

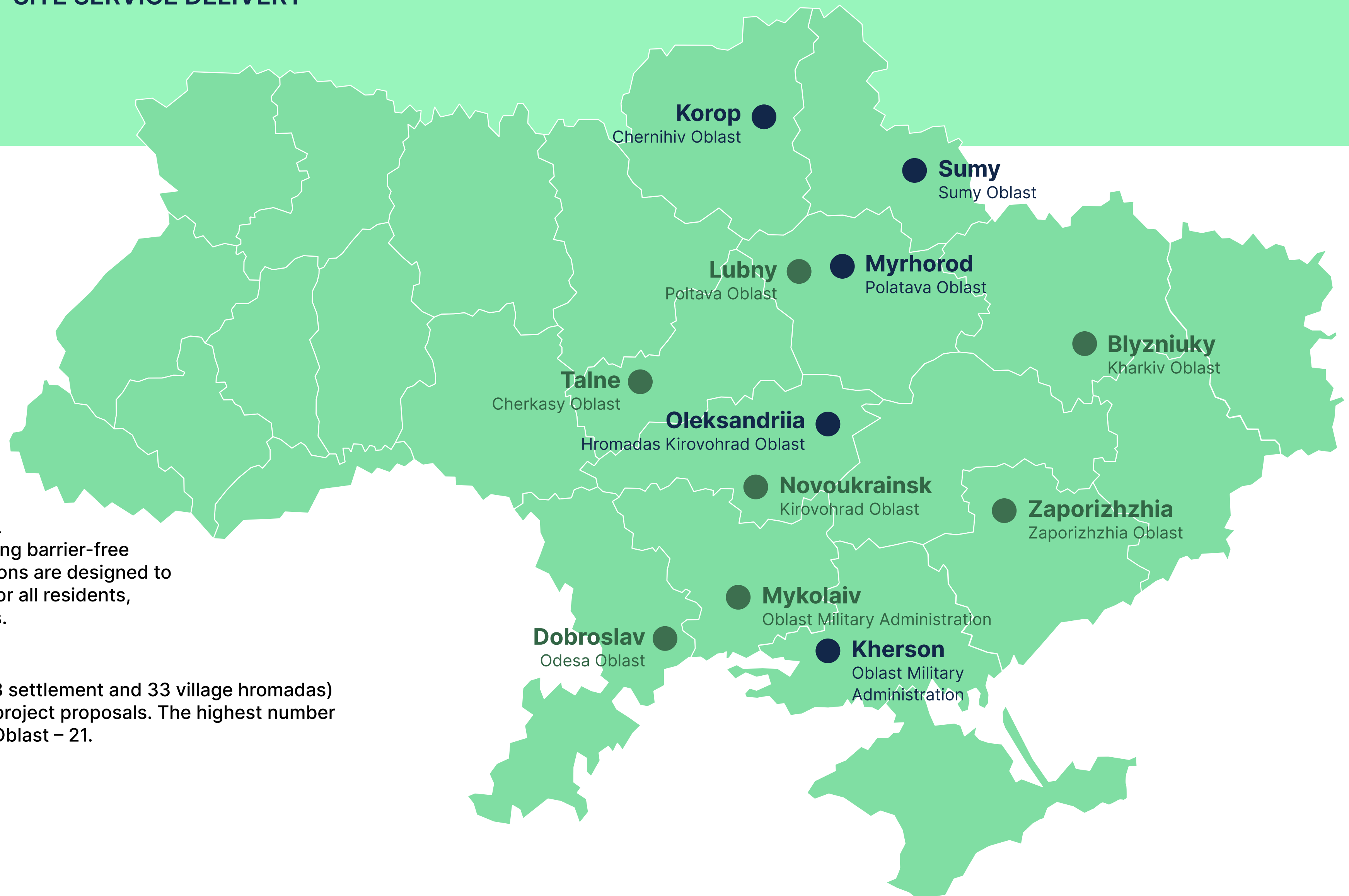
MOBILE SOLUTIONS FOR HROMADAS

SUPPORTED PROJECTS FOR ON-SITE SERVICE DELIVERY

The Polaris Programme: Supporting Multilevel Governance in Ukraine has supported projects from hromadas aimed at organising on-site (mobile) service delivery to improve access to public services. The selected hromadas will receive expert and mentoring support to establish mobile service delivery, along with vehicles and necessary equipment.

Providing crisis support through mobile solutions is driven not only by the consequences of the war but also by the importance of ensuring accessibility. These services are an integral part of building barrier-free and inclusive hromadas. Such mobile solutions are designed to ensure equal access to essential services for all residents, including those living in remote settlements.

In total, 166 hromadas (including 65 city, 68 settlement and 33 village hromadas) from 12 oblasts of Ukraine submitted their project proposals. The highest number of applications came from Dnipropetrovsk Oblast – 21.



BLYZNIUKY SETTLEMENT HROMADA, KHARKIV OBLAST

Population: 22,434 residents, including 4,062 IDPs and 420 veterans

Area: 1,376 km²

Settlements: 97

Goal and objectives:

The project to establish a mobile centre will enhance access to administrative services provided through the Administrative Service Centre (ASC) Department of the Blyzniuky hromada, including social services (veteran-related services included). In addition, mobile outreach will improve service accessibility for persons with reduced mobility and vulnerable groups.

