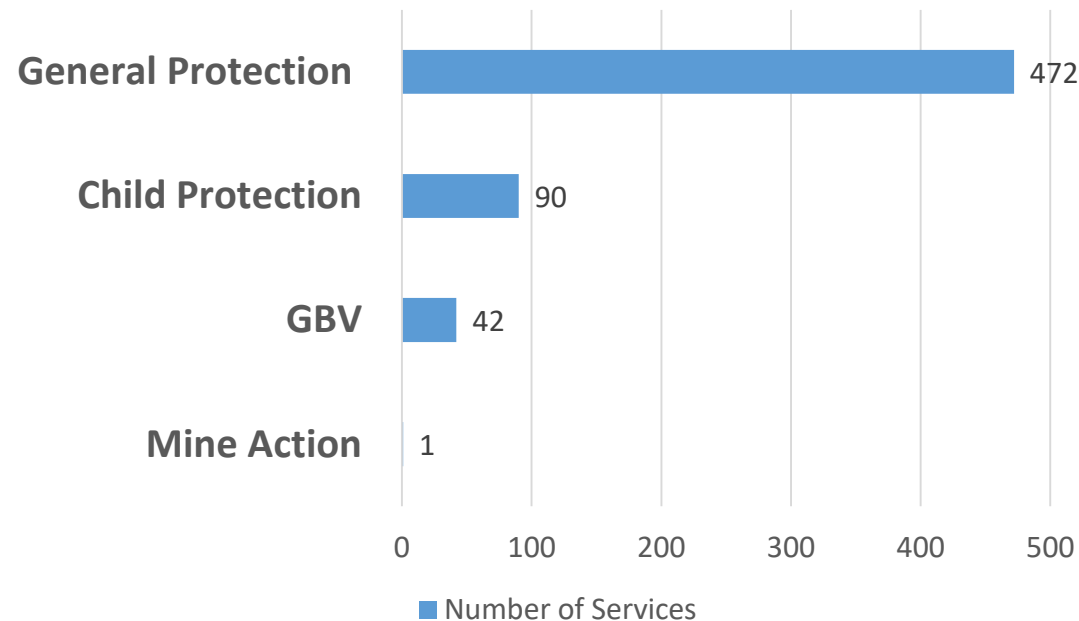


Service Mapping – Analysis

as of 26 April

Total of 605 service entries

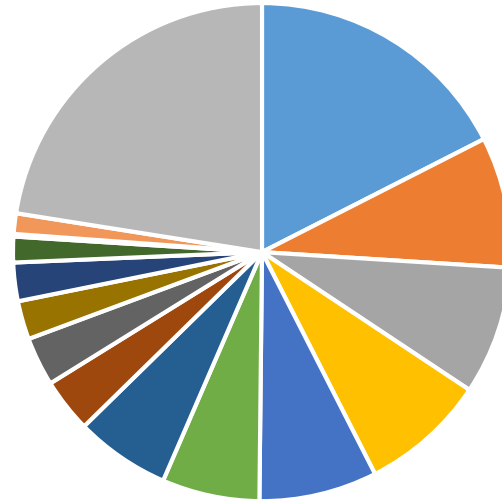
Services per Area/Sub-Cluster



- ✓ Mapping of **State** services still pending/ongoing;
- ✓ Most services accept referrals;

