

UKRAINE HUMANITARIAN APPEAL

Reporting back



DISASTERS
EMERGENCY
COMMITTEE

Phase 2a six month report

September 2022 - February 2023

CONTENTS

Foreword	03
The humanitarian crisis	04
How the DEC is helping.....	06
Ukraine: how we helped	08
Poland: how we helped	16
Romania: how we helped	21
Moldova: how we helped	26
Hungary: how we helped	30
Challenges across the response	32
Improving humanitarian programme delivery	33
Regional initiatives.....	38
Fundraising for the Ukraine Humanitarian Appeal	40
How the DEC works.....	41
Next steps.....	42

FOREWORD

Within a week of the escalation of conflict in Ukraine on 24 February 2022, more than one million people had fled Ukraine and millions more were displaced inside the country. Most of them were women, children and elderly people, and most had fled from their homes with only what they could carry. As the biggest humanitarian crisis in Europe since World War II unfolded, the Disasters Emergency Committee (DEC) launched an emergency appeal for people affected by the conflict on 3 March 2022.

Thanks to the generosity of the UK public, more than £400 million has been raised for the DEC's Ukraine Humanitarian Appeal. DEC member charities immediately began responding inside Ukraine and in neighbouring countries, providing direct support and working in partnership with local NGOs and community groups to reach millions of people in the first six months of the response. During these first few months of the response, we focused on meeting people's immediate needs by providing food, water, cash assistance, and legal advice to refugees and internally displaced people at transit centres, border crossings and refugee centres, and providing support to meet the basic needs of people who were unable or unwilling to flee.

As the conflict continued and the needs grew with 17.6 million people now estimated to be in need of humanitarian assistance in Ukraine (as of 15 February 2023), the second six months of the DEC-funded response continued to support people's immediate needs, while beginning to develop programmes to provide longer-term support to families and affected people throughout Ukraine and neighbouring countries.

This report details the work carried out by DEC member charities and their local partner organisations with DEC Ukraine Humanitarian Appeal funds in Ukraine, Poland, Romania, Moldova and Hungary from 1 September 2022 to 28 February 2023. While the need remains significant, DEC member charities and their partners – thanks to the support shown by the UK public – are continuing to make a real difference to the lives of hundreds of thousands of people affected by the conflict in Ukraine.

UN OCHA Financial Tracking Service funding requirement for Ukraine and region (2023)

\$3.95 billion
 funding requirement for surrounding countries identified by UN and humanitarian aid agencies. **25.2% funded** (as of 30 May 2023)

\$1.69 billion
 funding requirement for surrounding countries identified by UN and humanitarian aid agencies. **4.1% funded** (as of 30 May 2023)



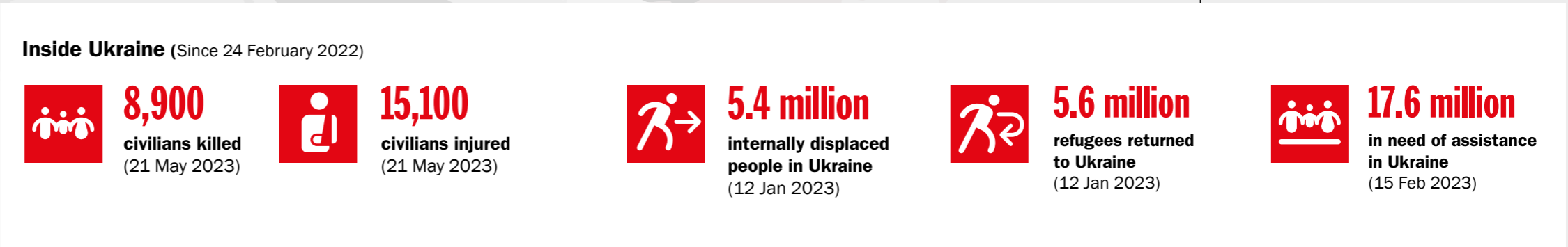
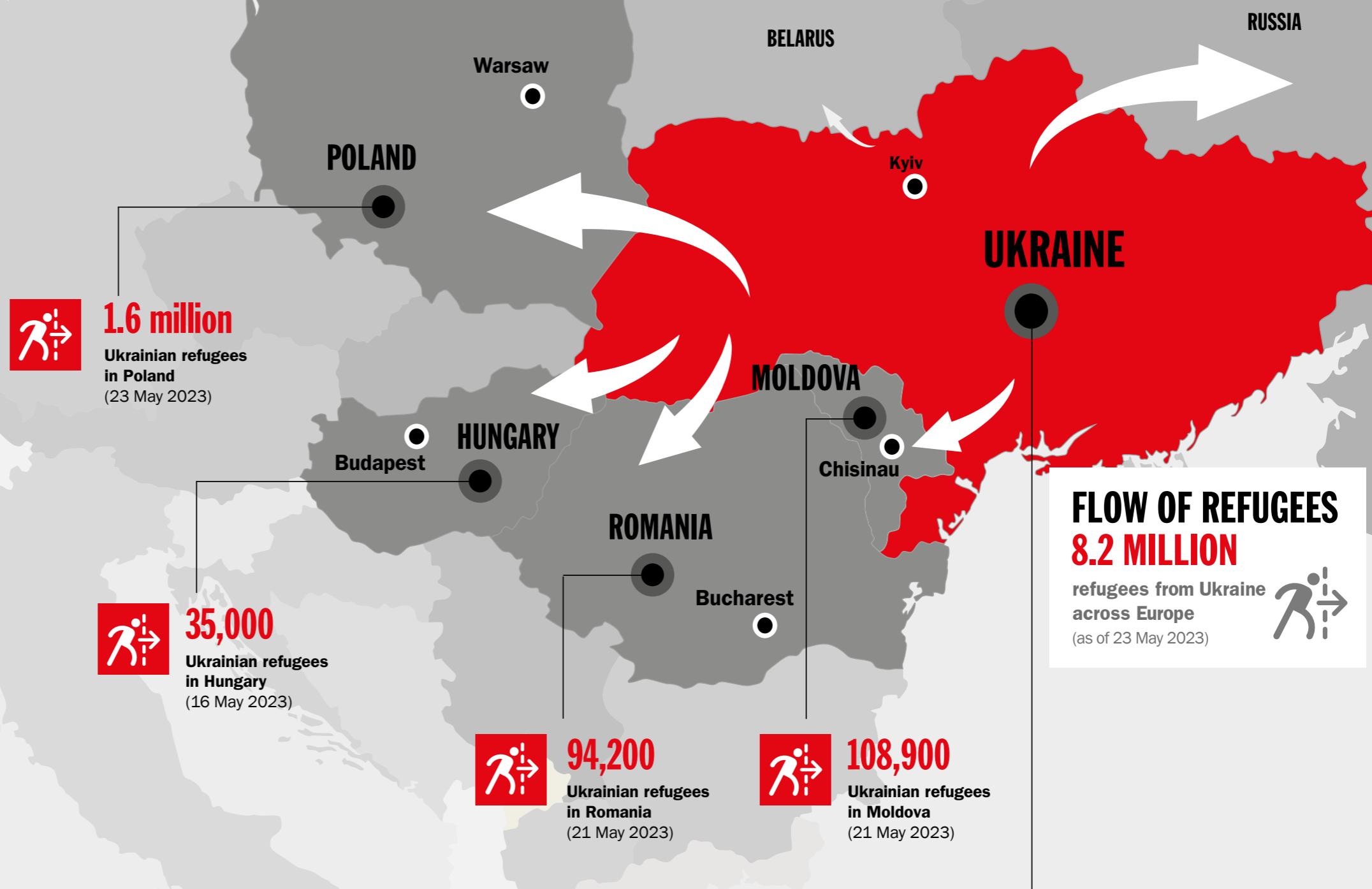
Cover: Yana* a refugee from Ukraine living in Poland, attends a school setup by the Unbreakable Ukraine Foundation. A DEC member charity is using DEC funds to provide the facilities, stationery, books and lunchtime meals for Unbreakable Ukraine's schools.
 Saleh Saeed (L), CEO of the Disasters Emergency Committee and Father Vitaliy (R) from Depaul Ukraine, prepare food packages at the Depaul warehouse in Odesa. DEC funds are supporting a DEC member's local partner Depaul to reach displaced families and homeless people affected by the conflict, offering them food, shelter, legal advice and access to psychological support.

THE HUMANITARIAN CRISIS

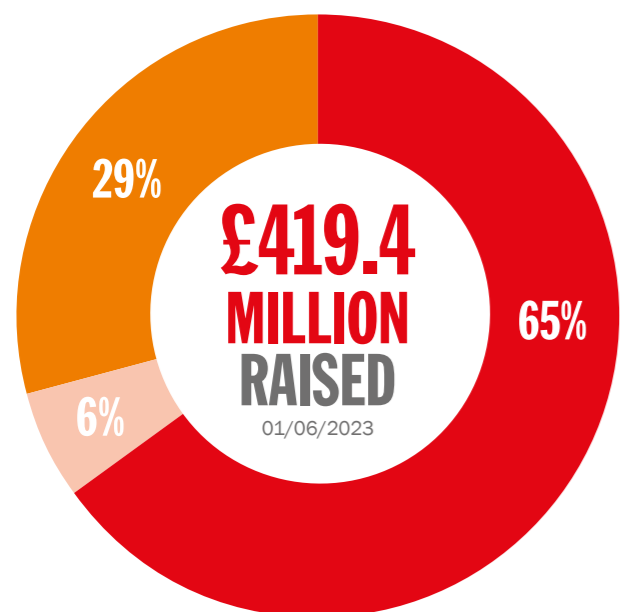
Since the escalation of conflict in February 2022, nearly one-third of Ukraine's population have been forced to flee their homes. One year on, there were 5.4 million internally displaced people in Ukraine (as of 12 January 2023), many more millions of people across the country who are affected by the conflict, and 8.2 million Ukrainian refugees living in other European countries (as of 23 May 2023). Their needs are varied and complex: millions still require support with meeting their basic daily needs for food, water and shelter; healthcare facilities and services have been devastated; livelihoods have been lost and educations disrupted; families and communities have been torn apart; while the ongoing conflict has exposed millions of people to distressing events and experiences.

While no area of Ukraine was safe from drone and missile attacks between September 2022 and February 2023, heavy fighting was concentrated around the frontlines in the east of the country. Millions of people who remained in these areas, or have returned to the east over recent months, were in need of immediate support for essentials such as hot food, cash to enable them to meet their basic needs, and hygiene items. As the conflict continues, the movements of internally displaced people in Ukraine and of refugees in neighbouring countries are likely to be fluid, presenting further challenges to host communities, governments and humanitarian responders, including DEC member charities and their partners who are working to support affected people both inside Ukraine and in neighbouring countries.

