

# Area-based Assessment: Avdiivka Basic Service Unit Overview

Ukraine, July 2017

**REACH** Informing more effective humanitarian action

## Introduction

Conflict between Ukrainian forces and armed opposition groups broke out in eastern Ukraine in 2014. Almost 10,000 people have been killed, 22,231 wounded, and about one million displaced from their homes by fighting<sup>1</sup>. The humanitarian and recovery response to the crisis is hampered by information gaps regarding access to basic services in communities located close to the contact line.

REACH conducted an assessment of all settlements within 5 km of the contact line with two main objectives: 1. To understand how residents of communities in the area access basic services; 2. To identify gaps in service provision and understand challenges from the perspectives of both service providers and users. The results will be used to inform strategic planning by humanitarian and local government actors.

This assessment collected data at the community level from 100 communities. Interviews were conducted with 350 Key Informants (KIs) representing community members, members of the local administration, and representatives of health and education facilities. The assessment did not conduct representative sampling, and therefore results should be considered indicative only. Through network analysis, the assessed communities were clustered into seven Basic Service Units (BSUs) to determine the main constraints in service access and provision in each BSU.

## Key Findings

This overview covers the Avdiivka BSU where nine communities were assessed (Figure 1).

- Service access is best in the larger communities of Avdiivka and Pervomaiske. These communities have functioning health and education facilities, a limited range of financial services and markets, and are connected to the water and sewage networks. They offer waste collection services and managed waste dumping sites. However, conflict affects service provision in both settlements, with all health and education facilities damaged by shelling.
- Overall access to services is poor in the smaller communities. Seven communities in the assessed area have no health or education facilities, no connections to the sewage and water networks, and no waste collection services.
- Distance to facilities is the key challenge in accessing facilities and services. Travel between communities to use schools and financial services, visit healthcare providers, or shop for food is also dangerous due to shelling. Within the BSU, public transport between communities is limited, which means travelling to services is time-consuming and expensive.

Map 1: Locations of assessed settlements in the Avdiivka BSU

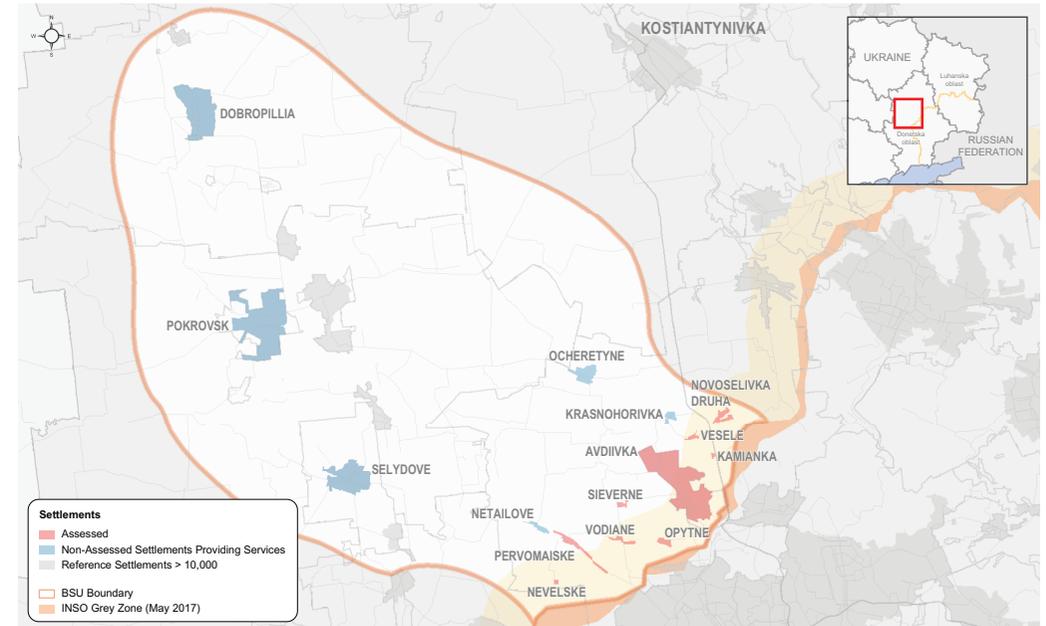


Figure 1: Communities assessed within the Avdiivka network

Raion	Settlement	Pop.	Distance from contact line
Avdiivska	Avdiivka	33,829	0.1 km
Yasynuvatskyi	Pervomaiske	1,500	2.5 km
Yasynuvatskyi	Vodianne	120	2.4 km
Yasynuvatskyi	Kamianka	90	1.7 km
Yasynuvatskyi	Novoselivka Druha	80	1.3 km
Yasynuvatskyi	Sieverne	47	6 km
Yasynuvatskyi	Opytne	43	0.9 km
Yasynuvatskyi	Nevelske	42	2.1 km
Yasynuvatskyi	Vesele	23	3.5 km

