

Ukraine Conflict | ACT Appeal UKR211**ACT member: Hungarian Interchurch Aid****Reporting Period:**

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A. Highlights

Please list 3 key strategic points of this reporting period at you want to communicate to ACT Alliance network

- **HIA** has **reached 802,735** people so far, providing access to basic humanitarian aid, protection activities and other life-saving services in Ukraine and Hungary.
- During the reporting period, the assistance regarding **MPCA, C4P and Flexible Small Grants** has been **re-launched**.
- **HIA** in cooperation with the **Embassy of Hungary in Kyiv** organized an international **conference** on current humanitarian issues in Ukraine. The conference was attended by **European Heads of Missions and international humanitarian organisations**.
- **HIA** is starting a project in Ukraine to address the urgent needs of **ex-combatants** and their families, focusing on **MHPSS** services, **GBV** prevention, and tailored training programs to support their **reintegration into society and the labor market** amidst the complex challenges caused by the ongoing war.

B. Situation Overview*Please give a short overview of the overall situation (security, number of IPDs/Refugees, economic referencing to official resources) and important context updates in the countries where you are responding*

According to INSO Ukraine Biweekly Reports:

- Russian forces increased their aerial campaign against Ukraine, resuming nationwide long-range cruise missile strikes after a two-month pause and increasing the quantity of loitering munitions launched significantly.
- The unsuccessful attack on Kupiansk exposes possible vulnerabilities in places immediately behind the frontline, which may become contested and directly affected by battle with little or no prior warning, given the increasingly porous nature of the frontlines.
- Russian Forces maintained its long-range strike campaign against Ukraine's energy sector, focusing on power substations, causing further widespread power outages across the country.
- Also, they have continued to advance in Donetska Oblast, with the main vectors now north and south of Kurahove.

- The first use of an Intermediate Range Ballistic Missile against Dnipro is essentially a political signaling tactic, with little influence on the NGO working environment and risk management procedures.
- The number of cross-border attacks in Chernihivska and Sumska oblasts fell by roughly 35%, most likely due to Ukrainian long-range precision strikes targeting RF logistical and ammunition storage facilities on Russian territory.
- The total number of refugees from Ukraine recorded globally is **6,785,900 of which 6,225,700 are recorded in Europe**. The total border crossing from Ukraine since the beginning of the war is **42,181,965** while the border crossing to Ukraine is **38,638,575**. **In Hungary**, there are over **47,495** refugees from Ukraine who applied for asylum, temporary protection or similar national protection schemes.¹

C. Challenges

Please give a brief overview on challenges faced in the reporting period and any deviations from plan, along with mitigation measures.

1. Security Risks

- The volatile security situation in Kharkiv, Donetsk, Zaporizhia, and Kherson regions posed significant threats to staff and people.
- Frequent air raids, rocket and artillery shelling, and bombing of settlements disrupted operations and endangered lives.
- Damages to facilities, such as the Protection Point in Pokrovsk, necessitated evacuation and relocation of resources and personnel.
- Limited daylight hours increased operational risks in high-risk areas.

2. Operational Disruptions

- Power outages and communication breakdowns, caused by shelling, delayed activities and hindered coordination.
- Administrative challenges, such as the blocking of SIM cards used by queue administrators and the strict procurement rules for donor-funded projects, slowed progress.
- The closure of projects like VNA 2 affected operational continuity and required rapid adjustments.

3. Housing and Shelter Challenges

- Expired accommodation contracts created an urgent need for new, sustainable housing solutions for people in need.
- The scope of shelter-related activities expanded to include the establishment of new shelters, increasing the workload and resource needs.

4. Project Delays

- Mobilization issues, shelling, and power outages contributed to significant delays in the completion of several small-scale projects.

5. Social Issues and Protection Needs

- Cases of gender-based violence intensified near the front lines, requiring immediate and sensitive responses from Protection Point operators.
- Increased demand for evacuation services, such as transporting large families to safer locations, added pressure to the team.

6. Logistical Constraints

¹ According to the refreshed data on data.unhcr.org

- Procurement difficulties, stemming from complex requirements, delayed essential repair works and equipment acquisition.
- Safe relocation planning and the use of bomb shelters for service continuity required extensive logistical efforts.

These challenges highlight the complex and dynamic nature of operating in conflict-affected areas, necessitating adaptive strategies and swift responses.

D. Lessons Learned and good practices

Please give a brief overview of any lessons learned and good practices identified during the reporting period.

1. Process Improvements

- Enhanced pre-registration forms, including location-specific versions, reduced errors and improved logistical planning.
- Post-mission assessments refined future operations and improved activity efficiency.
- Development of digital tools, such as an invitation scheduler and the Binotel System, streamlined registration and mitigated SIM card blocking issues.