It was anticipated that the cold winter months would see a large increase in the number of internally displaced people inside Ukraine and refugees in neighbouring countries, particularly after civilian energy infrastructure came under sustained attack from October 2022, leaving many households without heating. In preparation, DEC member charities and partner organisations adapted their activities to support more people to cope with winter by supporting heating, repairing buildings and providing warm clothing. Fortunately, the winter was milder than expected, which combined with these preparations lead to lower levels of displacement than expected.



HOW THE DEC IS HELPING



■ £270.4m DEC Direct Donors
■ £124m Member charities retained income
■ £25m UK Aid Match funding

BUDGET AND EXPENDITURE BREAKDOWN

Phase 2a confirmed budget

£123.5 million

Phase 2a 6 month expenditure

£48 million

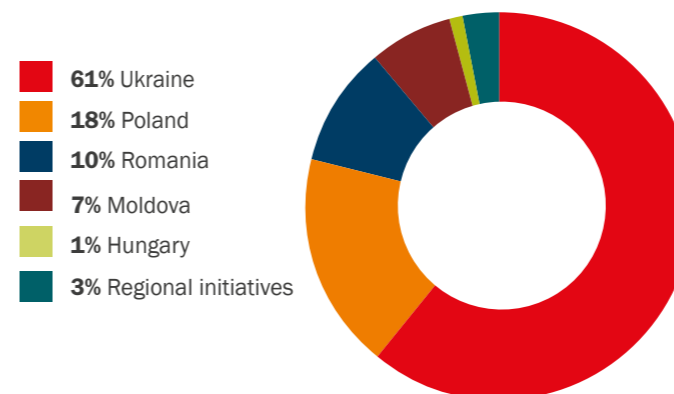
Thanks to the incredible support of the UK public, the DEC is the biggest charity donor to the humanitarian response inside Ukraine and to the regional refugee response, as reported through the UN OCHA Financial Tracking Service. DEC member charities, working in partnership with local organisations, are supporting people in need across Ukraine, and refugees and host communities in the neighbouring countries of Poland, Romania, Moldova and Hungary.

Inside Ukraine, the conflict has caused widespread damage to infrastructure such as housing and healthcare facilities, ongoing disruption to services such as electricity and water, and a devastating loss of lives and livelihoods. Many women, children and vulnerable people continue to need support to meet their basic daily needs for food, water and shelter. DEC member charities are also working to provide longer-term support to affected people, including through mental health and livelihoods support.

Refugees in neighbouring countries can apply for temporary protection status, enabling them to receive a range of social protection support provided by host governments. However, challenges in applying for support, delays in provision, and shortfalls in the support provided mean that many refugee families continue to rely on humanitarian assistance. DEC member charities and their partner organisations are coordinating with governments and local communities to ensure refugee families are receiving adequate immediate and longer-term support and to promote integration with host communities.

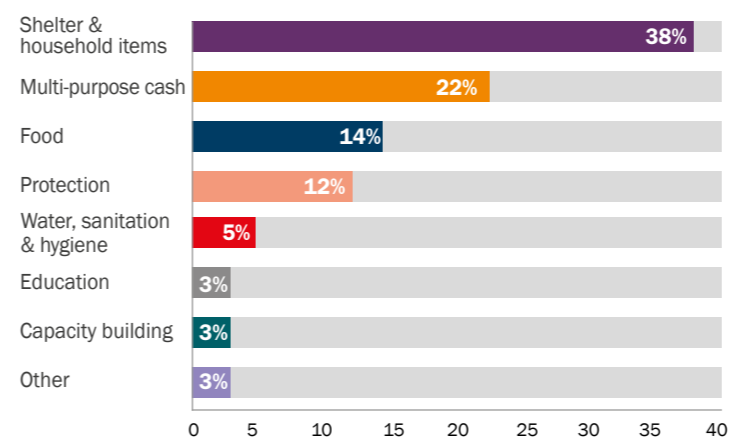
EXPENDITURE BY COUNTRY

1 September 2022 – 28 February 2023



EXPENDITURE BY SECTOR

1 September 2022 – 28 February 2023



Between September 2022 and February 2023, the first six months of Phase 2a of the Ukraine Humanitarian Appeal, across the five countries in the response:

261,800
people reached with food assistance, consisting of food baskets and hot meals

93,900
people provided with hygiene kits containing toothbrush, toothpaste, soap, shampoo, washing soap/powder and toilet paper

40,300
people reached with mental health and psychosocial support

19,300
children supported with education through language courses, digital learning initiatives and educational trips

128,800
hosts supported with cash assistance to provide accommodation to 374,600 internally displaced people in Ukraine

64,500
people supported through multi-purpose cash assistance

28,800
people reached with winterisation activities, such as winter kits, cash and vouchers

16,800
people participated in social integration activities

A note on figures: Each sector of activity presented in this report includes net figures for the number of people reached with DEC funds. Double-counting in the net number of people reached per sector has been eliminated, however some double-counting may persist across sectors; also, when two or more charities reach the same people with different types of assistance. All figures reported have been rounded down.

Lyuba and her granddaughter attend a counselling and support session at a centre supported by the local partner of a DEC member charity. DEC funds are providing food, cash-based assistance, mental health and psychosocial support to refugees and host communities in Moldova.

HOW WE HELPED: UKRAINE

NINA* AND SYMON*



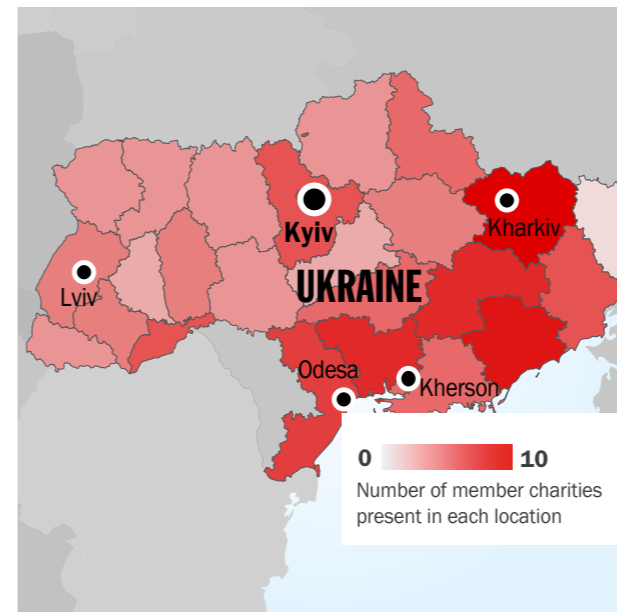
Saleh Saeed (R), CEO of the Disasters Emergency Committee, observes Nina* (L) and Symon* (C) during their knitting session at Depaul Children's Centre in Odesa. DEC funds are supporting a DEC member charity's local partner Depaul to reach displaced families and homeless people affected by the conflict, offering them food, shelter, legal advice and access to psychological support.

- 
26,200
 people reached with winterisation activities such as financial support and winter kits
- 
12,600
 people accessed mental health and psychosocial support services
- 
11,700
 people had consultations with professionals (psychologists, lawyers and social workers)
- 
73
 health facilities were supported through the provision of essential medical supplies

The scale of the need, combined with the ongoing insecurity caused by the conflict and heavy damage to civilian infrastructure, together presented a significant challenge to the delivery of humanitarian assistance in Ukraine. Meanwhile, the devastating impact of the conflict on people's lives – displacement, family separation, loss of community and support networks, lack of access to basic services, loss of livelihoods, disruption of education – has had a significant impact on people's resilience and mental health, with the WHO reporting that 9.6 million people are at risk of acute stress, depression, and post-traumatic stress disorder (UN OCHA Ukraine Situation Report, 10 February 2023).

As the dynamic and volatile situation continues to shift and evolve, local authorities, UN agencies, and humanitarian actors in Ukraine, including DEC member charities, are adapting their services and programmes to reach as many people in need as possible. During the period covered by this report (1 September 2022 to 28 February 2023), 12 DEC member charities working in partnership with local organisations have been contributing to the humanitarian response in Ukraine. The need for basic items and services remained high and helping people to meet their immediate needs – through cash assistance and food, shelter and hygiene support continued to be a priority. With no end in sight to the conflict, DEC member charities have also been working to strengthen the capacity of local partners, to help build resilience and ensure local leadership in the ongoing humanitarian response.

DEC MEMBER PRESENCE

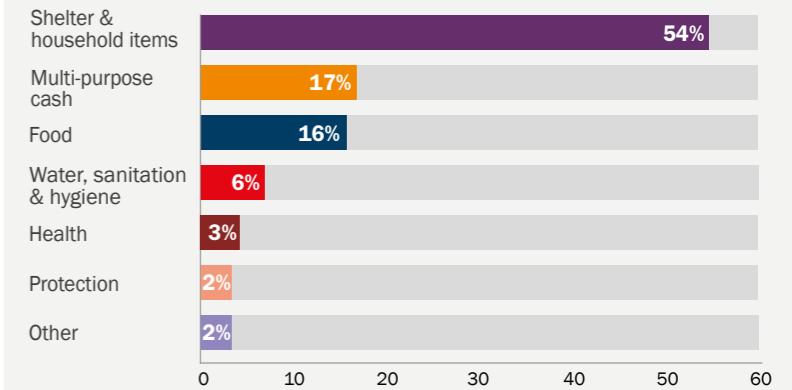


DEC MEMBER AND PARTNER BREAKDOWN

DEC member charities	Local/national partners	International partners
12	30	8

UKRAINE: EXPENDITURE BY SECTOR

1 September 2022 – 28 February 2023



BUDGET AND EXPENDITURE BREAKDOWN

Phase 2a confirmed budget

£66.9 million

Phase 2a 6 month expenditure

£29.4 million

Phase 2a 6 month expenditure by local/national partners

£4.7 million



Members of the Rapid Response Team of Ukrainian Red Cross (URCS) train in Odesa, Ukraine. DEC funds are supporting URCS operations, the local partner of a DEC member charity.

HOW WE HELPED: FOOD

With so many millions of people affected by the conflict, the demand for support to meet basic needs such as food remains high. In a 2022 survey of communities affected by the conflict in eastern Ukraine, 83% of those surveyed stated that access to food was their main concern. Many people have had to cope by cutting portion sizes (with adults doing so to feed their children) or missing out some meals altogether.

DEC funds are supporting a variety of types of food assistance, including providing hot meals and food baskets to people at collective centres; providing daily food assistance through soup kitchens; and distributing weekly food baskets to vulnerable families in affected communities.

Throughout the response, DEC member charities have been flexible in responding to people's needs: for example, moving away from providing a standard food basket of pre-selected items to tailoring items based on an individual's need. Some partner organisations have supplemented food packages with vouchers that can be used in local shops to purchase food items of their choice.