Figure 2: Profiles of KIs interviewed

Profile	Female	Male	Total
Community KI	28	4	32
Administration KI	1	2	3
Education facility KI	8	-	8
Health facility KI	1	1	2



1. OHCHR, 'Report on the human rights situation in Ukraine', December 2016.

## Protection

Protection risks are high across the BSU due to proximity to the contact line: only one assessed community is located more than 4 km from the contact line. KIs in eight of the nine assessed communities report daily shelling in some areas of their communities. This was confirmed by International NGO Safety Organisation (INSO) data in five of these communities, while the remaining three communities are within hearing range of daily shelling but have not been hit directly.

### Landmine / ERW risks

Landmines/ERW are reported in all nine communities, but not all hazardous areas have been marked. Communities in need of Mine Risk Education (MRE) are Avdiivka, where the risk of ERW is high due to heavy shelling, Vodiane, where daily shelling was reported and administrators state none of the hazardous areas are marked, Sieverne, Nevelske, and Pervomaiske.

### Protection challenges for communities

Mines/ERW and shelling are the most frequently cited protection concern across all communities. Proximity of armed groups is also a major concern. Damage to property is a protection concern in Avdiivka, where the level of shelling damage is high; community tension, typically between IDPs and residents, is an issue in Vodiane.

KIs reported protection services are unavailable or insufficient across the BSU.

Frequent shelling indicates a high need for psycho-social support (PSS) services, which are insufficient in every assessed community except Kamiianka. Child Friendly Spaces are available only in Avdiivka, but are required only in Pervomaiske as almost all children have left the other small communities in the BSU.

### Vulnerable groups

KIs did not report specific protection concerns for women in the assessed communities.

IDPs are reportedly living in six of the assessed communities. There are almost 3,000 registered IDPs in Avdiivka, according to the local administration, indicating a need for IDP-specific services such as documentation support in Avdiivka.

Administrators reported high proportions of elderly people in all communities. Data from community KIs suggests elderly residents may struggle to cope with service access challenges related to distance and travel time, and may need additional support with winterisation requirements.

### Military checkpoints

Military checkpoints impact movement for residents of six communities. Checkpoints at Opytne and Vodiane are most restrictive, as they prevent freedom of movement for residents and the Opytne checkpoint restricts delivery of some goods.