Expected results:

As a result of the support, improved access will be provided to the following groups: 5,805 elderly residents, 672 children under the age of 7, 1,320 persons with disabilities, and 1,614 persons with temporary health impairments. In addition, mobile tools will enable the introduction of selected mobile social services (social hairdresser, community improvement worker services, in-kind assistance, social adaptation services, and digital literacy education for elderly persons).

DOBROSLAV SETTLEMENT HROMADA, ODESA OBLAST

Population: 15,756 residents, including 337 IDPs and 445 veterans

Area: 316 km²

Settlements: 17

Goal and objectives:

The project aims to improve access to services for hromada residents, particularly vulnerable groups and individuals/families facing difficult life circumstances who are unable to overcome them independently. Crisis support will strengthen social services (social support for families in difficult life circumstances, provision of in-kind assistance, services of a social work specialist and psychologist); medical services (signing declarations with family doctors, access to physicians through organised outreach visits or visits to healthcare facilities); administrative services, including social administrative services; and services for veterans and their family members.

Expected results:

Improved mobile delivery of public services for more than 5,000 veterans, service members and their family members, approximately 1,000 persons with disabilities, and 236 large families.

Strengthened social protection – families and individuals in difficult life circumstances will receive systematic support (consultations, assistance, social support), and awareness of available assistance opportunities will increase.

LUBNY CITY HROMADA, POLTAVA OBLAST

Population: 67,483 residents, including 7,648 IDPs and 1,574 veterans

Area: 1,075 km²

Settlements: 63

Goal and objectives:

The project aims to improve access to services, particularly for vulnerable groups and individuals/families facing difficult life circumstances who are unable to overcome them independently. Crisis support will also enhance the mobility of specialised service providers who respond оперативно to crisis situations, including cases involving children. Mobile provision and counselling on public services will be delivered through a multiservice approach.

Expected results:

The possibility of crisis counselling for 12,000 children of the Lubny Urban Hromada, including the introduction of outreach services.

MYKOLAIV OBLAST MILITARY ADMINISTRATION

Mykolaiv Oblast currently unites 52 territorial hromadas with a total area of 24,585 km². The crisis support provided will strengthen the capacity of the Department for Digital Development, Digital Transformations and Digitalisation, including enhanced mobility for coordinating administrative service delivery. In particular, the mobile solutions provided will support coordination of the oblast's digital infrastructure, enable rapid assessment of its condition, help maintain internet access networks, and facilitate more effective implementation of electronic interaction systems.

NOVOUKRAINSK CITY HROMADA, KIROVOHRAD OBLAST

Population: 19,729 residents, including 729 IDPs and 453 veterans

Area: 448 km²

Settlements: 16

Goal and objectives:

Support for the implementation of veteran policy in the area of service delivery and support for veterans and their family members. The project's target audience includes residents of the Novoukrainsk Hromada, for whom the mobile service will improve access to public services. First and foremost, this includes more than 500 service members and their family members. In addition, approximately 450 residents of remote settlements who experience difficulties accessing the administrative centre will benefit. Overall, the estimated target audience comprises approximately 2,250 residents of the Novoukrainsk Hromada (including family members) who will directly benefit from improved access to public services.

Expected results:

At least 2,000 hromada residents will gain direct access to a package of services without the need to visit institutions in the administrative centre. The mobile service will provide outreach services, including processing veteran status and the status of family members of deceased defenders, allocation of benefits and compensations, legal consultations, psychological support, medical examinations, and preventive consultations.

TALNE CITY HROMADA, CHERKASY OBLAST

Population: 30,045 residents, including 1,359 IDPs and 542 veterans

Area: 917 km²

Settlements: 43

Goal and objectives:

To ensure access to public services for veterans and their families through the introduction of mobile outreach service delivery in the hromada. To organise outreach provision of social, legal, administrative, and psychological services for veterans and their families. The project “Comprehensive Support for Veterans and Their Families” is aimed at veterans and their family members residing in the hromada. The total number of potential service recipients is approximately 1,650 persons, including: – veterans and combatants; – family members of deceased veterans; – veterans requiring social, legal, psychological, or administrative support.

Expected results:

Improved accessibility of public services for veterans and their families through mobile outreach delivery. Increased awareness among veterans of their rights, benefits, and opportunities for retraining and employment. Establishment of an effective mobile service delivery mechanism that can be scaled up and integrated into the hromada’s operations.

ZAPORIZHZHIA CITY HROMADA

Population: 700,000 residents, including 153,544 internally displaced persons (IDPs)

Area: 334 km²

Settlements: 1

Goal and objectives:

- provision of outreach services to persons with reduced mobility, persons with disabilities, and veterans who are unable to physically visit the ASC;
- optimisation of logistical processes in service delivery;
- improvement of the quality of citizen services;
- provision of services to residents of relocated hromadas;
- registration of damaged property.

Expected results:

- improved mobile delivery of public (administrative) services.