With DEC funding, member charities and their partner organisations are also finding inventive ways to support longer-term resilience and self-sufficiency. In Chernivtsi in western Ukraine, an increase in the number of internally displaced people prompted a DEC partner organisation to obtain equipment to set up a small bakery. Bread from the bakery was provided to vulnerable and internally displaced people and was also delivered to orphanages and old people's homes.



119,100

people received food assistance consisting of food baskets and hot meals

Meeting diverse needs

People's needs amid the crisis in Ukraine are diverse and their ability to meet them varies across the country depending on the conflict situation and the services available in their local area. DEC funding is supporting implementing partners to take a holistic approach, providing a range of services rather than a single, stand-alone type of support. For example, when distributing food items at community centres, partners are integrating protection and mental health services, and sharing information and providing referrals to other services as required. One DEC member charity supported the creation of five community 'heating points' across the winter period, serving both internally displaced people and host communities. As well as providing hot meals and drinks and serving as distribution sites for food packages, these centres provide somewhere warm and safe for the community to rest, and to come together for social interaction. The centres have been more popular than anticipated with more than 7,000 individuals attending during the reporting period.



IVANNA

Ivanna, 59, receives a donation from Saleh Saeed, CEO of the Disasters Emergency Committee, at Depaul Humanitarian Centre for displaced people in Odesa, Ukraine. DEC funds are supporting a DEC member charity's local partner, Depaul Ukraine, to reach displaced families and homeless people affected by the conflict, offering them food, shelter, legal advice, and access to psychological support.

HOW WE HELPED: CASH ASSISTANCE

OLGA



© Diana Zeyneb Alhindawi / The International Rescue Committee

Olga registers for a cash transfer programme at a site on the outskirts of Mykolaiv. A DEC member charity is using DEC funds to provide cash assistance to the most vulnerable households in conflict-affected areas in the east and southeast of Ukraine.

Cash assistance is a flexible way to support people to meet a variety of their most immediate needs without the cost of transporting large amounts of goods. DEC member charities delivered a variety of forms of cash assistance to people in Ukraine during the reporting period. In some cases, this is multi-purpose cash assistance, meaning people are able to choose for themselves how to spend it without restrictions, choosing how best to meet their individual needs. According to a survey by one member charity, nearly three-quarters of people assisted said the amount received was enough or 'more or less' enough. However, more than a quarter said it was not enough to cover their needs. While this is partly due to sharp increases in the cost of living, it also illustrates the high level of need among people who have fled their homes with only what they can carry and have already spent what savings they may have had.

During the winter months, many people needed increased support to keep warm due to disruption to electricity supplies and damage to buildings caused by the increase in the targeting of civilian infrastructure in October 2022. One DEC member charity provided more than 3,600 families with cash to pay for heating costs for three months, or cash for winter clothes targeted at people who needed to replace belongings that they lost during displacement.



128,800

hosts supported with cash assistance to provide accommodation to 374,600 internally displaced people.



23,800

people supported through multi-purpose cash assistance



21

community groups, institutions and local organisations received multi-purpose cash assistance

DMITRIY

Dmitriy, 61, registers for a cash transfer programme at a site on the outskirts of Mykolaiv. A DEC member charity is using DEC funds to provide cash assistance to the most vulnerable households in conflict-affected areas in the east and southeast of Ukraine.

One member charity used DEC funds to support a large-scale 'cash for shelter' project in co-ordination with the Government of Ukraine to help incentivise hosts to continue providing accommodation to internally displaced people across Ukraine as the conflict dragged on. Through the scheme, which in some respects mirrors the UK Government's 'Homes for Ukraine', the hosts received a monthly payment per person staying with them to help cover expenses. DEC funds were used over the six months of the reporting to support hosts in providing secure accommodation to 374,600 displaced people. This scheme represents the majority of the DEC expenditure on shelter support inside Ukraine in this reporting period.

Some DEC member charities supported people with 'cash for protection' to assist those whose situation makes them particularly vulnerable, including but not limited to exploitation

or abuse. People affected by crises like this, particularly those forced to flee their homes, often lose the opportunity to earn money. Without an income to meet their needs, people may resort to harmful coping strategies, including the sale or exchange of sex, child labour, family separation or forced marriage. Providing them with cash or voucher assistance enables them to prioritise and fulfil their needs in an independent and dignified manner, reducing their vulnerability to potential harm. People targeted for this assistance included single parents with multiple dependents, unaccompanied children, people with disabilities, survivors of violence, and people considered to have a heightened protection risk such as Roma and LGBTQIA+ people. Identifying vulnerable people in need of 'cash for protection' is often a gateway to providing other critical support, such as mental health or psychosocial support, legal assistance to support people to access welfare entitlements, and targeted support around human trafficking and gender-based violence.

HOW WE HELPED: WATER, SANITATION AND HYGIENE

DEC member charities provided water, sanitation and hygiene support in locations across Ukraine during the reporting period. This includes providing families, particularly those in collective centres, with clean drinking water, hygiene kits (including toiletries and sanitary items) and additional hygiene support such as showers and clothes washing facilities. Assistance was targeted at the most vulnerable people: one DEC member charity, for example, in partnership with a local organisation which supports women and LGBTQIA+ people distributed 11,721 hygiene kits and 3,000 medicine and first aid kits across six regions of Ukraine.

Older people and people with disabilities often need specific support with meeting their hygiene needs. An assessment for a DEC member charity identified seven care homes for older people or people with disabilities which were struggling to access safe drinking water and hygiene materials for their residents. The member charity and its partner organisation provided a package of support to the institutions including bottled water or water trucking, provision of cleaning and laundry equipment (including washing machines and dryers), and distribution of hygiene kits.

Another DEC member charity provided a three-months' worth of hygiene kit materials to a healthcare centre as well as to 18 collective centres, and installed handles, ramps and shower chairs to facilitate access for residents with mobility challenges. The same member charity also supported the rehabilitation of damaged public water facilities in Zhytomyr (western Ukraine) and Kyiv oblasts through the provision of water pumps, tanks, sewage cleaning machines, hand and power tools and other equipment necessary to improve water and sanitation services in these communities.



83,700

people received hygiene kits containing toothbrush, toothpaste, soap, shampoo, washing powder and toilet paper

VERONIKA AND ANGELICA*



Veronika (R) reads a book to Angelica* (L) in their home in Artsyz, Ukraine. Veronika is a foster mother currently caring for 10 children with her husband, Renat. At the outbreak of the conflict, the family was displaced from the Luhansk region. They eventually settled in Artsyz where the local authority provided Veronika with a house. Veronika and her family are just one household among many thousands in the town that have benefitted from the supply of clean water thanks to local infrastructure upgrades supported by a DEC member charity.

HOW WE HELPED: A LOCALISED, PERSON-CENTRED RESPONSE

DEC member charities work in partnership with Ukrainian organisations that have built strong relationships with the communities they serve. This means that, thanks to the flexibility of DEC funding, partner organisations are able to identify and respond to new needs as they arise. In Kharkiv, the partner organisation of one DEC member charity led a programme to upgrade the city's largest public bomb shelter. Many people, including children had been living long-term in the shelter – posing significant risks to their mental and physical health.

The DEC partner organisation upgraded sanitation facilities and installed ventilation, enabling heating to run from a large

generator donated as part of the programme. Humanitarian staff deployed into the shelter provided mental health support and in-kind assistance, including supplies so residents could coordinate a special Christmas meal. After being safely sheltered and supported over the winter months, many gained the confidence to leave the shelter and, of more than 350 people who were living there in September 2022, fewer than 20 remained by the end of February 2023. The success of this activity is a testament to the relationships that the DEC partner developed with local communities, and the person-centred approach which built trust with affected people who had experienced significant distress.

Olga and Lidiya seek refuge in a public bomb shelter in Kharkiv, where two DEC member charities work with local partner Depaul Ukraine to help keep people safe and warm.

OLGA AND LIDIYA



ANNA

Anna, fled her home and is now living in a hostel at a vocational college with her family. Support from a DEC partner has helped insulate their rooms from the cold winter weather.

Windows of Opportunity

With DEC funding, the local partner of a DEC member charity has installed new windows to improve insulation in a vocational college that is providing shelter to people displaced by hostilities in the east of the country. The college hostel provides accommodation for 206 people, including internally displaced families and young people who found themselves facing difficult life circumstances. Viktoria, an 18-year-old student who used to live in Luhansk in eastern Ukraine until shelling forced her and her family to leave their home, said:

“Thanks to this support, now it's warmer and there's no need to turn on the heater.”

Another resident, Anna, left her home in the Donetsk oblast (eastern Ukraine) to escape the conflict. Her husband has found a job at the college and she is on maternity leave to take care of her younger son. She said:

“Thanks to the help received from [the DEC partner organisation], repair work was carried out to insulate the rooms in which we live. The energy saving effect has made an impact. I hope we will stop getting sick altogether.”

HOW WE HELPED: POLAND

ALINA



© Andreea Campeanu/DEC

Alina,* a refugee from the Roma community in Ukraine, at a centre run by Foundation Towards Dialogue in Warsaw, Poland. The local partner of a DEC member charity is supporting the Roma community who have fled the conflict in Ukraine and are especially vulnerable. The project is using DEC funds to help them with food, clothes and basic items, as well as support to help them overcome trauma and integrate into society.

Poland continues to host the largest number of refugees from Ukraine in Europe, excluding Russia, with around 1.6 million refugees receiving temporary protection in the country. The majority of these refugees are women, children, older people and people with disabilities, all of whom require specialised support in the form of education, access to healthcare services, and protection from exploitation or abuse. These groups remain dependent on social protection and humanitarian assistance, particularly in the face of a continuing cost of living crisis and challenges in accessing accommodation and employment.

Eight DEC member charities are supporting the humanitarian response in Poland, which is now shifting from provision of emergency assistance designed to meet basic needs, towards durable solutions aiming to promote the integration and inclusion of refugees in local communities and society. During the period from 1 September 2022 to 28 February 2023, DEC member charities and their partner organisations provided cash assistance; winterisation support; accommodation support; livelihoods support; and educational services and support.