Service Mapping – Analysis

Type of Services



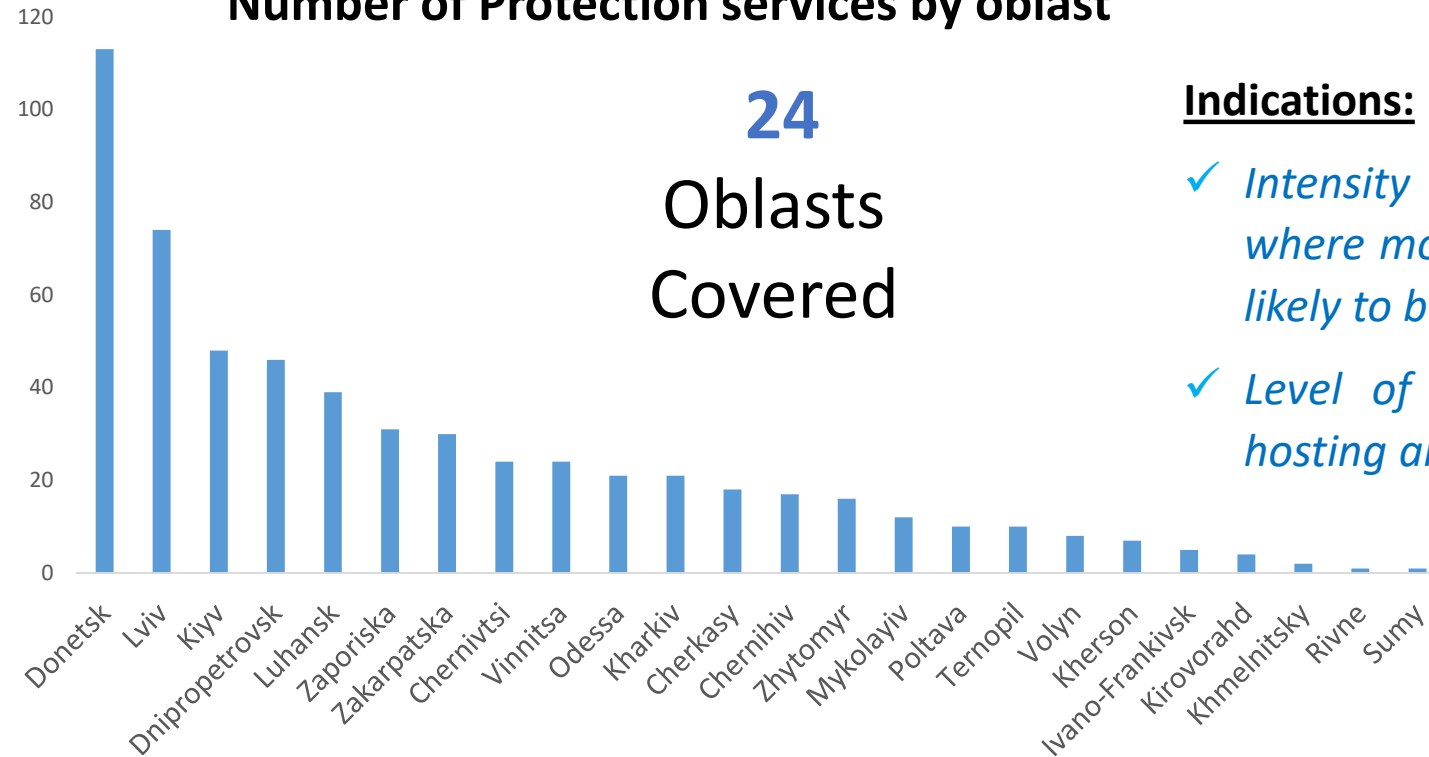
✓ *Most protection services focus on **provision of protection information, psycho-social support and in-kind assistance;***

- Individual Counselling/Protection Information
- IPA In Kind
- Psychological First Aid
- Group PSS
- Case management
- Spaces for GBV survivors
- Mine Victim Assistance
- Other
- PSS - Specialized
- PSS - Non-specialized
- Legal Advice
- Home-based care
- Assistive Devices to PWD
- PSS Mobile Teams for GBV Survivors
- Child Friendly Spaces

Service Mapping – Analysis

Geographical Coverage

Number of Protection services by oblast



Indications:

- ✓ Intensity of the conflict and where most protection needs are likely to be high (Donestk/Kyiv)
- ✓ Level of access (Lviv) and IDP hosting areas (Dnipro/Kyiv).

