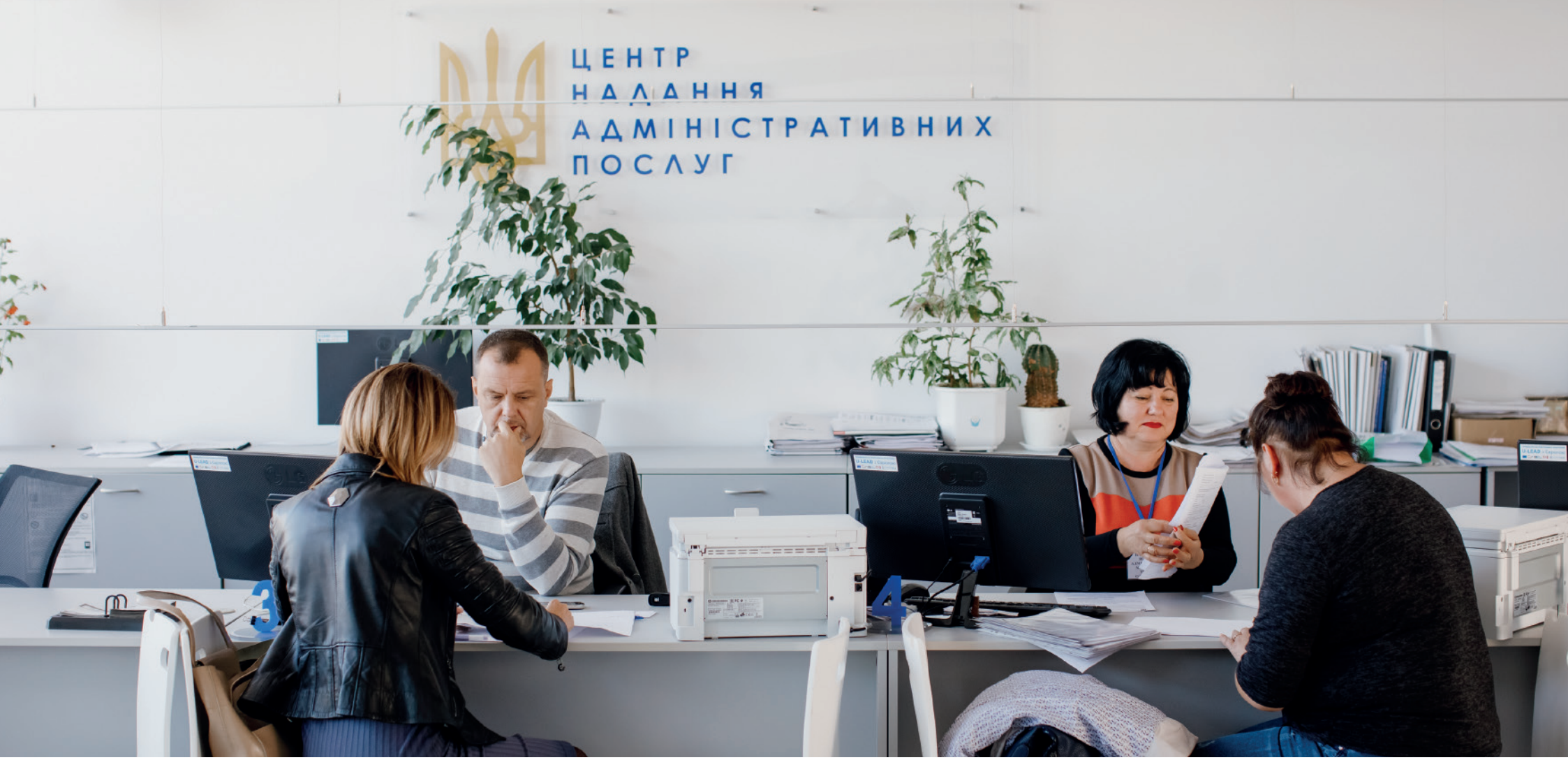

VISUAL REPORT 2019-2020

U-LEAD with Europe Programme's Support to Improved Administrative Service Delivery

European Union · співпраця з німеччиною · Швеція Sverige · Polish aid · Ministry of Foreign Affairs of Denmark Danida · Estonia · Ministry of Digital Transformation of Ukraine · Ministry for Communities and Territories Development of Ukraine

U-LEAD WITH EUROPE

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The truth is that services for the population in hromadas are improving.

Time has come to summarise another year of support to newly amalgamated hromadas in their efforts to improve administrative service provision to their citizens. Since March 2019, the third and the last fourth selection rounds of partner-hromadas were completed.

The current forecast for the U-LEAD with Europe Programme's support to improve administrative service provision is establishment or modernisation of 489 ASCs that will be serving 562 hromadas with a total population of 9.5 million. In actual figures, since March 2019, 118 Administrative Service Centres (ASC) were opened or re-opened by hromadas all over Ukraine with support from U-LEAD. In addition, the two e-governance systems for service provision, Trembita and Vulyk, have been further developed to better suit the needs of ASCs.

The truth is that these achievements are only possible thanks to our partner-hromadas' sincere commitment to improve the lives of their citizens and the substantial financial and practical contributions to the ASC premises.

This report covers the period of March 2019 up until February 2020.

SUSANNA DELLANS

Sida Programme Director of U-LEAD with Europe

Sida

Sida is a government agency working on behalf of the Swedish parliament and government, with the mission to reduce poverty in the world. Through its work in cooperation with others, the agency contributes to the implementation of Sweden's Policy for Global Development (PGU).

The U-LEAD with Europe Programme is funded by the EU and its member states Denmark, Estonia, Germany, Poland and Sweden. Sida was delegated by the EU to implement the second objective of the U-LEAD Programme that focuses on establishment of effective centres of administrative services. The work is carried with partners through delegated cooperation.

Sophie Fyrk

Susanna Dellans

Swedish Association of Local Authorities and Regions

SALAR is a Swedish Association of Local Authorities and Regions, which focuses on the development of well-functioning local and regional administrations all over the world.

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NIRAS as one of Scandinavia's leading consulting organisations specializes in providing consulting and engineering services in the areas of construction, industry, agriculture, energy, environment, recycling, transport.

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Yuliia Buchek
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The EGOV4UKRAINE project ("Support for E-Governance Decentralisation in Ukraine") is a U-LEAD supported project implemented by the Estonian e-Governance Academy (eGA).

eGA is non-profit think tank and consultancy organisation. eGA can expertly empower central and local government decision-makers to lead digital transformation programmes to create smart, sustainable and effective e-government, e-democracy and cyber security solutions.

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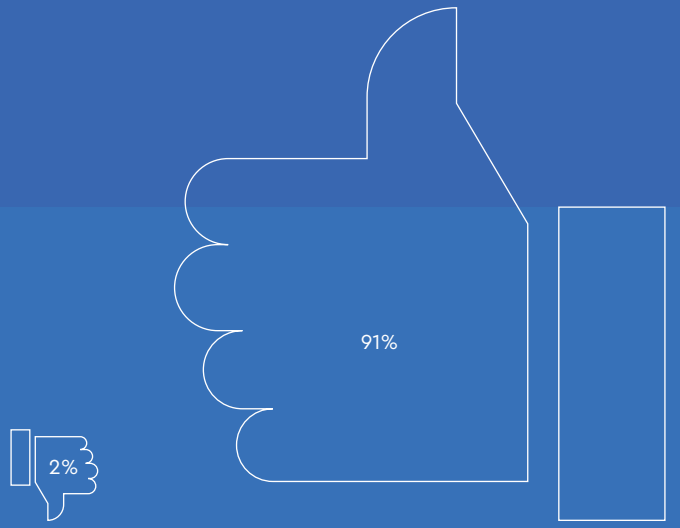
By supporting the establishment or modernisation of ASCs at local level we show the tangible benefits citizens will gain from decentralisation in the form of more accessible and efficient service delivery.

90% of the residents in amalgamated hromadas that have an ASC express that they are satisfied with the quality of services delivery in the ASCs.

THE TRUTH IS

THE LOCAL GOVERNMENT IS PRIMARILY RESPONSIBLE FOR THE QUALITY OF ADMINISTRATIVE SERVICES

Thanks to the Decentralisation Reform, the new local self-governments – hromadas – were given a broader authority in providing public services to their residents.



AN ASC IS ALL ABOUT SERVICES

Amalgamated hromadas cover 43% of Ukraine's territory and 32% of the population.

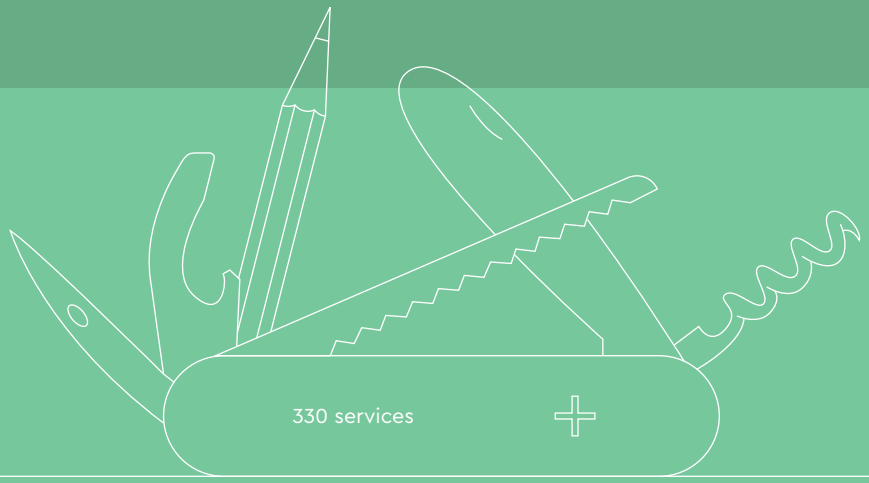
The Programme will support the establishment of nearly 500 ASCs, which means that 9.5 million residents of hromadas will have access to high quality administrative services by April 2021 thanks to U-LEAD.