17,400
service providers, such as health professionals and staff at local organisations were trained in child protection and humanitarian principles



14,100
people participated in social integration activities



13,600
people received food assistance



4,500
people accessed mental health and psychosocial support services



2,700
people received non-food items and winterisation kits

DEC MEMBER PRESENCE

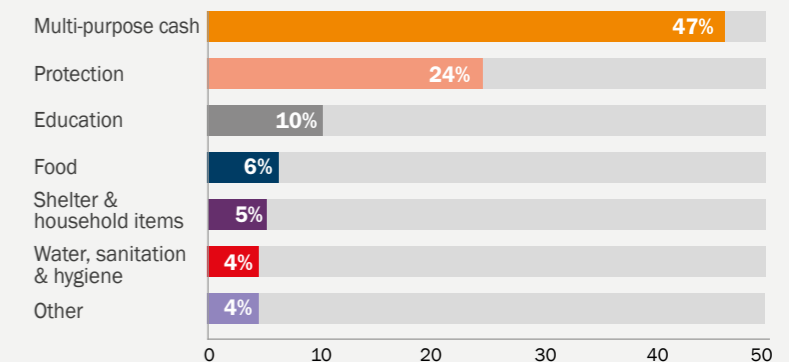


DEC MEMBER AND PARTNER BREAKDOWN

DEC member charities	Local/national partners	International partners
8	32	3

POLAND: EXPENDITURE BY SECTOR

1 September 2022 – 28 February 2023



BUDGET AND EXPENDITURE BREAKDOWN

Phase 2a confirmed budget

£30.3 million

Phase 2a 6 month expenditure

£8.8 million

Phase 2a 6 month expenditure by local/national partners

£3 million



© Paul Wu/DEC

Children from Ukraine join in with movement and connectedness activities at a Digital Learning Centre in a library in Poland. A DEC member charity is providing safe spaces in local libraries where children can go to access online learning in the Ukrainian curriculum, catch up on homework, get help with their Polish, and socialise with other children their own age.

HOW WE HELPED: CASH ASSISTANCE

Cash assistance remains a key way to help new arrivals meet their immediate needs and to support existing refugees to manage their ongoing needs. During the reporting period, DEC member charities and their partner organisations provided multi-purpose cash assistance to 12,700 people in Poland. Cash can be used to pay for food and other immediate priorities, to meet accommodation costs, or for warm clothes, bedding and heating bills during the winter months.

To ensure assistance was reaching people most in need, one member charity identified recipients through referrals from its mental health and psychosocial support team, thus providing holistic support – both basic needs and mental health support – to some of the most vulnerable people. Another member charity drew on its strong partnership agreements with local organisations to reach and provide support to marginalised and excluded refugee groups such as Roma, LGBTQIA+ people, people with disabilities, and older people. The charity also successfully piloted a Cash for Specialised Needs programme that uses a group cash transfer approach to provide funds to local groups that are best placed to channel support to people most in need in their community.

During the reporting period, member charities and their partners were increasingly building on their cash assistance programmes to focus on supporting refugees to integrate longer-term into the local community in Poland. One member charity combined cash assistance and multi-service livelihood support (information and legal assistance on employment rights and opportunities, vocational training and employability skills), while another member charity and its partner organisations provided additional support with finding accommodation and jobs, language lessons, psychosocial support, and access to counselling services and legal advice, employment rights and opportunities, vocational training and employability skills), while another member charity and its partner organisations provided additional support with finding accommodation and jobs, language lessons, psychosocial support, and access to counselling services and legal advice.

Supporting the people most in need

The most vulnerable people are targeted for assistance, including women and children, older people, and people with disabilities or chronic illnesses. Oleksandr, age 60, who fled Ukraine in March 2022 and is staying in a three-room flat with his wife and two other families in Krakow (southern Poland), said:

“ I have a disability and due to my health condition, I am unable to find a job. We had some savings, but they ran out. We are very grateful for your assistance. We are spending it on medication and food. ”



12,700

people received multi-purpose cash assistance



© Andreea Campeanu

Iryna, a Ukrainian photographer who fled the war in Ukraine and received support from Konflikt Kitchen in Warsaw, Poland. Konflikt Kitchen supports refugees who have arrived in Poland from Ukraine with individualised assistance to empower them in taking the next steps towards settling in the country.

HOW WE HELPED: EDUCATION



YEVHENIIA*

Yevheniia* a refugee from Ukraine living in Poland, attends a school setup by the Unbreakable Ukraine Foundation. A DEC member charity is using DEC funds to provide the facilities, stationery, books and lunchtime meals for Unbreakable Ukraine's schools.

As the conflict in Ukraine has continued, the need to integrate and support children from Ukraine into the Polish education system has become more pressing. This is consistent with the Polish government's emphasis on school integration rather than the creation of a parallel Ukrainian school system within Poland. However, prior to the escalation of the conflict in Ukraine, Polish teachers had very little experience with multicultural classrooms or with children who have experienced distress.

Based on research conducted by its partner organisation, one DEC member charity developed a model for educational integration that helps schools identify challenges and plan measures to facilitate teachers' work and promote students' learning.



13,600

children were supported with education through language courses and educational trips



2,800

people received legal assistance, information or advice

Building a hopeful future

Coming to Poland was a difficult experience for Timea. In Ukraine, Timea – who has never had any formal education – supported herself, her husband and her two children by cleaning streets and collecting scrap metal. When she fled to Poland in August 2022, she had never travelled abroad before, and she feared for her own and her children’s future.

Upon arrival in Warsaw, Timea received a range of support from a DEC partner organisation, including food, hygiene products, medicine and clothes. She quickly began to organise her life anew, setting up a small kitchen at the collective centre so she could prepare her own meals, and enrolling her children in Polish language classes. She also began to participate in activities at the centre such as psychosocial workshops and parenting skills sessions.

Her children began to attend Polish lessons and to take part in sports and cultural events, and her 13-year-old daughter Elizabeta – who, like generations of people from her community, had never attended school before agreed to enrol in school. Thanks to the ‘springboard’ provided to her family, Timea and her children are now able to look forward with hope to a better chapter in life.

The DEC member charity also carried out teacher training and capacity strengthening of partner organisations so that they can support teachers with providing trauma-sensitive classroom environments and learning. The project consulted with children, adolescents, youth and their caregivers on ways to improve access to mental health support, and helped set up child advocacy centres where children can access one-to-one and group support and a range of therapeutic approaches, such as art therapy and cognitive behavioural therapy.

Another member charity supported 17,300 children and 825 adults through its education programme during the reporting period, including providing training for teachers, psychologists and other staff working with children and with refugees, providing child-friendly safe spaces and equipment for online learning (including support with learning the Polish language), and promoting integration through the establishment of Digital Learning Centres, accessible to both refugees and host populations in 50 libraries across Poland.

Justina, a Polish librarian shows Lana from a DEC member charity, how to programme a robot. The robots are used in DEC funded Digital Learning Centres for children from Ukraine who are living in Poland.



HOW WE HELPED: ROMANIA



A Ukrainian refugee received cash assistance at the Jesuit Refugee Service centre in Bucharest. CAFOD partner JRS is using DEC funds to provide integration assistance for refugees throughout Romania. Single mothers with children and single women are a priority. JRS helps refugees leave emergency shelter and find medium-term accommodation.

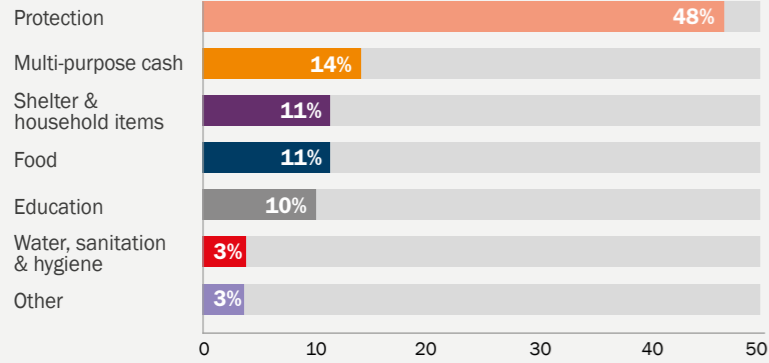
Nearly 100,000 refugees from Ukraine have registered for temporary protection in Romania. Almost 80% of them are women and children, with the majority (over 90%) living in private accommodation with host communities, and the remainder in government-run accommodation centres. While the Romanian government has developed a range of responses to support refugees, many people require additional support including help with finding accommodation and work; assistance with enrolling children in school; access to healthcare and psychosocial support; and opportunities for refugees and host communities to meet and integrate.

Nine DEC member charities are responding in Romania, providing integrated emergency support to new arrivals at border crossings; protection, mental health and psychosocial support; multi-purpose cash assistance for immediate needs such as healthcare and winter clothes; shelter support, including private long-term accommodation and supporting refugee centres with utility bills and running costs; and a range of educational activities for refugee and host community children.

- 
70,800
 people received food assistance such as food baskets
- 
3,000
 people received hygiene kits containing toothbrush, toothpaste, soap, shampoo, washing soap/powder and toilet paper
- 
1,300
 people were reached with winterisation activities
- 
1,000
 people received multi-purpose cash assistance
- 
600
 people received non-food items and kits

ROMANIA: EXPENDITURE BY SECTOR

1 September 2022 – 28 February 2023



BUDGET AND EXPENDITURE BREAKDOWN

Phase 2a confirmed budget

£14.3 million

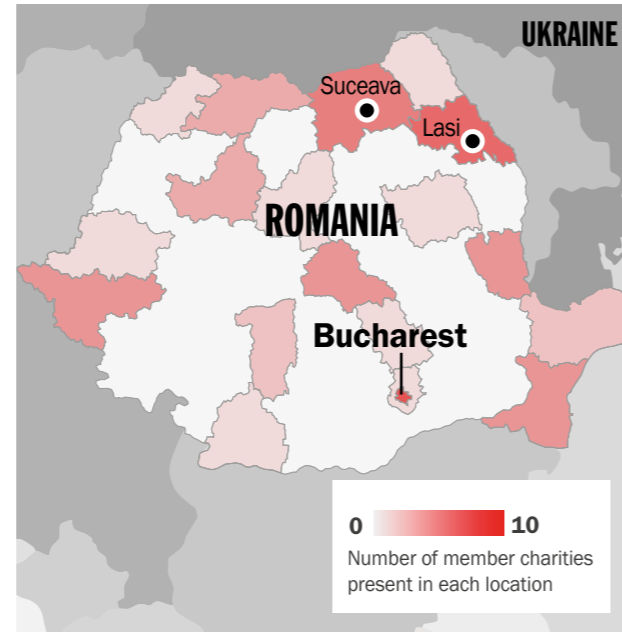
Phase 2a 6 month expenditure

£4.9 million

Phase 2a 6 month expenditure by local/national partners

£2.6 million

DEC MEMBER PRESENCE



DEC MEMBER AND PARTNER BREAKDOWN

DEC member charities	Local/national partners	International partners
9	25	2



Saleh Saeed and Hannah Richards from the DEC meet refugees from Ukraine at a hotel run by a DEC member charity's local partner JRS in Romania, where they are providing temporary accommodation for refugees.

HOW WE HELPED: INFORMATION, ADVICE AND WELLBEING SUPPORT

SERGEI, OLGA AND KYIRYL



Sergei, Olga and Kyiryl in Carusel shelter in Bucharest. The DEC member charity's local partner is using DEC funds to manage a shelter for 40 vulnerable people, providing housing, hot meals, blankets, clothing and hygiene items.

