



National Assembly
of People with Disabilities
www.naiu.org.ua



ANALYTIC REPORT

on the results of the survey on the access of people with disabilities to various types of aid and services provided at their permanent places of residence during the wartime

This work supported by the EDF CBM project "Ukraine war: OPD led disability inclusive response and recovery"

CONTENTS

INTRODUCTION	3
ACKNOWLEDGEMENTS	4
METHODOLOGY	5
THE MAIN PART	6
Quantitative Indicators.....	6
Access of people with disabilities to various types of services in the wartime period	9
Financial support and humanitarian aid for people with disabilities during the martial law.....	11
Respondents' reactions to rocket attack threats ...	12
Accessibility of shelters / bomb shelters	13
CONCLUSION	14



INTRODUCTION

The public union “All-Ukrainian Public Organization “The National Assembly of People with Disabilities of Ukraine” has conducted a survey to assess the access of people with disabilities to various types of assistance and services provided within their permanent places of residence in the wartime period.

The key goal was to gather and analyze the information on the state of social and financial security of people with disabilities and their access to various services (social, medical, administrative and other services).

The analysis of the obtained results enabled a formulation of generalized conclusions and proposals concerning the raised questions.

ACKNOWLEDGEMENTS

The survey was implemented by the National Assembly of People with Disabilities of Ukraine (NAPDU) with the support from the European Disability Forum.

The analytic report was prepared by Larysa Bayda, Pavlo Zhdan, Viktoria Nazarenko, and Alla Sotska.

We are thankful to the heads and leaders of public organizations of people with disabilities – members of the National Assembly of People with Disabilities of Ukraine – for their quick responsiveness and help in conducting the survey.

We are grateful to people with disabilities as the survey participants for their frank and open responses to the survey questions and for their genuine interest and concerns in helping to identify the existing problems in the lives of the target category of population, which allows for further elaboration of suggestions addressing these problems.

METHODOLOGY

The survey was conducted from June 24 till July 4, 2022, in a mixed way by filling in a survey designed as a Google Form. The participants could give their responses independently or with the help of interviewers.

The survey questions covered the qualitative life indicators in social, medical, and other life spheres of people with disabilities.

The obtained results were analyzed and synthesized by processing the gathered responses to the questions of the survey.

THE MAIN PART

Quantitative Indicators

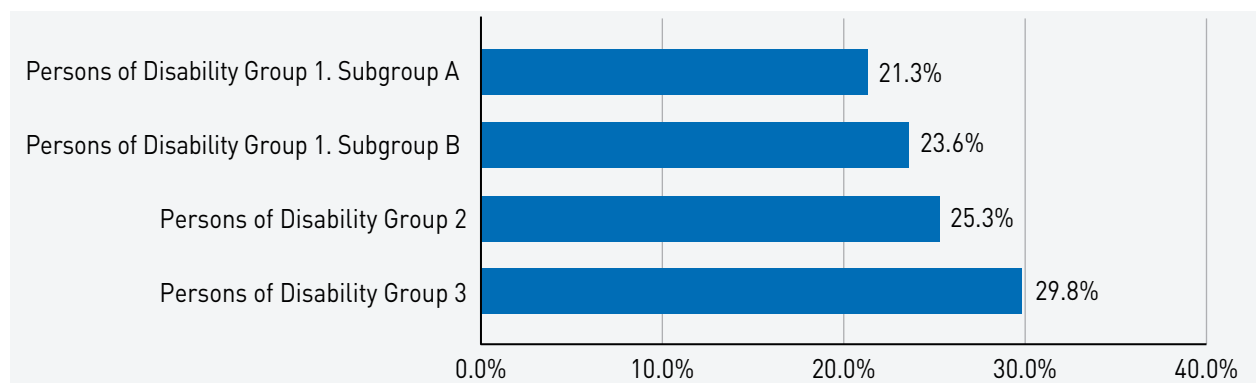
The survey covered **1,316** individuals, including **1,037** adult people with disabilities (78.8%) and **279** legal representatives of the above-mentioned category of people (21.2%). When answering the survey questions, the legal representatives provided information on their wards (persons under their care).

Also, it should be noted that the survey also raised interest among the internally displaced persons (IDPs). In particular, 88 IDPs tried to fill in the survey. We consider that this fact proves the importance of the survey and the interest of the people in informing about the problems they are facing and their hopes for the efficiency of such actions.