As of February 2020, 144 ASCs have started their operations in Ukrainian hromadas and provide quality services to more than 2.5 million people.

Residents receive services in the Polonne ASC in Khmelnytskyi Oblast

185 NECESSARY SERVICES ARE INCLUDED INTO THE LIST OF BASIC SERVICES RECOMMENDED BY THE PROGRAMME FOR EVERY ASC

The ASC in Koziatyn has integrated more than 330 services by creating a joint ASC merging with ASC of the Rayon State Administration. Now more than 60 thousand residents of the hromada and the rayon have access to the most necessary services, including registration of civil acts, place of residence, business, social services, passport issuance etc.



Resident of Slavuta AH in Khmelnytskyi Oblast
is applying for the international passport in the ASC

The more services the local ASC can integrate and provide, the more convenient it will be for the hromada's residents of. Having an ASC in the hromada means that people don't have to go to the rayon centre to apply for state subsidies or to receive an international passport. All "life event based service" necessary for a person (birth, marriage, change of place of residence, business registration, etc.) should be provided in the nearest ASC.

THE TRUTH IS

ANY ADMINISTRATIVE SERVICE CAN BE INTEGRATED INTO THE ASC

FOR EXAMPLE, WHEN PEOPLE DECIDE TO HAVE THEIR MARRIAGE REGISTERED, THEY SHOULD BE ABLE TO OBTAIN ALL SERVICES RELATED TO THIS IN ONE ASC (LIFE EVENT BASED SERVICE)

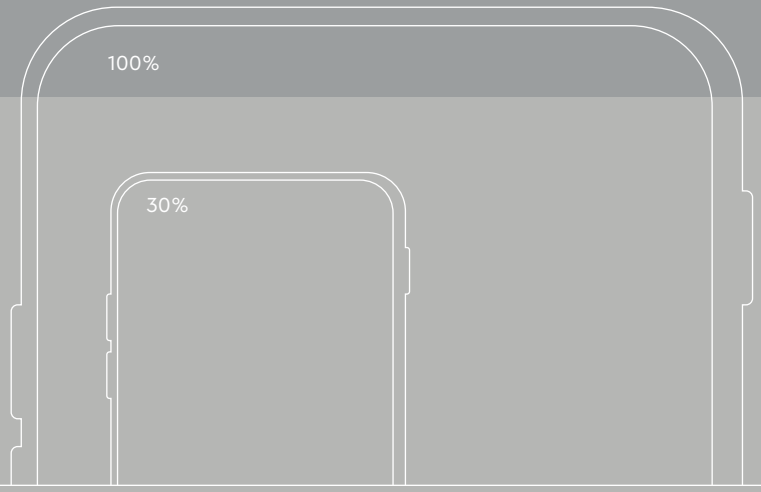
Only 5% of Ukrainians have used on-line public services in 2019.
ASCs apply a human-centered approach for service provision.
It is the responsibility of hromadas and the central government to create the best conditions for modern and inclusive service provision, no matter if residents want to receive them on-line or off-line.

The ASC can be a place where both service delivery methods are applied.

THE TRUTH IS

ADMINISTRATIVE SERVICES CAN BE RECEIVED IN DIFFERENT WAYS

30% OF HROMADA RESIDENTS HAVE NEVER USED A COMPUTER OR A SMARTPHONE



40% OF ASC VISITORS COME TO THE CENTRE NOT FOR ADMINISTRATIVE SERVICES, BUT TO RECEIVE CONSULTATIONS

Every ASC established with U-LEAD's support have a separate workplace for visitors. This can be used by ASC visitors that don't have an internet connection at home to receive services on-line. They can also get consultations on how to use a computer and how to receive on-line services if they have troubles with it.

Resident of Chaplunka AH in Kherson Oblast
is reading the information about services in the ASC

The UN Sustainable Development Goal no. 11 states that cities and communities shall be equitable, safe and inclusive. By involving people of different ages, backgrounds and needs, places can be created for and by those who will use them. How should an ASC intended for young people be designed? What does service provision mean for women? What difficulties do elderly experience approaching an ASC?

THE TRUTH IS

MANY RESIDENTS DON'T KNOW WHERE THEY CAN RECEIVE ADMINISTRATIVE SERVICES

INFORMATION SHARING AND CITIZEN ENGAGEMENT SHOULD BE PERCEIVED AS AN INVESTMENT IN THE SOCIAL DEVELOPMENT OF THE WHOLE HROMADA

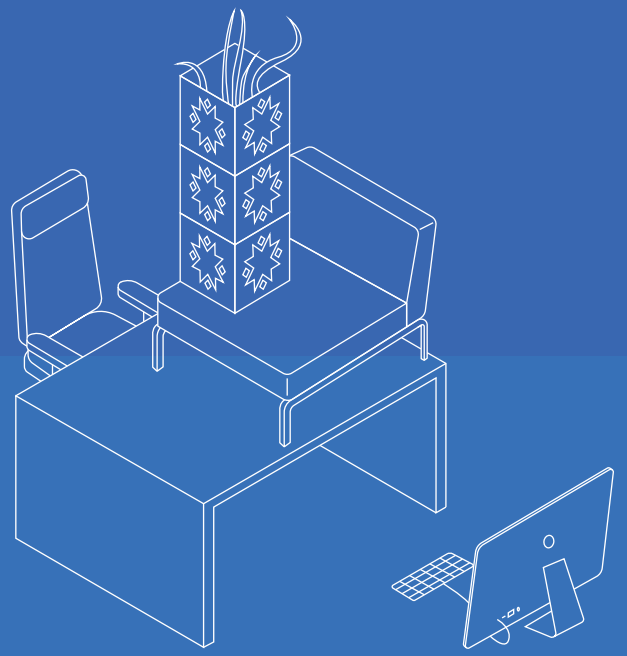
70% OF ASCs DO NOT HOLD OPEN CONSULTATIONS WITH RESIDENTS ON THE QUALITY OF THE ASC'S WORK

The U-LEAD Manual on awareness raising and citizen engagement at all stages of ASC work was developed by Swedish and Ukrainian experts. It provides comprehensive guidelines for hromadas on how to work with communication and citizen engagement. It also provides various toolkits suited for different budget ranges. The recommendations were piloted in ten hromadas of Luhansk and Donetsk oblasts participating in Round 2 of the Programme.

Participants of the launch of the Manual on awareness raising and citizen engagement are developing the communication plan

123 HROMADAS WILL RECONSTRUCT OR BUILD THEIR PREMISES FOR ASC, BASED ON DESIGN PROJECTS DEVELOPED BY THE PROGRAMME

The U-LEAD Manual on physical establishment of the ASC aims to create a new form of public institution in Ukraine, one that is sustainable, ergonomic, accessible and comfortable for both visitors and employees of the ASC. In 2019, the manual has been expanded to include the guidelines on the accessibility norms for public buildings that were recently adopted by the government.



The ASC of Mykolayivka AH in Sumy Oblast was built from scratch based on the Programme's design plan

IT CAN BE COMPLICATED TO REBUILD OLD PREMISES THAT ARE PLANNED AROUND A SYSTEM OF MANY SMALL OFFICES INTO AN OPEN-SPACE OFFICE BUT IS WORTH THE EFFORT

THE TRUTH IS
ASCs CAN LOOK DIFFERENTLY

The ASC is one of the facilities where residents encounter their local authorities. We believe in public spaces without barriers both in a mental and a physical sense. Everyone should feel welcome.

An ASC can also become a hub for meeting with local authorities and other residents to discuss the development of the hromada.

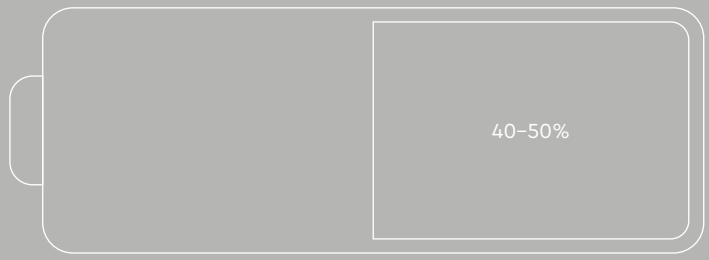
There is no other development than a sustainable one. For us, sustainability is a driving force for change, both for the ASCs we create and for the ordinary Ukrainians. Sustainability creates long-term values for hromadas and helps them saving significant budget funds thanks to reduced energy consumption.

THE TRUTH IS

AN ENERGY-EFFICIENT ASC HELPS A HROMADA TO SAVE BUDGET FUNDS

With some affordable investments in energy efficient technologies and tools a hromada can reduce its energy consumption by 40–50% without reducing the comfort levels

With online calculator, each hromada can calculate the energy efficiency level of an ASC at tsnap.ulead.org.ua/energy



It is a challenge to raise awareness among hromadas on how to integrate energy efficiency technologies. Only 384 public buildings in Ukraine have passed the energy audit and received the certificate, among them only 58 with A or B class.

The Programme tested integration of energy efficient technologies in two pilot communities: Mykolaivka in Sumy oblast and Polonne in Khmelnytsky oblast.

As a result of this work an Energy Efficiency Manual was developed for Ukrainian hromadas. The Manual compiles best practices of energy-efficient measures used in Swedish and Ukrainian municipalities, explaining in detail how to integrate these tools when designing and maintaining administrative buildings, as for example an ASC.

Affordable energy-efficient technologies and materials were used for construction of Polonne ASC in Khmelnytskyi Oblast

MORE THAN 85% OF ASC STAFF ARE WOMEN

Despite the Programme's recommendations, most of ASCs still do not collect gender disaggregated data which makes it impossible to register and understand what services are requested by men and by women and why is it so.

We strive to ensure that people of any gender can receive and provide public services in an ASC that is free from discrimination and harassment.

During 2019 we piloted gender mainstreaming activities in 7 hromadas all around Ukraine. The results of this work can be found in the updated version of the Gender Manual.

