastern region have a lower reliance on salaried income.
- IDPs in the centre, east and west have the greatest reliance on state social protection payments, reported at 78 to 80%. Reliance on social protection payments is lowest in Kyiv, reported at 64%.

- IDPs in the eastern region have the greatest reliance on humanitarian assistance, reported at nearly 23%, while this stands at 14% in the northern and southern regions. In the other regions, between 9 and 12% are reporting humanitarian assistance as part of their income. This is likely related to the presence of the humanitarian response in the crescent areas and its withdrawal from the central and western regions.



- Overall, key informants noted at 46% that residents and IDPs are equally impacted by capacity constraints in their hromadas affecting housing, employment, and services sectors. 51% noted, however, that IDPs are more affected than locals by their capacity constraints in providing such assistance and services.
- Key informants in hromadas in the 30 km frontline belt (36 KIs) noted at 50% that both groups are equally impacted while 44% note that IDPs are more impacted by capacity constraints. Among key informants from hromadas not located in the frontline belt (122 KIs), the ratio stands at 44% to 53%, suggesting a proportionally higher impact of capacity constraints on IDPs than in frontline areas.
- Key informants note at 57% that all groups, irrespective of age, gender or diversity, are equally affected by the capacity constraints in providing housing, employment or services in their hromada. 42% and 35% of key informants said that older people and people with disability respectively are, however, disproportionately impacted by the prevailing capacity constraints. 11% noted a heightened impact on single parents.

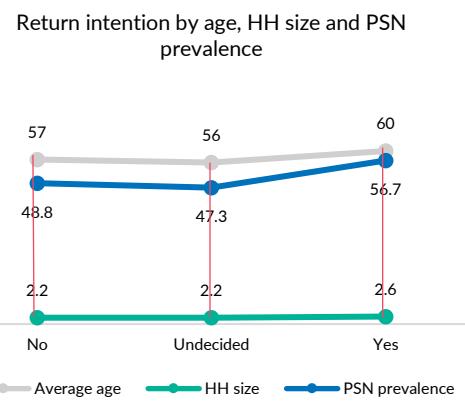
## Future intentions

4% of IDPs have an immediate return intention and are planning to return to their homes in the next half year, a 3% decrease from round 1 of the protection survey. This generally aligns with trends of UNHCR's intention surveys, with the most [recent regional intention survey of 2024](#) noting that 4% of IDPs have an immediate return intention while 11% were undecided. 82% of displaced respondents did not plan to return at the time of this survey, a 10% increase compared to round 1. The remainder preferred not to respond to this question.

Of the 4% of IDPs with an immediate return intention, the average age of respondents is elevated and stands at 60 years. This confirms [that IDPs of older age are more inclined to return to their homes](#). There are correlations between age, household size and specific need prevalence with return intentions:

- The average age increased from those with no return intention or undecided (57 and 56 years respectively), to those with a return intention, which are on average 60 years old.
- The average household size increases from 2.2 to 2.6 as return intentions grow, while in round 1 of the survey, the average household size shrank with growing return intentions from 2.4 to 2.2.
- The prevalence of specific needs matter for return intentions. In round 2, specific needs were significantly higher among those with a return intention. In round 1, the prevalence of specific needs slightly reduced the likelihood of a return intention, with those with no return intention showing a 1% increased prevalence of specific needs.

Females have slightly higher immediate return intentions (5%) than male respondents (3%).



Regarding main reasons for immediate return intentions, over 78% said they just wanted to be home as their main reason for wanting to return. Almost 6% and 5% respectively said that they intend to return due to the de-occupation of their homes and improved security conditions. 4% said they plan to return to reunite with family, while 3% noted that the housing conditions are better back home. 2% said that they are no longer able to afford living in their current location. Other factors are mentioned less frequently.

Origin oblast



The main oblasts of origin of respondents with a return intention are primarily in the **crescent**, as well as Chernihivska Odeska and Kyivska oblasts, along with Kyiv city. The three primary oblasts of origin are Donetska, Kharkivska and Sumyska.

Of the 93% of respondents that are either undecided or not planning to return at the present time, almost all (97%) plan to stay in their current location. The top three reasons, they are currently not planning to return or are undecided relate to the security situation (74%), housing challenges (39%), and the temporary occupation of their home area (34%). Other factors are mentioned less frequently.

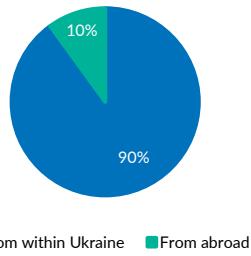
## The situation of returnees

14% of respondents are returnees. Of those, the majority returned within Ukraine, while 10% returned from abroad. 66% of returnee respondents are females, and 34% are males. The average age of returnees is 55 years. Just below one third, 59%, of returnees report a specific need prevalence in their household, 9% above the overall response (50%).

On average, returnee respondents were in displacement for 12.6 months prior to their return, however, with significant differences between those returning within Ukraine and those from abroad: For internal returnees, the average displacement time stands at 12 months, while for refugee returnees it stands at 17.8 months.

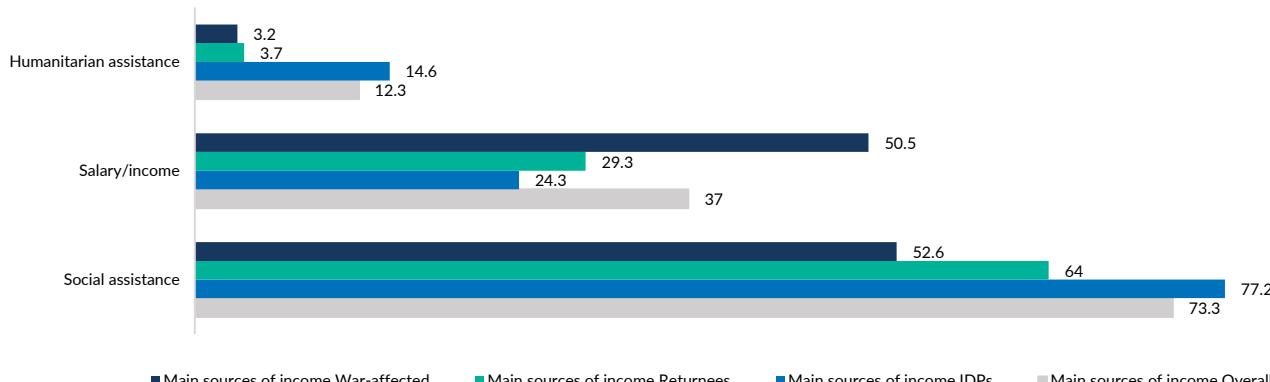
51% of all returnees are of working age, with 28% reporting to be employed and 20% reporting to be without a job, while the remaining 3% provided other responses. Of those without a job, only 6% are registered with the state employment service. 29% report salaries as the main source of income, while 64% rely on social assistance. Only 4% report humanitarian assistance as part of their income.

Return: location of departure



■ From within Ukraine ■ From abroad

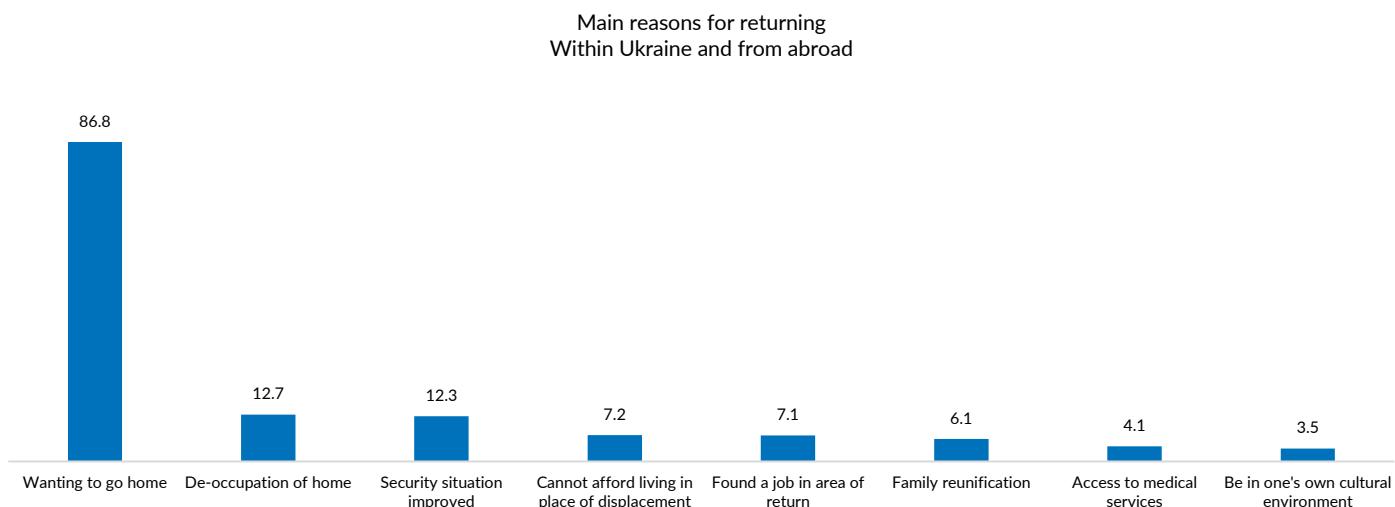
Main sources of income



■ Main sources of income War-affected ■ Main sources of income Returnees ■ Main sources of income IDPs ■ Main sources of income Overall

Considering socio-economic indicators, returnees have a greater reliance on salaried income and less on social and humanitarian assistance compared to IDPs. This indicates that those who have returned to date had greater economic self-sufficiency compared to those who continue to live in displacement. Returnees also report high levels of home ownership (81%) with properties mostly intact. Accordingly, 83% of returnees report to be living in their own homes, while the remainder either live in rented accommodation or stay with relatives and friends, suggesting also a lesser housing vulnerability compared to those still in displacement. At the same time, the reported prevalence of specific needs among returnees is higher, suggesting the importance of continued access to social services in a return situation. When comparing to war-affected respondents without a displacement experience, returnees show greater economic vulnerability indicated by higher reliance on social protection payments and lower possibility to fall back on salaried income.

A majority of returnees, 87% said they just 'wanted to go home' as a main reason for their return. 13% noted the de-occupation of their homes as main reason, while 12% noted improvements in the security situation in their area of origin. 7% reported that they returned because they could not afford living in the place of displacement any longer, while 7% said they returned to resume work, and 6% to reunite with family.



Returns for purposes of family reunification was markedly higher among returnees from abroad (32%). Other reasons, such as access to medical services (14%), family care responsibilities (14%), or having a job back home to resume work (11%) alongside wanting to be in one's own cultural environment (7%) are more relevant among refugee returnees. In addition, returnees from abroad noted more difficulties in finding a job while displaced abroad (4%) as well as problems in their host environment (4%) as factors for returning.

## Protection situation

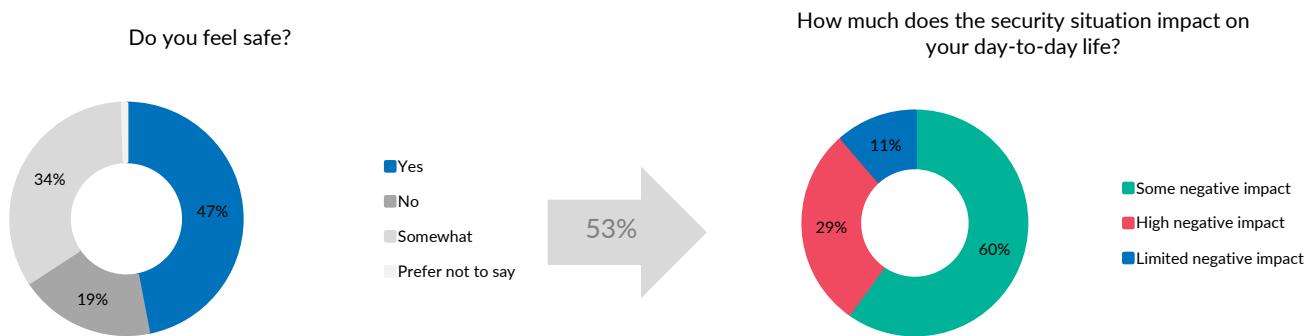
### Safety and security

53% of respondents feel unsafe or only somewhat safe (a slight decrease by 2% from round 1) with the war in general (88%), air strikes specifically (71%), the economic situation and fear of poverty (12%), the temporary occupation of parts of Ukraine (9%) and not living in one's home (6%) as the main five factors. The temporary occupation is of greatest concern to respondents currently residing in the eastern macro-region (13%), economic concerns and fear of poverty is highest in Kyiv (15%), and not living in one's own home is of greatest concern among respondents in the western macro-region (10%). In the central macro-region, communal tensions are reported among the top five reasons for feeling unsafe (6%), and in Kyiv the lack of a bomb shelter (6%).

- Returnees report feeling unsafe at a markedly higher level of 90% of respondents (an increase by 10% compared to round 1), while IDPs report feeling unsafe or only somewhat safe at 42% and other war-affected respondents at 49%.
- Unlike during round 1, males report feeling slightly less safe (53%) than females (52%). Respondents above 60 years report lacking safety less (50%) than younger respondents (55%).
- The prevalence of specific needs also translates in heightened perceptions of lacking safety at 58%, 12% more than households without a specific need prevalence. Feeling unsafe is particularly high among respondents of old age at risk (60%), those with a chronic illness (72%) and among single-headed households (66%).
- Perceptions of safety are better in central and western macro-regions, with concerns reported at 34% and 29% respectively, while concerns are highest in Kyiv (60%) followed closely by the northern, eastern and southern macro-regions (all reported at over 59%).

Of those 53% of respondents who feel not or only somewhat safe, 29% report a high negative impact of the security situation in their day-to-day life (a 3% increase from round 1), while 60% report some negative impact and 11% report only limited negative impact. For the 19% of respondents who report feeling unsafe, the share of those experiencing a high negative impact on their lives stands at 48%.

