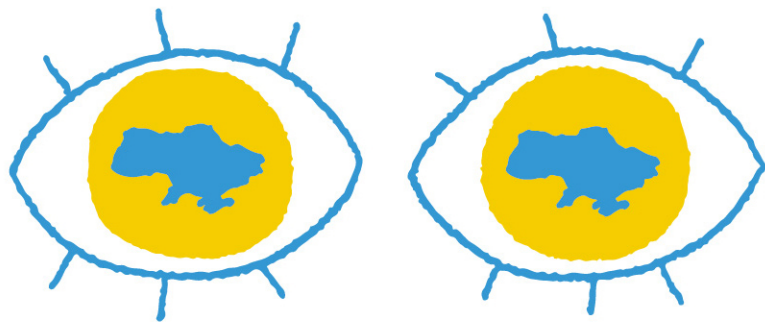




in Ukraine:
10 years

A DECADE OF SOLIDARITY AND BEYOND





A decade ago, in 2014, we at People in Need (PIN) began humanitarian efforts in Ukraine. We had one clear objective—to assist those in need. In the years since, PIN has expanded oits operations, secured resources, and introduced innovative programmes. PIN portfolio of aid services has grown significantly, encompassing housing, access to education and safe learning, comprehensive support to internally displaced people, access to safe water, as well as providing essential life-saving items in the frontline communities. PIN partner with national organisations, civil society initiatives, government authorities, and academia to strengthen the self-resilience and reliance of people, and address their current and future needs.



We swiftly mobilised our resources and commenced assistance just one day after Russia's full-scale invasion. Today, PIN is a leading organisation in the field of aid delivery in Ukraine.

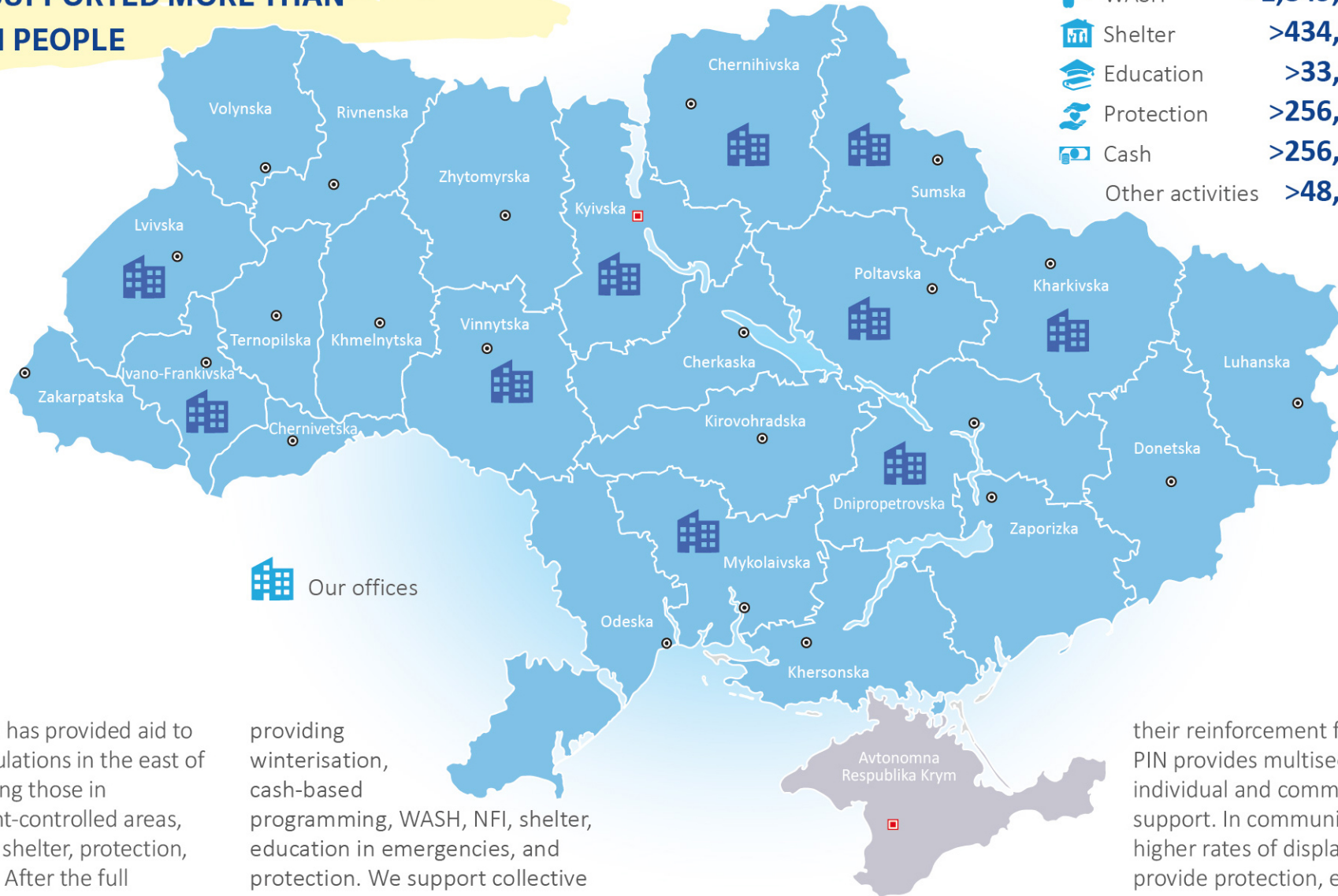
Since 2022, PINr team tripled in size to meet the evolving needs of the community. I extend my admiration to our dedicated team who strategise, secure funding, deliver vital aid amidst dangerous circumstances, and raise awareness about the situation in Ukraine—your commitment saved and improved many lives. I also express deep gratitude to PIN partners and donors for their unwavering support, which enables us to continue our impactful work.