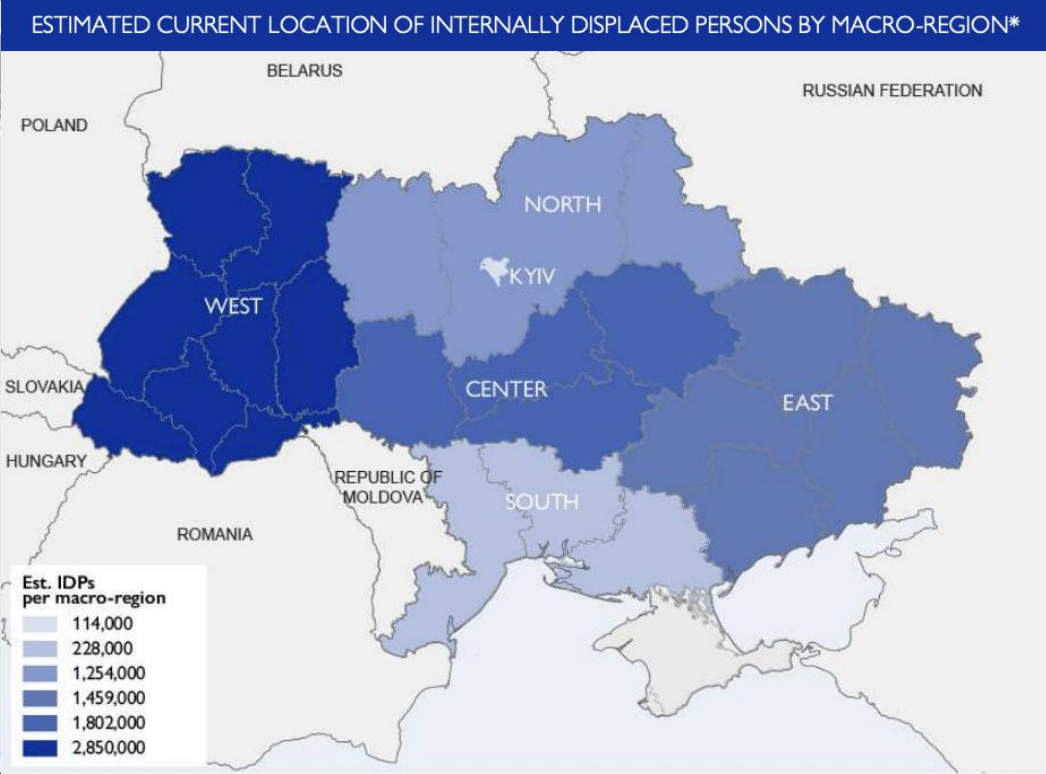
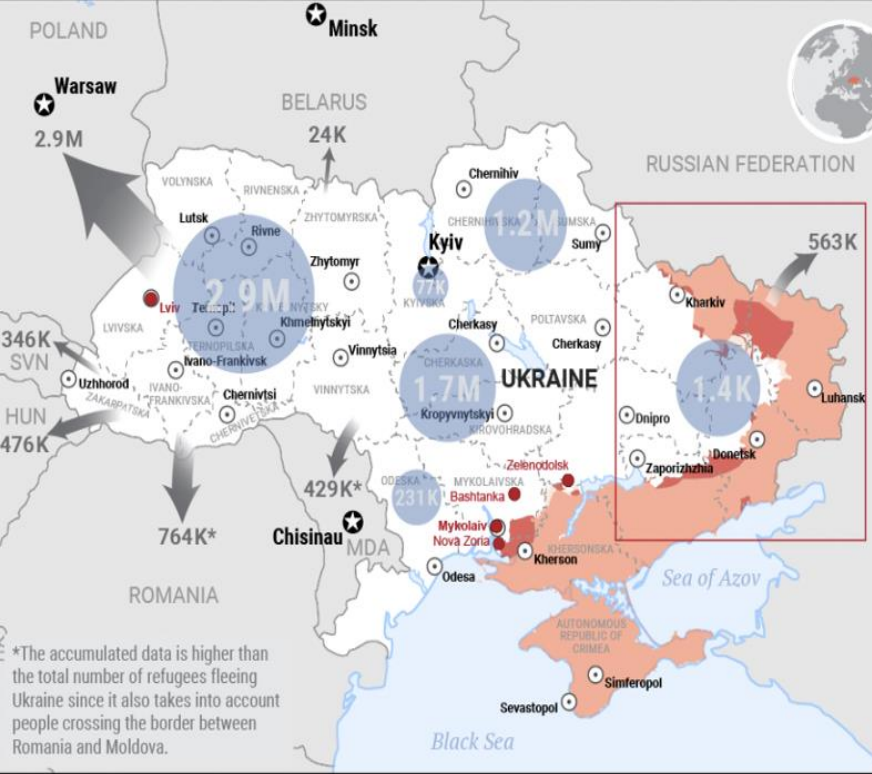
TBC: no organizations in certain hotspots of the conflict? and/or there are organizations but not reporting to the Protection Cluster?