Map 2: Courts and police stations in the BSU

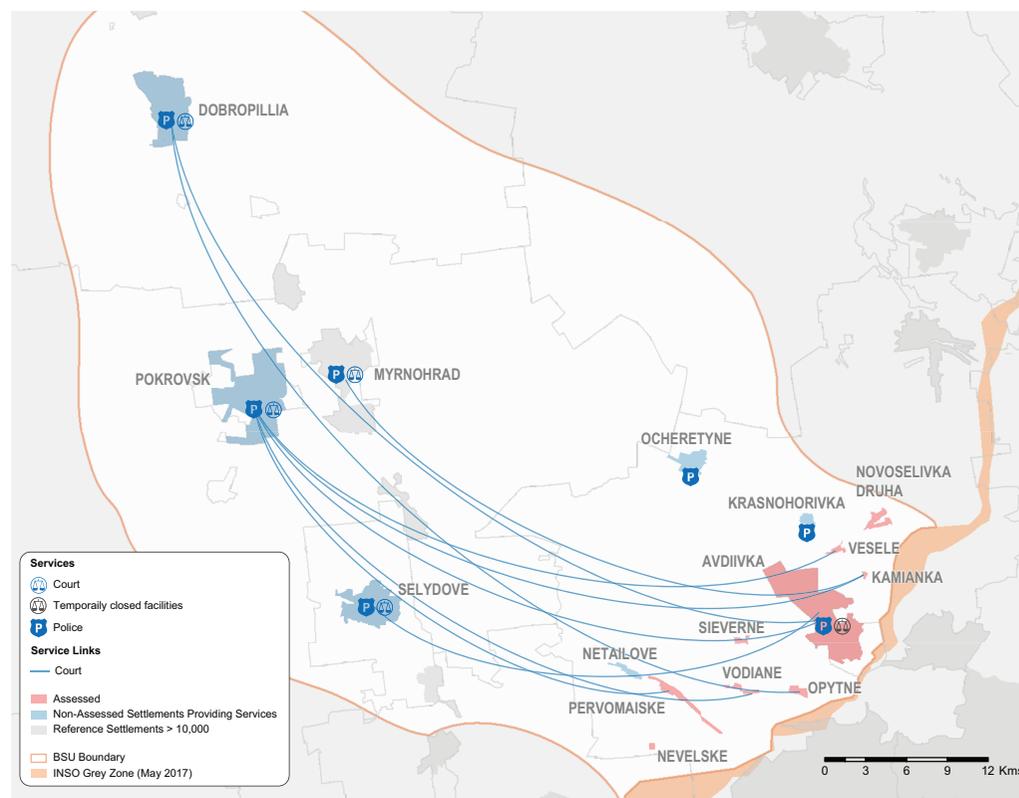


Figure 3: Key protection concerns reported<sup>2</sup>

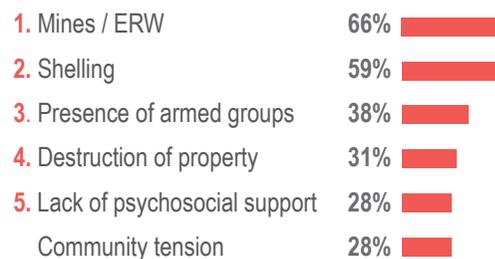


Figure 4: Checkpoints affecting communities<sup>3</sup>



2. KIs could report more than one challenge.

3. KIs in one settlement preferred not to answer this question, and therefore information on checkpoints was received for only eight settlements.

## Education

There are eight functioning educational facilities in the BSU: four kindergartens, two all-grade schools and one secondary final school. The main challenges in accessing education in the BSU are the lack of facilities and conflict-related security risks. Many families with children have reportedly left smaller settlements close to the contact line: there are no or very few children in Vesele, Nevelske, Sieverne, and Opytne.

### Education access challenges

Educational facilities are available only in Avdiivka and Pervomaiske. Both communities have facilities offering all levels of education although the all-grade school in Pervomaiske plans to stop providing education for Grades 10 and 11. As a result, children in other communities travel to these communities or to Krasnohorivka (located south-west of Pervomaiske), travelling an average distance of 7.2 km.

Therefore, the chief access challenges in the BSU are the security risks students are exposed to when travelling to schools and the distance travelled. Security risks are highest for children who travel to Krasnohorivka, which is located on the contact line and experiences shelling more frequently than other areas.

Other challenges included the cost of education, which was the most reported concern in Avdiivka.

### Education facility conditions

All eight schools reported some damage due to shelling, and six remain in need of repairs. Although shelling is ongoing at five schools, only four have accessible bomb shelters.

Electricity shortages occur regularly at all schools, none of which have generators. However, heating and gas shortages are rare and no school reported problems accessing heating fuel during the last winter.

All schools have flushing toilets and access to running water: only Avdiivka School 6 reported an insufficient number of toilets. Pupil-to-toilet ratios meet SPHERE standards<sup>4</sup> at kindergartens, with 13 pupils per toilet on average, but do not meet standards in all-grade schools where there are 46 pupils per toilet on average.

### Challenges delivering education

Both facilities in Pervomaiske and four of six in Avdiivka stated that insufficient supplies and shortages of funds were their key challenges in delivering education services. Three schools reportedly lack first aid kits. Chairs, tables, and other furniture are the most required supplies.

In addition, lack of qualified teaching staff was also reported as a key challenge at two all-grade schools in the BSU. The pupil-to-teacher ratio varies from 8 pupils per teacher at kindergartens to 18 at all grade schools.

