

Field Office Mariupol



June 2018. Mariupol FO together with Mariupol community holding "World Refugee Day" commemoration event.

303,469

IDPs residing in
Southern Donetsk
and Zaporizka
Oblasts

100,000

persons residing in the
conflict affected areas
along the line of
contact

3

Entry-Exit
Checkpoints between
Government and
NGCA operating in
FO Mariupol AoR

567,000

crossings towards
both sides
registered for the
period of
December 2018

Introduction

Mariupol is a port city located in the southern part of the government-controlled area (GCA) of Donetsk region, on the coast of the Sea of Azov. Because of its proximity to the line of contact, Mariupol and the surrounding area, including some areas of Zaporizka Oblast accommodate a significant number of internally displaced people (IDPs). The total number of registered **IDPs in the southern parts of Donetsk and Zaporizka Oblasts reached 303,469 persons**. The eastern suburbs of Mariupol have been subjected to shelling due to their close proximity to the line of contact resulting in some displacement within the city and beyond. **Some 145 settlements along the 'line of contact'** have been affected by the fighting in the GCA of South-Donetsk region.

The UNHCR Field Office in Mariupol was established in August 2014 and currently consists of **ten staff**. The area of responsibility (AoR) of the office consists of seven districts in southern Donetsk and four districts in Zaporizka Oblasts, including the city of Berdyansk.

Needs

From the beginning of the conflict, **165 multistoried buildings (4500 apartments) and around 6,000 private homes** in the southern parts of Donetsk Oblast were reportedly damaged. In many areas, public buildings such as medical centers, schools and kindergartens, as well as utility supply infrastructure have been damaged and require extensive repairs. Furthermore, around **34 locations** including some parts of the Azov Sea have been affected by the presence of landmines and explosive remnants of war (ERW), putting lives at risk and restricting the freedom of movement of some **25,000 individuals** and preventing recovery operations.

Protection

Protection Monitoring

UNHCR and its partners are regularly present in its areas of interventions. This presence consists of regular protection monitoring of local policies and practices at the crossing points, places of displacement, and villages along the 'contact line' and delivery of protection services. Particular attention is paid to the challenges faced by those who have been displaced (IDPs), those hosting IDPs, IDPs who have returned (returnees) or those hosting them (host populations). During protection monitoring, UNHCR identifies persons with specific needs in order to provide either individual assistance or community support. UNHCR also refers persons with specific needs to other NGO partners and government entities, such as medical, psychosocial and legal actors for support. For more information on UNHCR's protection activities, see below.

The UNHCR office in Mariupol directly and through its partner NGOs (Proliska and Right to Protection) conduct regular monitoring visits to Pisky, Opytne, Marinka, Krasnohorivka, Hranitne, Volnovakha, Mariupol, Chermalyk, Novohryhorivka and others. Partner NGO "Right to Protection" conduct daily monitoring of all the EECPs in southern Donetsk, and since the beginning of the year provided paralegal counselling and individual assistance to more than 2,000 individuals.

UNHCR also leads the Protection cluster and coordinates protection interventions throughout the year in Mariupol area.