Females report a slighter higher negative impact on their lives (29%) than males (28%). For households with a person with specific need, high negative impacts on their day-to-day lives are more frequently reported at 33% – 10% higher than among households without specific need prevalence – especially among single-headed households (44%).



### Safety and Security: How well do you cope?

- **Adaptive:** 74% of respondents with a safety concern say they are coping well or okay. Most find the security situation stressful, but they are able to adapt.
- **Stressed:** 22% of respondents say that they are just about coping and find the fear, stress, disruptions, uncertainty and unpredictability hard to cope with. It takes them effort and resilience to cope.
- **Precarious:** 4% of respondents say that they are not coping well or can barely cope anymore. They report a high negative impact at 84%.

Of war-affected respondents, 10% report to fall into the precarious coping category. Female respondents report 1% more often to be in a precarious coping situation than males, and 6% more often to be in a stressed coping situation. Similarly, respondents above 60 years say at 5% that they are not coping well, while among younger respondents this stands at 3%. **The prevalence of specific needs matters.** 6% of respondents with specific needs report to be in a precarious coping situation, while 28% report to be in a stressed coping situation. The situation is particularly difficult for older persons at risk, who report at 10% to be in a precarious coping situation. Single-headed households struggle the most with 15% saying they are not coping well or can barely cope with the prevailing security situation.



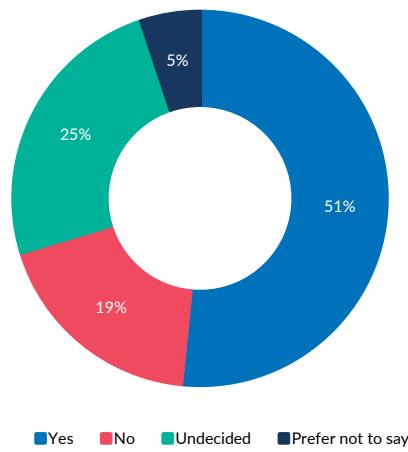
Older people above 60 years with a specific need show particularly precarious coping capacities, notably those who are a single-headed household with male respondents reporting 23% and females reporting 12% of precarious coping capacities. This is further exacerbated by internal displacement, when precarious coping levels among male respondents reach 25% and 22% among females.

Generally, **people tend to deploy positive mechanisms to cope with the security situation** from adapting their lives as possible, relying more on support from their families and their communities, and communicating more with family and friends. Some seek as much information as possible on the situation or professional mental health support to better cope. **Helplessness or negative coping mechanisms, notably self-isolation**, are reported at 2% and 3% respectively. Self-isolation is more prevalent among respondents over the age of 60 years (4%) as well as among households with a member with a specific need (5%). It is also more frequently reported among war-affected and returnee respondents at 7% and 6% respectively. In addition, over 2% are planning to move elsewhere within Ukraine or even abroad due to the security situation.

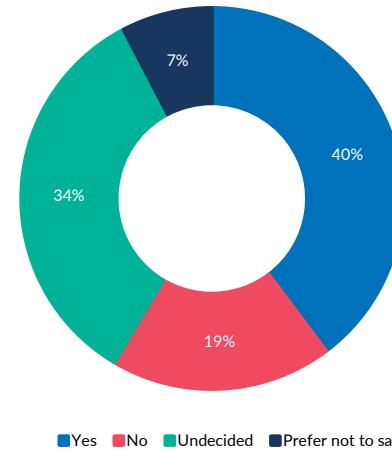
## Evacuations

24% of respondents live in the 30km belt along the frontline (20% of respondents in round 1). **Nearly 40% of respondents intend to leave their homes should the security situation deteriorate; over one third was undecided and 19% do not intend to leave their homes.** Compared to round 1, the group of those with no evacuation intention remained consistent at 19%, while 11% less reported an intention to evacuate largely shifting toward being undecided (9% increase). This suggests the growing need to invest in earlier engagement with communities at risk of evacuation to help prepare for an eventual evacuation.

Intention to evacuation should security deteriorate (Rd 1)



Intention to evacuation should security deteriorate (Rd 2)

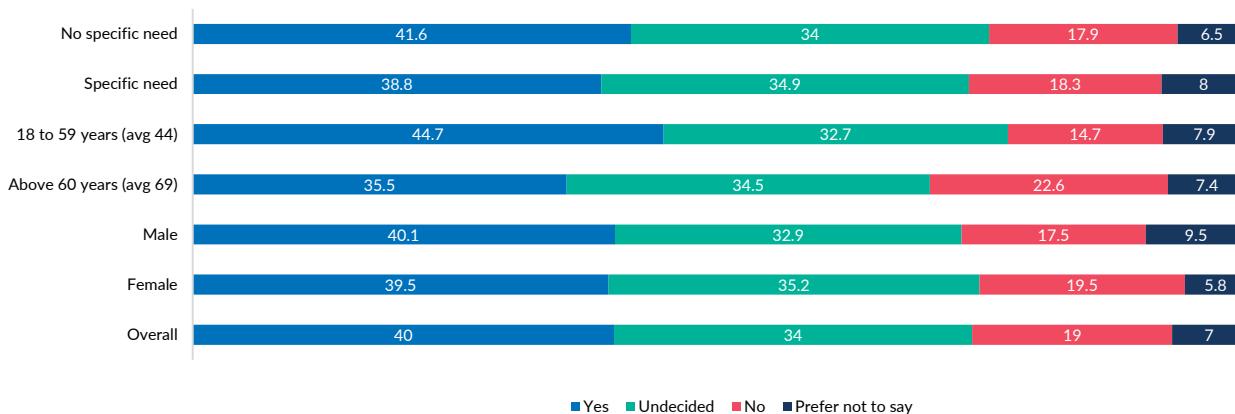


- Male and female respondents alike express an intention to evacuate at 40%. Female respondents tend to be more often undecided (35%) than males (34%), while more females do not intend to evacuate (20%) than males (18%). These results largely align with findings of round 1, apart from the group of undecided respondents. During round 1, male respondents were slightly more undecided than females. Of note, male respondents most often preferred not to answer this question.
- Age matters the most in deciding on whether to evacuate should the security situation deteriorate.** Respondents over 60 years (with an average age of 69 years) are least likely to evacuate exhibiting the lowest share of respondents with an evacuation intention (36%), and the highest share of those undecided (35%) or with no evacuation intention (23%). By

contrast, younger respondents (with an average age of 44 years) are most likely to evacuate should the situation deteriorate.

- The prevalence of specific needs also influences evacuation intentions. Respondents with a specific need tend to be less likely to evacuate and more often undecided than those without a specific need.

Evacuation intentions in comparison

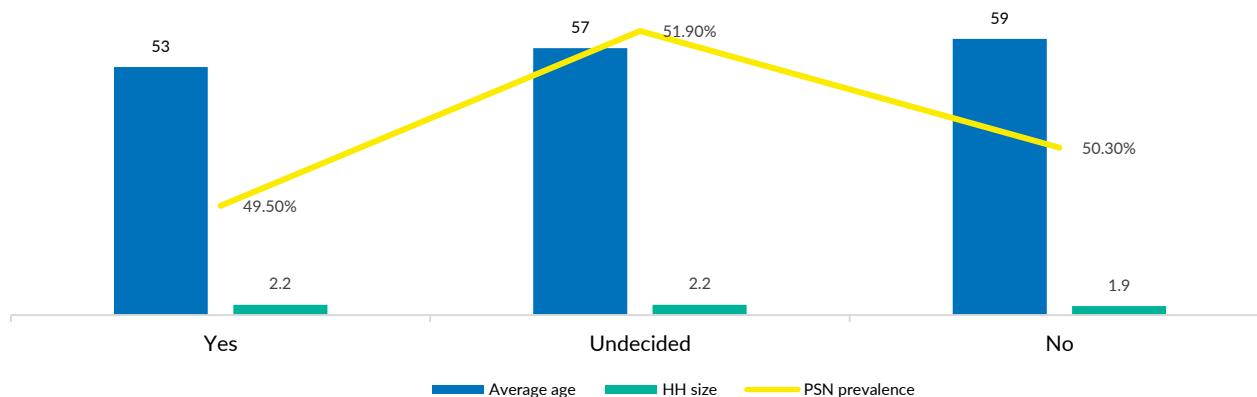


! □ Women of older age (average age of respondents 70 years) with a specific need are least likely to evacuate should the security situation deteriorate, with over 37% reporting no evacuation intention.

▪ Men of older age (average age of respondents 69 years) with a specific need are most often undecided on whether to evacuate should the security situation deteriorate at nearly 40%.

Average age is increasing from those intending to leave to those without such intention, while the average household size is decreasing. In addition, the prevalence of specific needs in a household is slightly lower among those intending while it increases to over 50% among those undecided or not intending to leave. In round 1 of the protection survey, specific need prevalence was highest among the group not intending to evacuate. In round 2, such prevalence is highest among those undecided. Considering the overall increase of undecided respondents, this suggests that the prevalence of specific needs is a key factor that led to this increase, and will need to be factored into the evacuation preparedness support.

Intention to evacuate: average age, HH size, PSN prevalence (Rd 2)



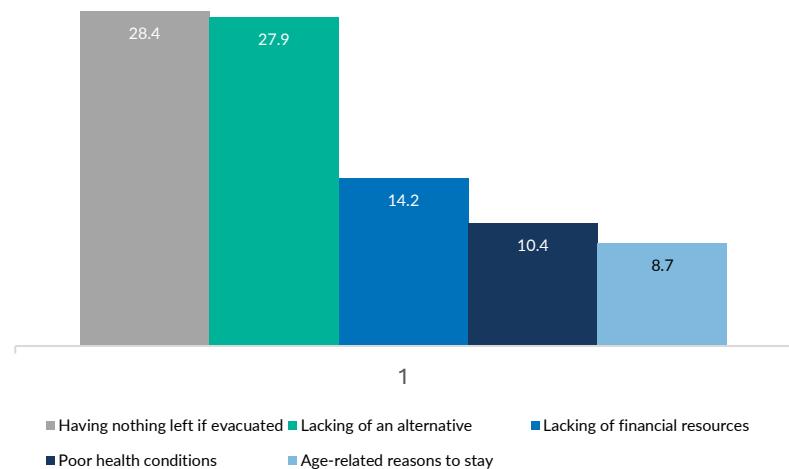
! □ Those who stay behind or wait the longest until evacuation, are of older age, often one to two person-households, and exhibit greater levels of vulnerability.

Of the **main reasons not to evacuate**, for the 19% of respondents the two main reasons remain consistent with those mentioned during round 1: Over 28% of respondents with no evacuation intention said that this is their home and they have nothing left if they evacuated (Rd 1: 26%), while nearly 28% said they do not know where to go or have no alternative place to go to (Rd 1: 30%).

14% reported lacking the financial resources to evacuate, while over 10% noted poor health conditions as their impediment. Nearly 9% of respondents said that considering their age, they prefer to spend the remainder of the lives there and die at home. The average age of those respondents is 72 years. 2% were worried about not being received well elsewhere, and 1% was worried about not being able to return once they leave.

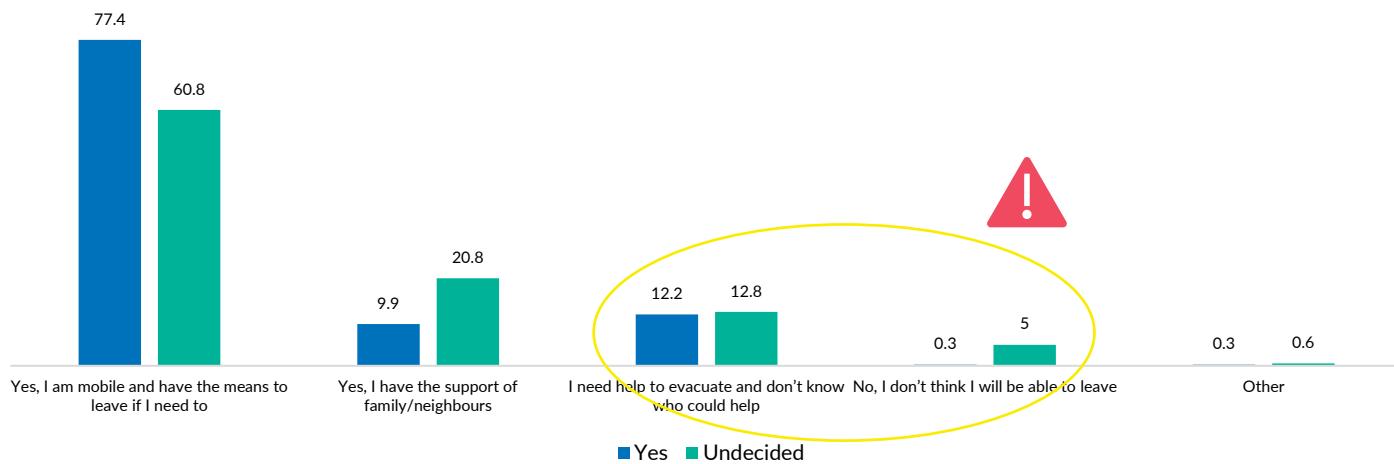
Of the 74% of respondents with an evacuation intention or who are undecided, the vast majority, nearly 85%, will be able to evacuate, either on their own or with the support of family or neighbors. This aligns with the findings of round 1 of the Protection Survey. **Over 15% of respondents, however, noted that they would need help to evacuate but don't know who could help them or even indicated that they don't think they will be able to evacuate, an increase by 1% from round 1 of this survey.** This ratio changes among those with a firm return intention to 87% able to evacuate, while nearly 13% note they would need help or could not evacuate at all, while among those undecided this ratio stands at 82% to 18%.

Five main reasons for not intending to evacuate



Ability to evacuate

Comparison: Intention to evacuate & undecided



Of the **40% of respondents with the intention to evacuate**, over 77% are mobile and have the means to leave if they need to. 10% would rely on support from family or neighbours to do so. 12% would need help to evacuate but don't know who could help them. Only few respondents said they would not be able to evacuate at all.