Employee of Tetiiv ASC in Kyiv Oblast

ONLY 17% OUT OF 489 PARTNER HROMADAS OF THE PROGRAMME ARE LED BY WOMEN

IT IS NOT TRUE

THAT WORK WITH DOCUMENTS AND CLIENTS IS A WOMAN'S JOB

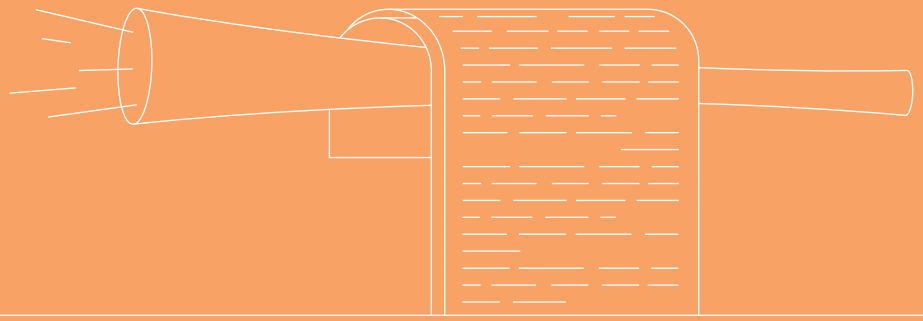
A vast majority of the ASC staff members are women. This model is common among most government offices. We want the Ukrainians to understand that the gender balance in a team improves the efficiency and affects economic development at all levels.

The «Trembita system» - a secure data exchange platform allows authorities to reuse and exchange data with other authorities and ASCs. As a result, the public authorities can ask for information from databases and no paper certificates from citizens are needed. This is how the principle "Data should do the running, not people" works.

THE TRUTH IS

LESS CERTIFICATES WILL BE REQUIRED FROM CITIZENS DUE TO «TREMBITA SYSTEM»

As of 1 February 2020, 14 electronic interactions between public authorities were launched through the «Trembita system». Some 50 government institutions have showed willingness to connect their databases to the system. The «Trembita system» is created within the EGOV4UKRAINE project of the U-LEAD with Europe Programme.



THE «eBABY» SERVICE IS BASED ON THE «TREMBITA SYSTEM»

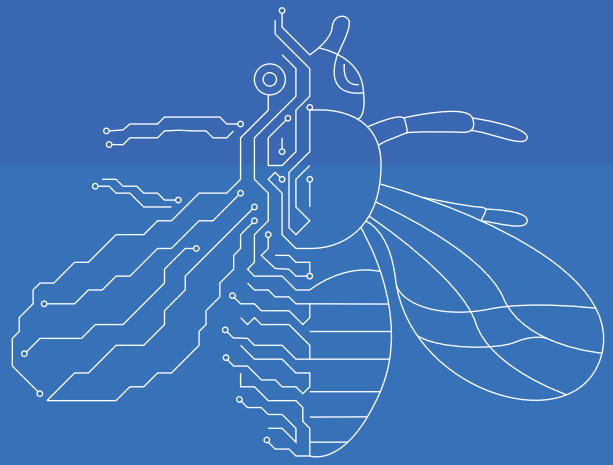
Within the «eBaby» service, the parents of a newborn baby can receive after the birth of child eight public services online and with one application. No paper certificates and physical contact with officials are needed.

EGOV4UKRAINE team at the 5th National Forum of IT Directors

«VULYK» FOR ASCs IS DEVELOPED AND IMPLEMENTED WITHIN THE EGOV4UKRAINE PROJECT OF THE U-LEAD WITH EUROPE PROGRAMME

The information system «Vulyk» has the useful functionality to interact with public databases via the 'Trembita system'.

In the future, ASCs using «Vulyk» will be able to obtain the required information from public registries without the need to ask documents or certificates from citizens.



The client of the Polonne ASC in Khmelnytskyi Oblast uses the electonique queue system

The modern information system «Vulyk» helps administrative service centres (ASCs) operate faster and more efficiently by automating service delivery processes and enabling to send documents electronically.

THE TRUTH IS

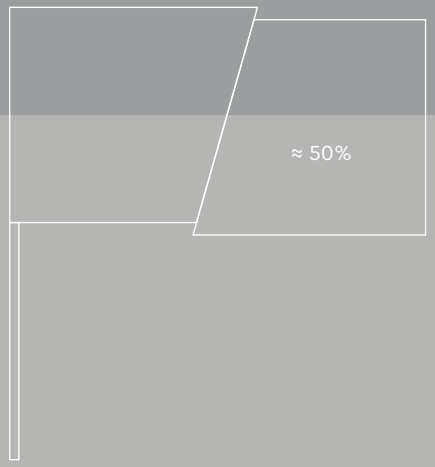
THE MAJORITY OF ASCs IN UKRAINE NEED TO AUTOMATE THEIR WORK

The implementation of a modern information system in the ASCs around Ukraine started in autumn 2019. It is planned that within the U-LEAD with Europe Programme more than 400 ASCs will have access to «Vulyk» by April 2021.

562 hromadas will receive the Programme's support for establishment or modernisation of the well-functioning ASCs

THE TRUTH IS

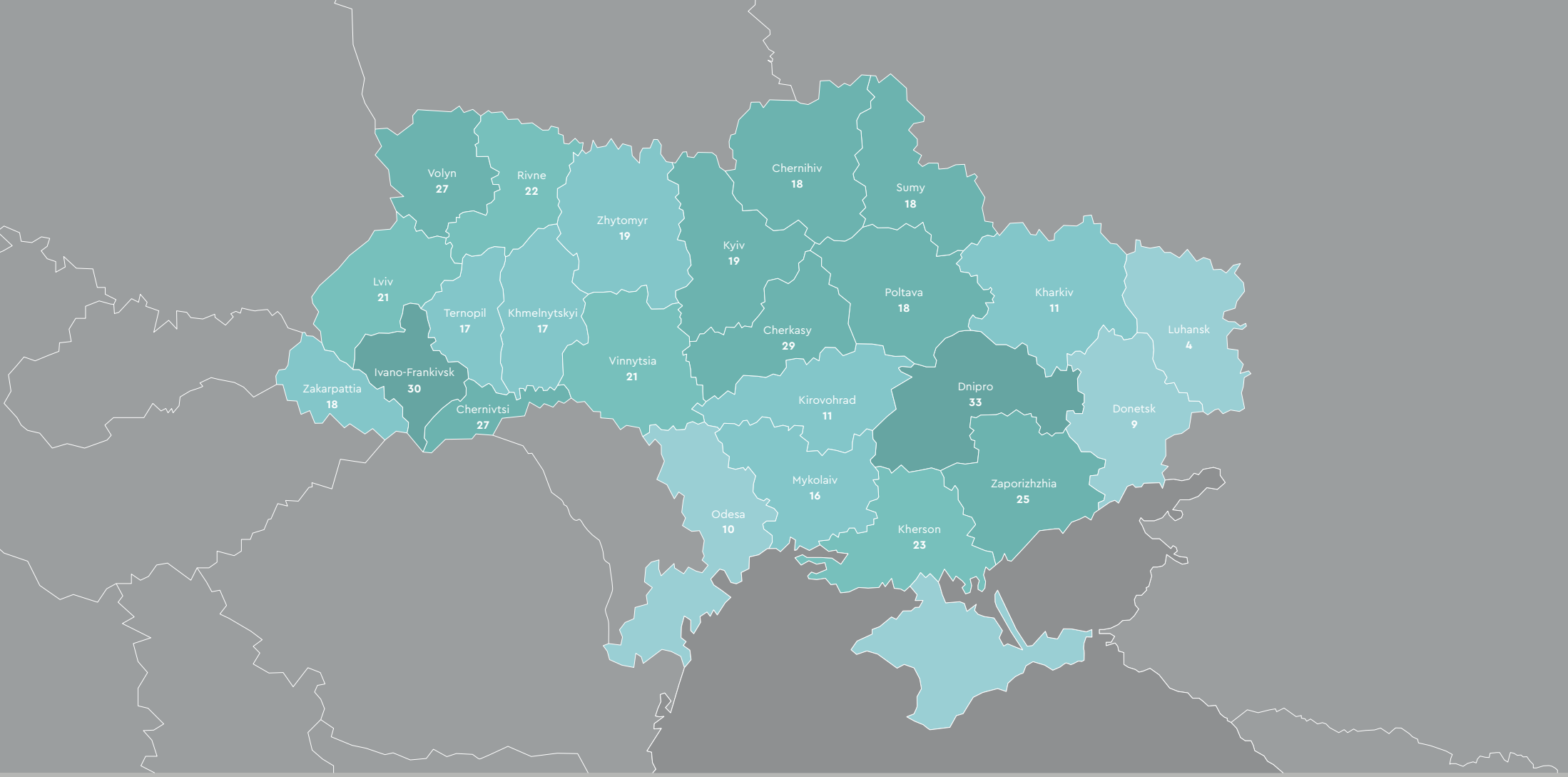
9,5 MLN RESIDENTS WILL RECEIVE ACCESS TO QUALITY ADMINISTRATIVE SERVICES BY APRIL 2021