Map 3: Schools and kindergartens in the BSU

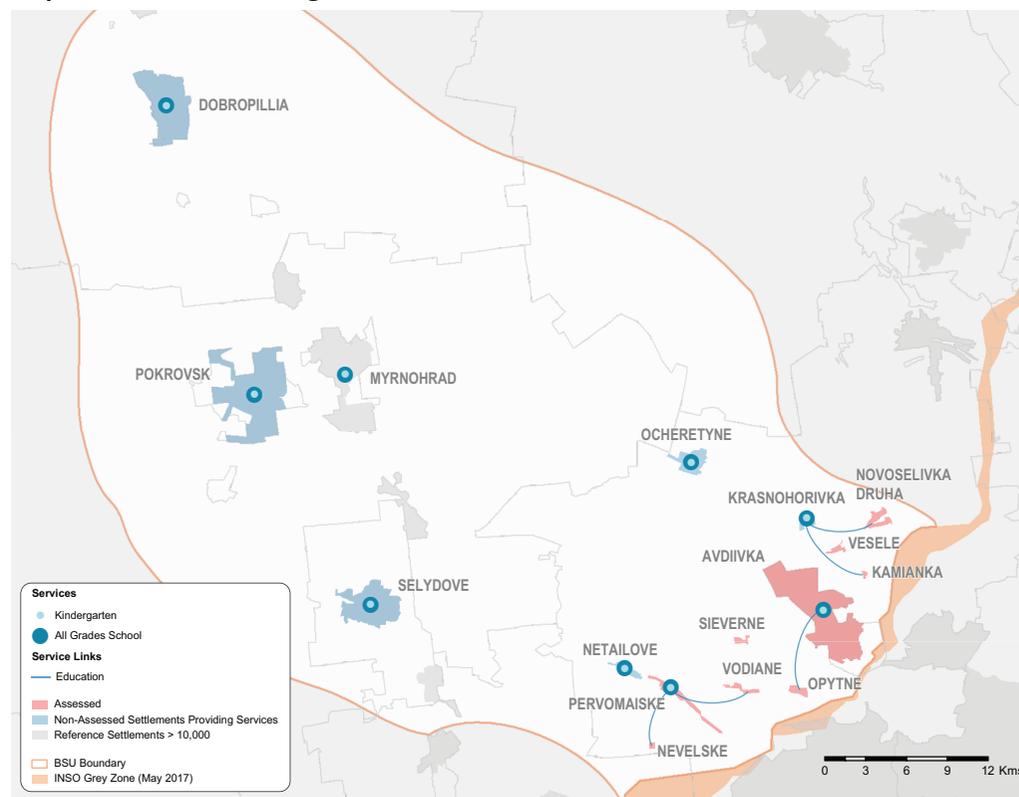


Figure 5: Key education challenges reported<sup>5</sup>

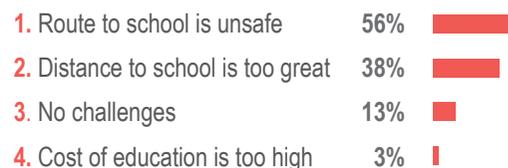
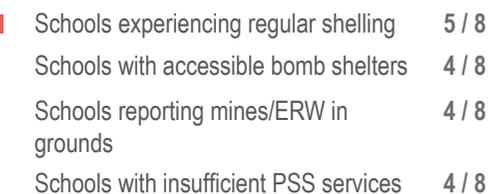


Figure 6: Protection issues in schools



4. The Sphere Project, 'Humanitarian Charter and Minimum Standards in Humanitarian Response'.

5. KIs could report more than one challenge.

Of the nine settlements assessed, only Avdiivka and Pervomaiske have health facilities. There is a regional city hospital in Avdiivka and an ambulatory clinic in Pervomaiske. Pharmacies are available only in Avdiivka, but some medication can be obtained from the military in Nevelske and from the clinic in Pervomaiske.

**Healthcare access challenges**

Lack of facilities was the top reported challenge in accessing healthcare in all communities except Avdiivka.

Distance, cost of travel and security risks while travelling were also mentioned as key access issues in the BSU. To use hospitals and primary healthcare facilities, some residents travel long distances to Ocheretyne and Pokrovsk.

In Avdiivka, where most services are available, fewer challenges were reported. Cost of healthcare is the key challenge in Avdiivka. Health access is particularly poor in Sieverne, where KIs reported the community has no ambulance service at all and elderly residents struggle to travel outside the settlement for medical care.