Of the **34% undecided respondents**, nearly 61% are mobile and have the means to leave if they need to. Almost 21% would rely on support from family or neighbours to do so, an increase by 6% from round 1. 13% would need help to evacuate but don't know who could help them (increase by 5% from round 1), and 5% don't think they could evacuate at all even if they decided to do so.

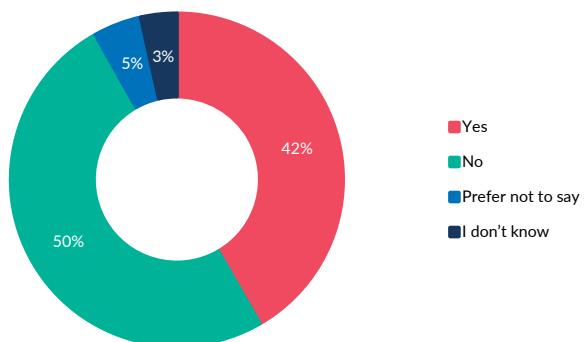
Age and the prevalence of specific needs, as well as gender also matter among those who have an evacuation intention or are undecided:

- Of all respondents with an evacuation intention and those undecided, over 21% of respondents above 60 years would need help or think they cannot evacuate at all, while this is reported by less than 10% of younger age. Among those with an evacuation intention, respondents above 60 years report at 18% needing help or not being able to evacuate at all, while it is 25%, among older people who are undecided.
- The prevalence of a specific need also matters, with over 8% of those with an evacuation intention reporting they would need help to evacuate or cannot evacuate at all. For those undecided, it is nearly three times as high at 23%.
- Female respondents with evacuation intentions and those who are undecided say at 16% that they need help to evacuate or cannot evacuate at all, while male respondents report the same at 14%. Among those undecided, female respondents say at 17% that they need help or cannot evacuate at all, while 19% of males report that. While among those with an evacuation intention, male respondents report the same at 10%, while females do so at 15%.

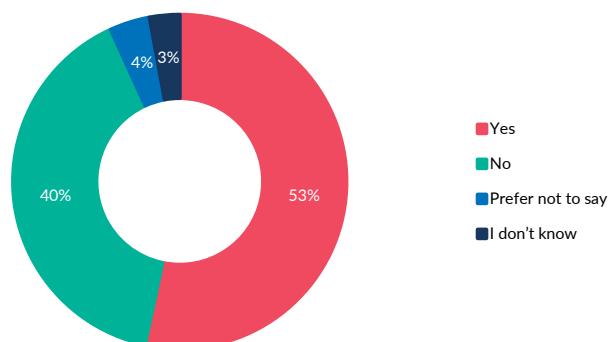
## Psycho-social safety

42% of respondents report mental health and psycho-social safety concerns (MHPSS concerns), including stress, anxiety, and depression, with only a small decrease of 1% from round 1. These concerns are elevated among female respondents (45%), and slightly lower for male respondents (38%). For respondents above the age of 60 years such concerns are heightened at 43%, while for younger respondents, it is lower at 40%. Among respondents with specific needs, MHPSS concerns are significantly higher at 53%, an increase by 1% from round 1. They are particularly high among respondents with chronic illnesses (58%, increase by 3%), older persons at risk (58%, increase by 15%) and especially for single-headed households (68%, increase by 6%).

Mental health and psycho-social safety concerns  
All respondents



Mental health and psycho-social safety concerns  
Households with a person with specific needs

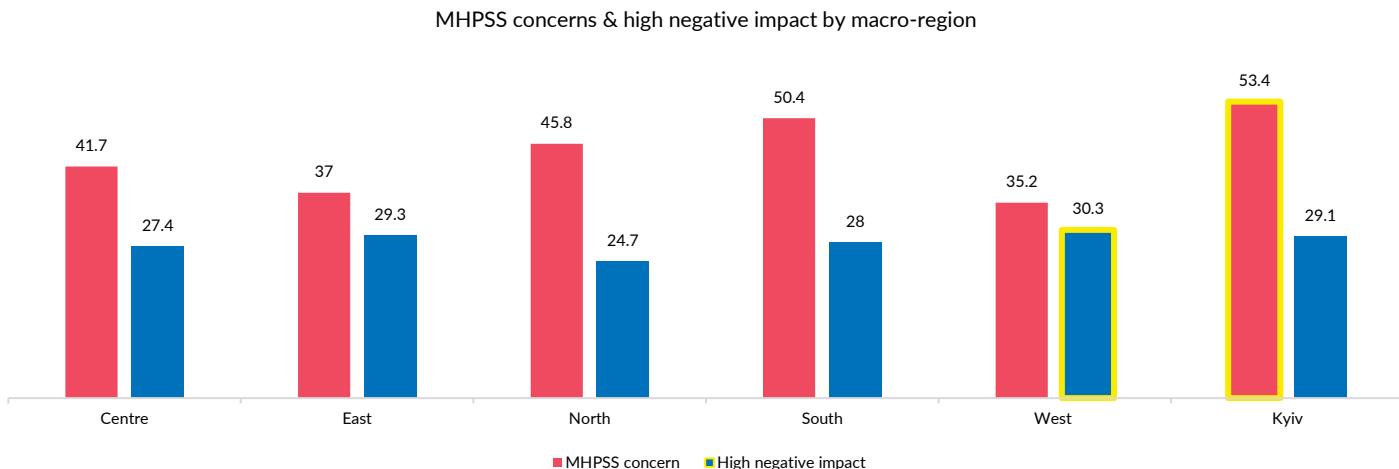


!

- The mental health toll is highest on females above 60 years with a specific need, in particular those living with a disability, and who are war-affected, with 77% reporting a mental health concern.
- Single female-headed households with an average age of 44 years also report a high mental health toll, with 73% reporting a mental health concern.

The 42% of respondents reporting MHPSS concerns experience different levels of impact: 64% said that their mental and psycho-social safety is somewhat impacted (increase by 4%), while 28% of respondents experience a high negative impact (decrease by 3%) as they worry every day and are reaching their resiliency limits. 8% report little impact only.

- Females report a higher negative impact (30%) than male respondents (25%), while respondents above 60 years report a high negative impact at par at 30%.
- War-affected respondents report the highest mental health impact at 32%, followed by IDPs at 29%, while returnees report a high impact at 22%.
- Households with persons with specific needs experience a higher negative impact on their mental health at 32%. It is particularly high for single-headed households (42%), older persons at risk (36%), but also for those with chronic illnesses (35%) and disability (30%).



MHPSS concerns are highest among respondents in Kyiv with over 53% sharing such concerns, followed by respondents from the southern macro-region (50%). While respondents in the western macro-region report mental health concerns at 35% - the lowest of all macro-regions - they report the highest negative impact on their day to day lives at over 30%. In all other macro-regions and Kyiv, less than 30% of respondents report a high negative impact on their lives.

#### Mental health: How well do you cope?

- **Adaptive:** 67% of respondents reporting mental health concerns say they are coping well or okay. Most find the situation challenging for their mental health, but they are able to adapt.
- **Stressed:** 24% of respondents say that they are just about coping and find the ongoing war and uncertainty stressful and hard to manage.
- **Precarious:** 9% of respondents say that they are not coping well or can barely cope anymore. They report a high negative impact on their mental health and psycho-social safety.

Those war-affected report at 13% that they are not coping well or can barely cope. The prevalence of specific needs also matters, in particular for single-headed households, which report at 15% that they are not coping well or can barely cope with the impact on their mental health and psycho-social safety.



Single-headed households above 60 years, i.e. mostly older people living alone, report the highest levels of precarious coping capacities. These are alarmingly high among male respondents at 33%, and 23% among female respondents.

Generally, people tend to deploy **positive mechanisms to cope with the situational impact on their mental health and psycho-social safety** from trying to keep their lives as normal as possible and adapting where needed (61%), relying more on support from their families and their communities (35%), and communicating more with family and friends (31%). Some try to stay informed about the overall situation in Ukraine, noting that this helps them to be better prepared (8%), while others seek professional mental health support (6%). **Helplessness or negative coping mechanisms, notably self-isolation**, are reported by relatively few respondents at 3% and 2% respectively. Self-isolation is more prevalent among respondents over the age of 60 years and by households with a member with a specific need (both 4%). In addition, only few are planning to move elsewhere within Ukraine or even abroad (2%).

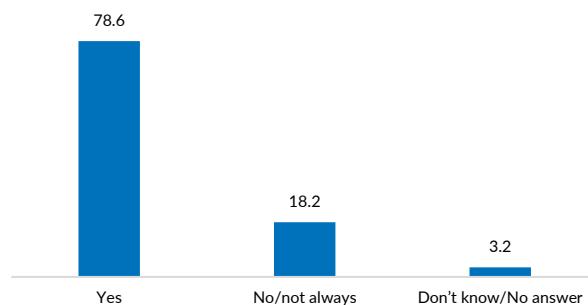
## Freedom of movement, Documentation and Family Unity

Nearly 79% of respondents can enjoy their freedom of movement in Ukraine (areas under temporary occupation are excluded), while over 18% report some limitations to their freedom of movement. Compared to round 1 of the Protection Survey, reports on such limitations increased by nearly 4%.

Male respondents report higher limitations to their freedom of movement at nearly 21%, as opposed to females (16%). This is elevated at 25% for younger male respondents with average age of 45 years and rises to 27% for those without a specific need. Respondents above 60 years also report higher limitations (19%) than younger respondents (17%).

Are you able to move freely within Ukraine?\*

\*excludes areas under temporary occupation

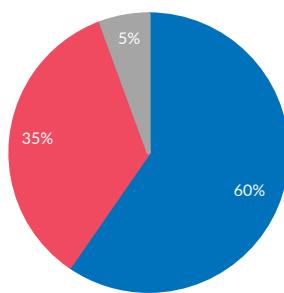


Respondents with specific needs face particularly high barriers (24%). Constraints are particularly significant for older persons at risk and single-headed households (both 31%), those with a chronic illness (27%) or a disability (24%).

The main reported obstacles to freedom of movement are (a) security-related, such as air attacks, mobilization or checkpoints, (b) relate to the lack of accessibility of public infrastructure and transport, including affordability challenges, and limitations to the ability to move, notably due to lack of needed assistive devices, and (c) documentation challenges.

- Risk of air raid sirens and air attack is a main reason constraining people's freedom of movement (30%). For those war-affected, this constraint is reported by nearly 62%, likely due to the proximity to the frontline. It is also higher for returnees at 46%. Females report higher such concerns (34%) than males (27%), while it is a lesser concern among older respondents (26%) than younger ones (35%).
- 12% of respondents note constraints due to the lack of barrier-free infrastructure or transport as well as lack of assistive devices. These constraints to the ability to move freely are highest among respondents above 60 years at 15% as well as those with specific needs at nearly 18%. This constraint is also heightened for IDPs at 17%.
- Overall, over 17% of respondents do not have their own transport and 7% cannot afford public transport. IDPs report not having their own transport at 19%, while affordability constraints for public transport remains at 7%. This constraint is reportedly also higher among females with 19% reporting not having their own transport, and 9% facing affordability constraints (as opposed to 15% and 5% respectively among males).
- 19% report limitations to their freedom of movement due to mobilization risks, and 9% due to the checkpoints. Both are significantly elevated for male respondents at 33% and 15% respectively.
- With regards to access to civil and identity documentation, the survey confirms that respondents in government-controlled areas of Ukraine do not face significant barriers to documentation. Documentation challenges are severe for Ukrainians resident in the temporarily occupied territories as well as among newly displaced, including those evacuated.

Have you been separated from an immediate family member?



■ No ■ Yes ■ Prefer not to say/NA

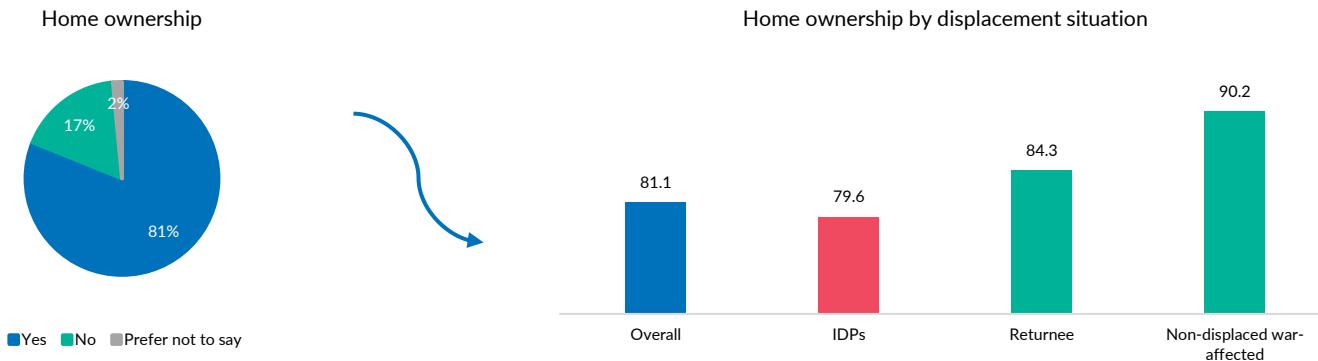
60% of respondents have not experienced family separation, while 35% have been separated from immediate family members. In comparison, during round 1 of this survey, 55% reported not having experienced a family separation, while 38% did.

- Most often, respondents are separated from one or several of their children (58%), their parents (30%) or their spouse (23%).
- Respondents in the southern and western macro-regions have experienced family separation at heightened levels, reported at 36% and 40% respectively.
- While 3% of respondents reported it to be a voluntary family separation, forced displacement, both within and outside Ukraine, is the main reason for family separation reported at 61% and 21% respectively. 16% report to be separated due to the war-effort, most notably due to the mobilization.