DEC member charities continue to support partner organisations to run reception and information centres, including a multifunctional centre in the town of Timis in western Romania, where refugee families can meet and socialise. The centre provides social, psychological and legal assistance and educational activities for Ukrainian children. The DEC partner organisation has also set up a mobile team of specialists that assists refugees in transit, providing information on support services and consultations to assess people's needs, as well as providing accompaniment and translation during medical consultations. In the border town of Siret in northern Romania, an 'Info-Point' aims to meet immediate needs for food, water and medical services, while providing emotional and psychological support and mental health counselling.

Supporting refugees to process the psychological impact of their experiences and situation has emerged as a key focus for DEC member charities in Romania. Staff from partner organisations and volunteers have been trained on child

- 
37,200
 people received information about prevention of human trafficking
- 
10,700
 people received legal assistance, information or advice
- 
6
 community groups, institutions and local organisations benefitting from multipurpose cash assistance

YANINA AND BABY*



Yanina and her four-year-old son Baby* at a shelter run by the local partner of a DEC member charity. The shelter houses 40 people and DEC funds are supporting with housing, hot meals, blankets, clothing and hygiene items.

Safe spaces for women and children

With DEC support, a youth-led partner organisation of a DEC member charity is providing safe spaces for girls and young women (aged up to 35) in three areas of Romania. As well as providing information and mental health support, the safe spaces also facilitate access to education and provide employment counselling and guidance and language training (Romanian or English).

DEC funds have also supported a Romanian women-led organisation to establish a helpline and associated services which provide support in multiple languages (Ukrainian, English, Russian, Romanian and Magyar) to survivors of gender-based violence. More than half the people assisted so far are children.

protection, safeguarding and protecting vulnerable people from abuse and exploitation, psychological first aid, mental health and psychosocial support, and setting up recreational spaces. Since many of the refugee transit centres have now closed, one DEC member charity set up 13 mobile teams, comprised of social workers, psychologists and translators, which operate in four counties and can refer people for further support to 17 mental health and psychosocial support centres. As well as providing counselling sessions and social care activities, DEC-supported centres are also conducting outreach in the local area and liaising with host communities in order to promote social cohesion and community engagement.

'Safe spaces' established with DEC funding aim to provide essential protection services to both Ukrainian refugees and the host community. These include psychosocial services, activities for children, Romanian language courses, employment services, legal services and information, and translation services. One DEC-supported partner organisation has developed an interactive map highlighting available safe spaces for Ukrainian refugees to access as they travel from Ukraine. The system - which has so far been accessed by nearly 38,000 people - provides safe, reliable information and has also helped to detect cases of human trafficking and provide support to affected people.

HOW WE HELPED: EDUCATION

Under the Romanian government's refugee response plan, Ukrainian children can enroll in Romanian schools. However, only 14% of school-aged refugee children are currently registered in schools. One DEC member charity, through its local partners is closely collaborating with the Ministry of Education and the school inspectorate in a back-to-school enrolment campaign to facilitate the process and sensitise Ukrainian communities about opportunities to enrol their children. Another DEC member charity has rolled out a software programme to register more than 10,000 Ukrainian children who can then be connected with various education interventions, such as educational activities at DEC-supported safe spaces, after-school activities for those taking online courses provided by Ukrainian schools, homework assistance, language classes (Romanian and English), dance workshops, sports clubs and arts workshops.

With DEC funding, a local partner organisation set up five temporary learning centres across Galați, Constanta and Bucharest focused on providing Romanian language courses to children aged 3-18 years. The project offers dedicated support to Ukrainian children through a pool of Romanian teachers as well as Ukrainian teachers with previous background in teaching

Romanian as a second language. Both Romanian and Ukrainian teachers have been supported by a monthly salary.

One DEC member charity supports 'happy bubbles' in two locations that, in close coordination with the Romanian government's Directorate of Child Protection and Assistance, conduct outreach to refugee communities and offer activities ranging from language and communication classes to recreational activities such as art, sports, board games and much more. All the children supported by the project are provided with daily hot meals to strengthen their participation and inclusion in both school and after-school activities. In addition, nearly 500 children received back-to-school kits including backpacks, stationery, and hygiene supplies, while the project offers regular prizes for children to encourage their participation in school activities.



2,900

children were supported with education through digital learning and recreational activities

Protection for vulnerable children

With DEC support, a project set up by a local partner organisation has identified more than 300 children who have been referred to child protection services, while more than 2,500 children and their caregivers/parents have received information about child protection, gender-based violence risks, and support services. The DEC partner organisation has also conducted 32 life skills training sessions for adolescent girls and boys, and 14 psychosocial support sessions for parents and caregivers.



Jasmina*, Elya*, and Eren*, all from Ukraine, are learning how to make a dream catcher from trainer Kitten*, herself a refugee from Ukraine, at the Jesuit Refugee Service centre in Bucharest.

HOW WE HELPED: MOLDOVA



SVETLANA

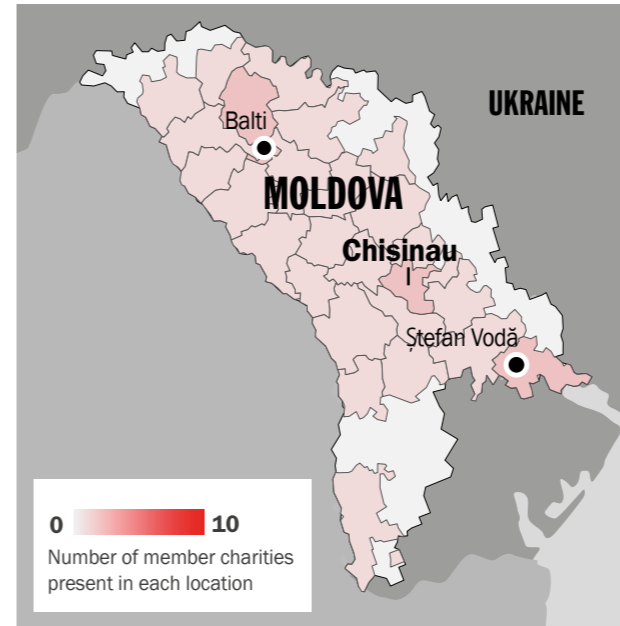
Svetlana holds her son, Artiom, 11 months old, while taking part in a group support session run by social workers of a DEC member charity's local partner. Every week DEC-funded mobile teams from the National Centre for the Prevention of Child Abuse Moldova (CNPAC) visit refugee accommodation centres across Moldova to deliver psychological support to children, adolescents and adults from Ukraine who are impacted by the conflict.

More than 700,000 refugees, mostly women and children, have arrived in Moldova since the start of the conflict in February 2022. Many have moved on to other countries, but 108,900 of whom nearly half are aged under 18 have chosen to remain in Moldova. Even though the rate of arrivals has slowed, Moldova continues to have the highest number of Ukrainian refugees per capita of any country in Europe. At the same time, Moldova is one of the poorest countries in Europe, facing an ongoing economic crisis, rising prices, and significant pressure on public resources. Despite the challenging circumstances, the country remains committed to welcoming refugees, but continued input from humanitarian organisations is crucial to helping refugees meet their needs for safety and security and supporting integration into host communities.

Four DEC member charities are supporting the humanitarian response in Moldova, providing border support (including mobile teams providing protection services, information, legal support, and counselling); cash assistance to cover rent, food, health and education expenses; food assistance (hot meals and food parcels containing family and baby food items); hygiene and dignity kits; and protection support, particularly for women and children, including safe spaces, individual counselling sessions, and safeguarding and case management training for local staff.

-  **48,400**
people received food assistance
-  **26,800**
people received multi-purpose cash assistance
-  **10,600**
people received legal assistance
-  **5,100**
people received hygiene kits

DEC MEMBER PRESENCE

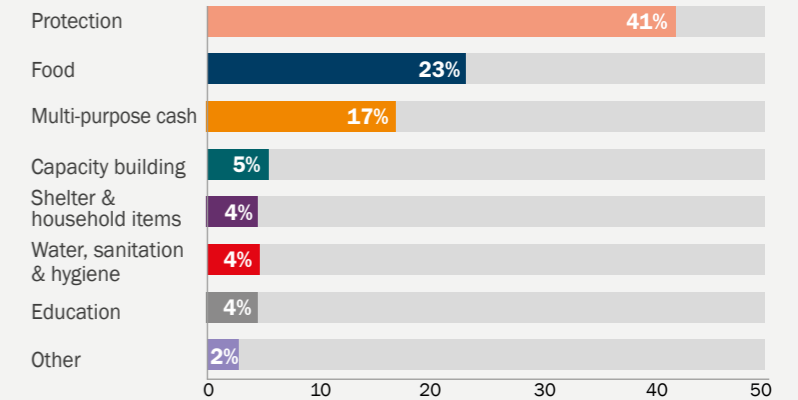


DEC MEMBER AND PARTNER BREAKDOWN

DEC member charities	Local/national partners
4	10

MOLDOVA: EXPENDITURE BY SECTOR

1 September 2022 – 28 February 2023



BUDGET AND EXPENDITURE BREAKDOWN

Phase 2a confirmed budget

£7.7 million

Phase 2a 6 month expenditure

£3.3 million

Phase 2a 6 month expenditure by local/national partners

£2.1 million



Volunteers (L-R) Janna, Yulia and Jamada pick fresh vegetables for DEC-funded food and hygiene kits at a distribution warehouse run by a DEC member charity's local partner, Moldova for Peace.

HOW WE HELPED: WINTERISATION

During the reporting period, DEC funds have been used to provide cash assistance to meet expenses linked to the winter season, such as warm clothes, paying for heating, and covering medical expenses. One DEC member charity provided 'cash for winterisation' to 2,700 households (8,100 individuals) from both refugee and host communities. The programme started in November 2022 and ran for five months, providing each household with a monthly cash grant. In addition, in response to requests from local social workers and affected households for assistance with winter shoes for children, DEC funds supported a local partner organisation to supply shoes to refugees in 26 districts, covering 75% of the country.

Another DEC member charity has been supporting a 'dignity centre': a supermarket-like distribution point for food, clothing and other family and household items provided to self-registered refugees who are referred on a weekly basis through a local partner organisation's online platform. After referral, refugees receive a ticket with which they can access

the market and shop with the allocated 'points'. Each member of the family receives the same allocation of 'points' to use in the market so there is equality of allocation per person, but differences in the total amount per family based on the family size. According to an assessment conducted by a refugee support group, the level of satisfaction of participants in the scheme is very high.



1,300

people were reached with winterisation activities through vouchers and/or winter kits

VICTORIA



Victoria receiving her son's boots. A DEC member charity and their local partners Food Bank and Communitas provide displaced families with food, hygiene kits and other essential items, as well as counselling and support to help them with the challenges they face as a refugee.



YANA*

Yana,* aged 6, plays a game with Ala, a social worker. Every week DEC-funded mobile teams from the National Centre for the Prevention of Child Abuse Moldova (CNPAC) visit refugee accommodation centres across Moldova to deliver psychological support to children, adolescents and adults from Ukraine who are impacted by the conflict.