In total, the survey covered **835 women** with disabilities (63.5%) and **474 men** with disabilities (36%). Seven persons with disabilities (0.5%) did not indicate their gender (1 of such 7 responses was given by the legal representative of a person with disability).

In terms of disability groups, the number of the respondents¹ with Disability Group 1 was the biggest – 280 persons with Disability Group 1, Sub-Group A (21.3%), and 311 persons with Disability Group 1, Sub-Group B (23.6%). The numbers of the respondents with Disability Groups 2 and 3 was almost equal – 333 persons (25.3%) and 392 persons (29.8%) respectively.

Number of respondents in percentage ratio



According to the State Statistics Service of Ukraine², as of January 1, 2021, 2,724.1 thousand people with disabilities were registered in Ukraine, including 215 thousand people of Disability Group 1 (7.9%), 897.1 thousand persons of Disability Group 2 (33%), 1,449.1 thousand people of Disability Group 3 (53.2%), and 162.9 thousand children with disabilities (5.9%).

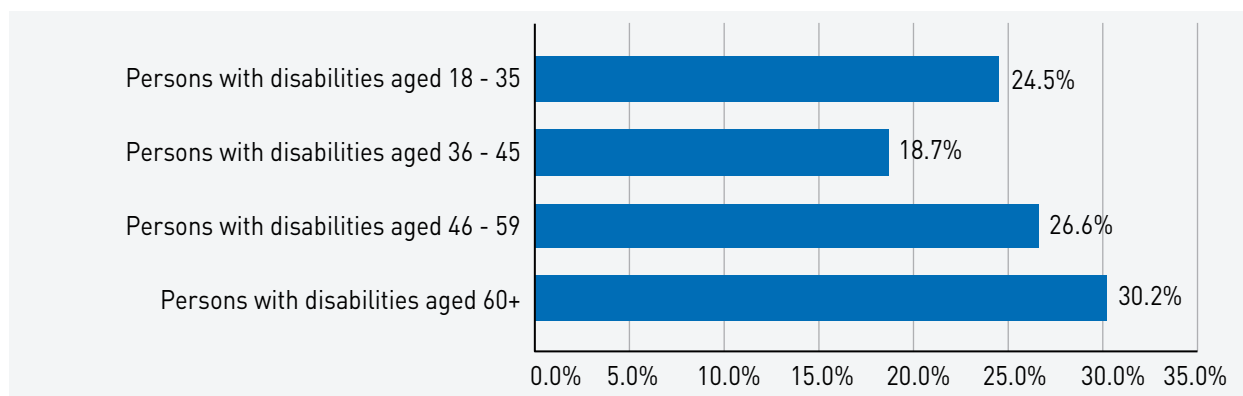
¹ Respondents are defined as persons with disabilities who either independently completed the survey or whose legal representatives provided the information

² The statistics digest "The Social Protection of Ukraine's Population in 2020" https://ukrstat.gov.ua/druk/publicat/kat_u/2021/zb/07/zb_szn_2020.pdf

Despite the fact that the survey covered people with disabilities without a strict correlation with the ratio of disability groups, it should be considered as representative of the real situation, particularly, taking into account that state guarantees and some other types of support mainly apply to persons with more severe types of disorders. In addition, the issues of relocation/evacuation are extremely complicated, and impossible in some cases, for persons with the most severe disabilities.