## Housing, land and property rights

### Ownership rights

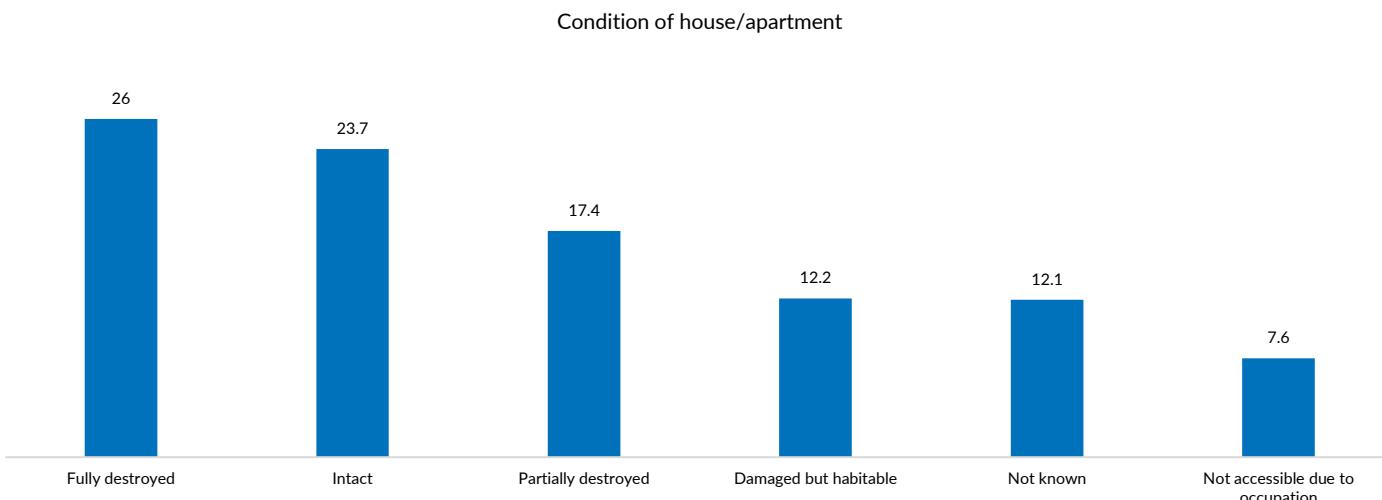
The majority, 81% of respondents own a house or apartment in Ukraine. Home ownership is more common among older respondents above the age of 60 years, at 88%, than younger respondents (74%). Male and female respondents report home ownership at similar levels. IDPs report significantly lower home ownership (80%) than those non-displaced (90%) and returnees (84%).



Despite high levels of reported home ownership, only 78% of homeowners have a valid title deed and property registration to confirm their ownership. 8% do not have or only have partial confirmation of ownership, while 7% of respondents were uncertain. Others preferred not to say. Lack of valid titles and full property registration may challenge ownership rights. 6% of respondents above 60 years report having no or only partial ownership documentation and registration, while 7% were uncertain. For younger generations, lack of full ownership documentation and registration stand at 10%, while 6% were uncertain. 9% of IDPs who own a home report not having full documentation and registration while 6% were uncertain. In contrast, among returnees and war-affected only 5% and 6% respectively report having no or only partial documentation and registration.

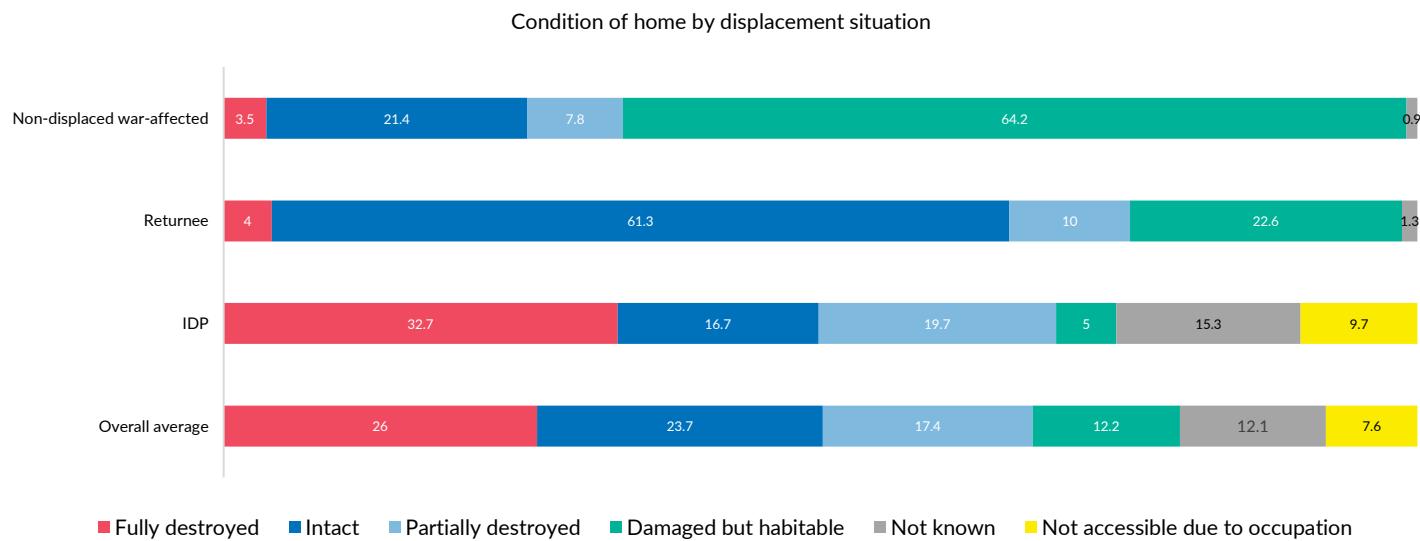
### Condition of home

The home of nearly one quarter of respondents, 24%, is intact. 26% report that their home is fully destroyed and an additional 8% cannot access their home due to the temporary occupation of parts of Ukraine. 17% of respondents note that their home is partially destroyed, and 12% that it is damaged but habitable. 12% of respondents don't know the condition of their homes.



While respondents above 60 years report higher levels of home ownership than younger respondents, their property is less intact (20%) than those of younger homeowners (28%). They also report 8% higher levels of full destruction of their homes (30%) than younger homeowners (22%).

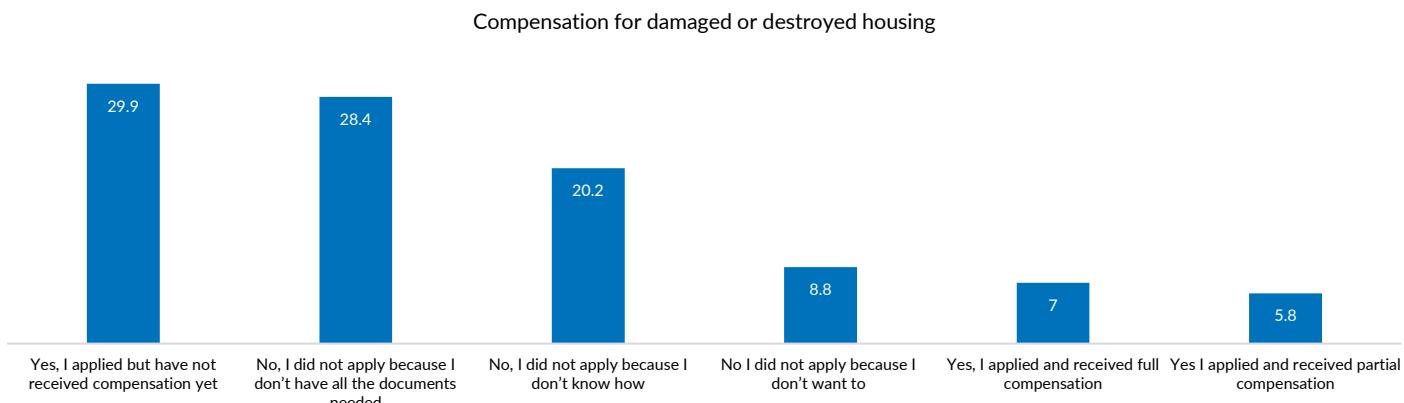
There are **significant differences in the condition of homes between IDPs and returnees and other war-affected non-displaced respondents**. Notably, IDPs report lower levels of intact homes at 17%, while the homes of returnees and non-displaced respondents are intact at 61% and 21% respectively. Levels of full and partial destruction are also higher among IDP respondents, as well as the level of inaccessibility of homes due to the temporary occupation. In addition, a large share of IDPs don't know the condition of their home, while such is not a major concern to other groups.



**!** IDPs not only report lower levels of home ownership and higher levels of lacking or incomplete ownership documentation and registration. There are also displacement-specific risks related to the recovery of their housing rights due to the levels of damage and destruction as well as temporary occupation. IDPs above the age of 60 years have least intact property (14%) and face highest levels of full property destruction (36%).

### Access to compensation

Of respondents with damaged or destroyed property, nearly **13% report that they received either full or partial compensation**. Almost 30% of respondents report having applied for compensation but are yet to receive any payment. Lack of relevant documentation is a barrier to accessing compensation for over 28% of respondents, as is lack of awareness of the compensation procedure (20%).



**!** Only 4% of IDPs with damaged or destroyed property have reportedly received full or partial compensation. They also face heightened barriers to accessing compensation, with 34% reporting a lack of needed documents and 23% are unaware of the procedure.

Awareness and documentation barriers to documentation are lower among male respondents reported at 19% and 27%, compared to female respondents reporting lack of awareness of procedures and 21% and documentation gaps at 29%. Awareness and documentation barriers are also higher among older respondents reported at 21% and 29% respectively, while this stands at 19% and 28% respectively for younger respondents.

Just below half of respondents, 49%, whose house suffered damage or destruction registered the damage with the [national and/or international register of damages](#). 51% of respondents did not, either because they did not know how to (39%) or they did not want to (12%).

### Safety and tenure security

Over 60% of respondents feel safe in their current accommodation, and another 27% at least most of the time. However, [nearly 12% report not feeling safe at home](#). Compared to round 1 of the protection survey, this is a nearly 4% increase. Overwhelmingly, this is due to the war in general (66%), while other main reasons are not being in one's own home (25%), proximity to the frontline (18%), unsafe accommodation conditions (12%), lack of privacy (4%), and having to share the accommodation with unknown people (4%). Of displaced respondents, almost 36% report not being in one's own home as a main reason for feeling unsafe in their current accommodation.

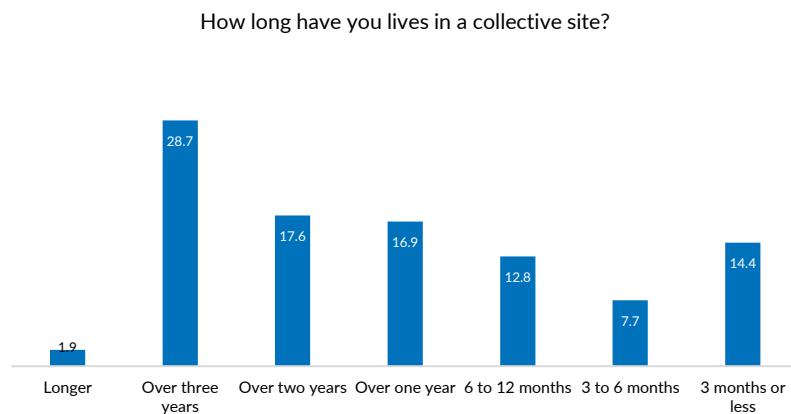


The overwhelming majority of respondents living in host arrangements, rented accommodation or collective sites say their tenure situation is secure or sufficiently secure, with only a minimal uncertainty (85%). [For 12%, their tenure security is uncertain or even precarious as they are at risk of eviction](#). Despite the high levels of reported tenure security, nearly 53% notes that their tenure is documented through an oral agreement only. Almost 42% have a written contract, while over 2% of respondents have no documentation.

### Stay in collective sites & barriers to leave

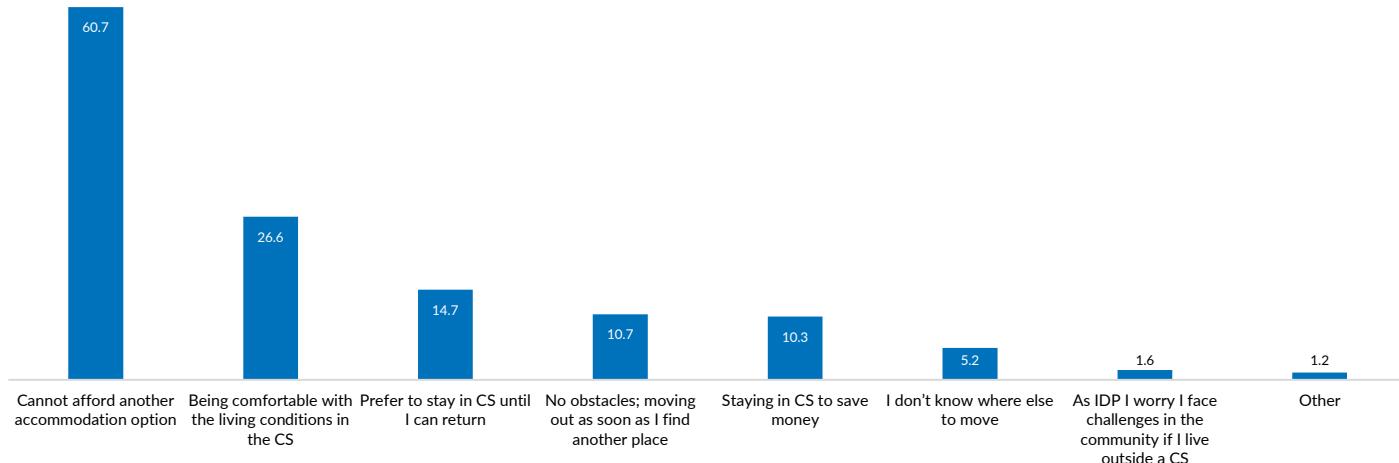
The [RDNA 4](#) notes that [IDPs in collective sites](#), as an accommodation form of last resort, are particularly vulnerable group, a point that is reinforced in the survey findings.