929 applications received

464 Terms of reference for ASC establishment or modernisation created

≈ 50% AHs across Ukraine became the Programme's partners

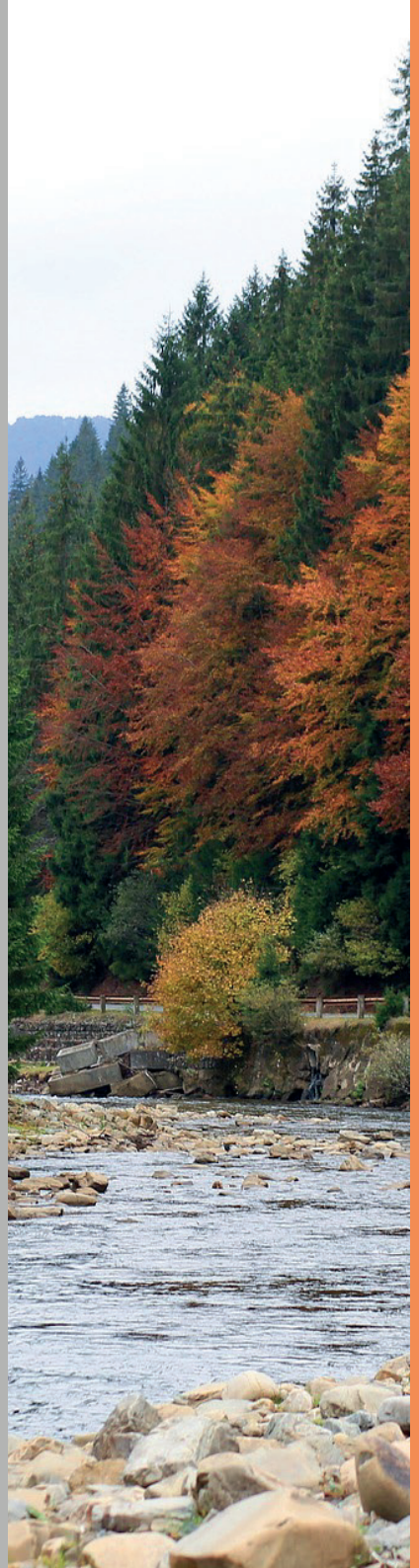


489 well functioning ASCs

816 additional access points to administrative services will be established by April 2021

11 of 489 will be mobile ASC

U-LEAD
WITH EUROPE



VOLYN
ZAKARPATTIA
IVANO-FRANKIVSK
LVIV
TERNOPIL
CHERNIVTSI

OBLAST

VOLYN OBLAST

U-LEAD WITH EUROPE

Selection Results of Rounds 1-4

- 28 Applications received
- 27 Partners selected for
  - 15 ASC establishment
  - 12 ASC modernisation

ASC Models

- **20** Stationary ASCs
- **6** Joint ASCs
- **1** Mobile ASC
- **74** Remote workplaces
- **3** ASCs based on intermunicipal cooperation

The Programme has provided to Round 1 participants

Institutional support

- 551 ASC staff and hromada leaders passed training
- 183 Workplaces established

Physical support

- 2836 Items of IT equipment
- 2536 Pieces of furniture
- 360 Users connected to Vulyk

Photo from U-LEAD archives

ASCs are accessible for people with disabilities and equipped with children's corner.

ASCs WHICH HAVE OPENED WITH THE PROGRAMME'S SUPPORT (2016 - 2019)

487 200

Residents will receive access to high-quality administrative services in comfortable conditions with Programme's support

87 700

Residents have received access to high-quality administrative services

VOLYN OBLAST

8 out of **27** ASCs are open

18 November 2019
Vyshniv AH.
Modernised ASC provides 117 services

29 November 2019
Ustyluh AH.
Mobile ASC provides 80 services

5 December 2019
Prylisne AH.
Modernised joint ASC provides 105 services

28 December 2019
Zymne AH.
Modernised ASC provides 150 services

30 January 2020
Pavlivka AH.
Modernised ASC provides 178 services

February 2020
Kolodiazhne AH.
New joint ASC provides 108 services

February 2020
Zabrody AH.
New ASC provides 95 services

February 2020
Zabolottia AH.
New ASC provides 102 services

(S) stationary ASC (J) joint ASC (M) mobile ASC

ZAKARPATTIA OBLAST

U-LEAD WITH EUROPE

Selection Results of Rounds 1-4

- **29** Applications received
- **18** Partners selected for
  - **12** ASC establishment
  - **6** ASC modernisation

ASC Models

- **16** Stationary ASCs
- **1** Joint ASC
- **19** Remote workplaces
- **1** ASC based on intermunicipal cooperation

The Programme has provided to Round 1 participants

Institutional support

- 46 ASC staff and hromada leaders passed training
- 21 Workplaces established

Physical support

- 277 Items of IT equipment
- 259 Pieces of furniture
- 16 Users connected to Vulyk

Photo from U-LEAD archives

ASCs are accessible for people with disabilities and equipped with children's corner.

ASCs WHICH HAVE OPENED WITH THE PROGRAMME'S SUPPORT (2016 - 2019)

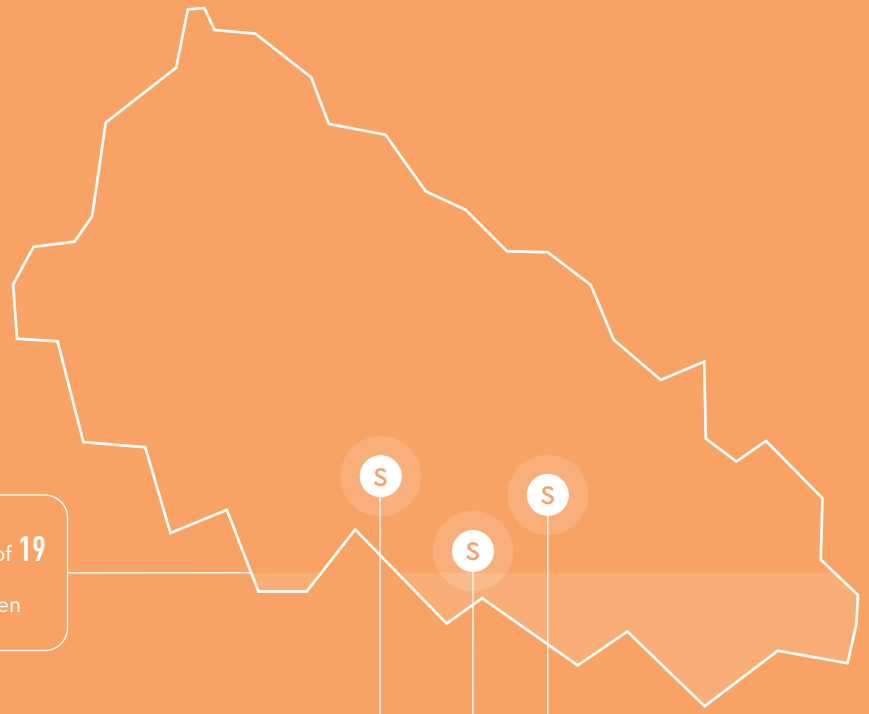
339 253

Residents will receive access to high-quality administrative services in comfortable conditions with Programme's support

64 792

Residents have received access to high-quality administrative services

ZAKARPATTIA OBLAST



3 out of **19** ASCs are open

23 September 2017
Tiachiv AH.
New ASC provides 71 services

15 November 2019
Vilkhivtsi AH.
New ASC provides 144 services

30 November 2019
Khust city.
Modernised ASC provides 130 services

(S) stationary ASC (J) joint ASC (M) mobile ASC

Including the ASCs of the Inception Phase.

IVANO-FRANKIVSK OBLAST

U-LEAD WITH EUROPE

Selection Results of Rounds 1-4

- 51 Applications received
- 30 Partners selected for
  - 20 ASC establishment
  - 10 ASC modernisation

ASC Models

- **28** Stationary ASCs
- **2** Joint ASCs
- **63** Remote workplaces

The Programme has provided to Round 1 participants

Institutional support

- 112 ASC staff and hromada leaders passed training
- 36 Workplaces established

Physical support

- 978 Items of IT equipment
- 739 Pieces of furniture
- 66 Users connected to Vulyk

Photo from U-LEAD archives

ASCs are accessible for people with disabilities and equipped with children's corner.

ASCs WHICH HAVE OPENED WITH THE PROGRAMME'S SUPPORT (2016 - 2019)

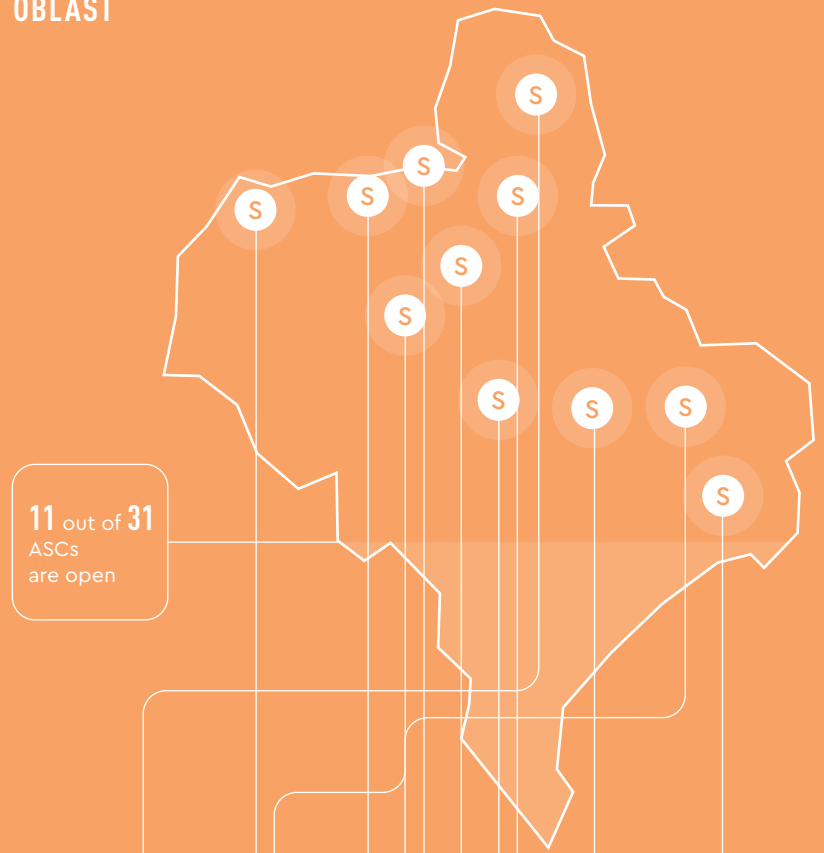
486 403

Residents will receive access to high-quality administrative services in comfortable conditions with Programme's support

100 802

Residents have received access to high-quality administrative services

IVANO-FRANKIVSK OBLAST



11 out of **31** ASCs are open

28 December 2017
Stari Bohorodchany AH.
New ASC provides 93 services

22 November 2019
Vytvytsia AH.
New ASC provides 125 services

4 December 2019
Broshniv-Osada AH.
New ASC provides more than 100 services

11 December 2019
Pechenizhyn AH.
New ASC provides 186 services

24 December 2019
Verkhnia AH.
New ASC provides 134 services

17 January 2020
Lanchyn AH.
New ASC provides more than 100 services

30 January 2020
Rozhniv AH.
New ASC provides more than 80 services

6 February 2020
Yamnytsia AH.
New ASC provides 111 services

7 February 2020
Bilshivtsi AH.
New ASC provides more than 100 services

11 February 2020
Dzvyniach AH.
New ASC provides more than 100 services

February 2020
Mateyivtsi AH.
New ASC provides 81 services

(S) stationary ASC (J) joint ASC (M) mobile ASC

Including the ASCs of the Inception Phase.