2. Effective Communication

- Strengthened communication channels addressed challenges like lost codes and poor network connectivity.
- Leveraged social networks and messengers (e.g., Facebook, Telegram) to disseminate service information, increasing outreach and engagement.
- Feedback mechanisms, including social media, feedback boxes, and direct interactions, provided insights for service quality improvement.

3. Staff and Team Management

- Adjusted working hours to accommodate extended registration needs in remote locations.
- Emphasized the importance of team supervision, regular feedback, and professional development to support adaptability and resilience.

4. Adaptations to Needs

- Introduced flexible and inclusive registration methods, such as door-to-door services, to assist people with disabilities and limited mobility.
- Enhanced assisted people experience by providing water, napkins, and child-friendly resources during registrations, increasing satisfaction.

5. Safety and Security Practices

- Implemented practical safety measures, such as scheduled service times and secure meeting protocols, to minimize risks during operations.
- Operators effectively responded to cases of gender-based violence, utilizing training to ensure safety and support for survivors.

6. Local and Remote Engagement

- Empowered local coordinators through Charitable Assistance Agreements to ensure timely aid distribution and representation.
- Remote monitoring of WASH repairs and deliveries through trained personnel reduced risks while maintaining oversight.

7. Organizational Development

- MEAL methodologies and digitized data management practices improved registration and handover processes.

- Emphasized mobility and flexibility in operations to meet the dynamic needs of vulnerable populations effectively.

These lessons underline the importance of adaptability, inclusivity, and robust communication in humanitarian operations, ensuring safety, satisfaction, and timely assistance for those in need.

E. Feedback and accountability

Please give a short overview of the accountability and feedback initiatives you have implemented during the reporting period, together with operational and programmatic adjustments based on feedback received. Please refer to the nature and number of complaints received and resolution rate and response timeline.

Comprehensive feedback mechanisms were implemented, including hotlines, email, social media groups, and feedback boxes, ensuring multiple ways for people to communicate and provide input. Information desks and detailed leaflets clarified registration schedules and service details, reducing confusion. Between September and November 2024, 2,699 feedback requests were received for WVI-BHA project, primarily seeking information or expressing gratitude, alongside some requests for assistance and minor complaints. All feedback was systematically tracked, analyzed, and addressed, often leading to program improvements.

Tailored solutions, such as pre-registering elderly persons via hotline and resolving misinformation on Telegram, demonstrated adaptability to people's needs. Post-Distribution Monitoring (PDM) was conducted in multiple rounds, with results feeding into service refinements. Safeguarding policies and complaint mechanisms were communicated transparently through posters, leaflets, and community notices.

Follow-up calls after relocation services and alternative feedback options, such as boxes at Protection Points, ensured inclusivity and responsiveness. Investigations into complaints, such as service denials, led to staff retraining and strengthened accountability. Social media and messengers were particularly effective in broadening communication and addressing concerns in real time. These measures enhanced transparency, responsiveness, and the overall effectiveness of service delivery.

E. Next steps and recommendations

Please provide major upcoming activities scheduled for the next reporting period, along with any programmatic and operational recommendations

Major upcoming activities for the next reporting period in Ukraine:

- Finalizing the monitoring report about the 1st round of distributions of UHF project
- Post-Distribution Monitoring (PDM) of ACT and UHF projects.
- Coordination with the SNFI cluster as well as with UHF regarding the additional (3rd round) of (winterization) NFI distribution
- Legal handover of the multifunctional administrative centre by HIA to the community of Bucha

- Establishing permanent connection of the multifunctional administrative centre to the electricity network (Hungarian Ministry of Foreign Affairs and Trade project)
- Continuation of MPCA recipient registration for the ACT donor in targeted regions.
- Upcoming registration of new vulnerable populations in Lviv region scheduled for December.
- Disbursement of assistance to selected people meeting vulnerability criteria is expected by the end of January
- Continuation of psychological support for IDPs and conflict victims.
- Active participation in the GBV Working Group (including in Kherson) and GBV AoR General Coordination meetings

Major upcoming activities for the next reporting period in Hungary:

- Ensuring the continuity of our programs and services (distribution of donations, voucher programs, MHPSS, legal consultations, language courses etc.)
- Providing legal background for a professional software to make the administrative tasks of the organization more efficient and transparent
- Tailoring our new programs according to the needs of the people
- Hiring new professionals to ensure the proper implementation of the new programs.
- Building a new feedback and MEAL system to provide more effective assistance in Hungary

Recommendations

- Expand vulnerability categories (recent IDPs, low-income households, households with lost breadwinners).
- Promote efficient social service practices (mobile points, separate schedules).
- Strengthen coalition ties for comprehensive social services.
- Develop local relocation and evacuation systems with practical algorithms.