- Over three quarters (78%) of respondents residing in a collective site have lived there longer than 6 months. Nearly two thirds (65%), already spent more than a year in a collective site, and almost half (48%), more than two years.
- 29% of respondents have arrived to collective sites at the onset of the war and still live in collective sites after 3 years, while 2% have lived there even longer. Respondents with a specific need even report at 30% that they have lived in a collective site for over three years.



Affordability is the greatest obstacle to moving out of collective sites (61%), while nearly 27% are comfortable in collective sites and 15% are simply waiting there until they can return home. 10% of respondents stay in the site to save money, while 11% plan to move out as soon as they find another place. Some 5% don't know where else to move, and 2% are worried about challenges in the community if they lived outside the collective site.

Obstacles to moving out of collective sites



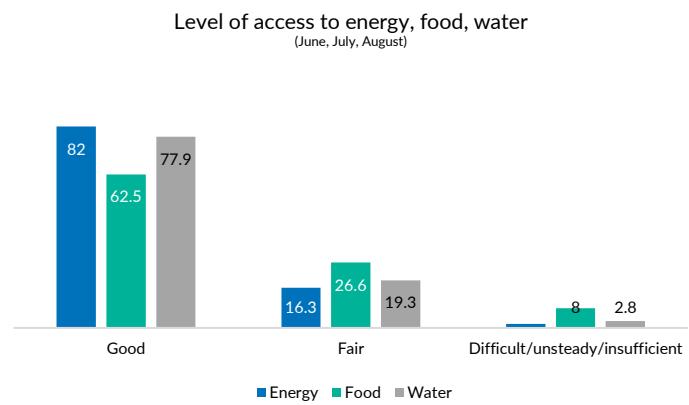
IDPs above 60 years with a specific need living in a collective site report at 9% that they don't know where else to move, and even at 10% among male respondents. This indicates the need for particular support to enable old IDPs with a specific need to attain a durable solution outside a collective site.

## Access to basic needs: energy, food, water

Overall, a majority of respondents report good or fair access to energy, food and water during the past 3 months (June, July, August), with only a small percentage of respondents reporting difficulties or insufficient access. Considering the start of concerted attacks against energy infrastructure after the conclusion of the data collection, the energy-related statements do not reflect the impact of these attacks.

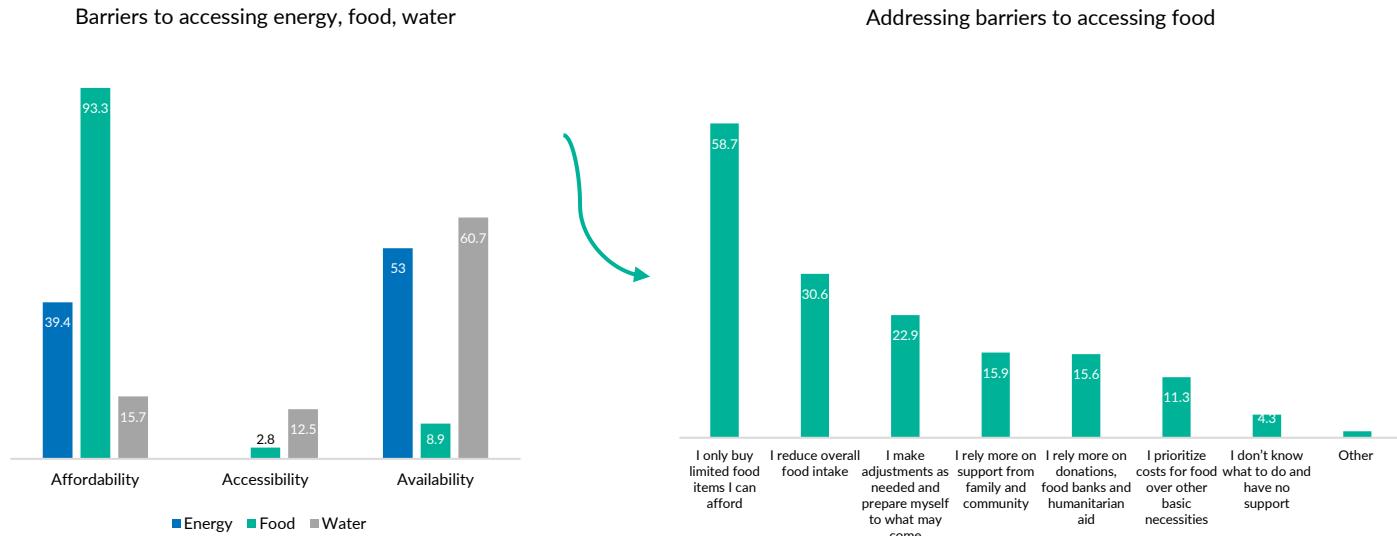
Respondents who are unemployed and those with specific needs exhibit slightly elevated challenges in accessing energy, food and water:

- Access difficulties for respondents with specific needs are reported at over 3% for energy, 13% for food, and 4% for water.
- Respondents above 60 years have greater difficulty in accessing food than average at 15%.
- Access challenges to basic needs are heightened among respondents in the south, with 10% reporting challenges in accessing food, and 8% in accessing water. In addition, access to food is also more challenging in the East and Kyiv at 9% each.



- Overall, when asked about the top capacity challenges faced in a hromada when receiving and integrating IDPs, 153 key informants across 50 hromadas identified food as the 5<sup>th</sup> main challenge, and energy and water provision as their 10<sup>th</sup> and 11<sup>th</sup> main challenge.
- For the 36 key informants in frontline hromadas, energy provision is considered a much greater challenge (6<sup>th</sup>), while food provision is less challenging (7<sup>th</sup>).

Affordability is the greatest barrier to accessing food, at over 93%. It is also the second most important barrier to access energy and water at 39% and 16% respectively. 53% and 61% of respondents with access barriers to energy and water respectively note this is due to unavailability of sufficient energy and water. Some 9% of respondents note the same for food. Relatively few respondents face physical access barriers to accessing water (13%) and food (3%). In addition, over a third of respondents, 33%, with insufficient or difficult access to water, say it is due to the poor quality of the water.



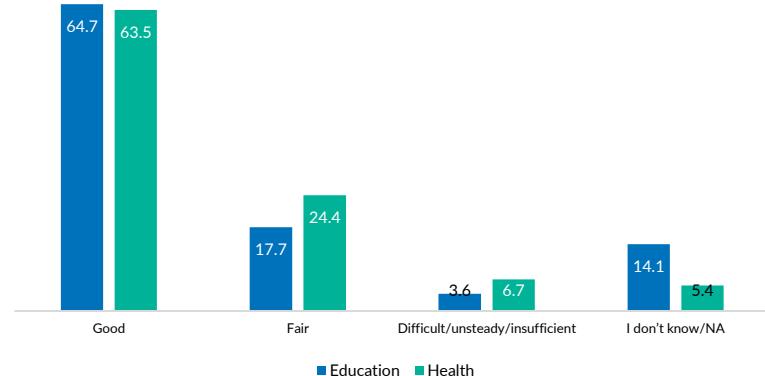
## Access to basic services: health and education

Overall, respondents report good to fair access to education and health services during the past three months. 4% and 7% respectively report difficult to insufficient access to these basic services.

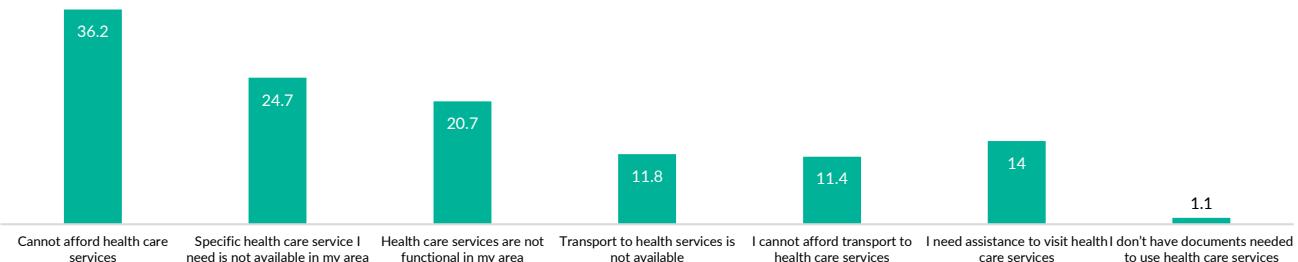
- Respondents in Kyiv and the northern macro-region report the greatest difficulty in accessing health care at 9%.
- Access to healthcare is more challenging for respondents above 60 years with a specific need reported at 12%.

Of the 7% of respondents with difficult or insufficient access to health care, barriers relate to affordability, accessibility and availability of needed services. Specific accessibility barriers include lack of transport, unaffordability of transport or lack of needed documentation.

Levels of access to basic services: Education and Health  
(June, July, August)



Barriers to accessing health care services



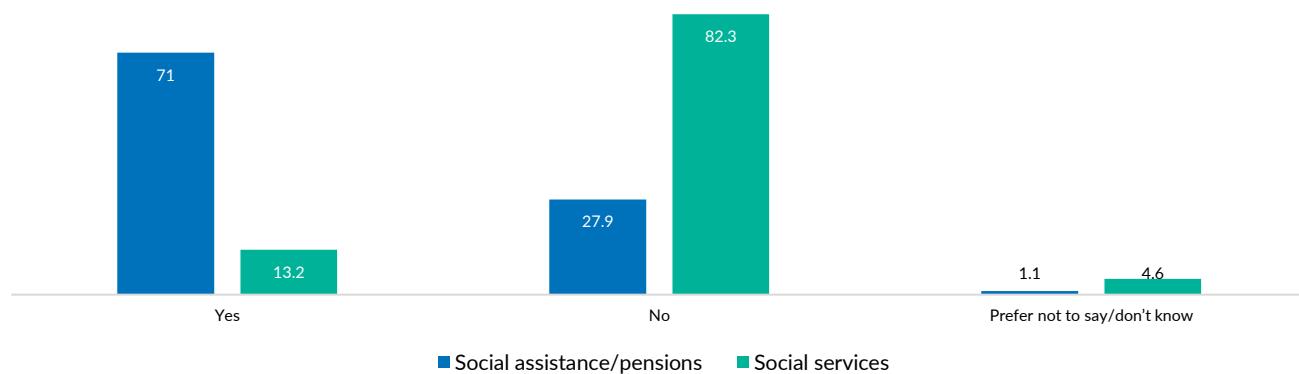
In response to these challenges, 28% say they can cope with these challenges by adapting. 30% of respondents rely more on family members for support, 9% rely on humanitarian organizations and 8% on community support, while 26% of respondents try to manage their health needs by themselves as much as possible. However, over 15% of respondents say they don't know what to do or where to seek help, while 10% say they will simply cope without the needed services for the time being.

- Overall, when asked about the top capacity challenges faced in a hromada when receiving and integrating IDPs, 153 key informants across 50 hromadas identified health and education as 3<sup>d</sup> and 4<sup>th</sup> main challenge.
- For the 36 key informants in frontline hromadas, the provision of education is slightly more challenging for the capacities of the hromadas ranked as the 3<sup>d</sup> main challenge.

## Access to social protection

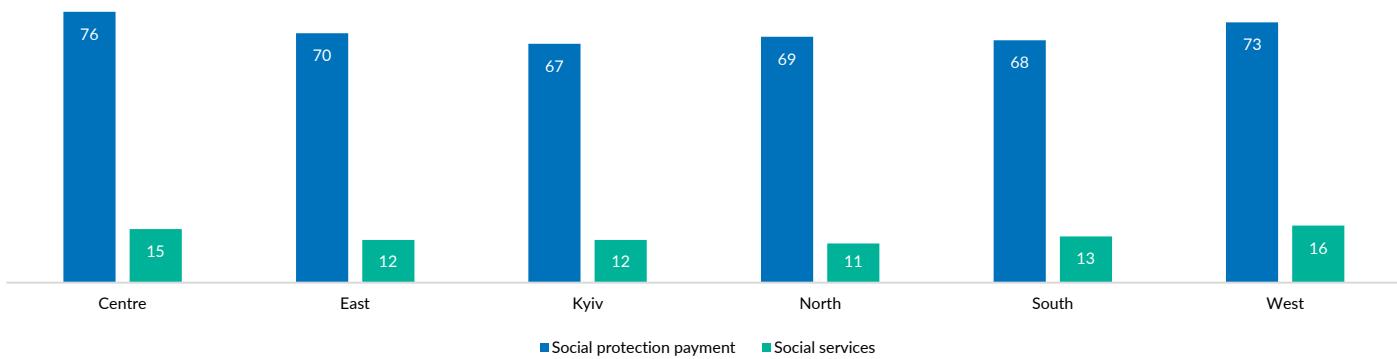
71% of respondents currently receive some form of social protection payment (benefit or pension) from the state, while 13% of respondents receive at least one state social service. This finding reflects the imbalance between cash and care-based social protection inherent in the state protection system. Compared to round 1 of the Protection Survey, this suggests an increase in reliance on the social protection system by 8% for social protection payments and 3% for social services.

Do you currently receive social protection payments or services?



The imbalance between reliance on social protection payments and services cuts across all macro-regions and Kyiv, as it is a systemic challenge. Respondents in central and western regions report highest levels of reliance on the state social protection system – both payments and services.