HOW WE HELPED: PROTECTION

After more than six months of conflict in Ukraine, most refugees arriving in Moldova during the reporting period had extremely limited financial resources, making them vulnerable to exploitation and abuse. DEC member charities, alongside their local partners continued to focus on protection through the provision of information, legal advice (including support with applying for temporary protection), counselling, and social assistance to reduce vulnerability. In partnership with anti-trafficking organisations, DEC funds also supported specific activities related to human trafficking and gender-based violence, including a hotline for people who had been trafficked or are at risk of human trafficking.

One DEC member charity provided targeted support to children through a mobile team of outreach staff who provided information and support, in direct discussions with the children using age-appropriate language, about their rights to safety and security, about further support available to them, and about opportunities to enrol in schools and vocational training courses. The member charity also supported a programme with a partner organisation offering direct, specialised multidisciplinary services to children who are survivors of abuse. The programme, whose highly qualified staff have wide experience of working with traumatised and distressed

children, offered long-term therapy to child survivors of violence and their caregivers, as well as individual and group parenting sessions for adults.



15,200

people accessed mental health and psychosocial support services



2,100

people participated in social integration activities



1,200

people were provided with protection services

Using theatre to raise awareness

A key way to provide safety and security for refugees is to promote understanding and acceptance among and build connections with host communities. One DEC member charity supported a National Social Theatre Festival which brings together organisations and individuals working with, or led by young people. As part of the process, two sessions were conducted to train 108 people on how social theatre can be a tool to address issues in the community. The youth teams will continue to organise social theatre presentations in the community with the aim of raising awareness among young people about the situation of refugees and promoting the integration of refugees within local communities.

HOW WE HELPED: HUNGARY



In Hungary, Hungarian Red Cross staff and volunteers prepare parcels containing bedding and hygiene items for people arriving from Ukraine.

-  **268** people were referred to health professionals
-  **210** people received language lessons, attended education programmes or employment counselling
-  **130** people received 'cash for winterisation'
-  **130** people received psychosocial support
-  **41** people were provided with accommodation
-  **16** community events were held to support refugee and host community integration

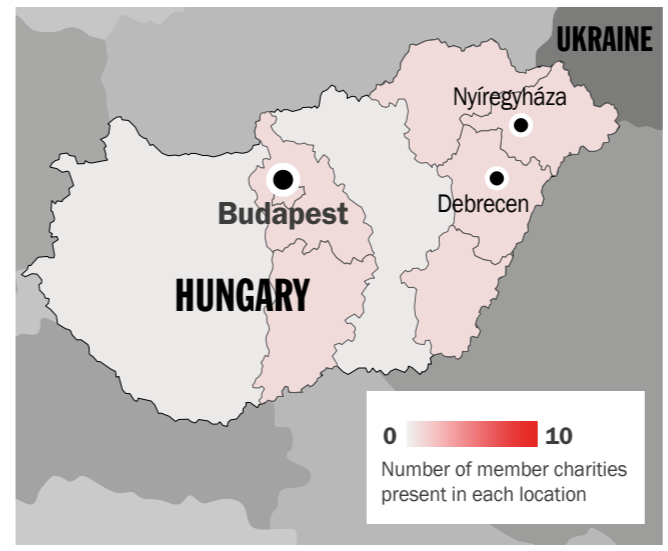
By May 2023, 35,000 Ukrainian refugees had registered for temporary protection or similar national protection schemes in Hungary. There may be more Ukrainians staying in the country who have not formally registered for social protection. Refugees living in Hungary face a challenging situation, with the economic crisis (which has led to steep rises in the price of basic supplies such as groceries) further complicated by a housing shortage and host community fatigue or resentment towards refugees, including those from Ukraine.

One DEC member charity is responding in Hungary, providing integration assistance to support refugees to settle into the community by addressing a wide range of their needs. Based on feedback from refugees the programme was redesigned to provide greater flexibility in meeting the individual needs of each person. The programme was adapted to include a cash and voucher component which they could chose how to spend to meet their greatest needs, and to provide tailored support to each individual rather than a standard package of assistance.

As a result, refugees have access to a range of different types of assistance including: rental payments for flats; cash assistance for winterisation; health care support including medical consultations and the purchase of medicines; employment counselling; psychosocial support through individual and group sessions; and language training.

The programme also organised 16 community events to support refugee and host community cohesion including activities such as arts and crafts workshops, and social clubs for older people. As well as bringing refugees together with local people, these events galvanised a growing volunteering spirit among the refugee community, with many refugees getting involved in the preparation of the events. A sense of purpose and mutual aid is an important component of a people-centred humanitarian response.

DEC MEMBER PRESENCE



DEC MEMBER AND PARTNER BREAKDOWN

DEC member charities	International partners
1	1

BUDGET AND EXPENDITURE BREAKDOWN

Phase 2a confirmed budget

£0.59 million

Phase 2a 6 month expenditure

£0.25 million



Children at a camp in Budapest for refugee children. The protection activity is supported by a DEC member charity using DEC funds, and gives over 100 children the opportunity to have fun with their peers while providing some relief to their parents.

Bringing people together

In September 2022, the DEC member charity's partner organisation organised a treat for Ukrainian refugee families: a visit to the circus. Most of the families came from temporary shelters with limited or no facilities for social activities. This was just one of several activities organised by the DEC partner organisation with the aim of bringing together refugees and members of the local Hungarian community. A report on the event said:

“What made the show special was that Ukrainian refugee artists hosted by the local circus community were among the performers.”

CHALLENGES ACROSS THE RESPONSE



Residential buildings that were heavily damaged during a missile attack in Mykolaiv, Ukraine.

Ongoing conflict in the east of Ukraine, the constant threat of missile attacks across the rest of the country, significant damage to infrastructure, and disruption to essential services such as heating and water have meant that establishing humanitarian programmes and delivering aid safely and securely to the people most in need continues to be a huge challenge. DEC member charities and partner organisations monitor and evaluate risks on a daily basis to ensure the safety and security of programme staff, volunteers and the people and communities that they are supporting.

The workload, combined with the constant stress of operating in a volatile and ever-changing conflict environment, brings the risk of exhaustion and burnout for humanitarian responders and volunteers. DEC member charities and their partners offer psychosocial support to staff and volunteers, and provide regular opportunities for rest and relaxation.

DEC member charities work in partnership with local organisations, and most of the humanitarian responders and volunteers delivering the response within Ukraine are themselves Ukrainians. Many of them have had their own lives turned upside down and have experienced their own losses and distress. The fact that they have continued to work tirelessly to support their fellow citizens is a tribute to their dedication and bravery.

Providing mental health and psychosocial support – both to humanitarian responders and to people affected by the conflict is now a priority, but in Ukraine and neighbouring countries there is often considerable stigma and discrimination around mental health issues and the provision of mental health support. To mitigate these challenges, programmes seek to

raise awareness, promote acceptance and reduce stigma as a key part of delivering support.

As the conflict continues, with no end in sight and with so many people from host communities facing their own struggles with the cost of living crisis, there is a growing risk of tensions between refugees and displaced people and the communities hosting them. Many DEC-funded programmes are developing initiatives aimed at boosting social cohesion and ensuring that the needs of vulnerable people in host communities are addressed alongside those of Ukrainian refugees and displaced people.

Despite the efforts of governments, local authorities and humanitarian responders, the need for humanitarian assistance remains vast. The amount of funding overall is not enough to reach everybody who is in need of assistance. For example, when a DEC partner organisation in Ukraine launched an online application form for family cash assistance on 23 February 2023, they received over 17,000 applications in less than 24 hours. For some DEC member charities, the majority of concerns raised through their feedback mechanisms are from people who were not selected for assistance because they did not meet the vulnerability criteria.

Identifying people most in need of support and registering them for assistance – especially when people are constantly on the move, or living in temporary and insecure situations remains a challenge for humanitarian responders. A key focus for DEC member charities is ensuring accountability, alongside the flexibility to adapt to rapidly changing circumstances in planning and delivering their programmes.

IMPROVING HUMANITARIAN PROGRAMME DELIVERY

Being accountable to communities

All DEC member charities and their partner organisations operate a wide range of feedback mechanisms, including feedback boxes, paper forms, emails, QR codes for online feedback, platforms such as WhatsApp and Telegram, telephone hotlines, and in-person feedback. However, there are some weaknesses that DEC member charities are seeking to address. For example, an assessment carried out by one DEC member charity showed that one in five people did not know how to make a complaint, so the charity is taking steps to raise awareness of feedback mechanisms.

Other DEC member charities have realised that an over-reliance on digital ways of sharing information and seeking feedback can exclude some groups, such as older people. A survey conducted for a DEC member charity found that more than 80% of people preferred talking to staff directly on both sensitive and non-sensitive topics over other channels of conveying feedback. One member charity therefore relies on a network of volunteers, including those from the refugee population, to talk to and obtain feedback from affected people. The member charity also ensures that its projects recruit staff and volunteers who can speak Ukrainian, Russian or Romani, the most widely spoken languages in Ukraine.

A people-centred approach is critical to build trust with affected people and to assess their multiple and differentiated needs. One member charity responding in Romania employs cultural mediators to ensure effective translation and two-way

information exchange between affected populations and staff. The mediators consult directly with affected people on issues such as access to educational services and medical care. They then identify appropriate actions and share the solutions with other refugees who have not been involved directly. Another member charity responding in Poland developed a poster, in direct consultation with a group of children, on children's rights and ways to report abuse and misconduct. The member charity ensures that all implementing partners commit to discussing the content of the poster during all group and individual activities.

Alongside these initiatives, digital and online channels remain a critical part of feedback and information-sharing systems, due to the high numbers of people being supported by the humanitarian response. An 'Infoline' set up in Poland by one DEC member charity responded to nearly 36,000 calls and 878 chatbot messages from September 2022 to February 2023. In Ukraine, a hotline established by the partner organisation of two DEC member charities was immediately inundated with thousands of requests for assistance and received complaints from those unable to get through. In response, the partner organisation provided the option for people to request a call-back from a hotline operator and where appropriate, the option of booking an appointment to receive advice in person. However, the partner organisation estimates that it is only able to meet around 1 in 15 requests for assistance received via the hotline, highlighting the scale of the demand for humanitarian support.



Polina* (L), 35, and her sons Glib* (L), Igor* (C) and Estas* (CR), from Kharkiv, share their story with DEC CEO, Saleh Saeed (R), during a visit to a centre for displaced families run by local organisation "Faith, Hope, Love", in Odesa, Ukraine

Including people with specific needs

Refugee centres and aid distribution points have been planned with the needs of a wide range of users in mind. This includes appropriate lighting, separate toilets and showers for men and women, accessible facilities for older people and people with disabilities, partitions to create private spaces for families, child-friendly and childcare spaces, and communal meeting areas. Assistance is customised to meet specific needs: for example, one member charity in Ukraine created travel kits for refugees in transit based on age, gender and specific needs (for example, providing personal hygiene products for women, such as underwear and sanitary pads) and depending on their travel plans (such as short travel or long travel). Member charities have also adapted distributions according to identified needs: for example, one member charity in Moldova planned to distribute food baskets, family hygiene kits, baby food kits and baby hygiene kits, but revised their distribution plan to include an additional type of kit specifically developed for the needs of older people aged 60 and over.