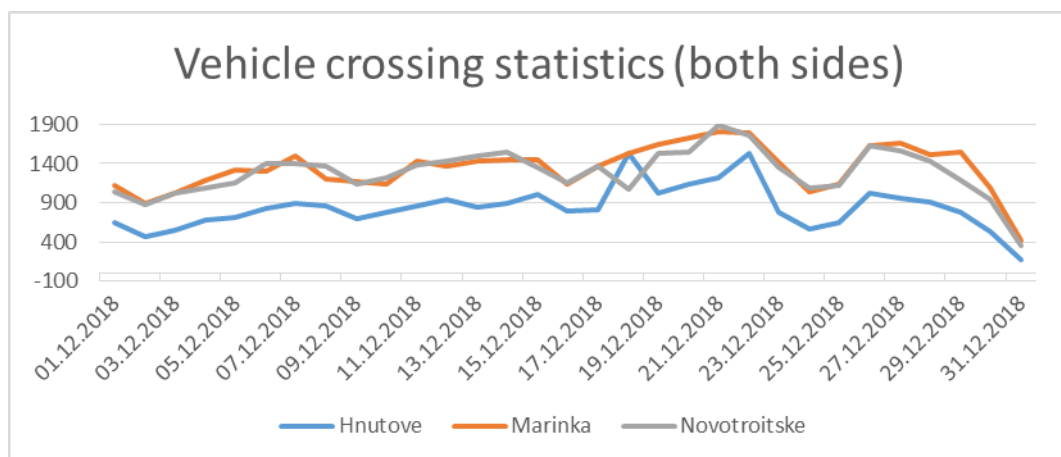
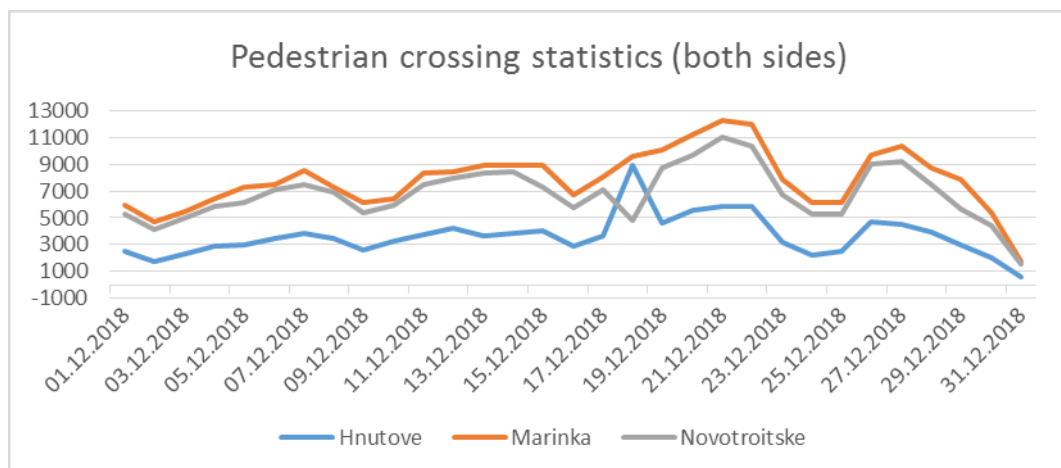
Population Movement

Three entry exist crossing points (EECP) along the 'contact line' covered by the UNHCR office in Mariupol (EECP Hnutove, Marinka, and Novotroitske) process approximately 18,500 commuters daily traveling in both directions. EECP "Marinka" alone processes around 7,800 pedestrians crossing the checkpoint on a daily basis.

While advocating for removal of obstacles affecting the freedom of movement for people between GCA and NGCA, UNHCR provided modules, computers and tents to alleviate the reception and crossing conditions through the EECPs in Marinka, Novotroitske and Hnutove. Thanks to UNHCR's support at the EECP crossing time decreased by 30%. Additionally, UNHCR provided four tents to EECPs in Marinka, Hnutove and Novotroitske for those commuters who are not able to cross the EECP on the same day for security or other reasons. The tents provided by UNHCR have been handed over to the Ukrainian Ministry of Emergency Services and accommodate 10 persons/night each.

In 2018, UNHCR welcomed the efforts by the government of Ukraine to upgrade the conditions of the EECPs "Marinka", "Novotroitske" and "Hnutove". The improvement of the entry-exit checkpoints included installation of air-conditioned and heated waiting premises for commuters, shaded sites for car inspection, separate pedestrian paths, and lavatories with running water.

In order to respond to the legal issues encountered by the commuters during their crossing (such as outdated permits, invalid passports, etc.), UNHCR's partner "Right to Protection" (R2P) ensures daily presence at each EECP in southern Donetsk, Hnutove, Novotroitske, and Marinka. According to R2P, most of the crossings towards NGCA are being done for the purpose of visiting relatives or checking on property, while the crossings to GCA are mostly conducted in order to access pensions and social benefits as well as to access civil documentation. Among the remaining concerns, most of the interlocutors mention that waiting time depends on the availability of transport to/from EECP where waiting conditions are not always adequate.