**Health facility conditions**

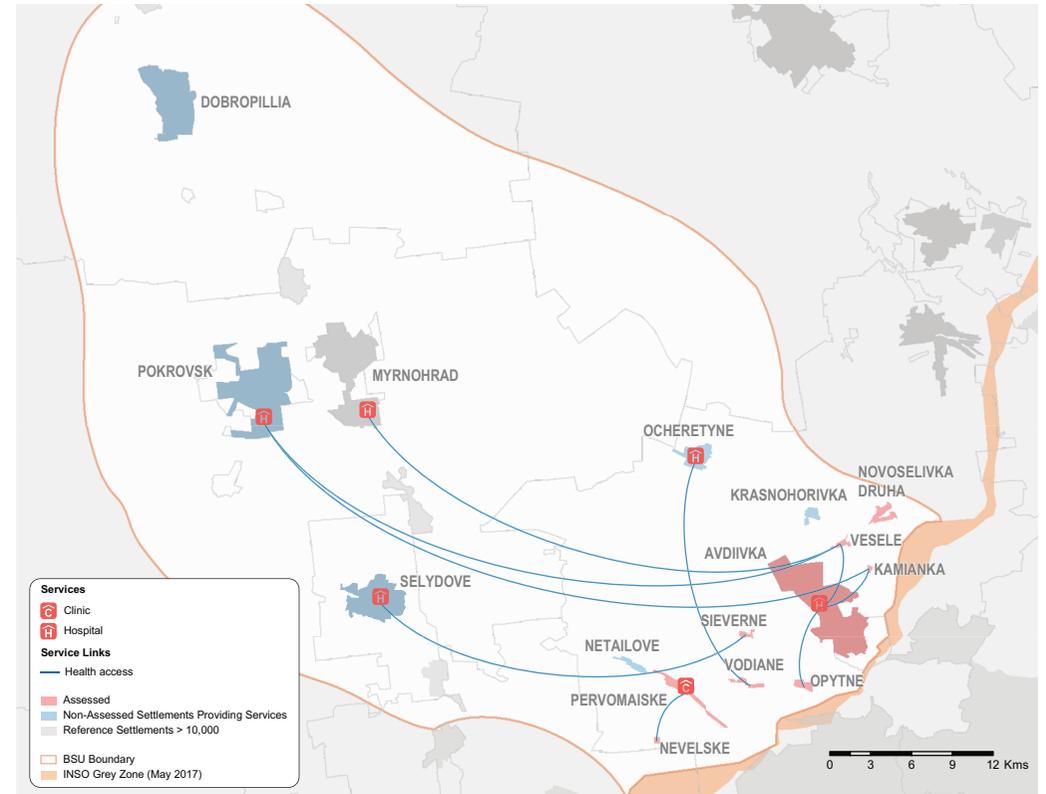
Both facilities assessed in the BSU are functioning, but reported unrepaired shelling damage and ongoing shelling. Neither facility has an accessible bomb shelter. Shelling occurs more frequently at the ambulatory clinic

in Pervomaiske. Insecurity due to shelling is the clinic's key challenge, sometimes preventing staff from travelling to work.

Both facilities have running water and flushing toilets connected to the sewage network, and reported that the number of toilets available is sufficient. Whilst electricity shortages occur at both facilities, both have functioning generators and can therefore provide 24 hour electricity.

In both facilities, availability of medication, equipment and supplies is good, although insulin is not always available at the clinic in Pervomaiske. However, Avdiivka Hospital reported shortages of qualified doctors and nurses.

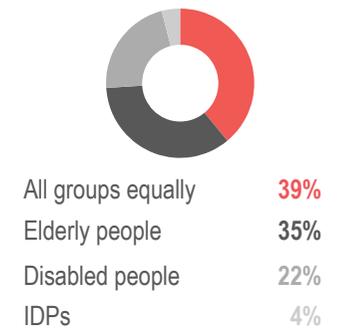
**Map 4: Hospitals and clinics in the BSU**



**Figure 7: Key healthcare challenges reported<sup>6</sup>**



**Figure 8: Groups facing most challenges in accessing healthcare**



6. KIs could report more than one challenge.

## Markets and Livelihoods

Market and Financial Service Point (FSP) access is poor due to a lack of facilities across the BSU. Only Avdiivka has FSPs, while shops are available in six communities and three communities have no shops at all. Access is best in Avdiivka, which has a range of functioning shops, markets, banks and ATMs.

### Challenges accessing markets

Distance to markets is the primary reported

challenge, followed by security risks while travelling. Cost of transport and lack of transport are also key issues: there are no public transport services from Pervomaiske, Nevelske, Novoselivka Druha and Kamianka. NGOs offer bus services from Sieverne and Kamianka and privately-run bus services are used in most communities. In Avdiivka, market access challenges are fewer and KIs are more concerned by high prices than security issues

or distance.