Social protection reliance by macro-region



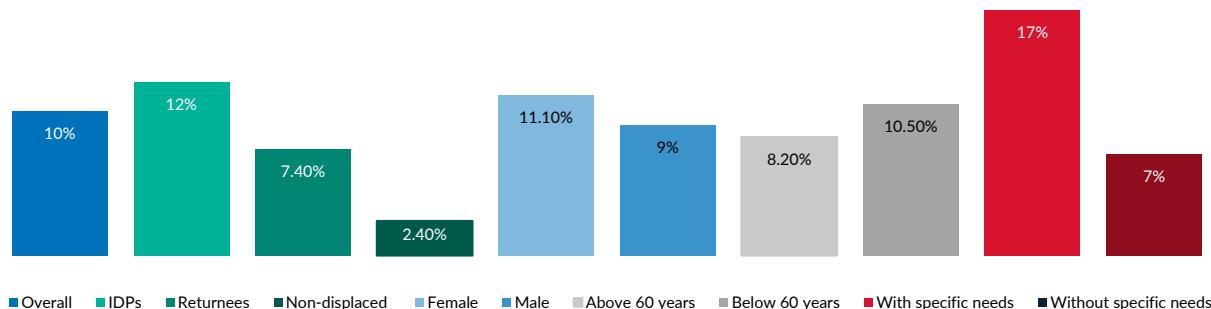
Of the **71% of respondents who receive social payments**, the main three types of assistance are IDP allowance (65%), old-age pension (62%) and disability pension (22%). IDPs, older people and people with specific need have a higher reliance on social protection payments. Similarly, while overall **13% rely on social services**, such reliance is higher among IDPs, older people and individuals with certain specific needs.

- 75% of IDPs respondents currently receive social protection payments (+4%). In contrast, 60% of returnees report receiving such payments, and 56% of those non-displaced.
- 91% of respondents above 60 years receive social protection payment (+30%), while it stands at 52% for younger respondents.
- 81% of households with a family member with a specific need currently receive social protection payments (+10%). It is particularly high for persons with disabilities and older people at risk (87% each).

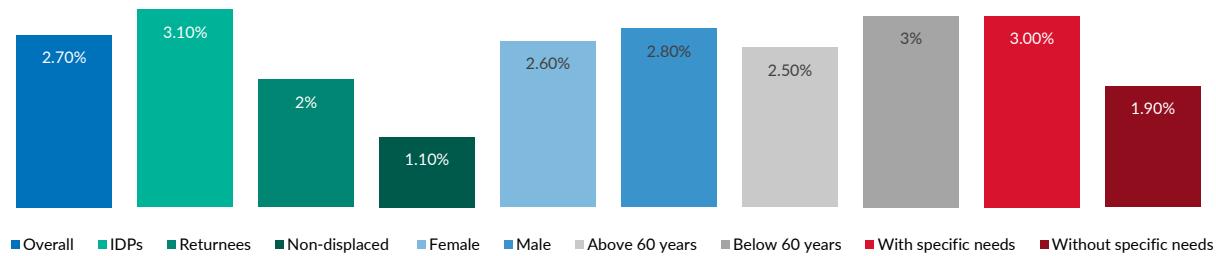
- 16% of IDPs currently receive social services (+3%). This is elevated among IDPs in collective sites (17%). In contrast, returnees and of non-displaced report receiving social services at 4% each.
- Almost 16% of respondents above 60 years receive social services (+3%), while younger respondents receive services at 11%.
- 13 % of households with a family member with a specific need currently receive social services. It is particularly high for persons with disabilities (15%), and particularly for older people at risk (23%)

Of those not receiving state social protection support, 13% of respondents face **barriers to access the state social protection system**. Of those, 10% face challenges in accessing social protection payments, and 3% has impediments to receive social services. These barriers differ depending on displacement situation, age, gender and the prevalence of specific needs.

Barriers to social payments



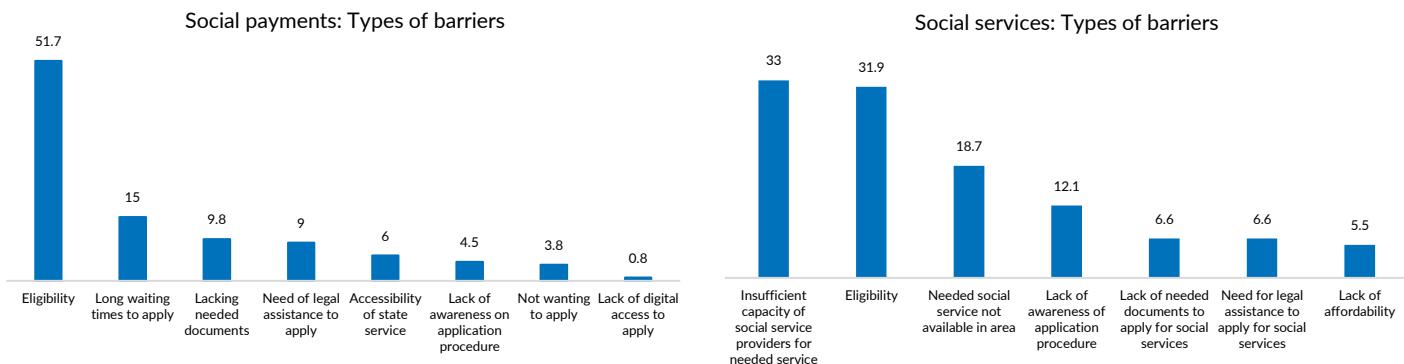
Barriers to social services



!

- IDPs with specific needs exhibit significant barriers to accessing social payments at 21%. This further rises by 10% among female respondents of average age 44 years that are single households at 31%. These are typically single female care givers.
- IDPs with specific needs also face more significant barriers to accessing social services at 4%. This further rises to 5% for those with a disability and to 9% for single-headed households among them.

The following are the **main types of barriers** people report when attempting to access the state social protection system:



! **Key Findings:**

- Documentation and awareness barriers are high to access the state social protection system, for both payments and services. Older people report these barriers at a heightened rate.
- Older people also struggle significantly more with the long waiting times (37%) as well as other physical access challenges (11%) to apply for social protection payments.
- Insufficient social service capacity for the service required is a higher barrier for older people and people with specific needs, reported at 36% and 37%.
- Lack of availability of a needed social service is a particularly high barrier for households with specific needs at 22%.
- Older people also face greater affordability difficulties for accessing social services (8%).

- Of the 153 key informants across 50 hromadas, 20% confirm that all 18 basic social services are activated in their hromada, and an additional 62% noted that nearly all of them are activated. 10% of key informants said that only some or none of these required basic services are activated in their hromada. The 36 respondents in frontline hromadas note at 25% that only some of the required social services are activated.
- Among the frequently mentioned social services that are not activated are assisted living, sign language, temporary accommodation, social adaptation, home-based care and day care services, physical support to persons with disabilities, mediation as well as childcare services close to family.
- Lack of adequate premises, absence of needed human resources and capacity/experience for certain social services, and insufficient resources are mentioned as main reasons for not activating certain social services. Key informants also note that there is too little need for some of the services in their hromada and it is easier to refer to a neighbouring hromada. In some frontline hromadas, the security conditions also do not permit the provision of certain social services.
- According to key informants, the two main groups impacted by these limitations to social service provision are people with disabilities (52%) and older people (41%).

#### Good practices addressing social services capacity challenges:

- Formation of mobile teams to better reach the most vulnerable members in the community, even with limited capacities.
- Leveraging the role of the community and community members, including family members and volunteers – such as social facilitators - in providing basic social support on a non-professional basis.
- Small grant programmes for community-based organizations in a community to extend additional social support were considered useful.
- Social taxi services are mentioned frequently as particularly valuable as it enables people with limited mobility to access available services, including through referrals.
- Close cooperation between state services as well as non-governmental organizations.

## Access to employment

48% of respondents are of working age. Of those, 25% reported to be employed (19% full-time, 3% part-time, 3% self-employed) while 19% reported to be without a job with the majority of 82% not registered with the state employment service, confirming the low registration with the employment service already identified in round 1 of this survey (80% of 19% unemployed respondents). Key informants across 50 hromadas note that employment is the second most important challenge in their hromada when hosting and integrating IDPs.

- 52% of female respondents are of working age, and 44% of male respondents. Among female respondents, nearly 22% are without a job, while it is 5% lower for male respondents (17%). At the same time, the registration rate with the state employment service is lower for females (77%) than for males (89%).
- 39% of respondents in households with a person with specific needs are of working age. Of those 19% are without a job, and among respondents with a disability even 20%.
- IDPs and returnees are more often without a job (20% each) than non-displaced respondents (11%). In addition, among IDPs with a job, they have a lower full employment rate (17%) compared to returnees (20%) and non-displaced respondents (40%). Returnees have the lowest registration rate with the employment service (91% are reportedly not registered).

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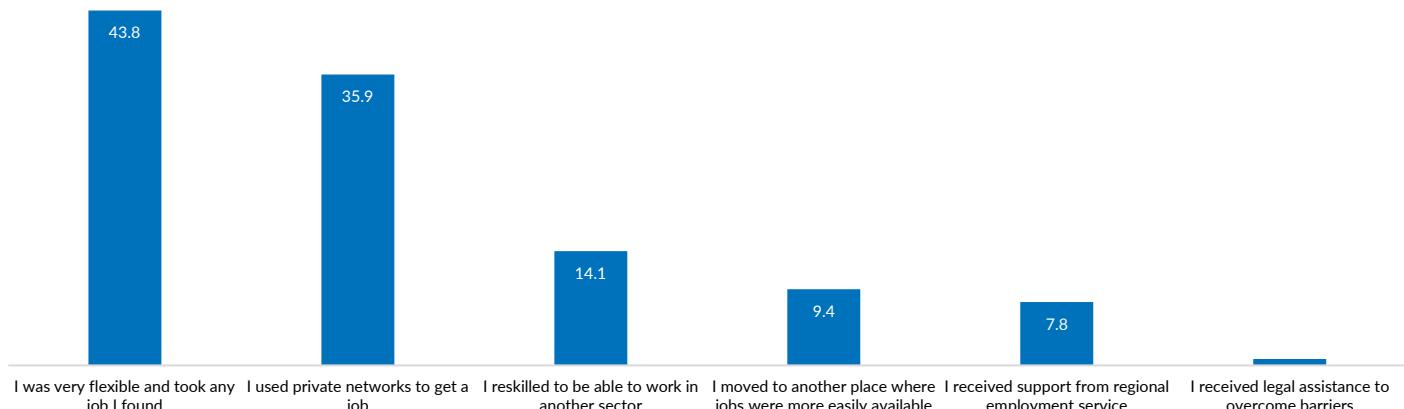
- Female returnee households with a specific need prevalence have the highest risk of unemployment, with over 27% reporting to be without a job at present. For female returnees with a disability, this risk is exacerbated with over 33% reporting to be currently unemployed.
- Female IDPs in general also face higher risks of being unemployed, with over 22% reporting to be currently without a job.

Of respondents with employment, 13% report that they faced barriers in finding employment. Such barriers were heightened for males (14%), and lower for females (12%). IDPs (14%) and respondents with specific needs (14%), especially single-headed households (25%) and those with chronic illnesses (17%) said they faced higher barriers.

!

The high rate of barriers single-headed households had to overcome to get employment is likely related to care responsibilities and limited access to day care services for children or others in the care of respondents.

How did you overcome barriers and found employment?  
Main strategies



Flexibility and private networks helped nearly 80% to overcome these barriers and find employment. For others, moving elsewhere, support of regional employment service, reskilling and even legal assistance helped in overcoming the barriers to employment they faced.

Of respondents who are currently without a job, not all are looking for employment. Over half, 54%, are currently not looking for a job, while 35% are. Others were unsure or preferred not to reveal.

### Not looking for a job (54%)

- Main reasons for not looking for a job are care responsibilities for children and others in need of care at over 34%. Female respondents are not looking for a job due to care responsibilities at 51%, while 11% of males are prevented to look for a job for that reason.
- 29% are not looking for a job due to health conditions, which is heightened for male respondents at nearly 37%. Some 10% of respondents note that they are not looking for a job as they would not be considered due to age, while 11% have a disability that prevents them from working. Disability-related reasons are elevated for male respondents at 18%.
- 3% said they are just waiting until they can return home, while 5% are not seeking a job due to fear of mobilization (12% among male respondents). One per cent is not looking for a job due to mental health problems or as they are overqualified for the jobs available.

### Looking for a job (35%)

- In terms of barriers to employment, 46% says that there are simply no jobs available. 17% said they don't have the needed work experience and skillset for the available jobs.
- For nearly 29% of respondents, it is difficult to find a job that provides needed flexibility to accommodate caretaking responsibilities. Female respondents face this barrier at 35%, while it stands at 18% for male respondents.
- 7% need help to find a job and don't know where to get it, and 6% don't know where to get information on available jobs.
- 4% of respondents report exclusion and discrimination and 1% face legal barriers to find a job. Only IDPs report to exclusion and discrimination as barriers to finding a job.



- Gender-related factors influence most whether someone without a job is looking for one. In addition, barriers for those looking for job are also influenced by gender-related factors.
- Only IDPs report to exclusion and discrimination as barriers to finding a job.

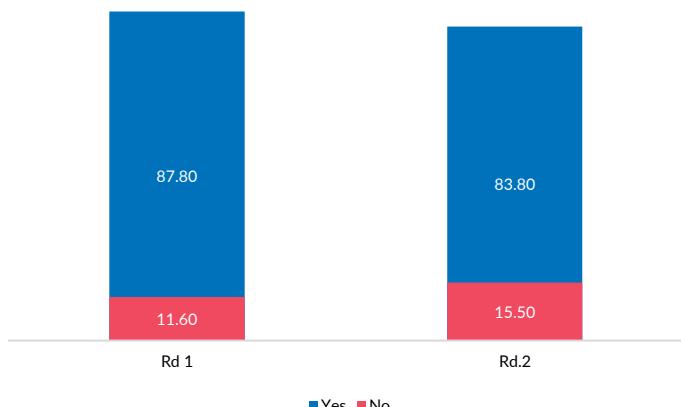
## Access to financial providers & digital access

### Digital access

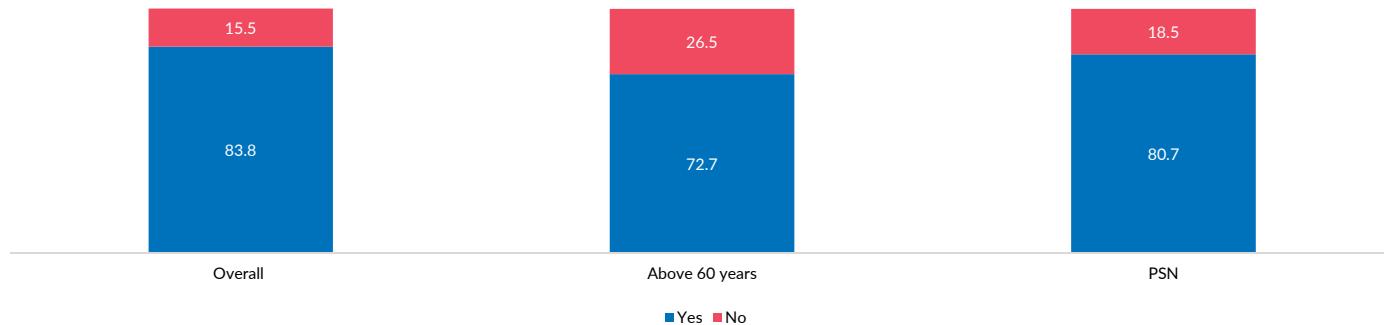
Overall, nearly 84% of respondents have a digital device, while 16% don't. This suggests a lower digital access compared to round 1, likely related to the higher average age among respondents.