As we look towards the future, we are met with new objectives and challenges, which we face with courage, agility, and ambition to stay critical towards the status quo.

In PIN wee are actively engaged in developing recovery plans and believe that, through collaborative efforts, we can help build conditions where people can enjoy a dignified andpeaceful life.

Anna Duda
Country Director
People in Need Ukraine

**SINCE THE BEGINNING OF PIN MISSION IN UKRAINE,
WE HAVE SUPPORTED MORE THAN
5 MILLION PEOPLE**



	Food Security	>876,000
	WASH	>1,849,000
	Shelter	>434,000
	Education	>33,000
	Protection	>256,000
	Cash	>256,000
	Other activities	>48,000



Since 2014, PIN has provided aid to vulnerable populations in the east of Ukraine, including those in non-government-controlled areas, through WASH, shelter, protection, and livelihoods. After the full escalation started in February 2022, PIN scaled up programming in all the regions across Ukraine.

At PIN, we implement **humanitarian response and preparedness interventions** by

providing winterisation, cash-based programming, WASH, NFI, shelter, education in emergencies, and protection. We support collective advocacy aimed at protecting the rights of the conflict-affected people and promoting efficient long-term solutions for them.

Through **early recovery assistance**, PIN rehabilitates key

social infrastructures while supporting the existing structures in their provision of the services that people need today, and we focus on

their reinforcement for tomorrow. PIN provides multisectoral individual and community-based support. In communities with higher rates of displacement, we provide protection, education, shelter, and housing solutions, WASH, and access to vital services.

PIN's **resilience and recovery programming** is based on ensuring a **human rights-based, evidence-driven, and locally led recovery**.

10 YEARS OF HELP

2014

The beginning of our humanitarian mission in the context of the armed conflict in the east of Ukraine. PIN Ukraine was among the first organisations that distributed water, food and non-food items, to civilians on both sides of the frontline.



2015

Reconstruction of destroyed houses in Donetsk and Luhansk oblasts. We started caring for people's psychosocial well-being.