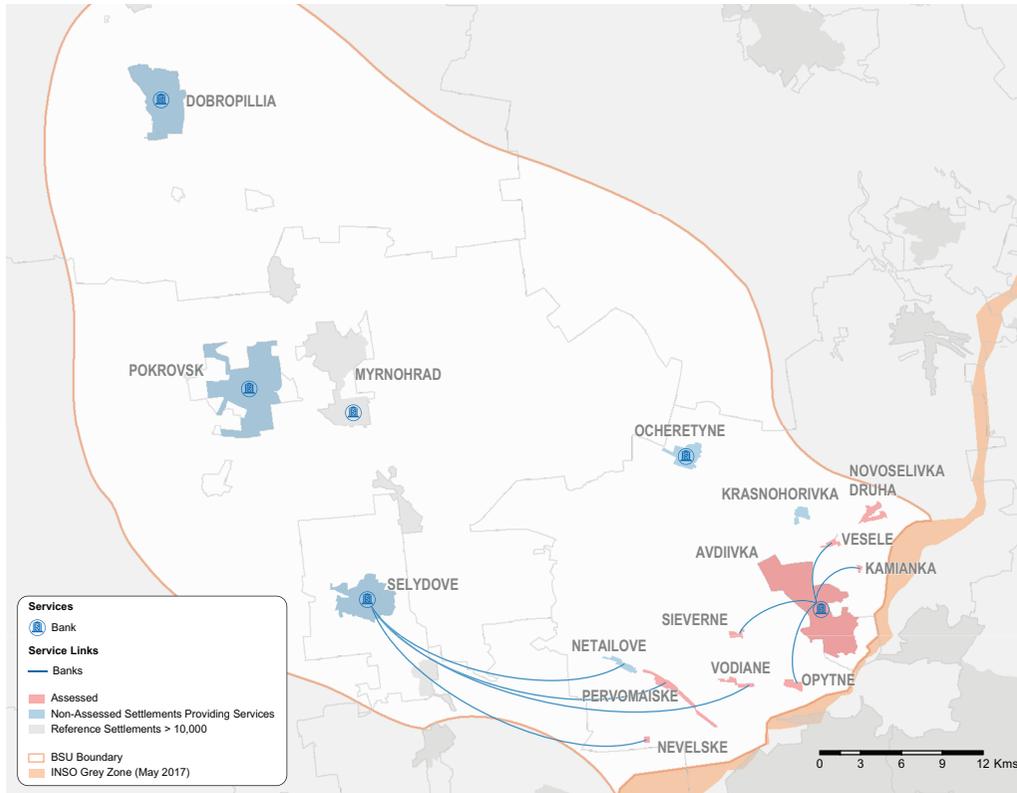
### Checkpoints and delivery restrictions

Checkpoints located in other communities complicate access to markets for residents of four communities in the BSU by creating queues and adding to travel time. Residents reported that the checkpoint in Opytne prevents delivery of some goods.