LVIV OBLAST

U-LEAD WITH EUROPE

Selection Results of Rounds 1-4 >

39 Applications received

21 Partners selected for >

17 ASC establishment

4 ASC modernisation

ASC Models >

18 Stationary ASCs

1 Joint ASC

59 Remote workplaces

2 ASCs based on intermunicipal cooperation

The Programme has provided to Round 1 participants >

Institutional support

20 ASC staff and hromada leaders passed training

8 Workplaces established

Physical support

119 Items of IT equipment

108 Pieces of furniture

15 Users connected to Vulyk

Photo from U-LEAD archives

ASCs are accessible for people with disabilities and equipped with children's corner.

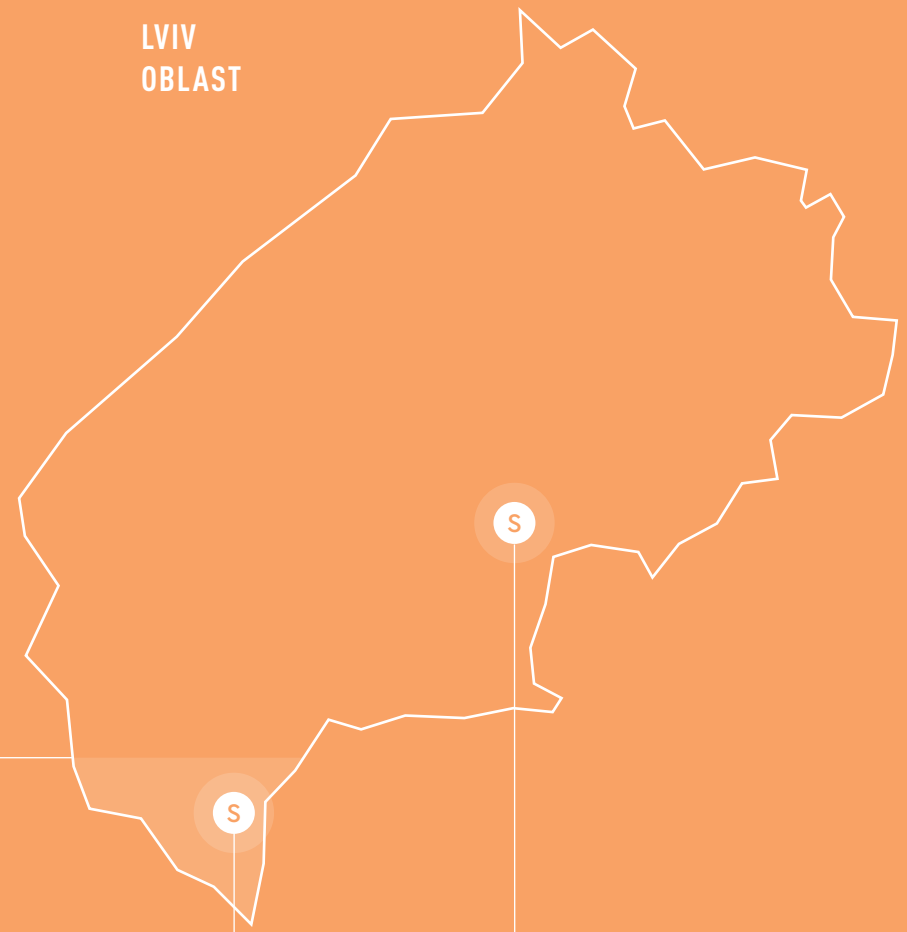
ASCs WHICH HAVE OPENED WITH THE PROGRAMME'S SUPPORT (2016 - 2019)

364 642

Residents will receive access to high-quality administrative services in comfortable conditions with Programme's support

11 864
Residents have received access to high-quality administrative services

2 out of **22**
ASCs
are open



25 October 2017
Novi Strilyscha AH.
Modernised ASC
provides 59 services

29 October 2019
Slavske AH.
New ASC
provides 70 services

(S) stationary ASC (J) joint ASC (M) mobile ASC

Including the ASCs of the Inception Phase.

TERNOPIL OBLAST

U-LEAD WITH EUROPE

Selection Results of Rounds 1-4 >

30 Applications received

17 Partners selected for >

9 ASC establishment

8 ASC modernisation

ASC Models >

15 Stationary ASCs

1 Joint ASC

1 Mobile ASC

47 Remote workplaces

1 ASC based on intermunicipal cooperation

The Programme has provided to Round 1 participants >

Institutional support

134 ASC staff and hromada leaders passed training

49 Workplaces established

Physical support

433 Items of IT equipment

403 Pieces of furniture

93 Users connected to Vulyk

Photo from U-LEAD archives

ASCs are accessible for people with disabilities and equipped with children's corner.

ASCs WHICH HAVE OPENED WITH THE PROGRAMME'S SUPPORT (2016 - 2019)

453 436

Residents will receive access to high-quality administrative services in comfortable conditions with Programme's support

98 551

Residents have received access to high-quality administrative services

TERNOPIL OBLAST

8 out of **19** ASCs are open

26 January 2018
Zolotnyky AH.
New ASC provides 90 services

30 January 2018
Skalat AH.
New ASC provides 103 services

11 October 2019
Baikivtsi AH.
New ASC provides 118 services

18 November 2019
Chortkiv city.
Modernised ASC provides 213 services

26 November 2019
Borsukivka AH.
Modernised joint ASC provides 113 services

27 November 2019
Kozliv AH.
New ASC provides 90 services

28 November 2019
Shumsk AH.
Modernised ASC provides 233 services

February 2020
Skala-Podilska AH.
New ASC provides 122 services

(S) stationary ASC (J) joint ASC (M) mobile ASC

Including the ASCs of the Inception Phase.

CHERNIVTSI OBLAST

U-LEAD WITH EUROPE

Selection Results of Rounds 1-4 >

- 44 Applications received
- 27 Partners selected for >
  - 20 ASC establishment
  - 7 ASC modernisation

ASC Models >

- **21** Stationary ASCs
- **4** Joint ASCs
- **49** Remote workplaces
- **2** ASCs based on intermunicipal cooperation

The Programme has provided to Round 1 participants >

Institutional support

- 77 ASC staff and hromada leaders passed training
- 30 Workplaces established

Physical support

- 441 Items of IT equipment
- 397 Pieces of furniture
- 49 Users connected to Vulyk

Photo from U-LEAD archives

ASCs are accessible for people with disabilities and equipped with children's corner.

ASCs WHICH HAVE OPENED WITH THE PROGRAMME'S SUPPORT (2016 - 2019)

CHERNIVTSI OBLAST

687 548

Residents will receive access to high-quality administrative services in comfortable conditions with Programme's support

36 782
Residents have received access to high-quality administrative services

5 out of **27** ASCs are open

16 August 2019
Mamaivtsi AH.
New ASC provides more than 100 services

25 November 2019
Terebleche AH.
New ASC provides 107 services

10 December 2019
Vashkivtsi AH.
New ASC provides 93 services

10 December 2019
Vashkovtsi AH.
New ASC provides 80 services

24 December 2019
Ust-Putyla AH.
New ASC provides 90 services

(S) stationary ASC (J) joint ASC (M) mobile ASC

U-LEAD
WITH EUROPE

DNIPROPETROVSK
DONETSK
ZAPORIZHIA
LUHANSK
SUMY
KHARKIV

OBLAST

DNIPROPETROVSK OBLAST

U-LEAD WITH EUROPE

Selection Results of Rounds 1-4 >

61 Applications received

33 Partners selected for >

23 ASC establishment

10 ASC modernisation

ASC Models >

23 Stationary ASCs

8 Joint ASCs

1 Mobile ASC

37 Remote workplaces

2 ASCs based on intermunicipal cooperation

The Programme has provided to Round 1 participants >

Institutional support

594 ASC staff and hromada leaders passed training

65 Workplaces established

Physical support

4151 Items of IT equipment

3403 Pieces of furniture

30 Users connected to Vulyk

Photo from U-LEAD archives

ASCs are accessible for people with disabilities and equipped with children's corner.

