

# Area-based Assessment: Popasna 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 Popasna BSU where 13 communities were assessed (Figure 1).

- Access to services is best in Popasna, Novotoshkivske and Hirske. Although Novotoshkivske is a relatively small settlement, all three of these communities have functioning primary healthcare clinics, schools, Financial Service Points (FSPs) and a range of shops and markets. Both waste disposal services and running water are available in these communities. However, due to ongoing shelling, security risks while accessing services are an issue in Popasna.

- Service access is poorest in the smaller settlements of Oleksandropillia, Novozvanivka and Novooleksandrivka. These communities have no primary healthcare facilities, no education facilities, no FSPs, limited public transport and either no or very limited functioning shops. For residents, the distance to facilities and the cost of transport are key challenges in accessing all services.

- Across the BSU, residents reported a lack of qualified healthcare staff and a lack of teachers as key problems. Waste management services are also insufficient in all areas of the BSU. Challenges accessing services due to security risks were reported in most communities, but were particularly prevalent in Zolote.

Map 1: Locations of assessed settlements in the Popasna BSU

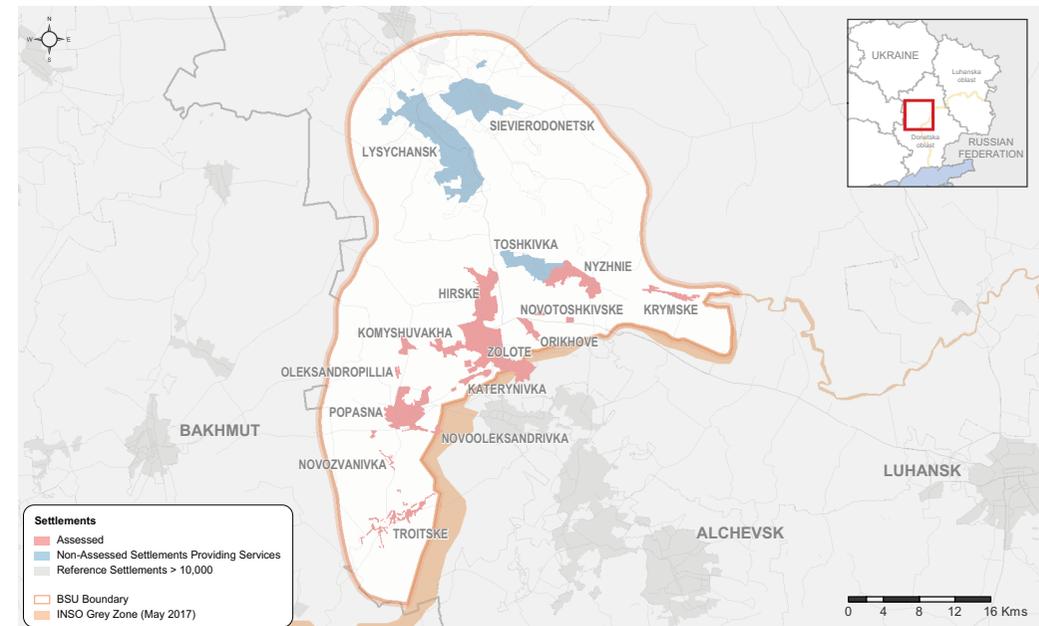


Figure 1: Communities assessed within the Popasna BSU

Settlement	Pop.	Settlement	Pop.
Popasna	20,784	Krymske	620
Zolote	15,400	Katerynivka	330
Hirske	12,400	Orikhove	308
Komyshevakhka	3,462	Oleksandropillia	107
Nyzhnie	3,000	Novozvanivka	75
Novotoshkivske	825	Novooleksandrivka	No data <sup>2</sup>
Troitske	650		

Figure 2: Profiles of KIs interviewed

KI Profile	Female	Male	Total
Community	49	9	58
Administration	4	9	13
Education facility	27	6	33
Health facility	19	1	20



1. OHCHR, 'Report on the human rights situation in Ukraine', December 2016.  
2. Administrators for Novooleksandrivka did not provide population data.

## Protection

Protection risks due to conflict exist in the BSU due to the presence of landmines/ERW in the majority of communities and ongoing shelling across the area. KIs reported shelling at all communities except Komyshuvakha and Katerynivka between February and June 2017, as confirmed by International NGO Safety Organisation (INSO) data. Shelling was reportedly occurring daily or weekly at eight communities.