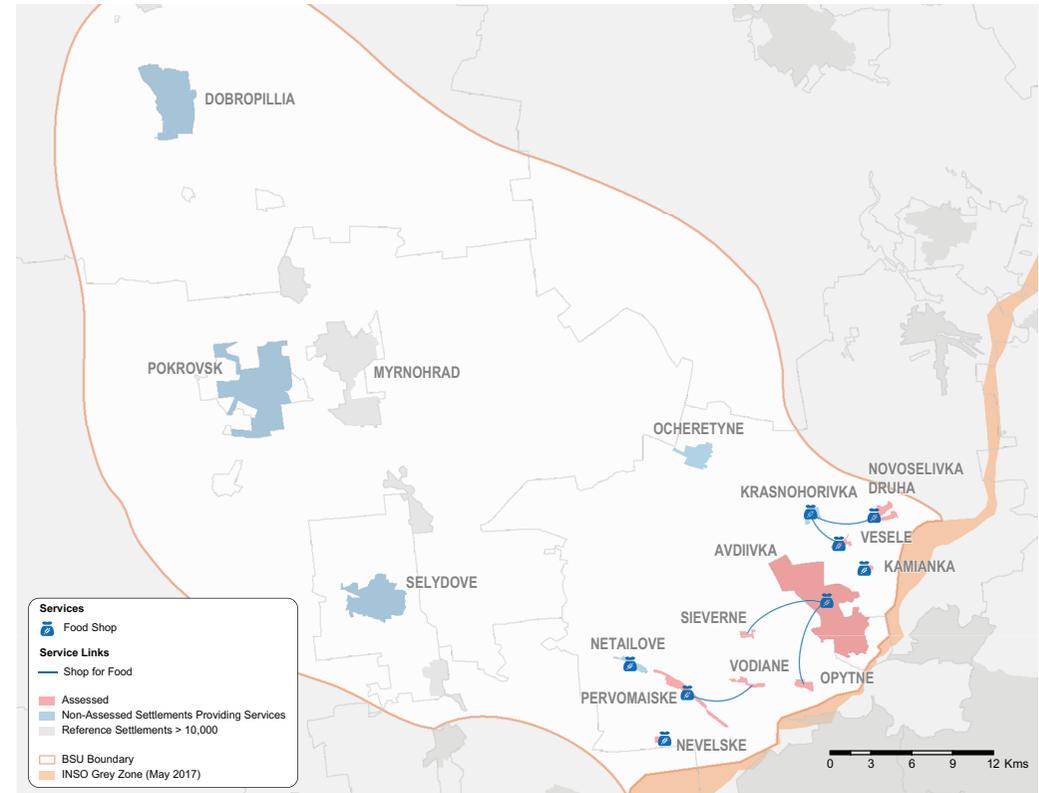
### Challenges accessing FSPs

FSPs are only available in Avdiivka, which leads to the most common challenges reported: distance, queues at FSPs and the cost of transport to FSPs. KIs in Avdiivka reported their key challenge as queues at FSPs, indicating that services in larger communities are unable to cope with the numbers of users from other communities.

**Map 5: Banks and ATMs in the BSU**



**Map 6: Most visited locations for food shopping in the BSU**



**Availability**

Food availability is best in Avdiivka, Kamiianka and Pervomaiske where there are more shops and greater ranges of products.

Availability of meat products is poor across the BSU. Beef could be purchased only in Avdiivka and Pervomaiske, while pork was available only in Pervomaiske, Avdiivka and Kamiianka.

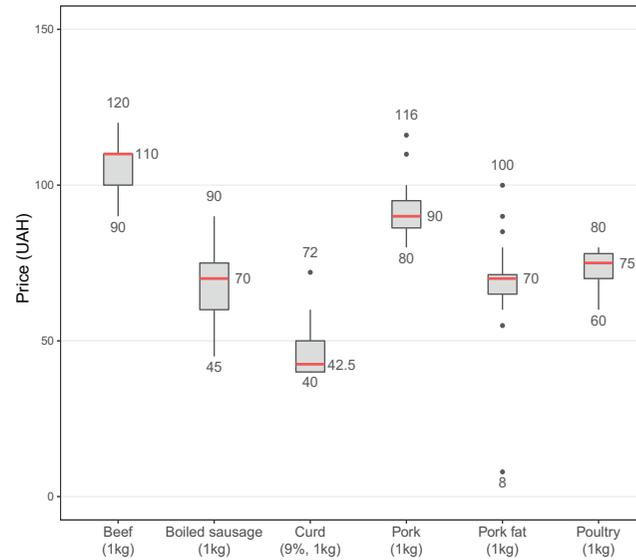
**Prices**

Prices for dry products were consistent across the BSU. The cost of fresh vegetables varied more, and the prices of butter and milk showed the greatest variance across the BSU.

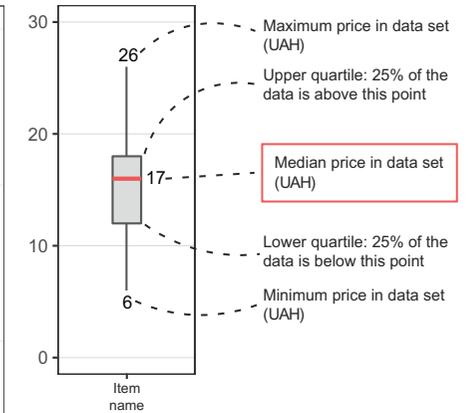
This was due to rural reliance on self-production for dairy products and vegetables.

KIs identified self-production as very common in rural communities, particularly for root vegetables and dairy products. Therefore root vegetables are not available in all markets due to lack of demand, and dairy products are cheaper in rural areas.