F. Appeal Financing

Please fill out information on Funds Received. Please, add rows as necessary.

Funds Received

Donor	Grant Amount (in USD)	Date Received	Inside or Outside the Appeal
Ministry of Foreign Affairs and Trade, Hungary Helps Agency and private donors, companies through HIA's fundraising campaign in Hungary	9,7 Million	2022-2024	Outside
In kind donation	1,2 Million	2022-2024	Outside
Christian Aid	3,6 Million	2022; 2023	Outside
World Vision International	4 Million	2022;2023	Outside
Dan Church Aid	1,03 Million	2022	Outside
Ukraine Humanitarian Fund (phase 1)	858 000	2022	Outside
Ukraine Humanitarian Fund (phase 2)	1 Million	2022-2023	Outside
Ukraine Humanitarian Fund (phase 3)	2,43 Million	2023	Outside
Finn Church Aid	537 000	2023	Outside
FEBA	550 000	2022; 2024	Outside
UNHCR	150 000	2023	Outside
Aktion Deutschland Hilf	1,38 Million	2023	Outside
Bureau for Humanitarian Assistance	3,8 Million	2023; 2024	Outside
Act Church of Sweden	1 Million	2022; 2023	Inside
Dan Church Aid	964 000	2022	Inside
Kerk In Actie	2,1 Million	2022; 2023	
Canadian Lutheran World Relief / HC	200 000	2022	Inside
Act for Peace	750 000	2022	Inside
Finn Church Aid	1,03 Million	2022	Inside
Evangelical Lutheran Church in America	500 000	2024	Inside

G. Progress to date

Please provide an update of total unique aid recipients reached to date by county and overall, as well as the new ones during the reporting period.

	#of new people reached during reporting period (disaggregated by gender)	# of total people reach throughout the programme (cumulative to date) (disaggregated by gender)
Overall	12 819 females; 6 904 males	513 750 females; 288 985 males
Ukraine	8 632 females; 5 292 males	429 891 females; 252 477 males
Hungary	4 187 females; 1 612 males	83 859 females; 36 508 males

Please provide an update against the appeal Results Framework indicators.

Appeal Indicators

Indicators	Activity Locations	Reached to date	Target	% progress
# of people receiving emergency food assistance	Several Oblast in Ukraine; Hungary	86 952	45 000	
# of people receiving non-food items	Several Oblast in Ukraine; Hungary	11 569	10 000	
# of people receiving hygiene kits	Several Oblast in Ukraine; Hungary	32 107	45 000	
# of people receiving multi-purpose cash	Several Oblast in Ukraine	18 792	7 500	
# of people receiving multi-purpose vouchers	Hungary	3 778	400	
# of people supported through flexible small and medium grants	Several Oblast in Ukraine	34 296	2 400	
# of people with access to emergency MHPSS and protection	Several Oblast in Ukraine; Hungary	14 290	6 000	
# of people accessing restored emergency basic	Several Oblast in Ukraine	-	3 500	

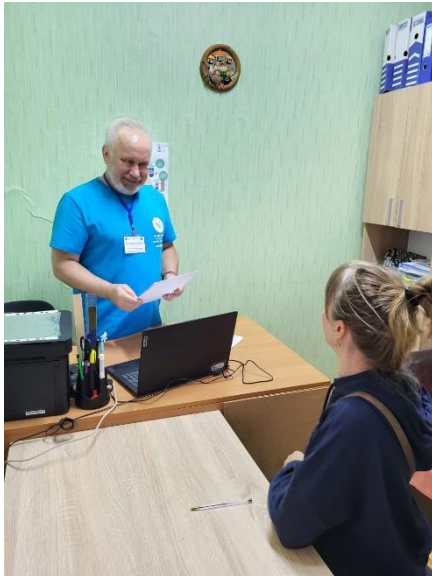
services and facilities				
# of people receiving medical supplies, care or receive cash for medical treatment	Several Oblast in Ukraine; Hungary	65	6 200	
# of people accessing shelter, community centers and family protection institutions	Several Oblast in Ukraine; Hungary	11 695	4 250	
# of people accessing sanitation facilities and safe drinking water	Several Oblast in Ukraine; Hungary	***	6 500	
# of people benefiting from needs-based case management and social services	Several Oblast in Ukraine	47 520	3 300	
# of organizations with strengthened capacity providing humanitarian assistance	Several Oblast in Ukraine, Hungary	5	7	

*** WASH number includes

Note: Inside appeal numbers were updated – altogether **204,959** people reached (there are overlaps in the numbers above)

H. Photos

Please include 3-4 photos of your key actions that occurred during the reporting period



Assistance in a HIA focal point in Kherson Oblast



Distribution of relief items in Zakarpattia Oblast



Zahal'tsi school renovation



Courtyard of a shelter, renovated by BHA project