### Landmine / ERW risks

Landmines/ERW are reported in 10 of the assessed communities and KIs stated that not all the hazardous areas have been marked in 8 communities. Mine Risk Education (MRE) is reportedly required in eight communities.

### Protection challenges for communities

Mines/ERW are the most frequently cited protection concerns amongst community KIs, raised in all 10 of the communities where mines/ERW were reportedly present. Community tension and shelling were the next most common concerns. KIs stated that community tension was a problem due to perceived competition between local residents and internally displaced persons (IDPs) for employment and humanitarian aid.

Shelling was highlighted as a particular problem in Zolote, which is located directly on the contact line in an area that experiences very frequent shelling. KIs in Zolote also cited restrictions on freedom of movement as a

concern.

KIs reported protection services are unavailable or insufficient across the BSU. Psycho-social support (PSS) services are reportedly insufficient in every community, with no PSS available at all in Oleksandropillia, Novooleksandrivka and Krymske. Child Friendly Spaces are reportedly required in all communities assessed.

### Vulnerable groups

KIs in four communities reported specific protection concerns for women due to a lack of gynecological services and the presence of armed actors in their communities.

IDPs are reportedly living in all the communities assessed except Katerynivka, with the highest number in Popasna. The presence of IDPs indicates a need for IDP-specific services such as documentation support. Administrators in Popasna also reported a high number of returnees living in the community who may also require additional support.

Administrators reported high proportions of elderly people in all communities. Data from community KIs suggest elderly residents may struggle to cope with service access challenges related to distance and travel time.

### Military checkpoints

Military checkpoints control access to nine communities. Residents in two neighbourhoods of Zolote are restricted from both entering and exiting their neighbourhoods by checkpoints.

Map 2: Courts and police stations in the BSU

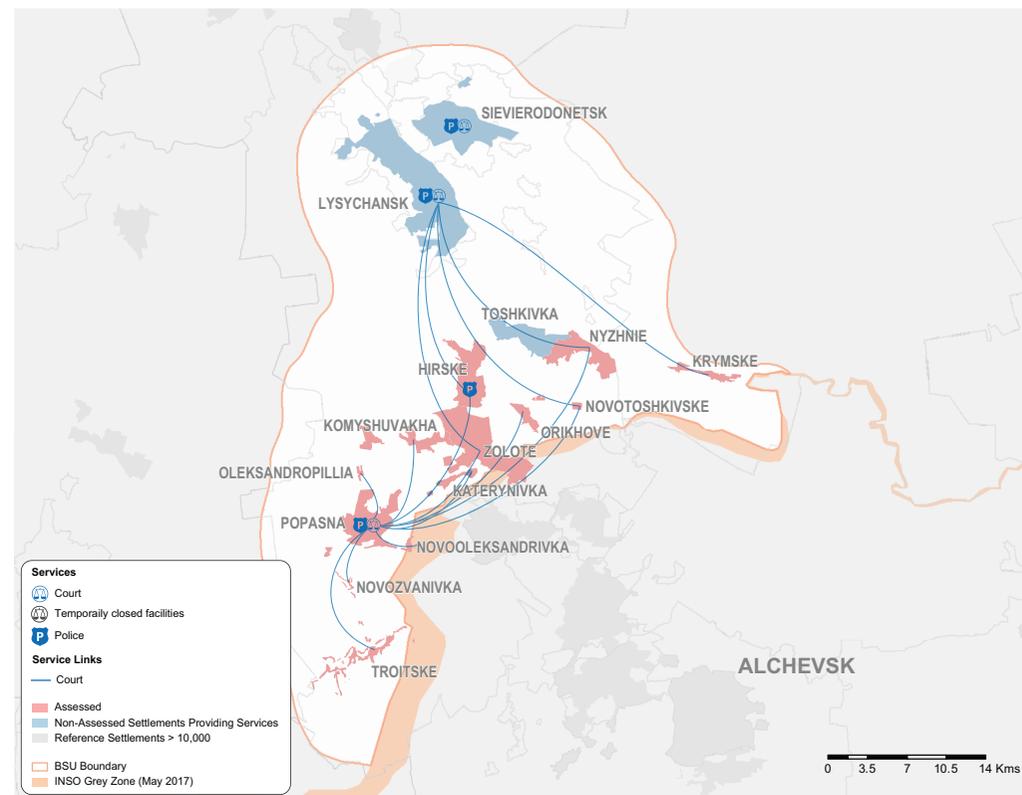


Figure 3: Key protection concerns reported<sup>3</sup>

1. Mines / ERW	34%	<div style="width: 34%; height: 10px; background-color: red;"></div>
2. Community tension	24%	<div style="width: 24%; height: 10px; background-color: red;"></div>
3. Shelling	24%	<div style="width: 24%; height: 10px; background-color: red;"></div>
4. Freedom of movement	12%	<div style="width: 12%; height: 10px; background-color: red;"></div>