ASCs WHICH HAVE OPENED WITH THE PROGRAMME'S SUPPORT (2016 - 2019)

575 700

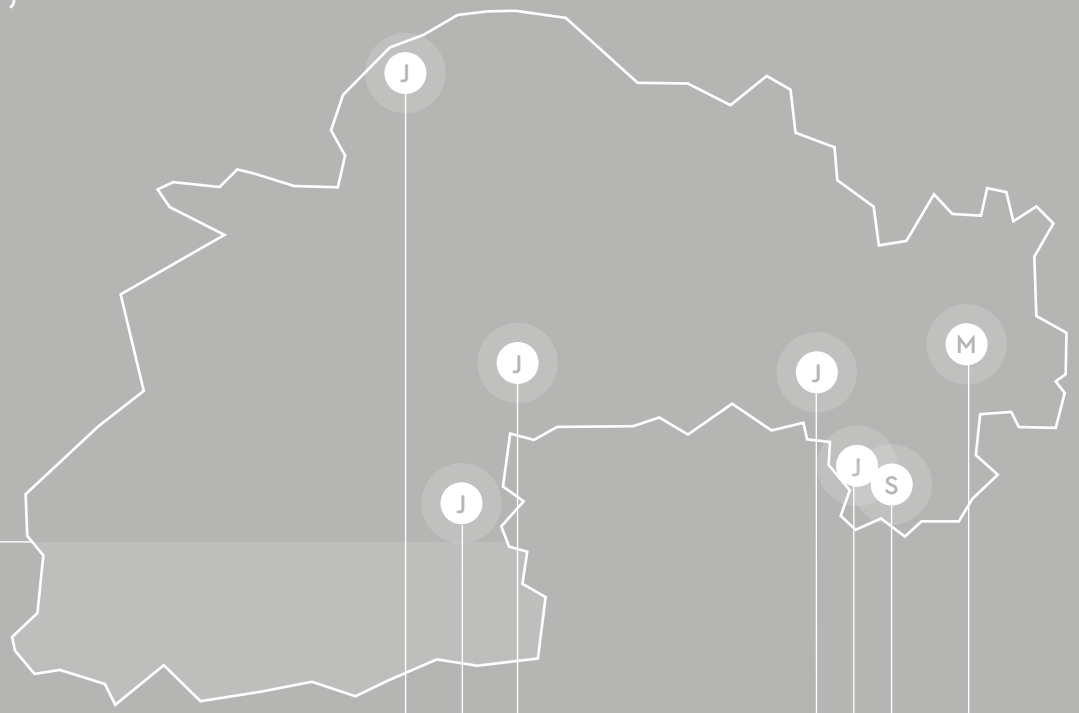
Residents will receive access to high-quality administrative services in comfortable conditions with Programme's support

209 600

Residents have received access to high-quality administrative services

7 out of **33** ASCs are open

DNIPROPETROVSK OBLAST



21 October 2019
Solone AH.
New joint ASC provides 127 services

1 November 2019
Vasylkivka AH.
New joint ASC provides 235 services

13 November 2019
Pokrov city.
Modernised ASC provides 130 services

13 November 2019
Tomakivka AH.
Modernised joint ASC provides 144 services

22 November 2019
Pokrovka AH.
New joint ASC provides 156 services

26 November 2019
Mezhova AH.
Mobile ASC provides 58 services

29 November 2019
Tsarychanka AH.
New joint ASC provides 85 services

(S) stationary ASC (J) joint ASC (M) mobile ASC

DONETSK OBLAST

U-LEAD WITH EUROPE

Selection Results of Rounds 1-4 >

18 Applications received

9 Partners selected for >

2 ASC establishment

7 ASC modernisation

ASC Models >

8 Stationary ASCs

13 Remote workplaces

1 ASC based on intermunicipal cooperation

The Programme has provided to Round 1 participants >

Institutional support

205 ASC staff and hromada leaders passed training

73 Workplaces established

Physical support

130 Items of IT equipment

Photo from U-LEAD archives

The Programme provided institutional support (including training of ASC staff and citizen engagement) and Vulyk information system, considering the support provided by other international projects in the Oblast.

ASCs WHICH HAVE OPENED WITH THE PROGRAMME'S SUPPORT (2016 - 2019)

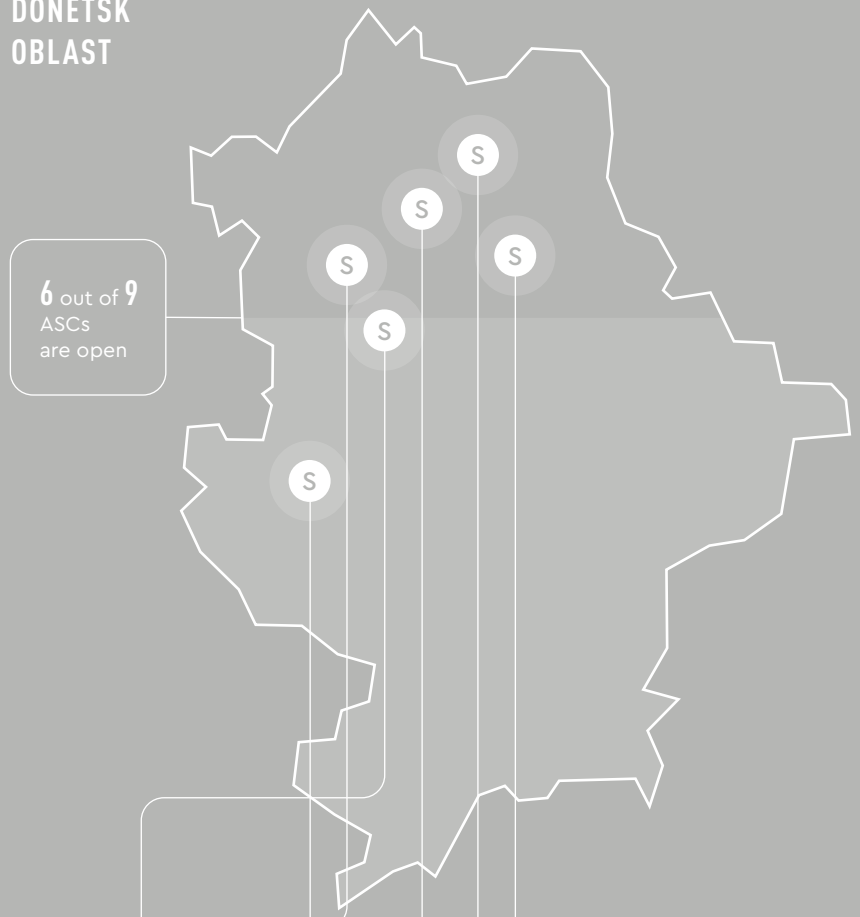
268 400

Residents will receive access to high-quality administrative services in comfortable conditions with Programme's support

187 700

Residents have received access to high-quality administrative services

DONETSK OBLAST



6 out of **9** ASCs are open

10 September 2019
Chasiv Yar AH.
New ASC provides 176 services

10 December 2019
Vuhledar AH.
Modernised ASC provides 170 services

10 December 2019
Shahove AH.
Modernised ASC provides 115 services

10 December 2019
Toretsk city.
Modernised ASC provides 107 services

10 December 2019
Myrnohrad city.
Modernised ASC provides 143 services

10 December 2019
Novohrodivka AH.
Modernised ASC provides 175 services

(S) stationary ASC (J) joint ASC (M) mobile ASC

ZAPORIZHIA OBLAST

U-LEAD WITH EUROPE

Selection Results of Rounds 1-4

42 Applications received

25 Partners selected for

- 19 ASC establishment
- 6 ASC modernisation

ASC Models

- **15** Stationary ASCs
- **9** Joint ASCs
- **1** Mobile ASC
- **30** Remote workplaces
- **1** ASC based on intermunicipal cooperation

The Programme has provided to Round 1 participants

Institutional support

- 236 ASC staff and hromada leaders passed training
- 89 Workplaces established

Physical support

- 907 Items of IT equipment
- 789 Pieces of furniture
- 157 Users connected to Vulyk

Photo from U-LEAD archives

ASCs are accessible for people with disabilities and equipped with children's corner.

ASCs WHICH HAVE OPENED WITH THE PROGRAMME'S SUPPORT (2016 - 2019)

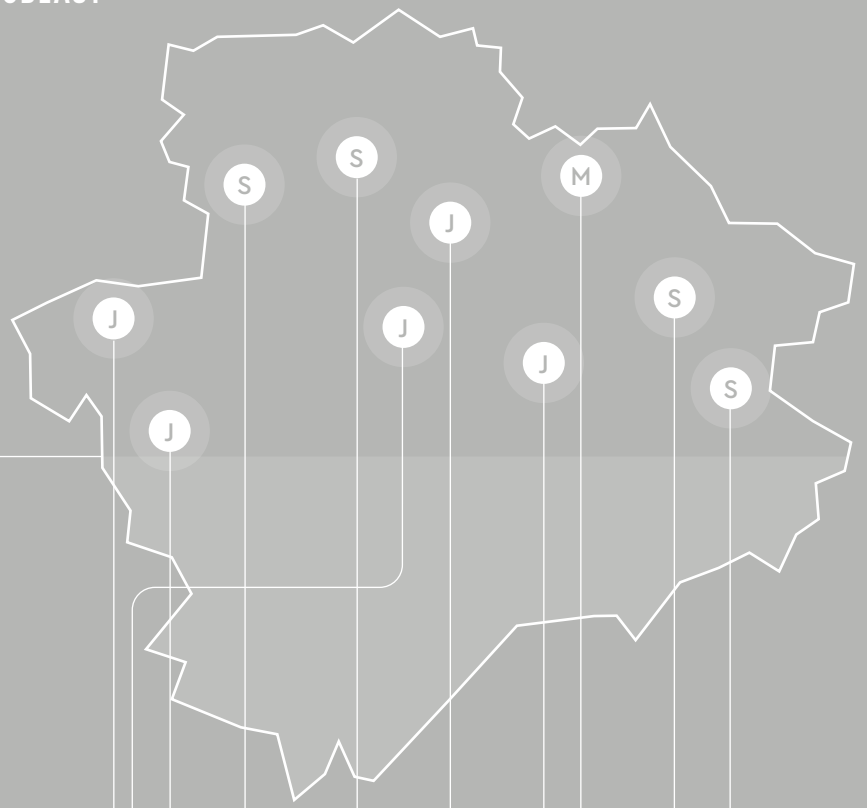
622 741

Residents will receive access to high-quality administrative services in comfortable conditions with Programme's support

198 588

Residents have received access to high-quality administrative services

ZAPORIZHIA OBLAST



10 out of **26** ASCs are open

28 February 2018
Vesele AH.
New joint ACS provides 124 services

27 November 2019
Chernihivka AH.
New joint ASC provides 108 services

28 November 2019
Orikhiv AH.
New joint ASC provides 131 services

December 2019
Berestove AH.
Modernised ASC provides 122 services

December 2019
Tokmak city.
New joint ASC provides 101 services

30 October 2019
Komyshuvakha AH.
New ASC provides 89 services

27 November 2019
Huliaipole AH.
Mobile ASC provides 118 services

28 November 2019
Bilenke AH.
New ASC provides 96 services

December 2019
Komysh-Zoria AH.
New ASC provides 144 services

December 2019
Velyka Bilozerka AH.
New joint ASC provides 95 services

(S) stationary ASC (J) joint ASC (M) mobile ASC

Including the ASCs of the Inception Phase.