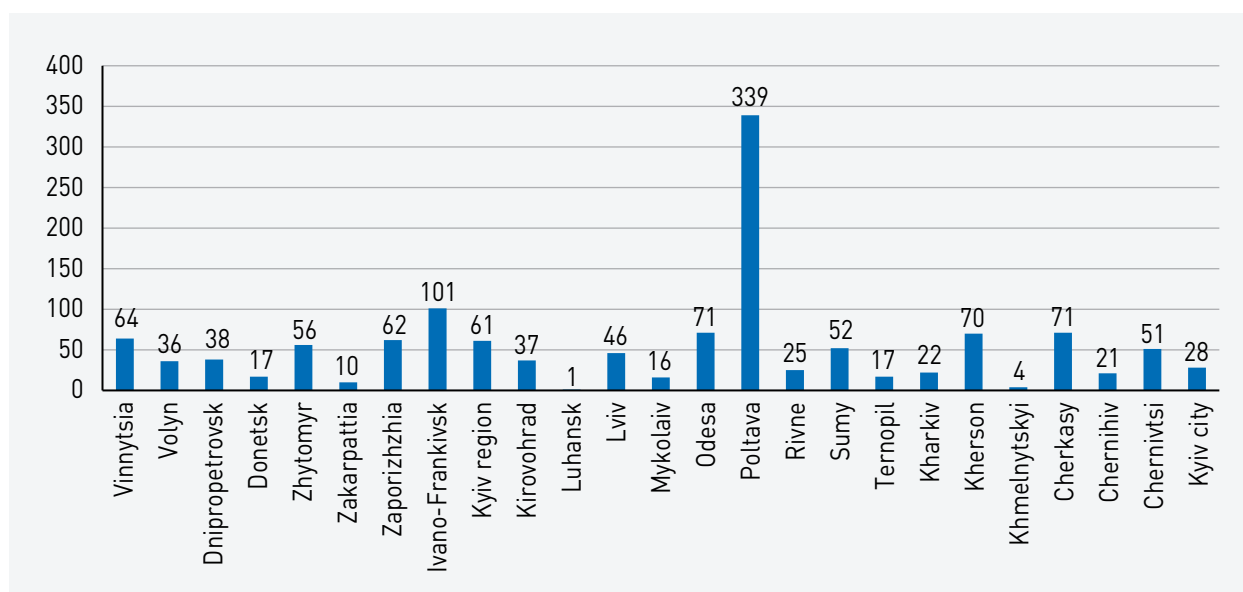
The data on the age of the respondents is also representative: 323 persons aged from 18 to 35 years old (24.5%), 246 persons aged from 36 to 45 years old (18.7%), 350 persons aged from 46 to 59 years old (26.6%), and 397 persons aged over 60 years old (30.2%).

Age of respondents in percentage ratio



It should be noted that the survey covers residents from the entire territory of Ukraine, including the occupied areas. Specifically, the 1,316 collected responses were given by the residents of Vinnytsia region – 64 responses (4.9%), Volyn region – 36 (2.7%), Dnipropetrovsk region – 38 (2.9%), Donetsk region – 17 (1.3%), Zhytomyr region – 56 (4.3%), Zakarpattia region – 10 (0.7%), Zaporizhzhia region – 62 (4.7%), Ivano-Frankivsk region – 101 (7.7%), Kyiv region – 61 (4.6%), Kirovohrad region – 37 (2.8%), Luhansk region – 1 (0.1%), Lviv region – 46 (3.5%), Mykolaiv region – 16 (1.2%), Odesa region – 71 (5.4%), Poltava region – 339 (25.7%), Rivne region – 25 (1.9%), Sumy region – 52 (4%), Ternopil region – 17 (1.3%), Kharkiv region – 22 (1.7%), Kherson region – 70 (5.3%), Khmelnytskyi region – 4 (0.3%), Cherkasy region – 71 (5.4%), Chernihiv region – 21 (1.6%), Chernivtsi region – 51 (3.9%), and Kyiv city – 28 (2.1%).