Advocacy and Capacity building

UNHCR's office in Mariupol and its partner organizations regularly meet government counterparts, local authorities and members of the Protection and Shelter/NFIs cluster, share information in order to uphold the rights of persons of concern. The office disseminates UNHCR advocacy papers, meets and provides briefings to different delegations, including foreign delegations visiting southern Donetsk. Since 2014, Mariupol city has received 100,000 IDPs and the lack of social housing has been the main challenge faced by the City Council. Through the joint advocacy efforts since 2017, 63 apartments were allocated to vulnerable IDP families living in the city. In 2019, an additional 68 apartments were procured by the Mariupol City Council and MinToT to be allocated to IDPs. To share the successful experience of Mariupol city's best practice, UNHCR supported the participation of the Deputy Mayor of Mariupol City Council at the High Commissioner's Dialogue in Geneva in December 2018.

The office continuously advocates for unimpeded access to pensions for IDP and conflict affected persons living near the 'line of contact', freedom of movement, full access to justice as well as mine action.

Legal assistance

UNHCR and its partners provide direct legal assistance and information for counseling to persons of concerns. In 2018 through qualified legal counselors and lawyers based in R2P offices in Kurakhove and Mariupol, legal counseling was provided to more than 3,000 individuals. Furthermore, over 400 court cases were initiated on the topics of IDP registration, civil documentation, pension reinstatement, ascertaining facts of birth and death, among other matters.

Furthermore, in 2018, through twelve qualified social workers of partner NGO “Proliska” based in Volnovakha, Marinka and Avdiivka, Proliska was able to accompany over 1,000 individuals to various state institutions like pension funds, social protection departments, state migration offices to restore social payments and pensions, or renew their lost or damaged identity documents including for NGCA residents. The majority of these cases were identified in Marinka, Krasnohorivka, Starohnativka, Hranitne, Opytne and Pervomaiske.

Community based protection

In order to ensure participation of local communities in decision-making processes, UNHCR in Ukraine launched a Community Support Initiative (CSI) program in the settlements along the ‘line of contact’ and in IDP hosting communities. CSI are activities that encourages communities to advocate for their most acute issues and develop possible solutions together with local authorities and representatives of UNHCR. In total, the UNHCR office in Mariupol together with its protection partner NGO “Proliska” supported 18 community initiatives in the towns of Selydove, Berdyansk, Marinka, Krasnohorivka, villages of Hranitne, Starohnativka, and Chermalyk. These initiatives also support in fostering peaceful coexistence and social skills among host and IDP communities, as well as developing community skills in ensuring their own protection.

Sexual and Gender-Based Violence (SGBV)

Due to the conflict and lack of safe shelters, women and girls are not only at high risk of SGBV, but also suffer from fewer options and limited resources to avoid or escape abusive situations and to seek justice. They also are particularly vulnerable to violence, forced and unwanted pregnancies, unsafe abortions and reproductive health practices, sexually transmitted infections and HIV. In response, UNHCR together with local authorities of Mariupol established the first safe haven for GBV survivors in the southern part of Donetsk Region. The Centre is accessible for IDP and host population and has already sheltered 35 women and children in need for protection. In 2018, UNHCR together with UNFPA and UNICEF organized awareness campaigns and the latter supported mobile groups providing psychosocial assistance to the SGBV survivors in Mariupol city and its surrounding areas. For 2019, the center is being budgeted by the Mariupol City Council.

Individual Protection Assistance (IPA)

Under direct implementation, UNHCR assists the most vulnerable IDP and conflict affected individuals through its program of individual protection assistance (IPA) in the form of cash. These individuals are identified during UNHCR’s protection monitoring activities, partner organizations or referred by other agencies. In order to ensure individuals receiving the cash assistance is directed at the most vulnerable beneficiaries, all cases are reviewed by a multifunctional team. The number of beneficiaries is indicated in the table below:

Year	No of beneficiaries	UAH/individual	Modality	Locations
2017	1,367	4000	UKR post	Different locations, including line of contact and places of displacement.
2018	890	4000	UKR post	Different locations in 20 km vicinity to the line of contact (74 in LoC and 11 places of displacement),

Winterization

During winter, UNHCR also launched a winterization program in eastern Ukraine and in Mariupol. The winterization program provided in-kind and cash assistance to vulnerable families residing near the 'contact line' and IDPs. They included:

- 2016-2017 winter: winter fuel provided to 1,065 families; winter items including clothes, blankets, and thermo kits provided to 4,380 families; cash for winterization (UAH 6,000 and 8,000) provided for 1,083 the most vulnerable IDP families living in Pokrovskiy Raion, the towns of Pokrovsk, Selydove, Myrnohrad, Avdiivka, Vuhledar, and Velykonovosilkivskiy and Berdyanskyi Raions.
- 2018/2019 winter: cash assistance for winterization for 340 most vulnerable families in eight settlements along the 'contact line' in coordination with local authorities, partners and other humanitarian actors to avoid duplication and ensure comprehensive coverage.