LUHANSK OBLAST

U-LEAD WITH EUROPE

Selection Results of Rounds 1-4 >

6 Applications received

4 Partners selected for >

4 ASC modernisation

ASC Models >

3 Stationary ASCs

1 Mobile ASC

8 Remote workplaces

The Programme has provided to Round 1 participants >

Institutional support

68 ASC staff and hromada leaders passed training

26 Workplaces established

Photo from U-LEAD archives

The Programme provided institutional support (including training of ASC staff and citizen engagement) and Vulyk information system, considering the support provided by other international projects in the Oblast.

ASCs WHICH HAVE OPENED WITH THE PROGRAMME'S SUPPORT (2016 - 2019)

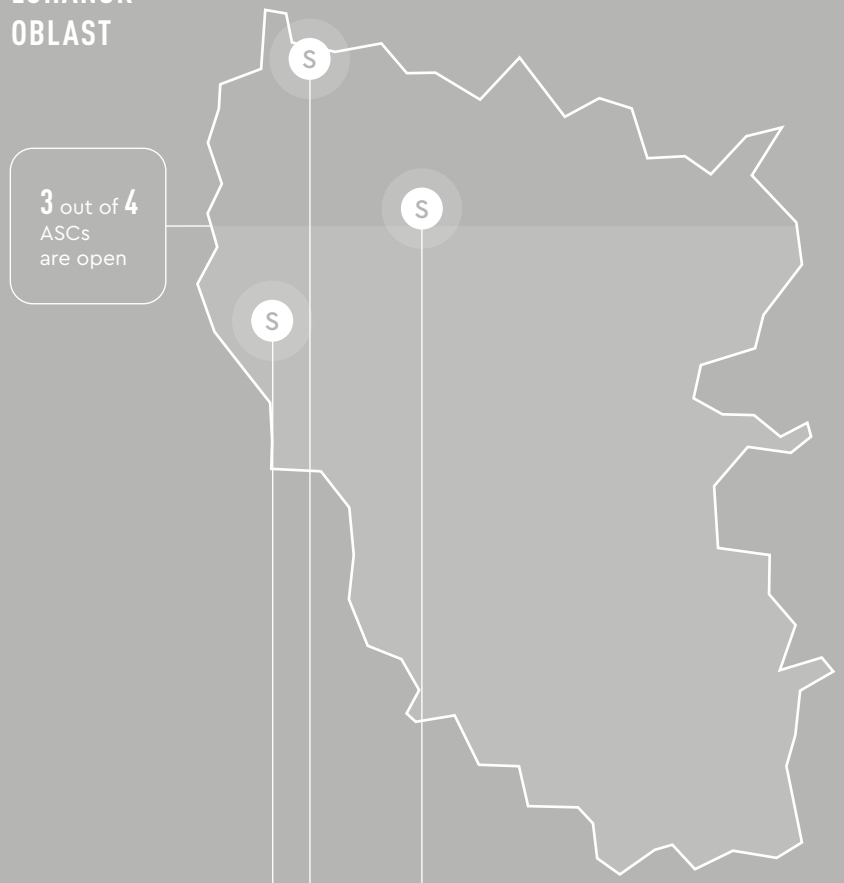
49 027

Residents will receive access to high-quality administrative services in comfortable conditions with Programme's support

34 352

Residents have received access to high-quality administrative services

LUHANSK OBLAST



3 out of **4** ASCs are open

10 December 2019
Bilokurakyno AH.
Modernised ASC provides 136 services

10 December 2019
Krasnorichensk AH.
Modernised ASC provides 144 services

10 December 2019
Troitske town.
Modernised ASC provides 185 services

(S) stationary ASC (J) joint ASC (M) mobile ASC

SUMY OBLAST

U-LEAD WITH EUROPE

Selection Results of Rounds 1-4

- 34 Applications received
- 18 Partners selected for
  - 11 ASC establishment
  - 7 ASC modernisation

ASC Models

- **15** Stationary ASCs
- **3** Joint ASCs
- **32** Remote workplaces

The Programme has provided to Round 1 participants

Institutional support

- 122 ASC staff and hromada leaders passed training
- 54 Workplaces established

Physical support

- 601 Items of IT equipment
- 477 Pieces of furniture
- 88 Users connected to Vulyk

Photo from U-LEAD archives

ASCs are accessible for people with disabilities and equipped with children's corner.

ASCs WHICH HAVE OPENED WITH THE PROGRAMME'S SUPPORT (2016 - 2019)

670 001

Residents will receive access to high-quality administrative services in comfortable conditions with Programme's support

150 621

Residents have received access to high-quality administrative services

SUMY OBLAST

7 out of **20** ASCs are open

15 February 2018
Krasnopillia AH.
New joint ASC provides 106 services

27 March 2018
Mykolayivka AH.
New energy efficient ASC provides almost 100 services

30 August 2019
Romny city.
Modernised ASC provides 155 services

29 October 2019
Krolevets AH.
New joint ASC provides 136 services

5 November 2019
Boromlia AH.
New ASC provides 115 services

13 November 2019
Trostianets AH.
New joint ASC provides 143 services

22 November 2019
Znob-Novhorodske AH.
New ASC provides 60 services

(S) stationary ASC (J) joint ASC (M) mobile ASC

Including the ASCs of the Inception Phase.

KHARKIV OBLAST

U-LEAD WITH EUROPE

Selection Results of Rounds 1-4 >

36 Applications received

11 Partners selected for >

4 ASC establishment

7 ASC modernisation

ASC Models >

10 Stationary ASCs

1 Joint ASC

18 Remote workplaces

1 ASC based on intermunicipal cooperation

The Programme has provided to Round 1 participants >

Institutional support

44 ASC staff and hromada leaders passed training

20 Workplaces established

Physical support

272 Items of IT equipment

259 Pieces of furniture

37 Users connected to Vulyk

Photo from U-LEAD archives

ASCs are accessible for people with disabilities and equipped with children's corner.

ASCs WHICH HAVE OPENED WITH THE PROGRAMME'S SUPPORT (2016 - 2019)

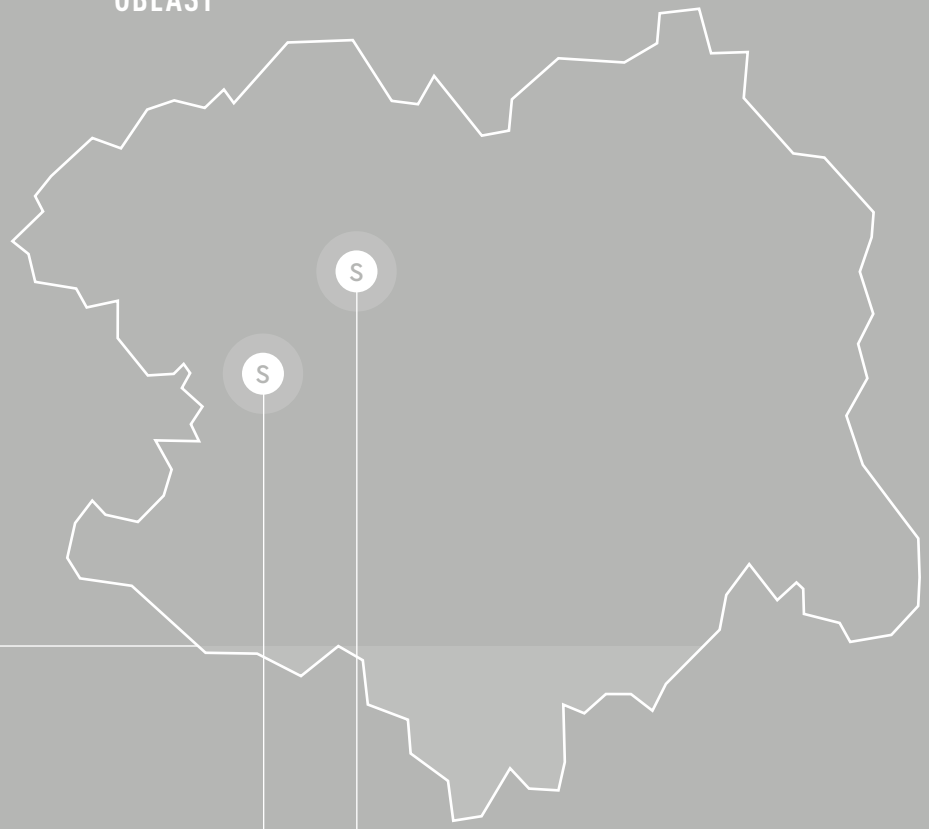
280 769

Residents will receive access to high-quality administrative services in comfortable conditions with Programme's support

31 586

Residents have received access to high-quality administrative services

KHARKIV OBLAST



2 out of **11** ASCs are open

7 September 2019
Merefa AH.
Modernised ASC provides 200 services

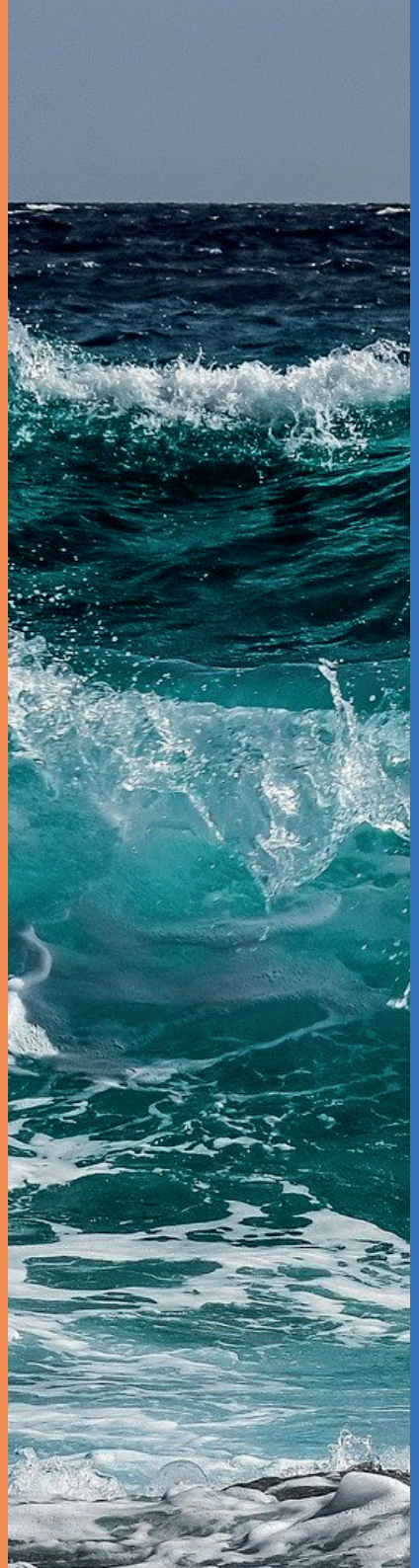
8 November 2019
Starovirivka AH.
New ASC provides 109 services