2020

PIN provide support for agriculture at the household level. We launch a pilot project for the installation of additional drip irrigation systems. Through the project *How Are You Really?*, we provided support for the emotional well-being of residents in Donetsk and other oblasts isolated due to the coronavirus epidemic and ongoing hostilities.



2021

PIN provided extensive support for residents in preparation for winter. We distributed coal and home insulation to families on both sides of the frontline.



2022

In response to Russia's full-scale invasion of Ukraine, PIN expanded activities across the country, implementing around 20 projects, including education. We provided emergency support and shelter to help with unprecedented displacement. We scaled up cooperation with local responders.

2016

We repaired educational institutions and preschool facilities in the east of Ukraine.



2019

The ACCESS partnership keeps expanding for increased coordination. Life in eastern Ukraine travels the world with the video series *This is us, this is Ukraine*.



2017

The ACCESS Consortium is established. This coalition of international and national organisations responds to emergency needs through both sectoral and geographical cooperation.

We also scaled up our humanitarian advocacy and provided support for children's spaces and youth initiatives in Donetsk and Luhansk oblasts.

2018

Restoration and creation of decentralised water supply systems. We extend our partnership to local NGOs.

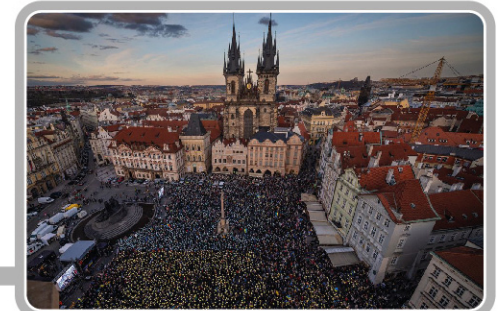


2023

To enhance PIN effectiveness, we opened 10 offices. We scaled up our shelter response to include home repairs, social institutions, and schools damaged by shelling. We also rehabilitated local water systems to ensure access to clean water and expanded our psychosocial support (PSS). Additionally, we strengthened and prioritised cooperation and grant support for local partner organisations.

2024

PIN continue to raise global awareness about the situation in Ukraine; we held large-scale events in the centre of Prague and at the Parliament of the Czech Republic.



As part of our **2023-2025 nexus strategy**, PIN bridges emergency response and preparedness activities with early recovery assistance. At the same time, PIN **supports safe and dignified return, sustainable (re)-integration, resilience and self-reliance, and durable solutions** in Ukraine; these activities are aligned to the context of each region.

PIN supports **economic recovery and self-reliance through livelihoods and micro-grant provision to MSMEs, individuals facing economic barriers, youth, and veterans**. We also support capacity building and exchange with the private sector to integrate protection and psychological support into its activities.

PIN supports **youth empowerment** from psychological, economic, and social perspectives and encourage young people to be agents of change in their communities.

Green recovery and climate resilience are part of PIN resilience and recovery strategy. We promote the necessity of adequate global mitigation and local adaptation measures to climate change and the use of renewable energy sources, even amidst war.



KEY INITIATIVES AND PROJECTS

"I design and sew clothes, recreating authentic embroidery on modern garments. The grant from People in Need will help elevate my business to the next level. Currently, I employ an internally displaced person, and I plan to hire more staff as I expand. This grant will enable me to purchase materials, invest in high-quality advertising, and increase production. The support is invaluable for small entrepreneurs like me; it feels like I'm gaining wings to implement ideas I've long wanted to bring to life."

Yaroslava Lemish
Kolomyia, Ivano-Frankivsk Oblast



"When the Russian army was attacking the Sumy Oblast, our village was heavily shelled. My house was destroyed. We were fortunate to survive. However, we soon realised how much money and effort it would take to rebuild our home. We received help from People in Need to repair the house. We made a list of the materials we needed, then went to buy everything, brought it back, and unloaded it. With this support, we can now live in comfortable conditions."