Peaceful Coexistence Projects

From 2015 – 2017, UNHCR implemented 32 Quick Impact Projects (QIPs) aimed at improving or reconstructing communal infrastructure in order to encourage community mobilization and peaceful coexistence among IDPs and host communities. These community projects, of which most were community centres, improved access to information on IDP rights and entitlements, early recovery of social infrastructure in conflict-affected areas, gender mainstreaming, assistance to older people and the disabled, improved access to social services, and encouraged mutual support and tolerance through information campaigns. These projects were implemented in cooperation with the local communities in Mariupol, Krasnohorivka, Marinka, Selydove, Hranitne, Stepanivka, Novomykhailivka, Kyrylivka, and Chermalyk.

In 2018, in order to strengthen this program and improve resilience within the communities and foster the integration of IDPs along with tightening their links with local population, UNHCR launched peaceful coexistence projects (PCPs). In 2018, UNHCR implemented five small and medium-scale projects in Mariupol and surrounding areas. These projects include partial rehabilitation of the premises of the pension fund and administrative services centre in Marinka that has expanded their services to local residents as well as those residing in NGCA, Community Centre in Chermalyk village and infrastructure upgrade of Mariupol's Community Centre for persons with disabilities.

Shelter/NFI

Shelter

UNHCR together with its partners provided shelter materials such as tarpaulin, plastic sheeting, roofing material, wood, glass and cement, to 5,838 households in more than 26 locations covering emergency, light, medium, and heavy shelter repair needs in 2015 and 2016. In 2017, the office funded partial rehabilitation of 136 private houses and 12 multi-storey buildings in the settlements located along the 'contact line', providing 937 individuals with adequate access to housing. The same activity has been done in 2018 and covered the need of 650 individuals. People in Need (PiN), a UNHCR partner, implemented these activities and 264 families have received essential shelter assistance in 2018.

Non-Food-Items (NFIs)

From 2015-2017, UNHCR in Mariupol provided winter clothing (22,150 items), sleeping bags (2,569), blankets (16,212), bed linen (16,416 sets), towels (14,140), jerry cans and buckets (6,808), hygiene kits, candles and kitchen items to 20,000 IDPs and conflict-affected households.

In response to the unpredictable nature of the conflict, UNHCR and its partners have prepositioned emergency kits comprising of plastic sheets, blankets, bed linen, jerry cans, winter clothes, and kitchen utensils in three offices of NGO Proliska in Volnovakha, Marinka, and Avdiivka. In 2018, UNHCR provided emergency materials to over 800 households whose homes were damaged and will continue its distribution in 2019 to the

families newly affected by the conflict, while the quantity may vary depending on possible circumstances.

Operational

Coordination

Through a cluster approach, the office continues to communicate and coordinate with the actors implementing essential programs in southern Donetsk. The office of UNHCR in Mariupol facilitates on a regular basis Protection and Shelter related meetings, involving local authorities, international organizations, NGOs and local communities, in order to better understand the current needs and to provide a comprehensive response to the population. These meetings are being held on a local level throughout different regions (Volnovaskyi, Marinskyi, Yasynuvatskyi Raions and more).

Humanitarian access

Restricted access to the places of habitual residence for the persons of concern remain a severe issue for UNHCR. Since the ongoing hostilities, some of the localities in southern Donetsk remain partially or even fully restricted for the international organizations. People residing in these areas are often at additional risk of not receiving proper legal assistance and are without adequate access to key social services. UNHCR continues to advocate with the authorities on this critical issue in order to alleviate the struggles faced by the persons of concern.

Working with partners

Together with partners, UNHCR continues to implement various Protection and Shelter activities in the southern region of Donetsk.