Figure 4: Checkpoints affecting communities

Communities where checkpoint controls access	9 / 13
Communities affected by checkpoint elsewhere	1 / 13
Communities where checkpoint restricts delivery of goods	1 / 13
Communities where checkpoint restricts entry or exit	1 / 13

3. KIs could report more than one challenge.

## Education

There are 32 functioning schools in the BSU: 16 all-grade schools, 12 kindergartens, 3 primary and lower secondary schools and 1 upper secondary school. Five communities have no education facilities, using schools in Hirske, Popasna, Zolote and Komyshuvakha. All levels of education are available in eight communities.

### Education access challenges

Distance to schools was the primary reported challenge, and was a key issue for KIs in the five communities with no functioning facilities. Danger while travelling was reported as a concern in seven communities. KIs in Zolote were particularly concerned about security risks, as children in one neighbourhood use a road running along the contact line to reach schools.

Access to education is best in communities where all levels of education are available. KIs in Hirske, Novotoshkivske and Nyzhnie reported fewest challenges in access. Although multiple facilities offering all levels of education are available in Zolote and Popasna, security risks involved in travelling to schools due to ongoing shelling are a key issue for residents.

### Education facility conditions

Of the assessed facilities, 18 have been damaged by shelling and require repairs. One kindergarten building in Krymske has been completely destroyed and the kindergarten has relocated to a rented space nearby.

Thirteen facilities are experiencing infrequent electricity shortages and only seven of these have working generators. Heating shortages are less problematic but occur weekly at two facilities in Krymske.

All schools except Komyshuvakha Primary and Lower Secondary School are connected to the water network, but 16 schools reported water shortages and 5 of these schools have no drinking water storage. Pupil-to-toilet ratios meet SPHERE standards<sup>4</sup> at kindergartens, with 11 pupils per toilet on average, at primary and lower secondary schools (23 pupils per toilet), and at the upper secondary school (8 pupils per toilet). Standards are not met at all-grade schools where there are 50 pupils per toilet on average.

### Challenges delivering education

Shortages of supplies are the key challenge for schools in the BSU, reported in all communities except Novotoshkivske and Troitske. The supplies most lacking are computers, gym equipment and desks. Lack of funds is the second most commonly reported challenge. Schools in all but two communities also reported a lack of qualified teaching staff.

Pupil-to-teacher ratios vary between types of school, with nine pupils per teacher on average at kindergartens, seven pupils per teacher at all-grade schools, five pupils per teacher at primary and lower secondary schools and three pupils per teacher at the upper secondary school.