Number of respondents who did not move/evacuate

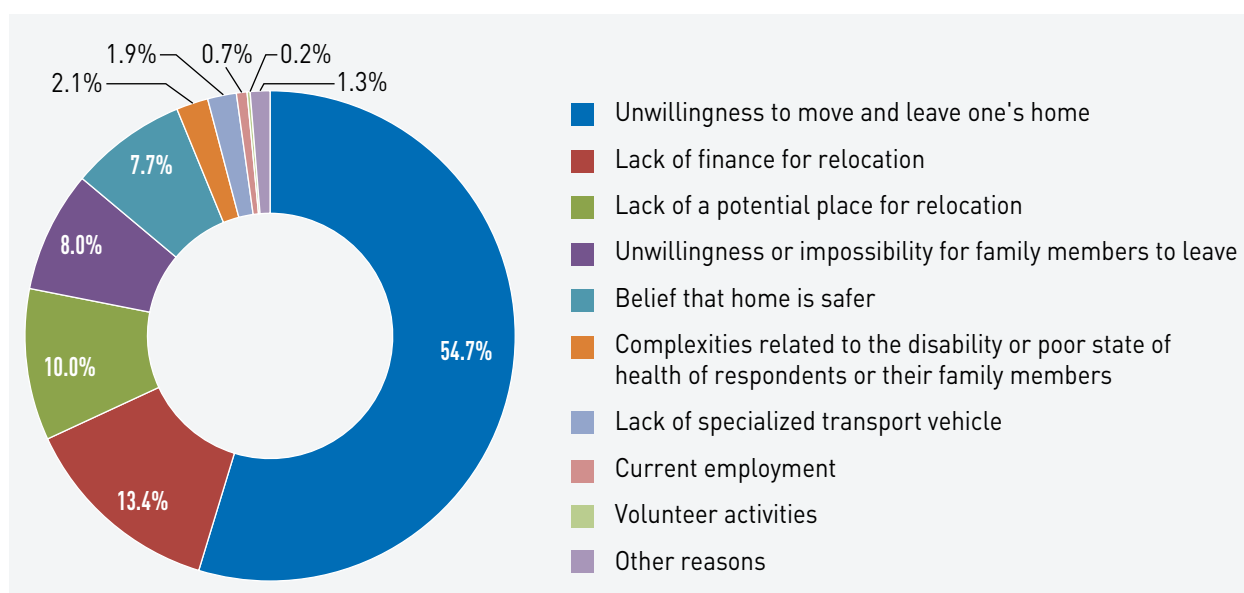


The overwhelming majority of the respondents were city residents – 1,030 people (78.3%). The rest of the respondents reside in villages (206 persons or 15.7%), township settlements (16 persons or 1.2%), and urban-type settlements (64 persons or 4.8%).

The main reasons why people with disabilities did not leave their permanent places of residence were the following:

- unwillingness to go away and leave their homes – indicated by 720 persons with disabilities (54.7%);
- lack of finance for relocation – indicated by 176 respondents (13.4%);
- lack of a potential place for relocation – indicated by 132 respondents (10%);
- unwillingness of or impossibility for family members to relocate (including the recruitment age of the children) – 105 respondents (8%);
- belief that home is safer – 102 persons with disabilities (7.7%) (it is curious that only 31 of these 102 persons reside in West Ukrainian regions);
- complexities related to the disability or poor state of health of the respondents or their family members – indicated by 28 respondents (2.1%);
- lack of a specialized transport vehicle which is required for a specific disorder – 25 persons with disabilities (1.9%);
- current employment – indicated by 9 respondents (0.7%);
- volunteer activities – indicated by 2 respondents (0.2%).
- other reasons – indicated by 17 respondents (1.3%).

Number of respondents and reasons why they decided to stay at their permanent places of residence



It should be stated that the State Emergency Service of Ukraine, in response to an official information request from the National Assembly of People with Disabilities of Ukraine, informed that more than 1,866,000 people, including over 33,000 persons with disabilities and other low-mobility groups of population, were relocated/evacuated from the areas of hostilities to safer regions without hostilities in the period from February 24 to July 8, 2022.

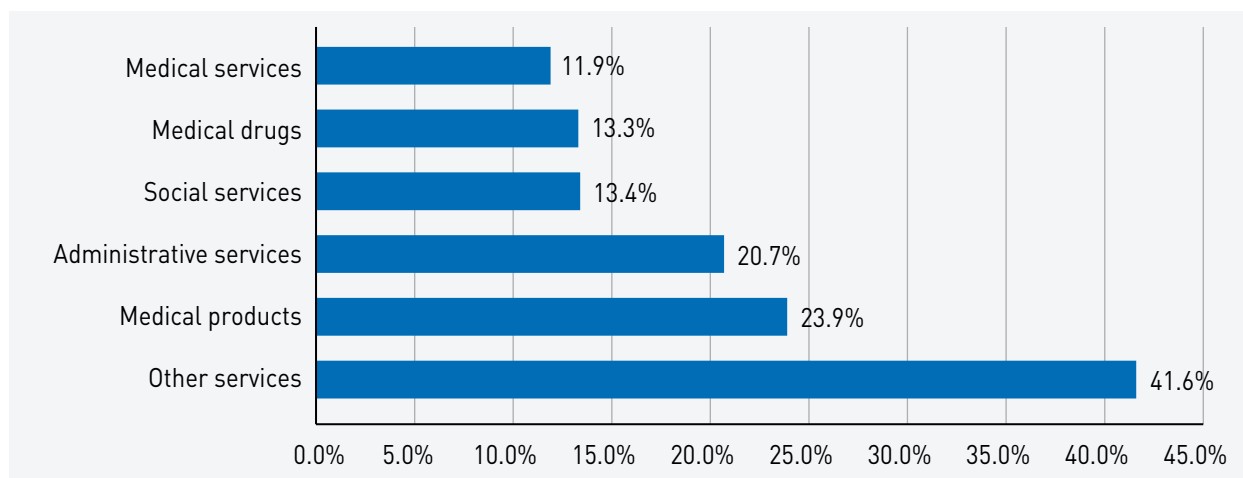
It is comforting to learn from 1,298 persons with disabilities (98.6%) that their immovable property was not damaged or destroyed by hostilities. However, to our deep regret, 18 respondents (1.4%) reported that their real property was damaged or destroyed, and 16 of these respondents (1.2%) submitted relevant applications concerning the damaged or lost property in accordance with the established procedure.