DEC member charities work in partnership with local organisations which have strong connections with and are known and trusted by the communities they serve. For example, one member charity responding in Ukraine partners with organisations, one of whom works with LGBTQIA+ communities and the other works with sex workers and one that works with people living with HIV. This means the DEC-funded humanitarian response can reach these often marginalised and overlooked groups, including gathering regular input about their particular needs. During the reporting period, the same DEC member charity expanded its support to young people through a partnership with a youth-led organisation that works with young people across Ukraine. The partnership provides training and support for young people with a focus on marginalised groups such as LGBTQIA+ individuals – with the aim of promoting integration for young internally displaced people in host communities.

Another DEC member charity has developed a specific project for internally displaced people in Ukraine providing family-based foster care. With DEC funding, this project enables households to receive a wider and more comprehensive range of assistance and services, including meeting gender-specific needs, such as the addition of separate rooms for girls and boys, and delivering a 50% increase in the number of community social workers supporting people in target communities.

Supporting a locally-led response

Localisation is a key principle of DEC-funded humanitarian responses, and thanks to the generosity of the UK public's support for the Ukraine Humanitarian Appeal, the DEC has been able to provide local partner organisations with funding for project delivery and to cover some of their core operational costs. As the conflict in Ukraine extends into its second year, this core funding provides local partner organisations with the financial security to build their capacity and expertise, and to plan for delivering long-term support to people in need. For example, one partner organisation in Ukraine receives funding from two DEC member agencies, both of which earmark half their contribution to meet their partner's support costs, meaning that the partner can allocate budget for local staff care, training and capacity strengthening.

Another DEC member charity in Ukraine has made a series of support visits to partner organisations to discuss the partnership and develop tailor-made capacity strengthening approaches involving training courses, online and face-to-face sessions, accompaniment and mentoring. Capacity strengthening is a two-way process between DEC member charities and their partners, where both parties acknowledge, and support each other to learn from their strengths and weaknesses.



Ukrainian refugees, Elena and Victor, receive cash vouchers in central Moldova.

Partner organisations supported by DEC funds often directly involve people in need as participants in delivering the humanitarian response. For example, one partner organisation in Ukraine has recruited internally displaced and homeless people as staff and volunteers. As well as enhancing their opportunities and strengthening local capacities, the programme benefits from drawing upon their personal expertise in displacement and homelessness. In some cases, community participants themselves take over designing and running activities with support from DEC member charities and their partner organisations.

A particular feature of the DEC-funded Ukraine response is the use of group cash grants to enable local groups to develop community-led initiatives based on local priorities. Examples include the development of social cohesion projects to bring together internally displaced people and host community members. One DEC member charity has been supporting a survivor and community-led response, which shifts decision-making power to communities by providing community groups with flexible grants that they can use to address their priority needs. The member charity developed simplified project documentation for grant awardees alongside offering continuous mentoring, a longer time period after implementation to evaluate and reflect, and support to increase the flexibility and inclusivity of community groups. The approach is underpinned by complete transparency on the budget available for initiatives and on selection of initiatives for funding. Through this, the approach aims to enable horizontal accountability, whereby community members can support and hold each other to account throughout the process.

Supporting community-run initiatives

In Ukraine, one DEC member charity identified 23 community-based organisations and initiatives and helped set up a forum to enable them to network and exchange ideas. Outreach teams also supported the community groups with project preparation and design, so that they could submit proposals to a community-based protection committee. Proposals included social cohesion projects, women and youth empowerment, and financial resilience.

One local initiative supported by this process was a *toloka* – the Ukrainian name for a project to benefit the community where community members offer their time and efforts for free. Following a community consultation, *tolokas* were set up to help prepare two schools, which serve children from six villages for the school year. After the *toloka*, participants shared a feast of homemade food to celebrate completing the task. Not only did the activity improve children's access to school, it also created a festive atmosphere to bring back memories of joy. As one of the participants noted:

“We hadn't had such a holiday even before the war.”



Ukrainian refugees are attending an English class at the Jesuit Refugee Service centre in Bucharest, Romania.

Adapting programmes to meet changing needs

The ability for DEC member charities to adapt to changing needs and contexts is a critical and valued element of DEC funding. Feedback provided by local partners shows that DEC member charities are seen to be very flexible and supportive in working alongside partner organisations to adapt programming to meet new needs and changing circumstances. Examples include a partner organisation in Ukraine which received feedback through its hotline about people's difficulties in registering for cash assistance due to large numbers of people gathering at registration points. The partner organisation introduced pre-registration lists and timetables for each distribution point for the next planned distribution (of hygiene kits), to help reduce waiting times and overcrowding.

Other member charities have responded to feedback from refugees and input from partner organisations by, for example: introducing kiosks at refugee centres where people can select the type and quantity of hygiene items based on their needs, rather than receiving a standard set of items in a hygiene kit; extending protection services to new locations according to newly identified needs; adding activities to support refugees in finding accommodation; and setting up mobile units to provide services in various locations rather than a limited number of fixed locations as originally planned.

Although DEC member charities had prepared to help people through the freezing winter months in Ukraine, the abrupt increase in attacks on civilian infrastructure from October 2022, particularly of the power grid, meant that work in this area had to be substantially increased to keep people safe and warm. The flexibility of DEC funding meant that DEC member charities and their local partners were able to quickly change their plans to meet these emerging needs by providing more blankets, warm clothes and shoes, providing generators both for households and larger units for collective shelters that could be used to provide warmth and light, and by repairing homes and communal centres to keep them warm. Thankfully the winter was relatively mild this year, but this work was still vital amidst frequent power cuts and heating outages in very cold conditions. "[The DEC] is very flexible and has very flexible conditions and we can redirect money easily," said the CEO of one local partner.



Members of the Rapid Response Team of Ukrainian Red Cross (URCS) train in Odesa, Ukraine

Expanding support to areas of greatest need

During this phase of the DEC's Ukraine response, the DEC is piloting a new 'Pipeline' funding stream for Ukraine, which gives additional funding to DEC member charities which have received a smaller standard allocation of DEC funds (based on the DEC's funding allocation criteria) but have capacity to respond in areas hosting the largest numbers of internally displaced people (such as Dnipro, Zaporizhzhia and Kharkiv in the eastern oblasts). People in these areas need support with meeting their most basic needs, such as access to food and provision of hot meals, as well as shelter and hygiene support. Partner organisations receiving Pipeline funding through DEC member charities have fed back that the additional funding has enabled them to sustain and expand activities in the areas of greatest need, including, for example, shifting winterisation activities to Kharkiv and Mykolaiv when these areas became accessible.

Safeguarding vulnerable people

All DEC member charities ensure that partner organisations prioritise the safety and security of vulnerable people in delivering their humanitarian responses. One DEC member charity noted that some partner organisations were initially of the view that issues of gender-based violence, discrimination, harassment and exploitation 'do not belong to Europe'. However, through discussions and training with the DEC member charities, they acknowledged the prevalence of these risks and became keen to establish and strengthen their safeguarding mechanisms.

In addition to the DEC-funded Safeguarding Resource and Support Hub for Eastern Europe (see page 39), individual member charities have taken a number of specific initiatives to improve safeguarding, including: providing partner staff and volunteers with training on safeguarding risks and policies; supporting partner organisations to review and create safeguarding policies; carrying out project-level risk assessments to ensure any risks are identified and mitigated against; appointing a designated safeguarding focal person in partner organisations, and strengthening the capacity of these safeguarding focal points; improving visibility of information about codes of behaviour and feedback mechanisms for people receiving aid; embedding questions about safeguarding in post-distribution monitoring; and ensuring onward referral to appropriate support services as required, based on need and with the affected person's consent.



A local community receives help to restore clean water supply in Artsyz, Ukraine

Supporting staff wellbeing

DEC member charities strive to be sensitive to fatigue, burnout and mental health strain on their staff, partner staff and volunteers. Many DEC members provide dedicated wellbeing support to staff, including recruiting psychologists to provide support to staff and volunteers, and organising stress management and psychological first aid training. One member charity supports the wellbeing of partner staff by providing Community Resiliency Model training, which trains community members who have experienced distress to not only help themselves but also to help others within their wider social network. In Poland, one DEC member charity reallocated a small amount of funding to provide counselling and psychological support to partner staff and volunteers working at a food kitchen, to help them maintain their own wellbeing and also deal with the impact of hearing from refugees about their traumatic experiences.

Protecting the environment

DEC member charities endeavour to reduce the environmental impact of humanitarian delivery as far as possible in the context of an often volatile and pressurised operating context.

This includes, for example, procuring items for food packages and hygiene kits as locally as possible; using biodegradable or recyclable packaging, such as cardboard boxes for food baskets; using green distribution methods where possible, such as cycle couriers to distribute packages to households; consulting with communities to ensure items provided meet their exact needs; and prioritising cash assistance, so people can buy what they need from local suppliers.

One DEC member charity in Ukraine identified the need to provide an alternative energy source for a community centre to cope with regular cuts in the electricity supply. Internally displaced people and members of the host community use the centre for recreational activities, having access to hot drinks and heating, and charging their mobile phones. The member charity reallocated DEC funding to the purchase and installation of a solar panel system at the community centre.

At the household level, DEC-funded repair works endeavour to promote sustainable solutions such as installing insulation and energy-efficient heating. These approaches are not only good for the environment by reducing emissions, but also for residents who benefit from reduced heating and energy bills.

REGIONAL INITIATIVES

Thanks to the generosity of the UK public in supporting the Ukraine Humanitarian Appeal, the DEC has been able to fund a range of collaborative projects to promote improvements in humanitarian practice across Ukraine and the region. These projects aim to bring immediate benefits to people being supported by the Ukraine response, and long-term benefits in future humanitarian delivery.

Strengthening and transforming humanitarian response

Engine 2 is a transformational humanitarian response programme led by the Humanitarian Leadership Academy which aims to supplement the traditional approach to humanitarian responses (Engine 1) with additional initiatives that address systemic shortfalls in the humanitarian system (Engine 2). The programme focuses on strengthening local leadership and civil society organisations, supporting local solutions, and boosting technical expertise. As well as supporting a research institute for locally-led research and an analysis hub which designs and produces high quality analysis of the humanitarian crisis and response in Ukraine, Engine 2 produces free, tailored learning resources for humanitarian responders and volunteers. The programme has so far delivered 83 training sessions for 1,120 humanitarian staff, including three cycles of a Crisis Leadership Programme.