Map 3: Schools and kindergartens in the BSU

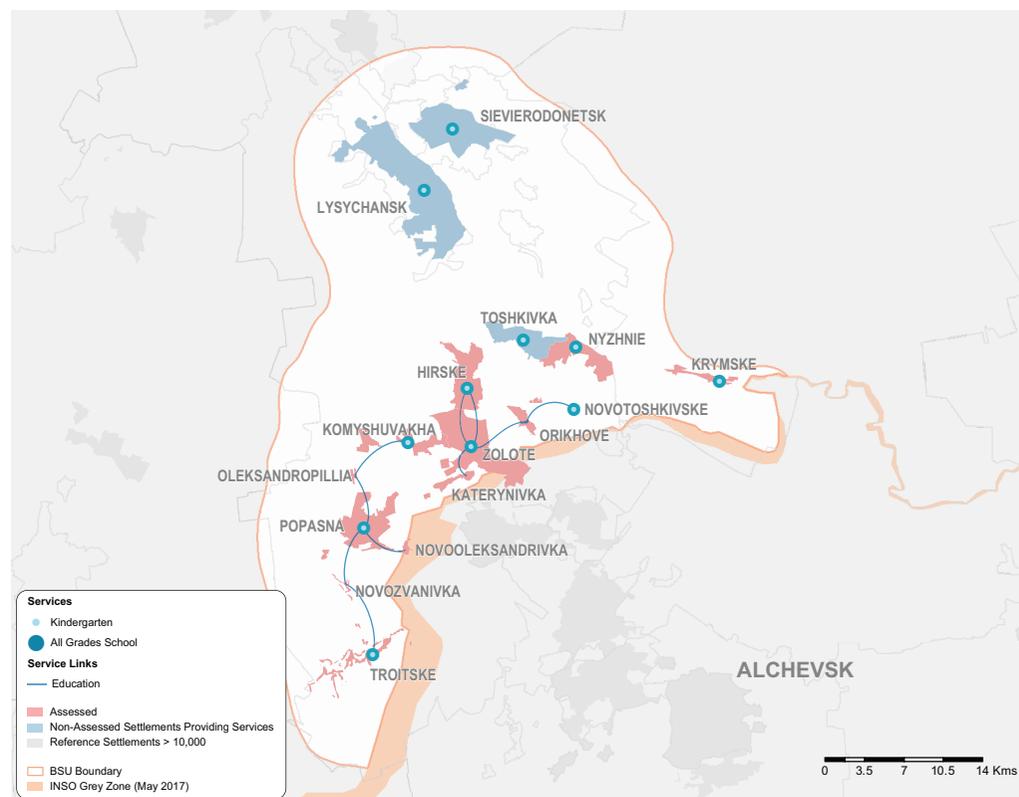


Figure 5: Key education challenges reported<sup>5</sup>

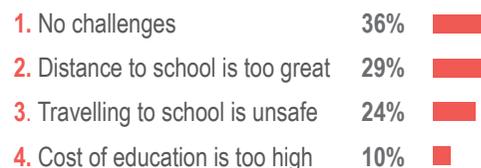
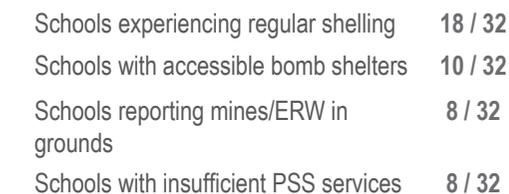


Figure 6: Protection issues in schools



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

5. KIs could report more than one challenge.

There are 20 functioning facilities in the BSU: 9 small clinics (ambulatory clinics), 5 paramedic-midwife stations offering very basic care, 3 central raion hospitals, 2 inpatient mental health clinics and 1 ambulance station. Primary healthcare is available in 10 communities, while Hirske and Popasna have raion hospitals offering specialised care. Residents in the other communities access primary healthcare in Popasna, Hirske and Komyshevakhka. For hospital services, residents use facilities in Hirske and Popasna in addition to hospitals in Lysychansk (30 km north of the contact line) and Sievierodonetsk (35 km north of the contact line). Pharmacies are available in 12 communities within the BSU.

### Healthcare access challenges

Healthcare access is best in the larger communities where both primary healthcare clinics and central raion hospitals are available. However, KIs across all communities reported that facilities do not have sufficient numbers of qualified specialists, and this was the primary access challenge reported. There are no dentists at all in Novotoshkivske, according to KIs, and very few dentists in Zolote.

Lack of facilities was the second most common issue, which led to the other most reported problems: lack of transport to facilities, and the high cost of transport to facilities. Cost of transport was a particular concern for residents of Katerynivkha and Nyzhnie, where there is no public transport at all. KIs also highlighted

a lack of ambulance services across the BSU, reporting that ambulances dispatched from Lysychansk or from the ambulance station in Popasna take a long time to reach some communities.