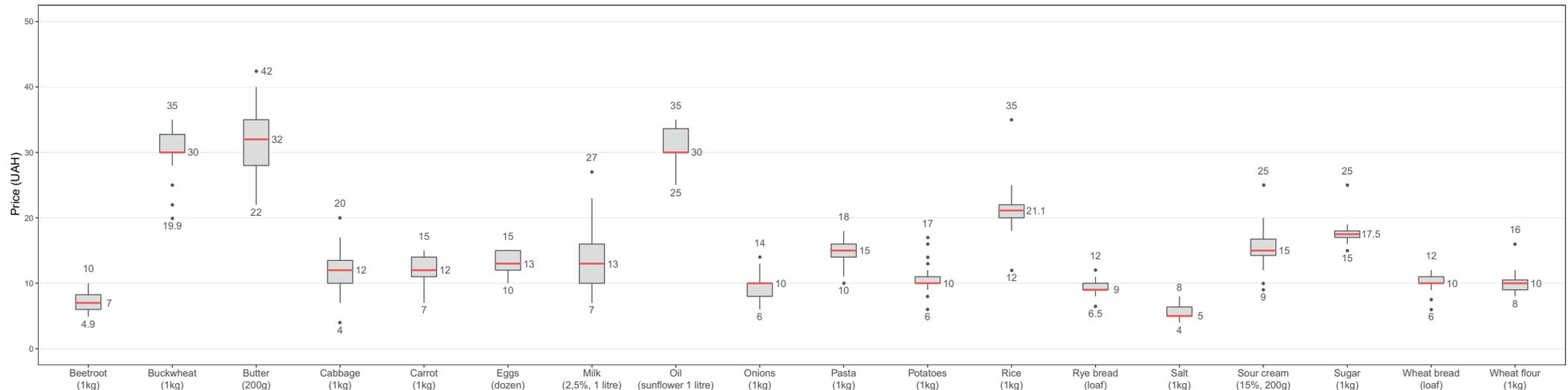
**Boxplot 1: Prices of meat and curd**



**How to read a boxplot**



**Boxplot 2: Prices of other food items**



## Water, Sanitation and Hygiene

### Access to drinking water

Access to potable water is best in the larger communities and very poor in the smaller communities within the BSU. Running water is available only in Avdiivka and Pervomaiske, where frequent shortages occur.

The other communities rely on water trucks sent by non-governmental organisations (NGOs) and wells for potable water. No deliveries are arriving in Sieverne and Vodiane, and only weekly deliveries occur in Nevelske. Therefore, residents in these communities rely on shared wells for drinking water. In Nevelske and Sieverne these wells are in poor condition, and some have now run dry because of overuse. Despite the low quality of well water, KIs in Vesele, Opytne, Kamianka and Nevelske reported most households do not treat water before drinking it.

### WASH challenges for communities

Key WASH challenges for the communities connected to the water and sewage networks are shortages and damage to water infrastructure caused by conflict. Damage is particularly prevalent in Avdiivka.

In the other communities, lack of water and sewage networks are the primary challenges, leading to the other key issues: inability to empty septic tanks and problems with water deliveries. Shelling on the main roads prevents water trucks and sewage tankers from accessing some smaller communities,

### Waste management

Waste collection services are available only in Avdiivka. Waste collection is restricted or prevented by shelling on the roads and therefore the other eight communities are not served by municipal collection services. Of these eight communities, only Pervomaiske has a managed dump site. Burning and burying are the primary methods of waste disposal in the remaining seven communities.

**Figure 9: WaSH situation in assessed communities**

Communities without running water	7 / 9
Communities following good waste disposal practices	2 / 9

**Figure 10: Key WaSH challenges reported<sup>7</sup>**

1. Water shortages	44%	
2. Infrastructure damage	38%	
3. Water delivery problems	22%	
4. Cannot empty septic tank	22%	
5. No challenges	13%	

## Shelter

### Accommodation types

There are no reported collective centres for IDPs in this BSU. The majority of IDPs live in rented accommodation or are hosted by local residents. Compared to IDPs, the local population are more likely to own their accommodation.

### Housing damage

Shelling has damaged housing in five of the nine communities assessed within the BSU, according to data provided by administrators. Damage density was particularly high in Nevelske due to frequent conflict in the area.

Enumerators observed high levels of damage due to shelling in Sieverne, but administrators were not able to provide damage data for this community.

**Figure 11: Density of housing damage in assessed communities**

Community	Number of damaged units	Damaged units per 100 residents
Nevelske	63	150
Pervomaiske	468	31
Kamianka	26	29
Avdiivka	2,475	7
Novoselivka Druha	2	3

### Access to construction materials

Construction materials are available in Avdiivka, but are either limited or unavailable in all other communities. In Opytne, a military checkpoint restricts the delivery of construction materials.

### Utility shortages

All communities in the BSU are connected to the electricity network but experience shortages. Shortages are most frequent in Avdiivka, Novoselivka Druha, Vodiane and Opytne.

Communities experience difficulties heating their homes during winter periods. KIs cited cost, delivery problems and unavailability of fuel as the top three access issues. Opytne's military checkpoint also restricts delivery of fuel to the community. Consequently, inability to obtain fuel in Opytne forced a number of families to share one home in winter 2016-17.

### About REACH

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7. KIs could report more than one challenge.