Access of people with disabilities to various types of services in the wartime period

The biggest number of people with disabilities applied for medical services – **548** persons or 41.6% respondents. As for other types of services, the following data on the number of applications was obtained:

- medical drugs – 315 persons (23.9%);
- social services – 272 persons (20.7%);
- administrative services – 176 persons (13.4%);
- medical products – 175 persons (13.3%);
- other services – 156 persons (11.9%).

Number of respondents who applied for services



First of all, as for social services (services from Territorial Centers for Social Service Delivery and from other agencies of social service delivery, etc.) in the wartime. It is consoling to obtain the results informing that most of the 272 respondents were satisfied with the work quality of the social service agency they had applied to and specifically satisfied with the activities of territorial centers and social workers. At the same time, there are negative responses, too. In particular, 9 respondents informed that the agencies of social service delivery located at their places of residence had stopped their activities or had been impossible to contact since the beginning of the war. Thirteen (13) respondents (including 4 legal representatives) said they were unsatisfied with the work of the agency to which they applied for social services in the wartime. Such complaints included, among other issues, the situations when some issues were still unresolved at the time of taking the survey (3 persons), long waiting lines (1 person), a refusal to assign a social worker (1 person), and others.

Summarizing on medical services, it should be noted that 45 persons out of 548 respondents expressed their dissatisfaction with the work of the agencies to whom they had applied to obtain medical services. Such complaints were essentially about the following: insufficient number of medical personnel, particularly because doctors evacuated (9 respondents); impossibility to obtain the prescribed medical drugs and medical products (8 respondents); refusal to provide hospitalization, examination, and emergency aid (11 respondents); lack of architectural and transport accessibility, including long distances to medical institutions, etc. (5 respondents); absence of free medical drugs in a hospital (3 respondents); long waiting lines (3 respondents); commercialization of some services that were free of charge before the war, specifically some medical analyses, computer tomography, etc. (2 persons); problems in communication with people with disabilities (rude attitudes, lack of sign language support (2 respondents); and bribery of some doctors (1 respondent).

As for medical drugs, the respondents informed on the following problems in receiving medications on preferential terms: refusals to prescribe the necessary medicines by family doctors; lack of finances; impossibility to appeal for medical help in rural areas because the necessary agencies and pharmacies are missing; limited dispensation of medicines in pharmacies (for example: giving a plate of pills instead of a pack), etc. Some of the respondents were not aware when people with disabilities have the right to reduced-cost/free provision of medical drugs or can obtain medical drugs from volunteers and local authorities (in particular, from a regional unit of the Social Security Fund for people with disabilities, local executive bodies, etc.), or the respondents had to buy medications by themselves (particularly because the needed medical drugs are not included in the list of the medicines distributed on a reduced-cost basis).

As for medical products (urinary and colostomy bags, diapers, etc.), the needs of people with disabilities were often satisfied by international and national public organizations, including the NAPDU, humanitarian centers, and volunteers. Some respondents reported purchase of the necessary products with their own money or through their reduced-price prescription, but in smaller quantities or improper quality.

Summarizing the state of administrative services delivery, the respondents emphasized the following challenges: long waiting lines, remote location of centers for administrative service delivery (SASD) and the lack of their accessibility (it is difficult to reach a SASD location and building, etc.), lack of sign language support in communication, delayed processing of applications, shutdowns of some SASDs because of the war, etc. At the same time, the survey also revealed the facts of problem settlement over the telephone.