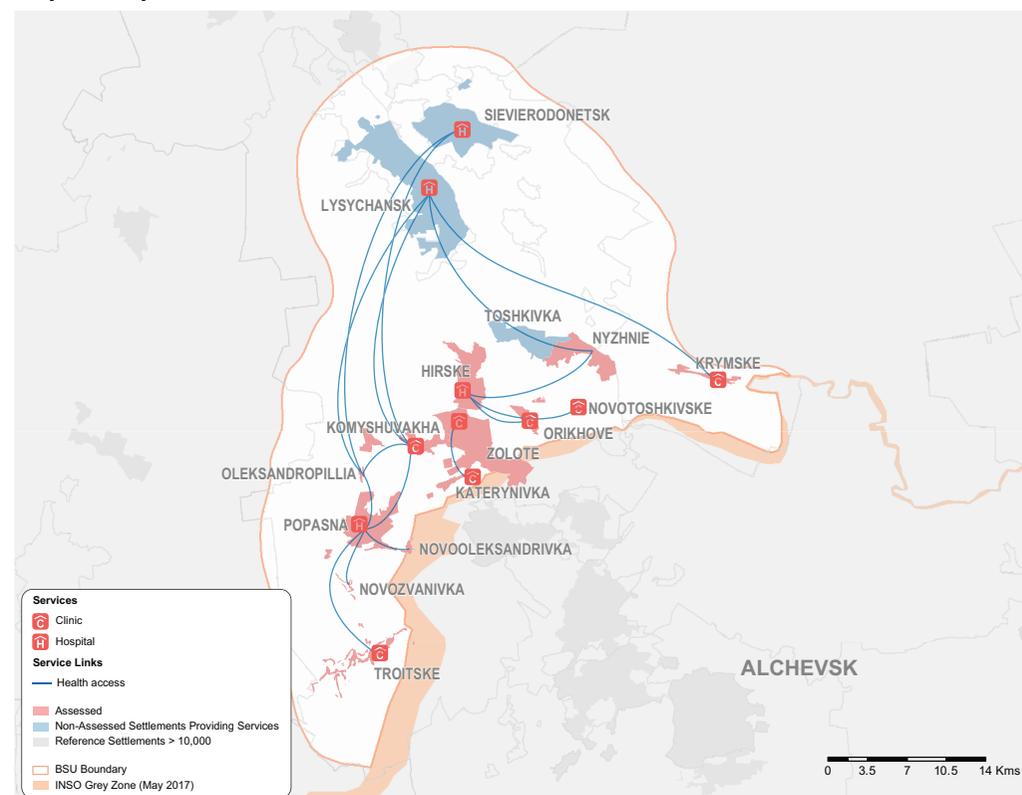
### Health facility conditions

Eight of the facilities assessed have been damaged by conflict and require repairs, but all assessed facilities are functioning. Ongoing shelling was reported by eight facilities in the BSU and was occurring weekly at five facilities.

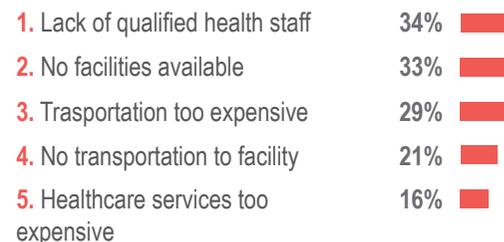
Access to running water is poor, as nine facilities either have no running water at all or are experiencing daily shortages. Drinking water storage is available at 10 facilities and required at 9 facilities, with 1 facility reporting that it does not have water storage and does not require it. Seven facilities reported an insufficient number of toilets available; five facilities are not connected to sewage networks and rely on pit latrines.

The most common challenge in delivering care is a lack of qualified staff, reported at 14 of the assessed facilities. Shortage of equipment was also a key issue for 11 facilities. Electrocardiogram machines, blood glucose monitoring kits and computers were the most commonly-reported equipment required.

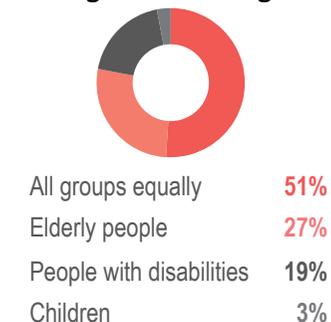
**Map 4: Hospitals and clinics in the BSU**



**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 access is sufficient in the largest communities of the BSU, which have a range of functioning shops and markets. Shops are available in 11 communities; residents of Novozvanivka and Novooleksandrivka use shops in Popasna or Komyshevakha. FSPs are only available in Popasna, Zolote, Hirske and Novotoshkivske. Residents of other communities use FSPs in Popasna, Hirske and Lysychansk.

### Challenges accessing markets

Distance to shops and markets is the primary reported challenge, followed by the cost of transport to markets, reflecting the preference of residents to shop in larger settlements due to the limited range of food products available in smaller communities. Security concerns when travelling were reported in six communities and were particularly prevalent in Zolote due to ongoing shelling. A lack of public transport was

also reported as a key issue in Katerynivkha, Orikhove, Zolote and Novooleksandrivka.