Proliska



R2P



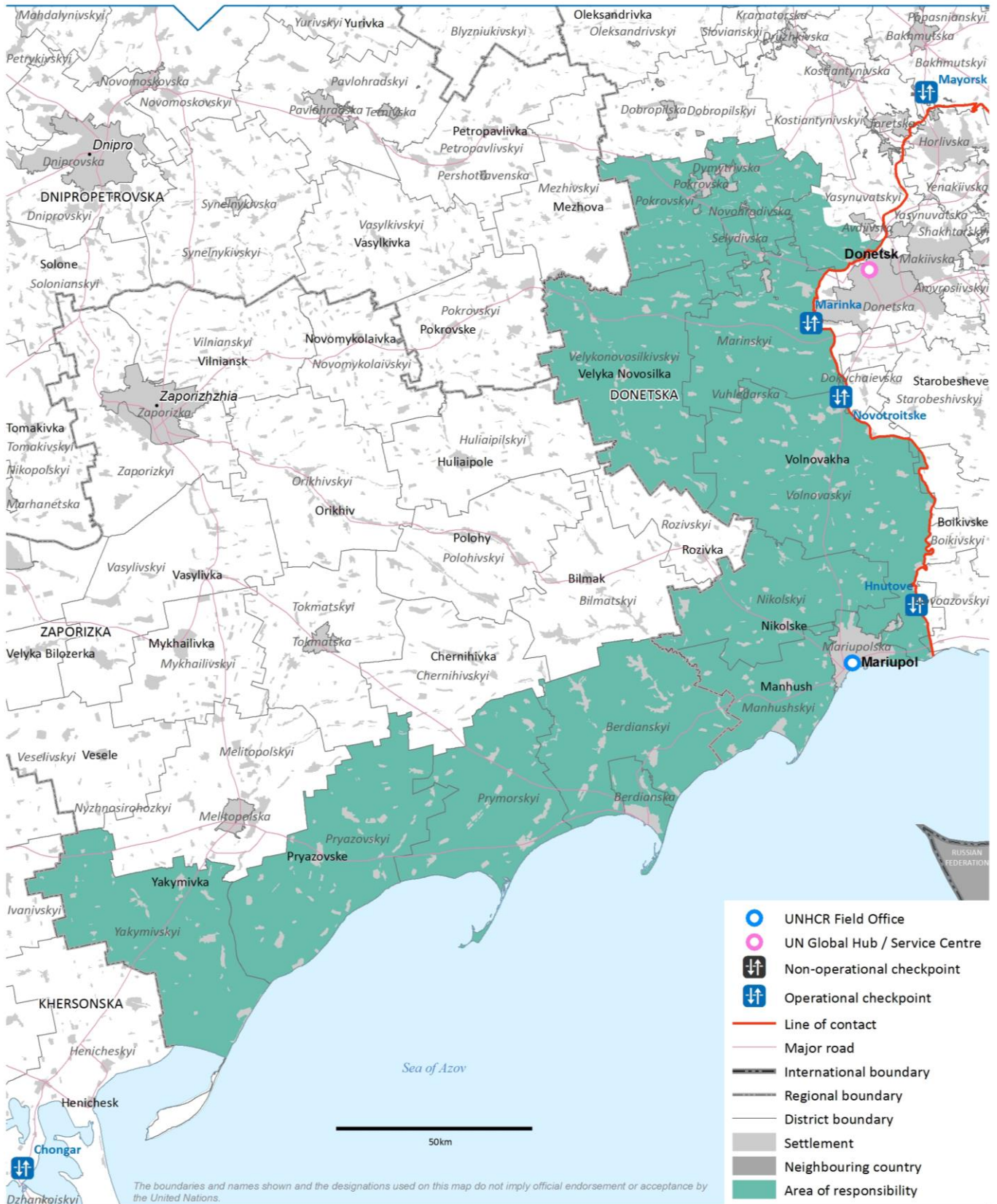
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Ukraine: Area of responsibility of Mariupol Field Office



Date: 12 Mar 2018 Source: UNHCR Author: UNHCR-Kyiv Feedback: UkraineInfomangement@unhcr.org Filename: AOR_Mariupol