The smallest number of the respondents informed that they had applied for the delivery of other types of services. Some of the respondents pointed to the architectural inaccessibility of the premises of local authorities or reported that the institutions were out of operation or destroyed by shelling. Complaints have been documented that local authorities are seeking to solve the problems of IDPs and ignoring the people with disabilities who have not left their homes.

Summarizing the gathered information on the process of applying for services, one should note that people with disabilities have a critically low level of awareness of their right to obtain specific services and of how the service delivery mechanism works. Many respondents do not see a difference among rehabilitation and social services, provision of medical products, medical drugs and technical tools of rehabilitation. That is why, the results of the responses analysis are not sufficiently representative since the problem is much deeper – the lack of interconnection between a person with a disability and local institutions.

It is impossible to omit the fact that dozens of poignant responses were recorded informing that some respondents had not applied for specific services and goods because they believe there are Ukrainians who need them more. The help delivered by volunteers was stressed when answering most of the questions. Such attitude of Ukrainians, like nothing else, does describe the humanity and caring nature of the Ukrainian people.

Financial support and humanitarian aid for people with disabilities during the martial law

Ninety-one (91) persons with disabilities out of 1,316 respondents have encountered some problems in receiving their pensions. According to the respondents, such problems were mainly related to long waiting lines at the post offices on payment days, closed banking institutions and the lack of cash in ATMs. At the same time, some respondents noted the cases of early receipt of pension payments and the high-quality work of the Pension Fund of Ukraine and Ukrainian Mail Service [Ukrposhta].

One hundred forty-four (144) respondents (10.9%) reported some problems in obtaining state social assistance/ housing subsidy/ other payments (other than pensions). Such problems are quite traditional and connected with the low awareness of how Internet-resources operate, delays in payments, impossibility to convert funds from bank accounts into cash, and with the fact that banking institutions were closed in some settlements.

The respondents often complain about meager pensions and social benefits.

Three hundred and three (303) persons with disabilities from among the respondents (23%) during the martial law applied for monetary support to international and domestic non-governmental organizations. One hundred eighty-three (183) persons applied through the Internet; 38 persons applied directly to the organization's office; 19 persons – via a phone call; 15 persons – via WhatsApp; and the others applied through a different channel.

One hundred fifty-nine (159) respondents (12.1%), or 52.5% of those who had applied, received some monetary aid from non-governmental organizations. That was mostly one-time assistance, and its size varied from 1,000 UAH to 20,000 UAH. Most frequently, people with disabilities received 3,000 UAH (16 persons); 1,000 UAH (14 persons); and 2,000 UAH (13 persons). Also, one person received 9,900 UAH; 2 persons – 10,000 UAH; 1 person – 19,000 UAH; and 1 person – 20,000 UAH.

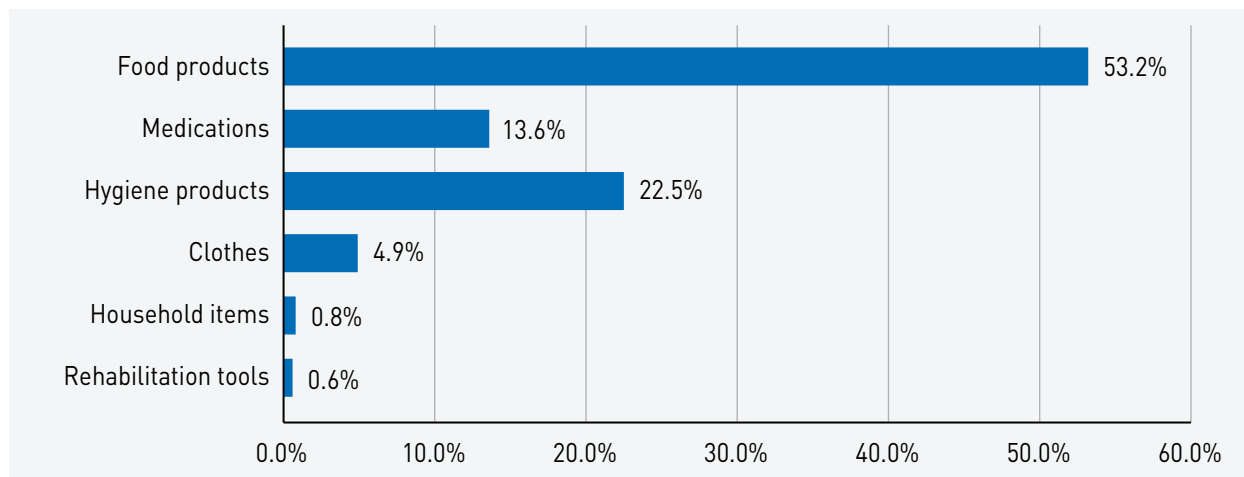
Fourteen (14) persons out of the total number of respondents did not apply for monetary assistance, but they received it from national public and religious organizations, including the NAPDU, and the received amount was from 2,000 UAH up to 4,588 UAH.