### Checkpoints and delivery restrictions

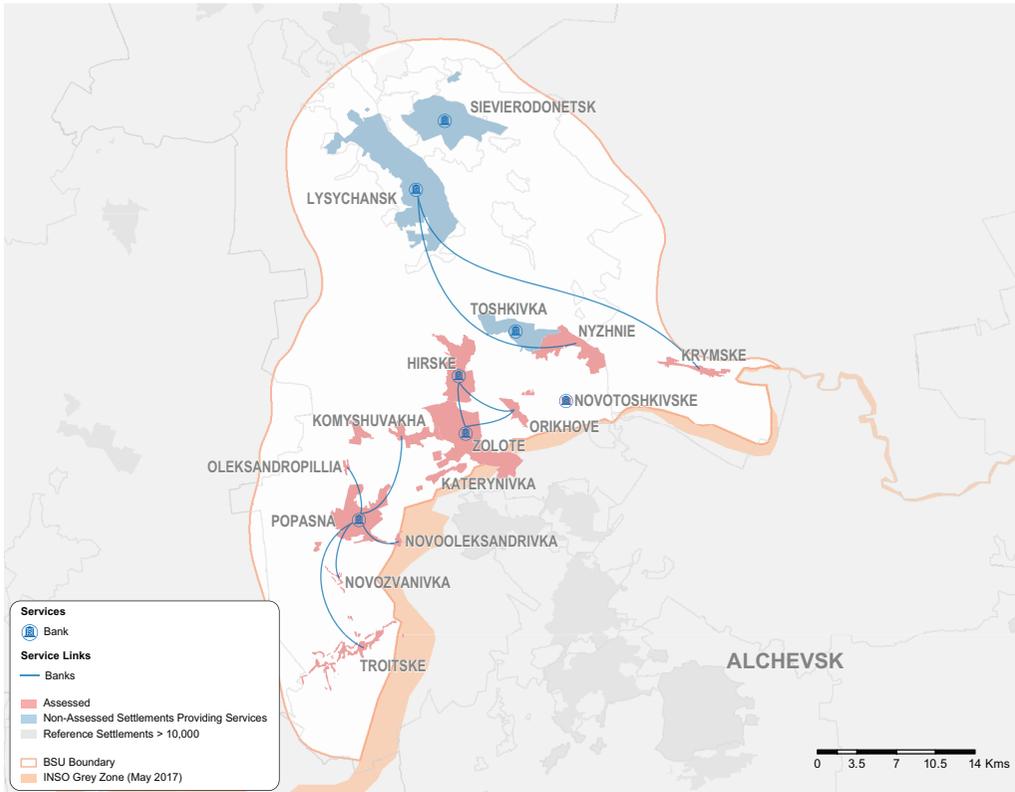
Checkpoints affect delivery of goods in one area of Zolote, where KIs reported that coal and construction material deliveries are restricted.

### Challenges accessing FSPs

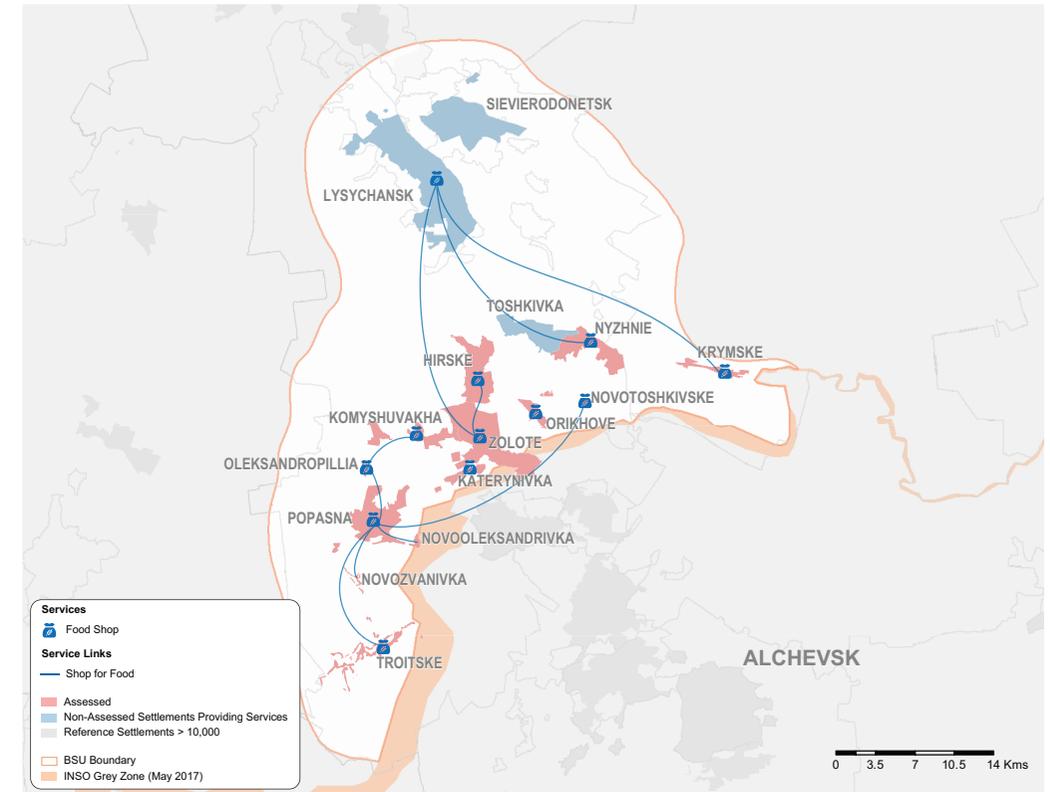
FSPs are available in four communities and