Oleh Chykotylo
Klymentove, Sumy Oblast



"We have been cooperating with the People in Need since the early days of the war. They were among the first to come to help when we faced issues after Russia destroyed the Kakhovka dam. They delivered materials, tanks, and water treatment plants, for which we are very grateful. We continue to receive support from them; recently, our company received water purification equipment from People in Need. This equipment will help provide quality drinking water to over 30,000 people."

Valentyn Vadanov
Director of Water Supply Company in Marhanets



KEY INITIATIVES AND PROJECTS

"Our Ukrainian language is beautiful. I want to master it all and learn more about it. I'm glad to have the opportunity to attend additional Ukrainian language classes. Our lessons are engaging; we play a lot, and it never feels like an ordinary class. I can feel my knowledge improving."

Diana Mokeyicheva

An attendee of our catch-up classes



"After the destruction of the Kakhovka dam, our house was washed away. The place where we lived, where three of our children were born, and where we raised our grandchildren simply disappeared. It was our home, and we didn't leave, even when the city was occupied. Now, there is nothing left. We are forced to go to our daughter in Germany. At the railway station, we received psychological support from People in Need, and a travel kit with food and hygiene items; this will be invaluable on our long journey. Thank you for this much-needed support."

Liudmyla

an IDP from Kherson Oblast



"Together with the NGO "Girls" and People in Need, we developed a study on the state of young people today and presented the Manifesto of Needs for Young People in Ukraine. Young people want to be agents of change in our country. We aim to disseminate this manifesto through an information campaign, reaching local governments and government agencies. To make the voices of young people heard everywhere."

Valerii Tkschenko

Project Manager at NGO STAN



IMPACT, ACHIEVEMENTS

AND PERSPECTIVES ON LOCALLY-LED ACTION

From the start of PIN operations in 2014 in Donetsk and Luhansk Oblast, we have valued collaboration with local actors and enjoyed trustful and constructive relationships with members of the communities we served as well as local responders, most notably volunteers, community groups, CSOs, networks, authorities and private sector representatives. This is due to our partnership with local responders, their knowledge of the environment and their expertise, that our joint response was needs-oriented, agile and timely. From our side, we aimed to empower these actors by strengthening their capacities to efficiently operate as well as advocate for their rights before a variety of stakeholders, including donors.

Responding to the large-scale needs that surged in Ukraine following Russia's invasion in 2022, PIN launched the SOS Ukraine Emergency Appeal, raising donations from Czech citizens and companies. This campaign and non-institutional funding streams were used to quickly support the variety of local responders assisting in different places in Ukraine. Trustful relationships with civil society, authorities, and businesses that were established earlier helped us connect with more than 200 new partners and provide help to over five million people by 2024.

As part of PIN commitments to fair partnership, over the last years, we have liberalised our internal procedures, established a dedicated Partnership Department, and introduced several crucial policies related to partnerships and locally-led responses. All this allowed PIN to demonstrate progress in terms of locally-led action, being recognised as a champion of locally-led response. There are several areas of certain progress we can list here:

Simplified assessment and certification of the due diligence

PIN was one of the first INGOs in Ukraine to simplify partner assessments by introducing E-PAT (an Emergency Partners' Assessment Tool). When compared with the normal (PAT) assessment, E-PAT is less time-consuming and can be conducted within several working days. At the same time, it also ensures a sufficient level of good governance.

Thanks to E-PAT, PIN managed to expand and diversify our partnership portfolio and demonstrate a genuine commitment to locally-led response.

Feedback and response channels for partners

At PIN, we have a dedicated Accountability Mechanism for Partners that describes how partners can share their feedback regarding their work with us.

Capacity exchange

Capacity-strengthening (CS) activities for CSOs aim to balance partners' learning needs and our safeguarding principles. We regularly conduct CS activities for partners that include online or offline training, individual consultations, and mentoring. Local CSOs also strengthen our capacities by sharing their expertise and knowledge. They also help us establish connections with governmental and private sector actors, introduce innovative initiatives and pilot programmes, and conduct feedback sessions devoted to analysing their cooperation with PIN.