At the same time, it should be noted that the analysis of 36 answers from the respondents indicated an increase in expenses during the martial law from 500 to 10,000 UAH. Food products, medicines, medical services, fuel, hygiene products, travel costs, clothes, communal services are the key areas of increased expenses since the beginning of the war. Life became more expensive for almost all the respondents. On the other hand, the respondents unanimously gave negative answers to the question whether any expenses decreased.

Humanitarian aid (food products, medications, hygiene products, etc.) was received by 476 people with disabilities (56.7%) in the wartime. Seven hundred (700) persons (53.2%)

received food products; 179 persons (13.6%) – medications; 296 persons (22.5%) – hygiene products; 65 persons (4.9%) – clothes; 10 persons (0.8%) obtained some household items; 8 persons (0.6%) – rehabilitation tools; 3 persons (0.2%) received talking thermometers; and 8 persons (0.6%) obtained most of the types of humanitarian aid. The respondents also reported receiving medical products, components for rehabilitation equipment, etc. At least one third of the respondents were provided with several types of humanitarian aid.

Information on humanitarian aid received by respondents



Respondents' reactions to rocket attack threats

The survey revealed that only **33** respondents (2.5%) go to bomb shelters/other shelters during an air-raid warning, unanimously considering this option to be the safest. Thirty-two (**32**) people (2.4%) do not pay attention to air alarm signals, mostly leaving it to chance or justifying their choice of getting used to air-raid alarms by their failure to hear alarms, by their health condition (mobility difficulties), the absence of a place for a shelter in a cottage house, and, most strikingly, by the inability to hear the air alarm signal due to hearing impairments.

Eighty-five (**85**) respondents (6.5%) stay in the basements of multi-apartment buildings, and such basements were adjusted as shelters by the residents themselves. This choice is most often explained by the remoteness or absence of bomb shelters, by the acceptance of such choice as the one that guarantees safety, and by the presence of other people around, which prevents them from feeling lonely. Such basements are the nearest shelters for many respondents.

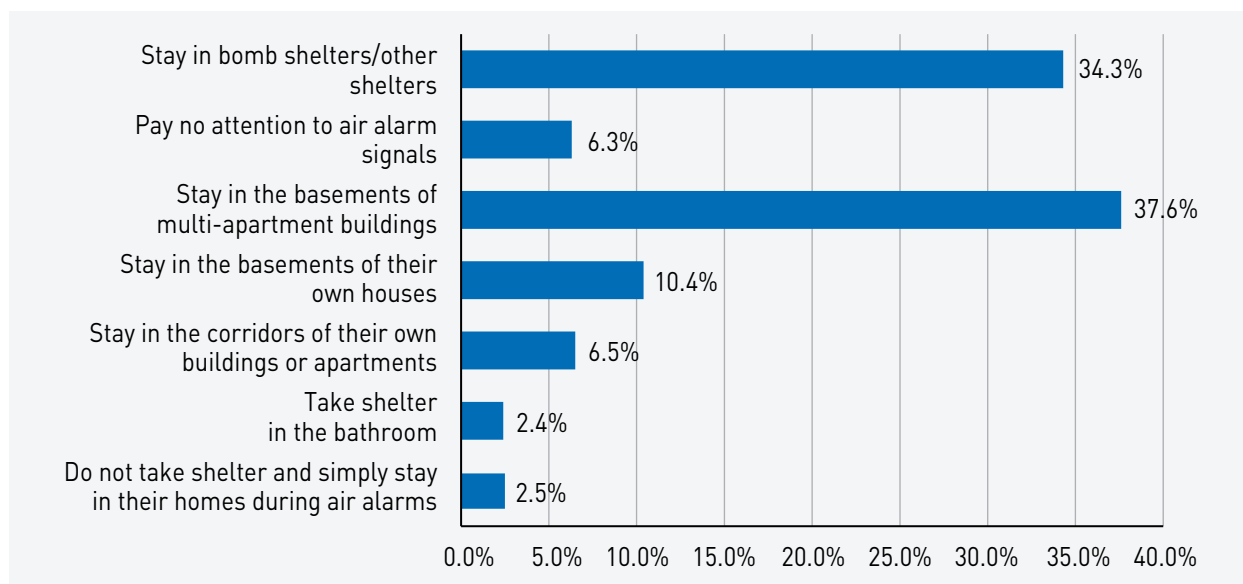
In the basements of their own house, during the periods of air-raid alarms, **137** respondents (10.4%) stay, considering it to be safe or because the basement is the nearest shelter.