- Respondents in the central and eastern macro-region report less access to a digital device, at over 17%, than respondents in other regions.
- The lack of a digital device is elevated by one per cent for IDPs (16%), while returnees and non-displaced respondents struggle less with the lack of a digital device, at 14% and 10% respectively.
- Respondents above 60 years (27%) as well as those with specific needs (19%) have least access to a digital device.

Do you have a digital device?  
Rd 1 and Rd 2 in comparison



Do you have a digital device?  
Age and specific needs considerations



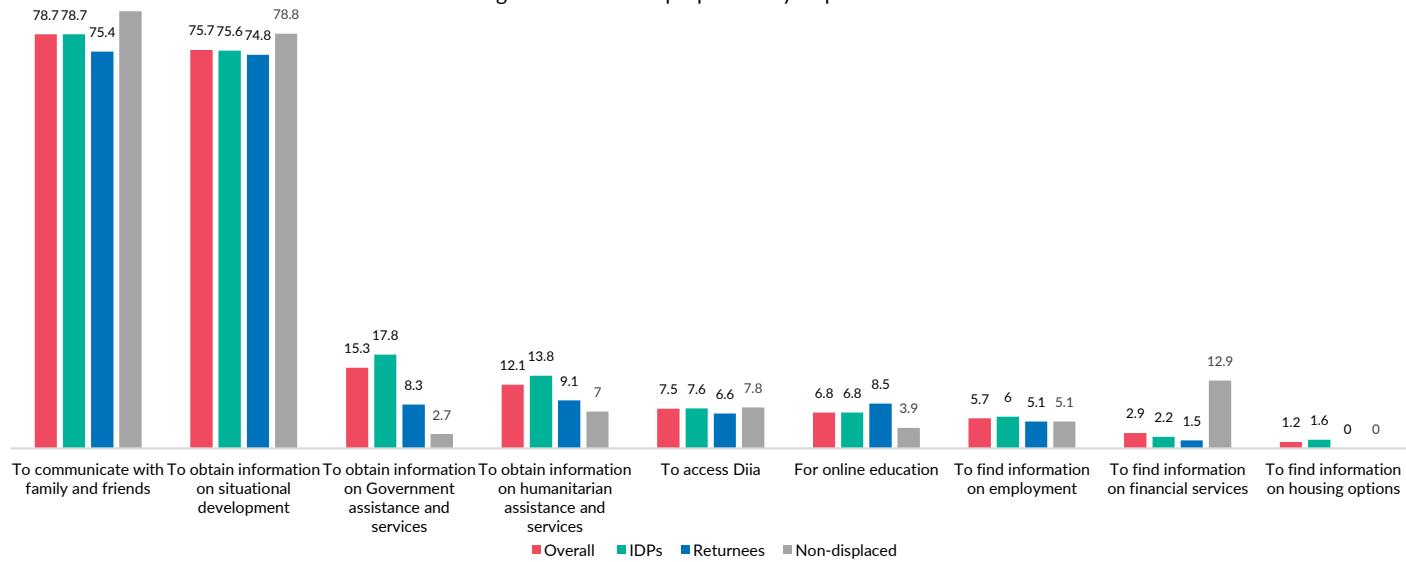
- The vast majority of those with a digital device have good or at least medium-level connectivity, with only 2% reporting insufficient connectivity to make proper use of their digital device. Such connectivity difficulties are higher in the southern and eastern macro-region (3%).
- 89% of those with a device have no problem using it. 10% report some or even a lot of difficulty due to limited literacy and disability. Older people above the age of 60 years report increased difficulties in the use of their digital device almost twice as much, at 19%. Respondents with specific need also report elevated challenges at 12%.



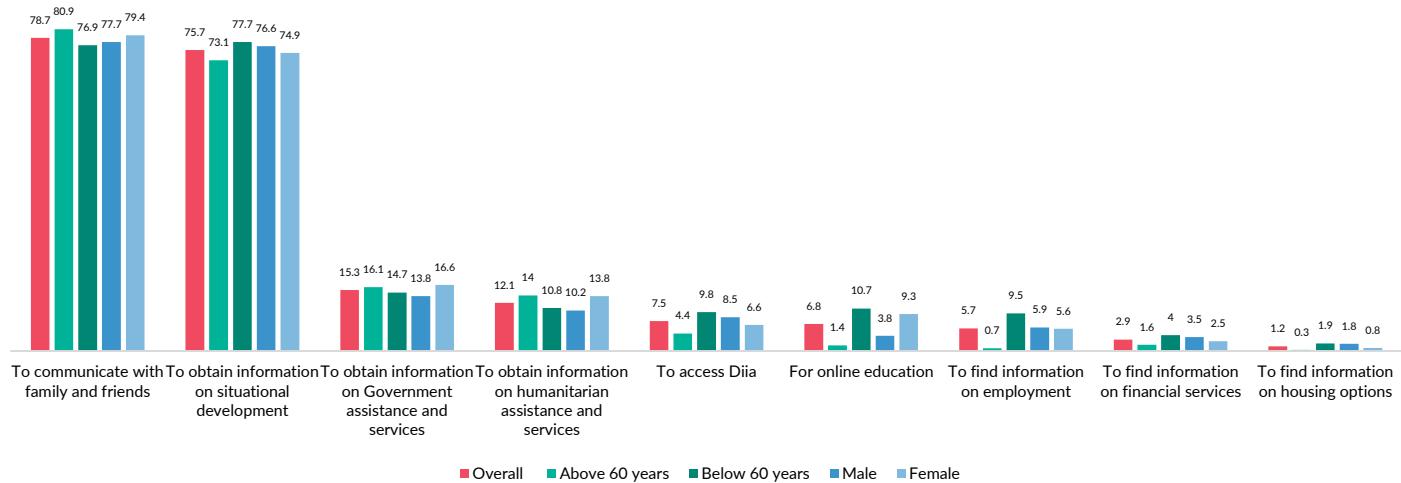
- Old age is the factor that most significantly reduces digital access. Digital access among older people above 60 years is further exacerbated with the prevalence of a specific need, with 29% report no access to a digital device, or even 30% of them are also internally displaced.
- Single-headed older households at risk have least access to a digital device at over 34%.

The **use of the digital device** to communicate with friends and family as well as to obtain information on situational developments are the two main purposes across all groups, albeit slightly elevated among non-displaced respondents. IDPs reportedly use their digital device more often than others for information on Government and humanitarian assistance. IDPs are also the only group of respondents that use their digital device to find information on housing options. Returnees use their digital device more often for online education than others, while non-displaced respondents use their digital device significantly more often than others for information on financial services.

Use of digital device: Main purposes - by displacement situation



Use of digital device: Main purposes - age & gender analysis



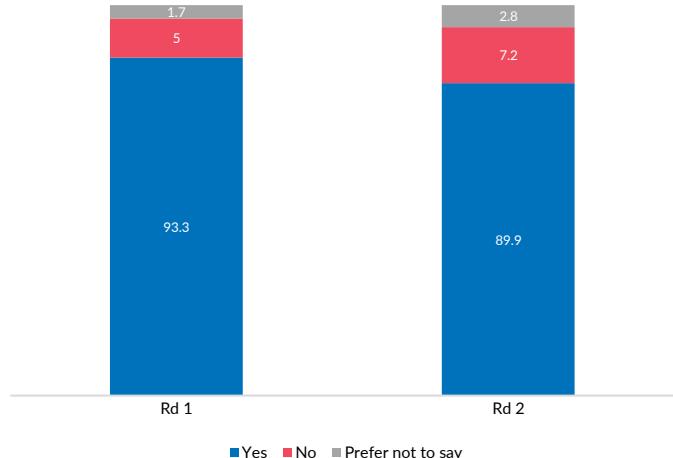
- Age-related differences** in the use of digital devices lie primarily in the use for obtaining information on Government and humanitarian assistance and services, which is heightened for respondents above 60 years. Younger respondents tend to use digital devices more often to access the Diia application, for online education.
- Gender-related differences:** Male respondents use their digital devices more for information on situational developments and for personal communication, as well as to access the Diia application. Female respondents have an elevated use of digital means to obtain information on Government and humanitarian assistance and services, as well as for online education.
- Specific need related differences:** Respondents with a specific need also use their digital devices more for personal communication and to obtain information on situational developments, in addition to information on available assistance.

### Access to financial services

Overall, over 90% of respondents have access to financial services, such as through banks, the post or online, while 7% don't. Compared to round 1, this suggests a slight decrease in access to financial services by 2%.

- IDPs report at nearly 8% not having access to financial services, while this stands at 6% and 3% for returnees and non-displaced respondents.
- Female respondents report a 2% higher level of access to financial services (8%) than male respondents (6%).
- Age-related differences are even more significant, with nearly 10% of respondents above the age of 60 years reporting no access to financial services, 6% higher than for younger respondents (4%).
- Respondents with specific needs in their household report having no access to financial services at 9%, while it stands at 6% for others. Older persons at risk report a particularly high lack of access to financial services at nearly 13%.
- Lack of access to financial services is elevated in the western macro-region at 10%, and lowest in Kyiv at 4%.

Access to financial services  
Rd 1 and Rd 2 in comparison

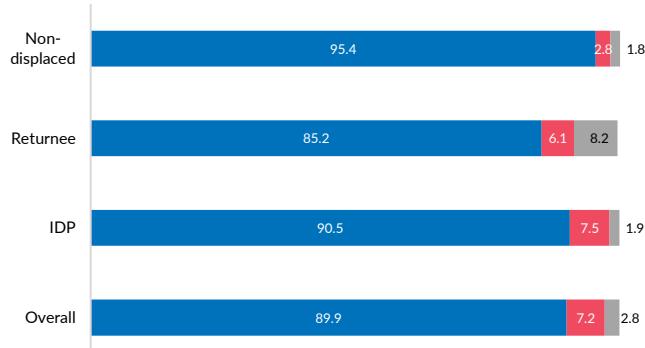


■ Yes ■ No ■ Prefer not to say

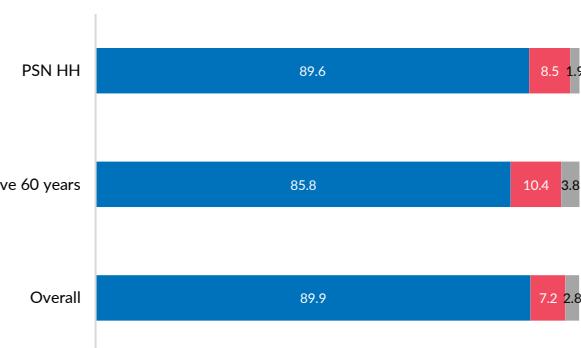


Displaced older persons at risk, i.e. above 60 years old typically living without social support structures, have least access to financial services, with over 16% reporting lacking such access.

Access to financial services by displacement situation



Access to financial services: old age & specific needs

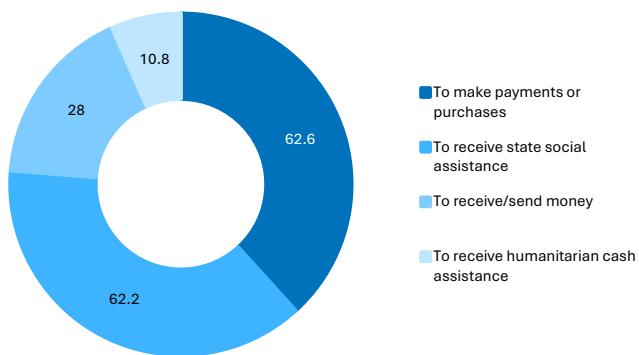


■ Yes ■ No ■ Prefer not to say

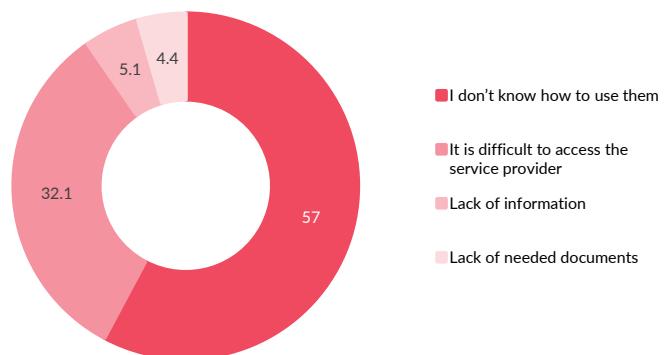
■ Yes ■ No ■ Prefer not to say

Respondents with access to financial services use it mostly to make payments or purchases (63%) and to receive social assistance (62%). Other common uses of financial services are to receive or send money (28%) or to receive humanitarian cash assistance (11%). For the overall 7% of respondents with no access to financial services, the main barriers are the lack of knowledge on how to use them (57%), physical access constraints to services providers (32%), lack of information on financial services (5%) as well as lack of needed documents (4%).