To support local CSOs, we launched the learning platform Civil Society Now.

Duty of care for partners

PIN Duty of Care policy for partners addresses the following priorities: risk mitigation and prevention of risk transfer from PIN to local responders. The policy supports partners' physical and mental health and popularises reporting mechanisms. It also provides capacity-strengthening for local organisations and initiatives. We conduct joint advocacy on the duty of care for partners. We recognise our obligation to provide partners with information psychological, financial, and capacity-strengthening support so that they are fully aware of and prepared for safety and security concerns arising from their work in Ukraine. We provided more than 300 personal protection kits to partners working in the most insecure locations.

Small grants programme

PIN offers programmes to our partners to enhance their preparedness for winter. These programmes strengthen their operational capacities and enable them to quickly organise evacuations and delegate representatives to different coordination and advocacy fora.

Administrative costs

PIN shares our administrative costs with partners by allocating for partners' budgets up to 5 % of their admin costs.

Support of volunteers

To support volunteers and strengthen the capacity of communities to respond to current and future shocks, PIN introduced a dedicated policy. Since PIN does not have legal entity status in Ukraine, we cannot support volunteers directly, only through CSOs with whom we partner. Costs related to volunteer support are typically included in the grant proposals organisations submit to us and other donors.

Coordination

We encourage partners to coordinate their work with each other—making use of PIN partners' network by participating in dedicated coordination meetings and working groups through the UN cluster system, at the regional level, and with humanitarian and development actors working outside Ukraine.

Ethical recruitment

International humanitarian agencies are occasionally accused of misusing their status and resources by disregarding the interests and needs of local CSOs and INGOs through determined recruitment strategies. Such strategies may lead to a depletion of the national labour market. Considering this context, PIN contributed to the development of—and follows—ethical recruitment rules.

Advocacy

We advocate for a locally-led response on various forums, inside and outside Ukraine. One of our priorities is the harmonisation of CSOs' due diligence conducted by INGOs and donors before establishing partnerships with local actors. As part of our commitment to support locally-led response, we advocate before large institutional donors for the necessity to liberalise funding mechanisms at the global level and make financial support for local actors more accessible and flexible. We collect evidence from our work and the work of our peers to promote the changes in funding approaches. We hope that Ukraine, as an enabling environment for the exercise and enhancement of locally-led action and leadership, will help to initiate changes in funding not only at the regional but also at the global level so that other places can benefit from these changes as well.

VISION FOR THE FUTURE

In the coming years, we envision a resilient Ukraine where individuals and communities are empowered to overcome the consequences of the war and rebuild their lives with dignity and self-reliance. PIN's commitment is to place people at the centre of all its efforts, ensuring that their immediate and long-term needs are addressed in a timely and holistic manner. We strive to amplify people's voices, ensuring that they are not only heard but actively engaged in decision-making processes that affect their future.

At the heart of this vision is the belief that civil society plays a crucial role in driving both immediate preparedness, response, and long-term solutions. By working hand-in-hand with local organisations and strengthening the capacities of the local authorities, PIN aims to foster an environment where trust in Ukrainian capacities is strengthened and preparedness for future challenges is robust.

In PIN we are committed to making bold, forward-thinking decisions and joining forces with partners and stakeholders to have a sustainable impact. Together, we will support a Ukraine where communities are empowered, self-reliant, and resilient, charting their course towards a stable and prosperous future.





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We express our appreciation to all our donors and generous Czech society for their trust in PIN and unwavering support of Ukraine. We are thankful for sharing their knowledge with us, to Kyiv Schools of Economics and Kyiv Mohyla Academy, as well as Ukrainian think tanks. We are grateful for the strong, effective cooperation with the Ukrainian Government, Oblast, Rayon and City Administrations, Ombudsman Office, Regional Development Agencies, and the Ukrainian Chamber of Commerce. A special thank you to all PIN Partners for our joint commitment and hard work!