consequently the distance to FSPs was the most reported access challenge in the BSU, followed by the cost of transport and the lack of transport available. Services provided by FSPs are reportedly sufficient except in Hirske, where KIs reported not all necessary services are available. The number of FSPs is insufficient to cope with the number of users, with KIs in the four communities with FSPs reporting queues as a key access challenge.

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



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



**Availability**

Food availability varies across the BSU. While dry goods were consistently available in shops in both small and large communities, fresh produce and meat items were available in less communities. Availability was poorest in Novotshkivske, where only 15 of the 28 assessed products were available.

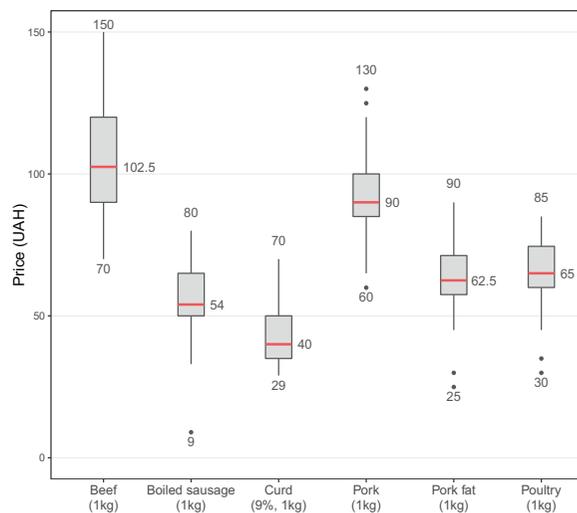
Availability of meat products was poor across the BSU, particularly beef, which was unavailable in five communities. Purchasing vegetables in shops was also difficult: beetroot was unavailable in seven communities and carrots could not be purchased in three communities.

**Prices**

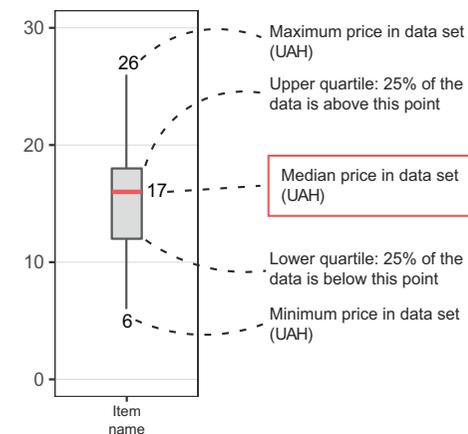
Prices for dry products such as bread, salt and sugar were consistent across the BSU. The cost of meat, vegetables, butter and milk varied more between communities, with fresh vegetables showing the greatest variance in price.

KIs identified self-production as very common in rural communities, particularly for root vegetables and dairy products. This affected prices and availability across the BSU: dairy products are cheaper in rural areas, while vegetables are not available in all markets due to a lack of demand in rural areas and a lack of supply in urban areas.