Service Mapping – Gap Analysis

In Ukraine, it can be assumed that the **highest Protection needs** will be reported in:

Conflict-Affected areas
(South, East, North, including previous NGCA)

Transit/Reception IDPs / Host Communities/Borders
(Central, West)



Source: OCHA

Source: IOM



Service Mapping – Gap Analysis



Key Findings

- Please note that gaps could be linked to limited geographical coverage (need to decentralize!), availability of State-services and underreporting by partners;

Gaps per Geographical areas:

Conflict-Affected areas
(South, East, North, including previous NGCA)

- ✓ **Significant gaps in Sumy (one service) and Kherson (seven services)** - Protection Monitoring in Kherson confirms that needed services are only *partially* available;
- ✓ It is also worth noting that **Kharkiv oblast** is both conflict-affected and hosting IDP, but rank as the 9th oblast with most Protection services (21), which is **relatively low** given the multi-layered crisis currently ongoing. This is **corroborated by Protection Monitoring data**, with all key Informants reporting that there are no humanitarian services.



Service Mapping – Gap Analysis

Key Findings



Gaps per Geographical areas:

Transit/Reception IDPs / Host Communities/Borders (Central, West)

- ✓ **Central areas** have **very few** protection services available (**9% of all services reported**). **Kirovohrad** oblast, reports only four Protection services. However, Protection Monitoring data suggests **otherwise** - with 66% of Key Informants in Kirovohrad reporting that there are humanitarian services, while 11% report that there are only partially, and 11% that there are none.
- ✓ **Western areas** are relatively **well serviced (25% of all services reported)**. Yet, there is a concentration of services in Lviv (74) and concerning limitations of services in Volyn (8), Ivano-Frankivsk (5), Khmelnytskyi (2) and Rivne (1). Yet, according to the Protection Monitoring, 90% of key informants said that there are humanitarian services in Volyn and 80% of key informants confirmed availability of services in Ivano-Frankivsk.
- *Results could mean that a) there is limited connection between the Protection Cluster and these humanitarian services, and/or b) that these humanitarian services are mostly non-Protection services or State services (non-humanitarian);*



Service Mapping – Gap Analysis

Key Findings



Main Protection Needs x Availability of Services per Type

Documentation, birth/
death certificates, etc.

Legal support: 38
services out of 605
protection services

Unexploded
Ordnance/
Mines

Mine Victim Assistance:
1 service out of 605
protection services

Gender-based
Violence

10 mobile teams for PSS for
GBV survivors; 15 safe spaces; 1
medical support for GBV victims
= **26 specialized GBV services**
out of 605 protection services

Stress/Mental
Health issues

PSS interventions: 46
individual PSS, 37 group
PSS = 83 out of 605
protection services

- ✓ While most Protection services focus on provision of protection counselling/information, psycho-social support and in-kind assistance, **there are very few services for GBV, CP, MA and legal specifically;**



Service Mapping – Gap Analysis



Preliminary conclusions / follow up

- ✓ Necessary to identify whether **underreporting** is driving the gaps or **whether there is a need to step up certain Protection activities;**
- ✓ Need to complete State service mapping, considering peculiarities of local context in Ukraine (strong State leadership + existing social protection system)
- ✓ Need to engage all service providers in Cluster coordination mechanisms;
- **Importance of reporting to Service Mapping, 5W and Protection Monitoring tools**
- **Sub-national coordination hubs to prioritize follow up**