Four hundred ninety-four (494) persons (37.6%) prefer to stay in the corridors of their own houses or apartments. The respondents explain this choice by the absence of bomb shelters/other shelters or the inaccessibility of the existing ones, or because it is impossible for them to get to the shelter due to their specific disorders, or because they become accustomed to air alarms, or because it is convenient; the reasons also include the fear of the children to leave homes, or keeping to the "two walls" rule, or feeling the responsibility for the family members who cannot move.

Eighty-three (83) persons (6.3%) take shelter in their bathrooms. The reasons for such a decision are similar to the reasons listed above by the respondents hiding in their corridors.

Four hundred fifty-two (452) persons (34.3%) do not take shelter during air alarm and simply continue staying in their homes. The reasons: mobility problems of the respondents and their family members, absence of shelters, war fatigue, and the belief in the Armed Forces of Ukraine.

Respondents' reactions to rocket attack threats



Accessibility of shelters / bomb shelters

Only 283 survey participants (21.5%) gave positive responses to the question whether an architecturally accessible shelter/bomb shelter is available near their homes, whereas 965 respondents (73.3%) reported the absence of such shelters. Twenty-nine (29) persons informed that such shelter places are located at a big distance, and 23 persons said that they are unaware whether such shelters are available at all.

It should be noted that no dependence was found between the choice of where to stay during air alarms and the region of residence.

The proposals expressed by the respondents include the following: 1) raise the level of the awareness of their rights and opportunities, particularly what concerns obtaining of financial and other types of assistance in the wartime and peacetime; 2) ensure accessible information for people with visual impairments, particularly concerning the threats of rocket attacks, provision with various types of services, TV war-related broadcasts, etc.; 3) raise the level of caring attitudes from authorities and their quality of communication with people with disabilities; 4) increase the amounts of financial aid (pension payments, social benefits, etc.); 5) increase the amounts of humanitarian and financial aid for people with disabilities at their permanent places of residence; 6) introduce a control over prices (for medicines, food products, communal services, clothes, etc.); 7) increase the number of social workers and extend the period of service delivery; 8) raise the accessibility and amount of psychological help; 9) ensure architectural and transport accessibility (in particular, making it impossible to limit the right to reduced fare), and ensure access to the Internet; 10) use a part of the aid coming from international organizations to ensure that shelters/bomb shelters are accessible for people with disabilities; 11) enhance the evacuation efficiency for low-mobility groups; and 12) ensure employment.

CONCLUSION

The survey results analysis gives grounds for making the conclusion on a much lower level of the security of rights and the provision of aid (financial, humanitarian, and other types) for those people with disabilities who, after the outbreak of military hostilities in the territory of Ukraine, refused to leave their permanent places of residence if compared with those people with disabilities who moved/evacuated.

In this regard, it is necessary to:

- specify the number and places of residence of those people with disabilities who have stayed at home since the hostilities began;
- conduct a monitoring of the needs of such people with disabilities;
- ensure ongoing notification about the opportunities and ways for obtaining financial, humanitarian, and other types of aid and services from international and domestic institutions;
- provide such persons with aid/support/escort when resolving their crucial issues (obtaining the necessary products, services, aid, etc.) and satisfying their vitally important needs;
- improve the local mechanisms of support for people with disabilities taking into consideration the wartime challenges.



ANALYTIC REPORT

on the results of the survey on the access of people with disabilities to various types of aid and services provided at their permanent places of residence during the wartime