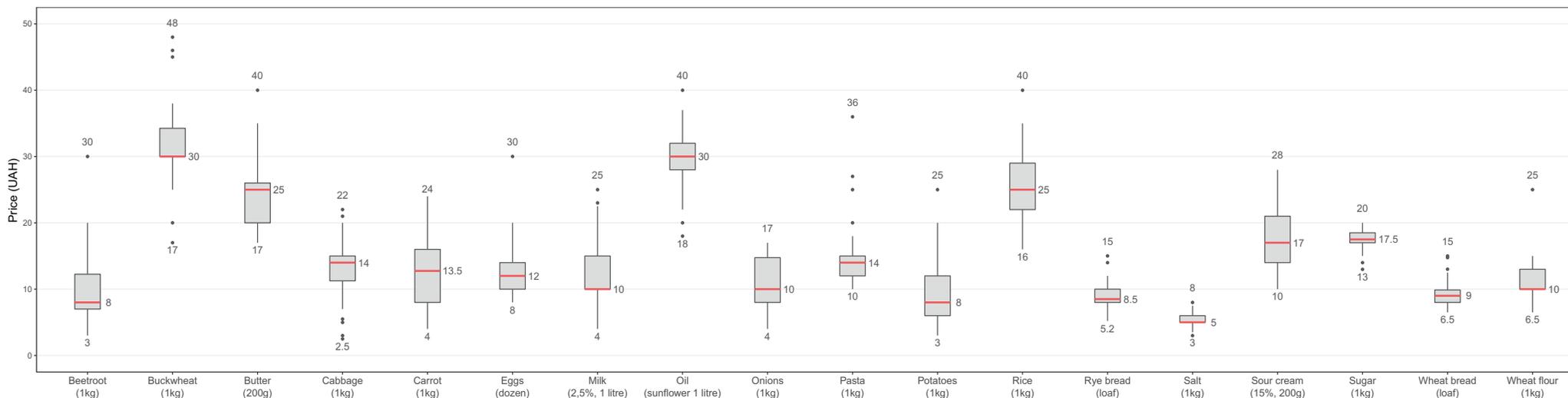
**Boxplot 1: Prices of meat and curd**



**How to read a boxplot**



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



## Water, Sanitation and Hygiene (WASH)

### Access to drinking water

Running water is available in all communities except Novozvanivka, Oleksandropillia and Katerynivka. Shortages occur infrequently in all the communities with water supply except Hirske and Novooleksandrivka.

Wells are used for drinking water in all communities, and are the sole reported source of drinking water in Novozvanivka, Oleksandropillia and Katerynivka.

### WASH challenges for communities

The WASH situation in Nyzhnie and Troitske was better than in other communities, with almost all KIs in these communities reporting that there were no major WASH challenges. In the remaining communities of the BSU, water shortages and damage to infrastructure were the key challenges reported. Damage to infrastructure was most problematic in Zolote where a sub-station of the Karbonit Water Supply System was shelled in March 2017, reportedly damaging pipes and valves and causing shortages in the area.

Problems emptying septic tanks were reported in five communities where not all households are connected to the sewage network. KIs also expressed concerns about the poor quality of running water, reporting that it is not always clean and that water quality testing procedures are insufficient.

### Waste management

Waste management is a challenge in the BSU. There are waste collection services in five communities and designated waste management sites in three communities, but the most common methods of waste disposal are burning, burying and dumping waste in public areas. KIs reported that waste collection services are expensive, which dissuades residents from using these services. Waste disposal problems were highlighted as a major challenge in Novotoshkyvske: KIs highlighted a lack of disposal services and stated that the town's dumping site is located very close to the centre of the community, leading to unsanitary conditions during the warmer months of the year.

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

Communities without running water	10 / 13
Communities following bad waste disposal practices	10 / 13

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

1. Cannot empty septic tank	41%	
2. Water shortages	16%	
3. No challenges	14%	
4. Damage to infrastructure	12%	

## Shelter

### Accommodation types

The majority of non-displaced people and IDPs live in self-owned accommodation. In Zolote and Popasna the majority of IDPs are living in rented accommodation.

### Housing damage

Shelling has damaged housing in 11 of the communities assessed within the BSU, according to data provided by administrators. Administrators in Hirske and Novooleksandrivka could not provide data on shelling damage. The density of damage was highest in Krymske, which is located close to the contact line in an area that has experienced intense conflict. However, damage density was relatively low in the other communities assessed.

**Figure 11: Assessed communities reporting highest density of housing damage**

Community	No. of damaged housing units	Damaged units per 100 residents
Krymske	505	81
Troitske	175	27
Novozvanivka	16	21
Orikhove	43	14
Novotoshkyvske	91	11
Popasna	2,226	11
Oleksandropillia	11	10
Katerynivka	28	8
Nyzhnie	181	6
Zolote	290	2
Komyshuvakha	63	2

### Housing damage

Construction materials are not available in Orikhove or Troitske. In the remaining communities there is a limited range of construction materials available.

### Utility shortages

All communities in the BSU are connected to the electricity network but all communities except Orikhove reported electricity shortages, which are occurring weekly in some areas of five communities. Centralised heating is not available in eight communities, while the remaining five reported infrequent shortages during the last winter.

Communities experience difficulties heating their homes during winters. The key challenge reported was the cost of fuel, cited by 41 of the 58 community KIs, followed by the poor quality of fuel and delivery problems.

### About REACH

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7. KIs could report more than one challenge.