



Annex 5: Suggested tuning of indicators for future monitoring of ASCs in hromadas

For the monitoring conducted in April, 36 indicators were used, covering seven themes:

1. Security situation
2. The humanitarian situation/basic needs fulfilment
3. Inclusiveness and gender aspects of the service provision
4. IDPs in ASCs: services, reception, and aid
5. ASC operations
6. ASC staffing
7. Mobile service provision, mobile ASCs

These suggestions were formulated after having analysed the responses from the monitoring in April 2022.

No.	Area and indicator	Answer options	Comments and suggestions
1.	Security situation		
1.1	Is the hromada under Ukrainian control?	yes/no	
1.2	Security situation (is there ongoing combat on the hromada's territory?)	yes/no	This question was difficult to draw conclusions from, as in the excel file 82 hromadas had responded "yes (there is ongoing combat on the hromada's territory)". When comparing the responses with the maps provided by ISW regarding the combat zones it is not likely that so many hromadas have had actual combat on their territories. Many hromadas are known to have been affected by missile attacks and bombings, so perhaps that is what has been referred to when they asked this question?



			<p>Suggestion:</p> <p>For a more accurate estimation of the security situation it is suggested that the interviewers provide more response alternatives to this question, for instance:</p> <ul style="list-style-type: none">• Is there ongoing combat on the hromada's territory?• Have there been missile attacks targeting or damaging objects on the territory of your hromada?• Other threats to human security physical objects or the provision of basic services? (please specify)
2.	Humanitarian situation		
2.1	Access to water	yes/no	
2.2	Access to electricity	yes/no	
2.3	Access to internet	yes/no	
2.4	Access to mobile telephone network	yes/no	
2.5	Access to food supplies	yes/no	
2.6	Transport situation (is public transport available to travel to, from and within the hromada)	yes/no	
2.7	Overall humanitarian situation	rate from 1 to 5, with 1 = very bad and 5 = everything is like it used to be before the war	
2.8	Dynamics of the humanitarian situation	positive/ negative/ without changes	<p>Suggestion:</p> <p>When asking this question, please specify which period is regarded. Since 24 February? since the last round of monitoring?</p>

2.9	Do you receive humanitarian support from international organisations or local NGOs?	yes/no if yes, from whom?	<p>It is very difficult to draw conclusions about the situation with distribution and sources of humanitarian aid when all alternatives are assembled in one column</p> <p>Suggestion:</p> <p>To ask separate questions, for instance:</p> <ul style="list-style-type: none"> • Do you receive humanitarian aid from oblast level? <ul style="list-style-type: none"> • Do you receive support from local NGOs? • Do you receive support from local businesses? <ul style="list-style-type: none"> • Do you receive support from hromadas in other oblasts or from other oblasts? If yes, wherefrom? • Do you receive support from hromadas in other countries? • Do you receive support directly from an international aid organisation? If yes, which organisation/-s?
3.	Inclusiveness and gender aspects of the service provision		
3.1	Are the listed services (water, electricity, internet, mobile connection, food supplies, and public transport) equally accessible to the residents regardless of their sex, age, health condition and place of residence?	yes/no	<p>The answer “yes” or “no” to this question is difficult to interpret and probably difficult to answer and all the mentioned conditions (sex, age, health condition and place of residence) could be valid for one individual (for example an aged man with a heart condition living in a remote village on his own) and it is difficult to advice how to go about it</p>



			<p>Suggestion:</p> <ul style="list-style-type: none">• to break the question into several parts and if four separate questions is too many, one could consider breaking it into three: sex, health condition, and place of residence• it is particularly important to break out "place of residence" as that circumstance requires other solutions than the other circumstances
3.2	Do you collect statistics on the ASC visitors sex and age? At least by 1) women/men, 2) children of school age/children of pre-school age?	yes/no	No particular suggestion to changes here, but it is important to keep in mind for later that one possible explanation to why so few ASCs collect this kind of statistics is because they don't understand why and how it can make a difference. Hence more training is needed (when the other circumstances will allow it)
3.3	Has the access to and conditions for services delivery changed in the ASC? For example, barrier-free environment, online service provision, children's' corner in the waiting area, access to toilets?	yes, they have become worse/no, no changes	This would be interesting to know more about - what has been the cause of the conditions worsening? Suggestion: To ask a follow up question about the causes when a hromada replies that the conditions have worsened
3.4	Do you analyse the number of ASC visitors in one day (or month), based on the visitors sex and age, compared to the situation before the war?	yes/no	See 3.2 above
3.5	Who is primarily responsible for the humanitarian aid in the ASC?	men/ women	



4.	IDPs in ASCs: services, reception, and aid		
4.1	Registration of IDPs	yes/no	
4.2	How many IDPs have arrived in your hromada	number	
4.3	Do you have the possibility to receive IDPs in your hromada?	yes/no	
4.4	Do you register available accommodation for IDPs?	yes/no if yes, how many places are available? (number)	
4.5	Do your starostas have the right to register IDPs?	yes/no	
4.6	Who is responsible for the coordination of distribution of humanitarian aid to individuals? (name the position in charge)	name the position in charge	
5.	ASC operations		
5.1	Does your ASC currently function?	yes/no	
5.2	Does your ASC function as a humanitarian centre?	yes/no	
5.3	Which groups of services does you ASC provide? (Registration of IDPs, civic status registration, social services, local services, registration of enterprise, passport services.)	name the services	
5.4	Which registers do you have access to?	name all accessible registers	
5.5	Can your starostas currently provide services?	yes/no	To better understand the answers to this question, it would be helpful to understand what the situation was before the 24 February, did the starostas provide services then?
5.6	What are your most urgent needs for support? (except for military or defence needs)	name the needs	
6.	ASC staffing		
6.1	Changes to the number of staff	increase/decrease/ without changes	



6.2	Has the gender structure of the staff changed, if yes, what changes?	more or less women or men/without changes)	For the analysis it would be much more convenient if the responses to this question could be filled in separately, i.e. "more men - "yes/no"", "more women - "yes/no"", "less women - "yes/no"", "less men - "yes/no""
6.3	How are the changes of staff legally recorded? (as vacation? as furlough? Or something other?)	as vacation/as furlough/something other	
6.4	Does your ASC need more staff? (more "hands", maybe you would like to take in an intern?)	yes /no	
7.	Mobile ASCs – mobile service provision		
7.1	Do you use a mobile ASC? For which purposes?		
	Any other additional information to share?		