Communication with disaster-affected communities

As humanitarian needs continue to increase within Ukraine and the region, effective communication, community engagement and accountability (CCEA) is needed more than ever. It enables affected people to have the information

they need to make critical decisions and to connect with organisations providing aid. It also enables responders to deliver more timely, more relevant, and more efficient aid.

The DEC has funded the Communication with Disaster Affected Communities Network (CDAC) to implement a project aiming to integrate local skills and experience in CCEA and ensure all humanitarian responders have access to the communication, information and engagement tools they need to enable crisis-affected people to remain safe and secure and make informed decisions. The project seeks to identify critical gaps in CCEA practice and address these through online resources, training courses and a mentoring programme. During the reporting period, the project held meetings with practitioners in Ukraine, Poland and Moldova, with further meetings planned in Romania and Hungary; training events for 75 participants; mentoring seminars; snapshot reports of the current state of CCEA and developed tools and technical guidance.

Supporting cash delivery and integration

The DEC is supporting the Collaborative Cash Delivery Network (CCD) to ensure that local humanitarian actors have the institutional and technical capacity and funding to effectively and efficiently respond to humanitarian needs in Ukraine, Poland and Romania through quality cash programming. Since the inception of the project in January 2023, CCD has been developing resources on data portability – where recipients of aid control their information and make informed decisions about how, when and with whom to share their personal data for humanitarian assistance; and user-journey mapping – where recipients of aid drive improvements to cash-based humanitarian programming and government-led social protection programmes based on their voices, feedback and experience.



Ludovic (use real name) unloads a truck full of blankets, firewood and generators, ready for distributing to residents of a destroyed village outside Kharkiv. As winter sets in for Ukraine, recent targeting of civilian infrastructure means many face the cold without heating or electricity. DEC charities are working with local partner Depaul to keep people safe and warm in Kharkiv.

Perceptions of aid

The Ground Truth Solutions project regularly collects and analyses the perceptions and priorities of affected people on the quality and effectiveness of the humanitarian response and shares these views with humanitarian organisations so that they can take them into account in programming. The project has conducted a phone survey of people in need and aid recipients in Ukraine, and held focus group interviews with people in need, aid recipients, and representatives of local organisations including youth, women's, LGBTQIA+, Roma, and organisations of people with disabilities. A majority of people surveyed did not feel informed about the aid and services available to them; found it difficult to access aid; and did not know how to provide feedback or make a complaint. The project developed a range of recommendations to promote better awareness and engagement, especially amongst marginalised groups such as Roma, LGBTQIA+, older people and people with disabilities.

Strengthening local humanitarian action

A scoping exercise was commissioned by the DEC to gather ideas, options and approaches from local and national actors implementing humanitarian response activities in Ukraine on ways that the DEC can better support and strengthen local humanitarian action. Recommendations include establishing a new pooled fund providing more accessible funds for Ukrainian civil society organisations, from national NGOs to local volunteer and community groups; and supporting Ukrainian organisations to bring their voice into the formal humanitarian coordination system, which shares oversight and planning of the overall humanitarian response and tends to be dominated by UN and international agencies. Based on these recommendations, the DEC is working with member charities to consider how it can support the adoption of the most significant findings.

Regional safeguarding hub

Internally displaced people and refugees face many safeguarding and protection risks, such as sexual exploitation, abuse and harassment at border crossings and in places where they access services or find accommodation. The risks are particularly high for women, children, older people, and people with disabilities. To reduce this risk, the Safeguarding Resource and Support Hub for Eastern Europe has been providing support to organisations working in the Ukraine response to strengthen their safeguarding policies and practices. Since the launch of an online hub, which provides information in Ukrainian, Polish, Romanian, Russian and in English, over 12,000 users have accessed safeguarding resources. During the reporting period, the hub has released online learning modules in five languages; launched a helpdesk to provide free safeguarding advice; developed a Safeguarding Essentials training package for civil society staff which was piloted through three face-to-face training sessions with local organisations in Poland; and held a webinar highlighting the safeguarding risks for refugees with disabilities.

Making humanitarian standards accessible

The Sphere Handbook is one of the oldest and most widely recognised sets of humanitarian principles and standards. The DEC funded the Sphere Project to translate the handbook into Ukrainian, Polish, Romanian and Slovak to support people working in the Ukraine response – languages proposed by DEC member charities. Online and in-person workshops have taken place in eastern Europe, including local and national organisations which are new to participating in a large-scale humanitarian response. One common feedback received from participants in the workshops was:

“ We wish we had known about it before the crisis. ”



Yemelia* (L), a young boy living in a public bomb shelter, plays with Maryna (R), a therapist and manager of a psychological support team working to rehabilitate residents of Kharkiv.

FUNDRAISING FOR THE UKRAINE HUMANITARIAN APPEAL



© Adrian Catu/DEC
Simon Pegg and Natalia, a project worker, attends a kindergarten class at the Happy Bubble centre in Bucharest with Vlad* (L) and Maria* (R).



© Andreea Câmpăneanu/DEC
Paloma Faith talks with Joanna (R), CEO of Foundation Towards Dialogue, and Olena (L), a Roma refugee from Ukraine and lawyer for the organisation, at their community center in Warsaw, Poland.

The DEC's Ukraine Humanitarian Appeal remained open throughout the reporting period and during that time raised a total of £25.1 million, with £15.8 million coming direct to the DEC and £9.3 million being donated to the DEC's member charities under the shared appeal branding. This meant that at the end of February 2023, the appeal total stood at £414.5 million, including £25 million in Aid Match from the UK Government.

The DEC continued to gather stories, images and footage of people receiving help from the appeal and share these with supporters while planning a major campaign to provide feedback to donors one year on from the escalation of the conflict and launch of the appeal.

At the start of February 2023, the DEC released a report titled Ukraine: How Your Donations Are Helping which includes testimony from aid workers and people being helped by projects funded by the appeal.

The DEC arranged visits to projects funded by high-profile spokespeople so that they could relay their experiences to the media to promote the impact of the appeal. Actor Simon Pegg visited Bucharest, Romania, singer Paloma Faith visited Warsaw, Poland and DEC Chief Executive Saleh Saeed visited Odesa, Ukraine and Chisinau, Moldova.

While the main objective of these activities was to feed back to UK donors who had given more than £400 million to the appeal, the DEC often finds that they also lead to further donations. However, with the earthquake in Turkey and Syria on 6 February, many people donated to that developing crisis.



© Andy Hall/DEC
The DEC welcomed the Duke and Duchess of Cambridge to its London offices, as it was announced that the Ukraine Humanitarian Appeal has raised over £300 million.



© Marius Chisnăneanu/DEC
Viktoria* (L) and Oleh (R) cycle delivering food in winter conditions through Kharkiv, Ukraine. DEC charities are working with local partner, Depaul, in Kharkiv. DEC funds are helping Depaul carry out winter repairs to a public bomb shelter, distribute food and hygiene kits across several locations, and provide specialist psychological support to families impacted by the conflict.

HOW THE DEC WORKS

The DEC brings together 15 of the UK's leading aid charities to raise funds at times of significant humanitarian need overseas. It allocates appeal funds to its members and ensures that the generous donations of the UK public are spent where the need is greatest. This means providing immediate emergency aid for communities devastated by humanitarian crises as well as providing long-term support to help these communities rebuild their lives and strengthen their resilience.

Due to the DEC's unique membership model, we are a particularly effective mechanism for large-scale humanitarian disasters. The DEC works closely with our member charities to launch appeal and maintain a helicopter view of the response, ensuring that flexible funding is directed quickly and effectively with robust processes to ensure transparency and accountability.

All DEC funding is unrestricted to the scope of the disaster, and can be spent over a period of several years, promoting sustainability and an adaptive response. As well as holding members to account for delivering individual disaster responses, the DEC also delivers added value to the humanitarian sector through strengthening the humanitarian system and structures, capacity strengthening projects, strengthening safeguarding and sharing learning.

Donating through the DEC is simple and effective. It removes unnecessary competition for funding between aid charities, reduces administration costs and improves coordination, collaboration, and efficiency.

Over the past five years, the DEC has provided support to communities in Afghanistan, Bangladesh, Democratic Republic of Congo, Ethiopia, Hungary, India, Indonesia, Kenya, Malawi, Moldova, Mozambique, Pakistan, Poland, Romania, Somalia, South Sudan, Turkey, Ukraine, Yemen and Zimbabwe.

NEXT STEPS

The situation in Ukraine remains unpredictable, volatile and fluid, presenting ongoing challenges to DEC member charities and other humanitarian responders. With funds raised by the DEC's Ukraine Humanitarian Appeal, DEC member charities and their partner organisations will continue to support people affected by the conflict until February 2025.

Inside Ukraine, DEC member charities will continue to provide immediate life-saving support to internally displaced people, people who have not been displaced but are in need of humanitarian assistance, and people who had previously fled but have now returned. This includes cash assistance (multi-purpose cash, cash for protection, cash for shelter), hot meals, food parcels and hygiene kits, particularly for people in areas closer to the frontlines in the east of the country.

While some DEC member charities are increasingly focusing on providing assistance to people in eastern areas, needs remain high across the country, especially in rural locations where people are receiving less support from humanitarian aid agencies. DEC member charities will be assisting people with house repair in liberated areas and supporting collective centres in the west of the country. People are increasingly looking for long-term support so they can begin to regain some autonomy in their lives. DEC member charities will be providing livelihoods and mental health assistance to help strengthen people's ability to support themselves.

The situation inside Ukraine has a significant bearing on future options for refugee communities in neighbouring countries. Many refugees in neighbouring countries are likely to stay there until the security situation in Ukraine stabilises. As more refugees began to receive social protection assistance from host governments, the focus for DEC member charities has been moving away from providing immediate support to refugee and host communities towards more longer-term support such as language lessons, employment and livelihoods support, and integrating children into local education systems. However, people's needs are expected to change in the coming months with the gradual reduction of support by host governments

and the level of humanitarian funding for the region. There are signs of reductions in the financial support being provided by host governments, and some refugee communities may have little choice but to return to Ukraine. DEC member charities increasingly may be required to fill the gap in providing support such as accommodation and cash assistance.

DEC member charities are regularly monitoring the situation on the ground and consulting with affected communities about their needs and priorities. The DEC-funded response will continue to be flexible in order to adapt activities and programmes to meet emerging needs among affected people both inside Ukraine and in neighbouring countries.



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A queue for humanitarian aid in Kharkiv, Ukraine. In Kharkiv, DEC member charities in Ukraine are working in partnership to bring nutritious food baskets to those most in need.

DEC MEMBER CHARITIES



actionaid

ageInternational



CAFOD
Catholic Agency for
Overseas Development



CONCERN
worldwide



OXFAM



Save the
Children

tearfund

World Vision

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