Financial services: Main use



Main barriers to accessing financial services



- IDPs report an elevated use of financial services to receive state social assistance (67%) and humanitarian assistance (13%), while returnees and non-displaced respondents use financial services more for payments and purchases (71% and 76% respectively) and to receive or send money (40% and 41% respectively). In comparison, returnees use it 21% less than IDPs to receive state social assistance, and 9% less for obtaining humanitarian assistance (3%). Non-displaced respondents use it 26% less to receive state social assistance and 11% less to receive humanitarian assistance.
- Respondents above 60 years have a greater reliance on financial services to receive state social assistance at 81%, as do respondents with specific needs at 61%. No significant differences between male and female respondents were observed.

Respondents above 60 years report more frequently that they have no access to financial service providers because they don't know how to use them (69%). Respondents with specific needs report greater physical access barriers to financial services at nearly 38%. IDPs face slightly elevated documentation barriers to access financial services (6%).

## Social cohesion and integration

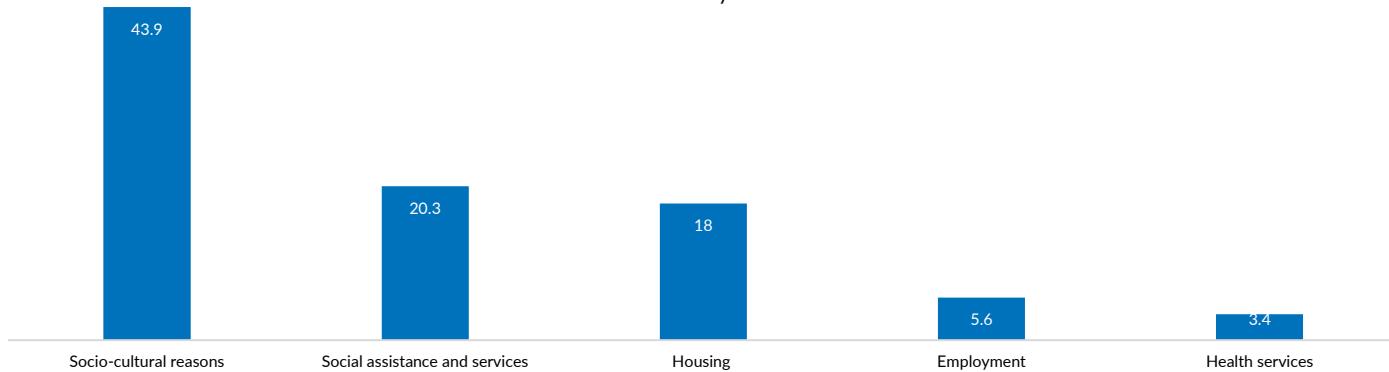
**77% of displaced respondents say they feel welcome in the community in which they live.** Overall, some 11% of IDPs say they faced some social integration challenges upon displacement, although 5% of them said that it improved over time. Others were unsure or preferred not to reply. In round 1 of this survey, 72% said that they were welcome, while 15% of IDPs were not. IDPs living in collective sites report the highest social integration challenges at nearly 15%. IDP respondents in the western macro-region reportedly face higher social integration challenges at 19%. **83% of returnees say that they feel welcome in the community into which they returned.** In comparison to round 1 of this survey, this result decreased by 10%. Only 2% report some reintegration challenges. Reintegration challenges are more frequently reported by male returnees (4%), as well as by returnees with specific needs (3%).

### Are there tensions in your community?

- Over 84% of displaced respondents say that there are no tensions in the community in which they live, an improvement by 2% compared to round 1 of this survey. 11% of displaced respondents report that some level of tension has occurred. IDPs in collective sites report the occurrence of tensions at 17%.
- 87% of returnees report no tensions in the community, while less than 5% report some level of tension occurring at times.
- Among non-displaced respondents, 91% say that there have not been any tensions while 6% reports that tensions occur at times. 2% of non-displaced respondents also note that the presence of IDPs or returnees makes them uncomfortable.

When and where tensions occur, according to IDPs, these tend to be most commonly for socio-cultural reasons, followed by tensions emerging related to access to services.

What is the tension mostly about when it occurs?

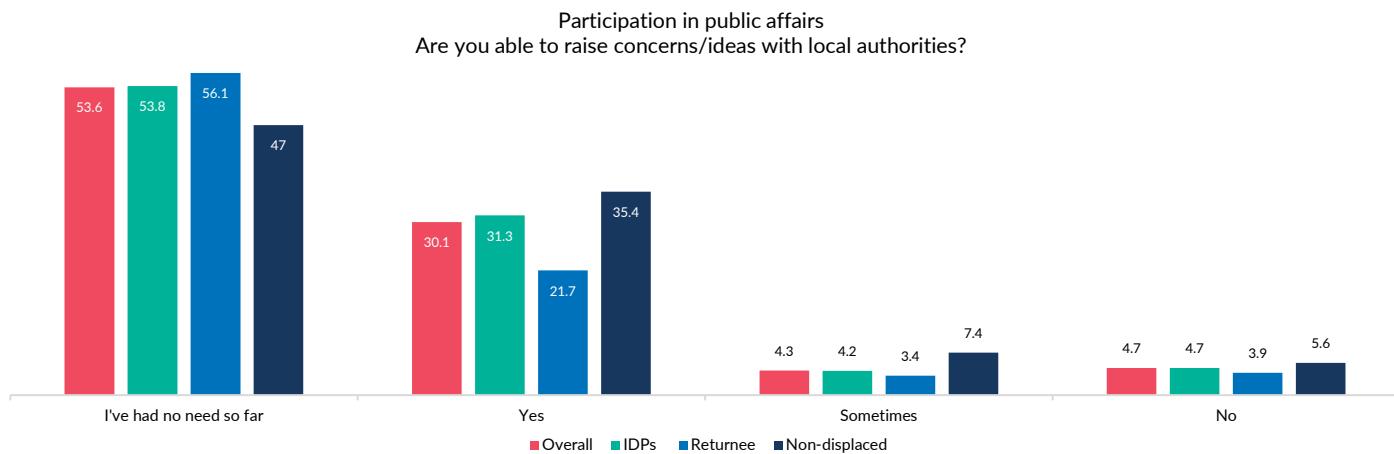


- 8% of key informants confirm that there is some tension in their community that affect the relations between IDPs and other residents. Key informants in frontline hromadas report less such tension at 6%. 1% of key informants note that there were specific incidents affecting the social cohesion.
- As reasons for such tensions and for related incidents, key informants mention cultural differences, notably differences in the use of language, and related misunderstandings, reluctance of IDPs to socially interact and integrate in the community, as well as actual or perceived preferential treatment of IDPs, e.g. in the distribution of humanitarian assistance.
- 29% of key informants highlight that there are mechanisms in their hromadas that help mitigate against such tensions. These include mediation, dialogue and the organization of joint events as well as joint initiatives to enhance mutual understanding. Several respondents also said that psychologists and IDP Councils play an important role in this regard.

## Participation in local public affairs & access to justice

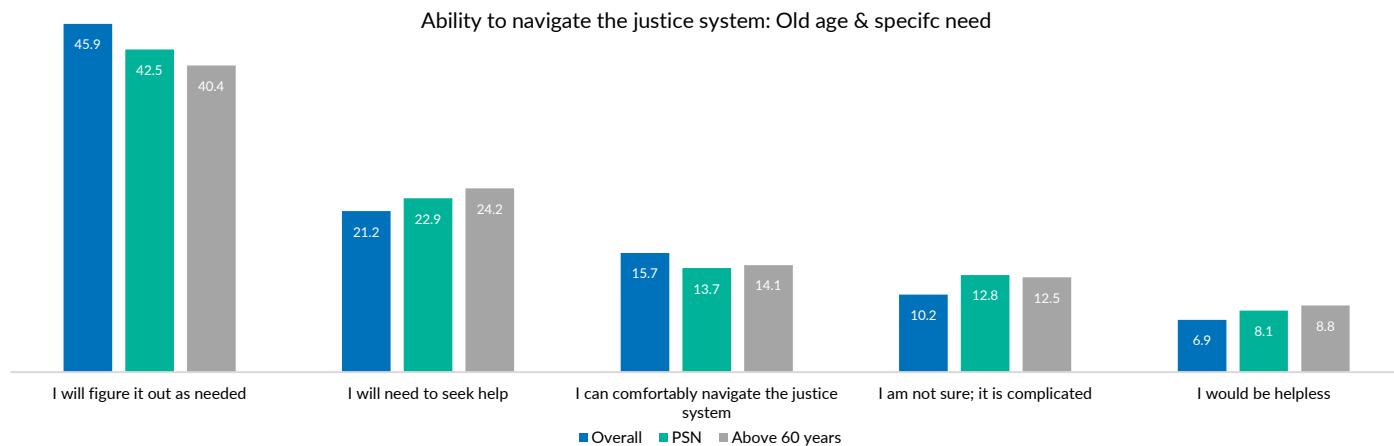
30% of respondents can fully participate in local public affairs and are in a position to raise concerns and ideas with local authorities in their hromada. 9% are not or only sometimes in a position to do so. Others had no need to do so thus far or preferred not to respond. Of those who say they are not able to raise concerns or ideas with local authorities, 38% thinks they are not welcome to do so, while over one quarter (25%) do not know how they could raise issues with local authorities.

Non-displaced respondents have lesser need to engage with local authorities compared to IDPs and returnees. Returnees report least participation in public affairs.



Overall, 62% of respondents can either comfortably **navigate the justice system** or are confident that they will figure it out if needed (decrease by 7% since round 1). Nearly 21% will need to seek help, while 7% would be helpless and 10% were unsure whether they could navigate the system due to its complexity.

- Both male and female respondents say they would need to seek help to navigate the justice system at 21%, and 7% would be helpless without any significant difference between sexes.
- Returnees reportedly navigate the justice system most easily at 65% as opposed to 61% among IDPs and 59% among non-displaced respondents. IDPs are reportedly feeling most helpless in navigating the justice system at 8%, as opposed to 4% among returnees and non-displaced respondents.
- For respondents above 60 years and with specific needs, the justice system is most complex to navigate, with nearly 24% and 23% respectively saying they would need help. 9% and 8% respectively say they would be helpless if they had to navigate the system.



### Methodological note

The methodology entails two complementing components – a household (HH) survey and a key informant (KI) survey considering people's and authorities' perspective – that are joined at the analytical stage. The HH-survey of 4,522 HHs with a participation of 89.5% (4,046 HHs) was implemented through a combination of phone and face-to-face surveys using a geographically stratified sample for representative findings at country- macro-regional and oblast levels. This included 1,023 face-to-face interviews with respondents in collective sites to enable an analysis specific to situation of IDPs in collective sites, building on the CCCM Cluster's 2024 Vulnerability Assessment. Of those respondents, 37% live in collective sites in the West, followed by East (31%) and Centre (17%), with 9% and 5% of respondents respectively each staying in collective sites in northern and southern regions. A hromada-level semi-structured KI-survey complemented the HH-survey and was implemented in 50 hromadas, 10 in each of the 5 macro-regions, and prioritized hromadas with high IDP hosting numbers compared to the resident population. In the analysis, commonalities and differences between macro-regions as well as 'frontline' and 'non-frontline' areas were considered as relevant. A total of 153 KI interviews were conducted for this analysis.

### Scope

- Geographic scope: The survey was carried out country-wide except areas under temporary occupation or with active hostilities that are either not accessible and/or not suitable for data collection.
- Temporal scope: The survey is a snapshot in time reflecting responses provided at the time of the data collection. In this analysis of round 2 of the survey, where relevant, comparison is made to round 1. Further trends and patterns will be identifiable over time with further surveys with this methodology carried out.
- Personal scope: Respondents to the HH-survey included primarily IDPs and returnees, as well as non-displaced people that may be otherwise war-affected, while representatives of local authorities and territorial departments and centres for service provision as well as workers in the social sphere at hromada-level contributed to the KI survey. Respondents were above the age of 18 years.
- Material scope: The survey uses a human rights-based analytical framework covering safety and security, including psychological safety, freedom of movement, family unity, housing, land and property rights, access to basic services (education, health), access to basic needs (energy, food, water), access to state social assistance and services, access to employment, digital access and access to financial service providers, social cohesion and integration, as well as certain aspects related to participation in public affairs as well as access to justice.

### Limitations

- The geographic scope of the survey is limited and excludes areas under temporary occupation or with active hostilities. This has implications on the type and prevalence of certain risks therefore limiting the analytical findings to profiles within the geographic scope of the survey.
- The sample for the HH-survey largely includes recipients of humanitarian assistance and services, including those living in collective sites. Enumerators are largely employees of humanitarian organizations. This can influence results. In particular, to reduce over-representation of views of IDPs in collective sites, weights were attached in the survey's analysis.
- The analysis is based on self-reported data by respondents and the veracity of the statements obtained through the HH- and KI-survey is not further verified. As the survey is not designed as a needs assessment and counselling is provided at the onset of the survey, this mitigates against the tailoring of responses to obtaining assistance and services.
- The stratified sample includes a smaller proportion of non-displaced and non-returnee households, i.e. 7%. Analysis of this group is therefore mostly referential.
- The HH-survey is carried out with respondents above the age of 18 years. Information on the situation of children is obtained through responses of caregivers only. For the purpose of this survey, the term 'children' is used for a person under the age of 18 years.
- The key informant nature of the hromada-level survey does not allow for statistically relevant statements on local capacity but provides relevant qualitative information complementing the HH-level survey.

Round 2 of this survey incorporated learnings from the pilot release for Round 1. Feedback sessions with enumerators as well as an analytical workshop with contributing partners were held to identify areas of improvements to the methodology, including survey questionnaires, to the sampling strategy, and the data collection process to address shortcomings identified. These changes need to be considered when comparing results of the two survey rounds.

The presentation of data in graphs indicate main findings and omit less prevalent responses without adjusting percentages to ensure alignment with the overall response. In the narrative, all percentages are rounded.

*The following UNHCR partners and members of the Protection Cluster contributed to this survey and analysis:*



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