S stationary ASC

J joint ASC

M mobile ASC

U-LEAD
WITH EUROPE



KHMELNYTSKYI
VINNYTSIA
KIROVOHRAD
MYKOLAIV
ODESA
KHERSON

OBLAST

KHMELNYTSKYI OBLAST

U-LEAD WITH EUROPE

Selection Results of Rounds 1-4 >

- 37 Applications received
- 17 Partners selected for >
  - 13 ASC establishment
  - 4 ASC modernisation

ASC Models >

- **13** Stationary ASCs
- **3** Joint ASCs
- **1** Mobile ASC
- **32** Remote workplaces
- **1** ASC based on intermunicipal cooperation

The Programme has provided to Round 1 participants >

Institutional support

- 511 ASC staff and hromada leaders passed training
- 162 Workplaces established

Physical support

- 2252 Items of IT equipment
- 1912 Pieces of furniture
- 285 Users connected to Vulyk

Photo from U-LEAD archives

ASCs are accessible for people with disabilities and equipped with children's corner.

ASCs WHICH HAVE OPENED WITH THE PROGRAMME'S SUPPORT (2016 - 2019)

458 300

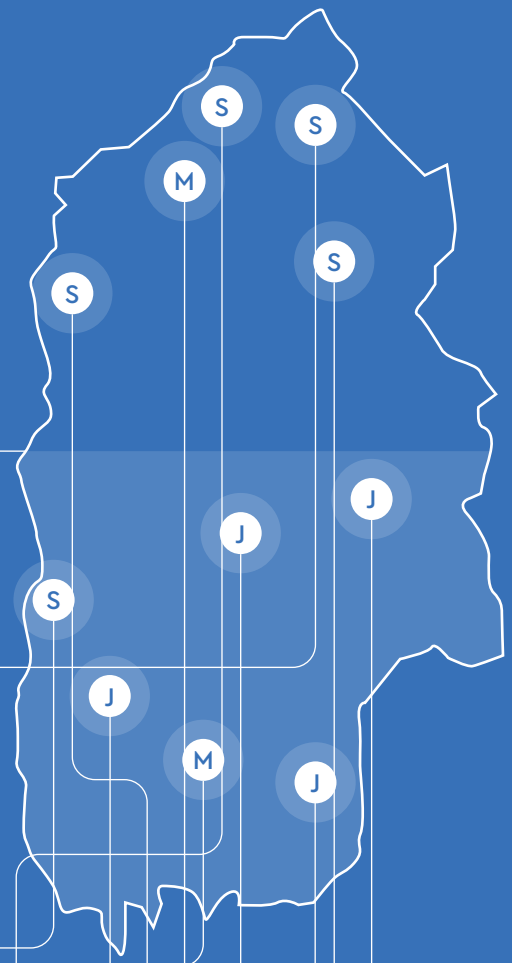
Residents will receive access to high-quality administrative services in comfortable conditions with Programme's support

207 100

Residents have received access to high-quality administrative services

KHMELNYTSKYI OBLAST

11 out of **23** ASCs are open



30 November 2017
Slavuta AH.
Mobile ASC provides 80 services

26 December 2017
Medzhybizh AH.
New ASC provides 74 services

29 December 2017
Chemerivtsi AH.
New joint ASC provides 120 services

22 February 2018
Nova Ushytsia AH.
New joint ASC provides 210 services

29 March 2018
Stara Syniava AH.
New joint ASC provides 179 services

25 April 2018
Polonne AH.
Joint ASC in a new energy efficient building provides 150 services

21 November 2019
Sataniv AH.
Modernised ASC provides 100 services

26 November 2019
Dunayevtsi AH.
Mobile ASC provides 24 services

28 November 2019
Berezdiv AH.
New ASC provides 107 services

3 December 2019
Hannopil AH.
New ASC provides 123 services

13 December 2019
Yampil AH.
New ASC provides 126 services

(S) stationary ASC (J) joint ASC (M) mobile ASC

Including the ASCs of the Inception Phase.

VINNYTSIA OBLAST

U-LEAD WITH EUROPE

Selection Results of Rounds 1-4 >

28 Applications received

21 Partners selected for >

13 ASC establishment

8 ASC modernisation

ASC Models >

12 Stationary ASCs

6 Joint ASCs

2 Mobile ASCs

9 Remote workplaces

3 ASCs based on intermunicipal cooperation

The Programme has provided to Round 1 participants >

Institutional support

521 ASC staff and hromada leaders passed training

171 Workplaces established

Physical support

2337 Items of IT equipment

1916 Pieces of furniture

270 Users connected to Vulyk

Photo from U-LEAD archives

ASCs are accessible for people with disabilities and equipped with children's corner.

ASCs WHICH HAVE OPENED WITH THE PROGRAMME'S SUPPORT (2016 - 2019)

440 200

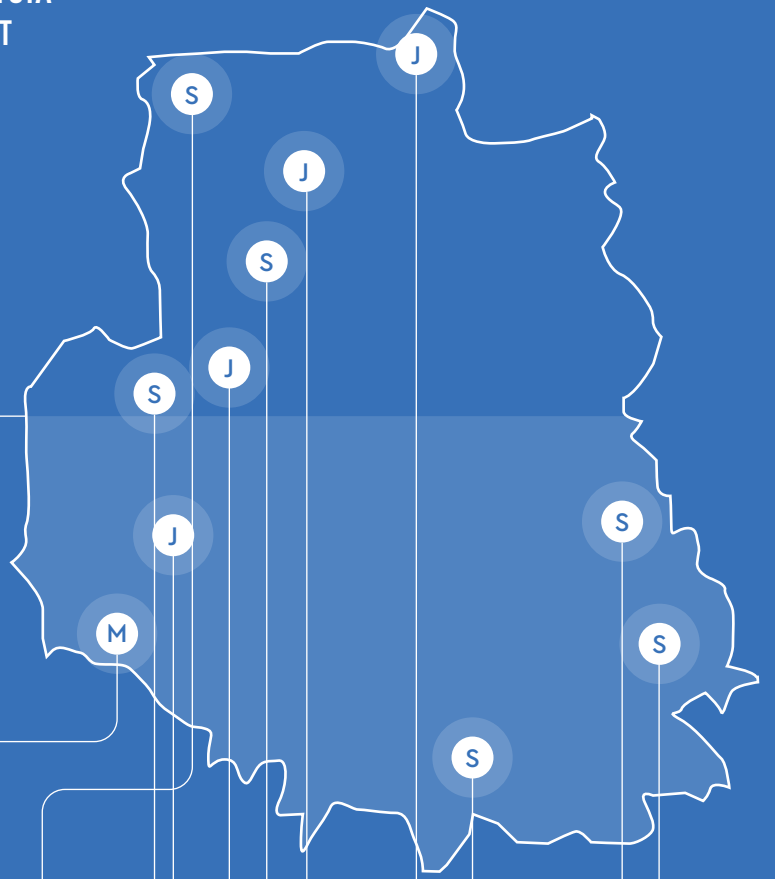
Residents will receive access to high-quality administrative services in comfortable conditions with Programme's support

272 200

Residents have received access to high-quality administrative services

VINNYTSIA OBLAST

11 out of **23** ASCs are open



31 January 2018
Severynivka AH.
New ASC provides 80 services

20 March 2018
Kalynivka AH.
Modernised joint ASC provides 158 services

28 August 2019
Studena AH.
New ASC provides 101 services

8 November 2019
Zhmerynka AH.
Modernised joint ASC provides 159 services

15 November 2019
Koziatyn city.
Modernised joint ASC provides 330 services

19 November 2019
Krasnopillia AH.
New ASC provides 148 services

28 November 2019
Mohyliv-Podilskyi city.
Mobile ASC provides 14 services

29 November 2019
Yakushyntsi AH.
Modernised ASC provides 124 services

6 December 2019
Zhdanivka AH.
Modernised ASC provides 143 services

11 December 2019
Dzhulynka AH.
New ASC provides 144 services

February 2020
Hnivan AH.
New ASC provides 126 services

S stationary ASC

J joint ASC

M mobile ASC

Including the ASCs of the Inception Phase.

KIROVOHRAD OBLAST

U-LEAD WITH EUROPE

Selection Results of Rounds 1-4

- **28** Applications received
- **11** Partners selected for
  - **8** ASC establishment
  - **3** ASC modernisation

ASC Models

- **9** Stationary ASCs
- **1** Joint ASC
- **11** Remote workplaces
- **1** ASC based on intermunicipal cooperation

The Programme has provided to Round 1 participants

Institutional support

- **44** ASC staff and hromada leaders passed training
- **221** Workplaces established

Physical support

- **197** Items of IT equipment
- **120** Pieces of furniture
- **34** Users connected to Vulyk

Photo from U-LEAD archives

ASCs are accessible for people with disabilities and equipped with children's corner.

ASCs WHICH HAVE OPENED WITH THE PROGRAMME'S SUPPORT (2016 - 2019)

KIROVOHRAD OBLAST

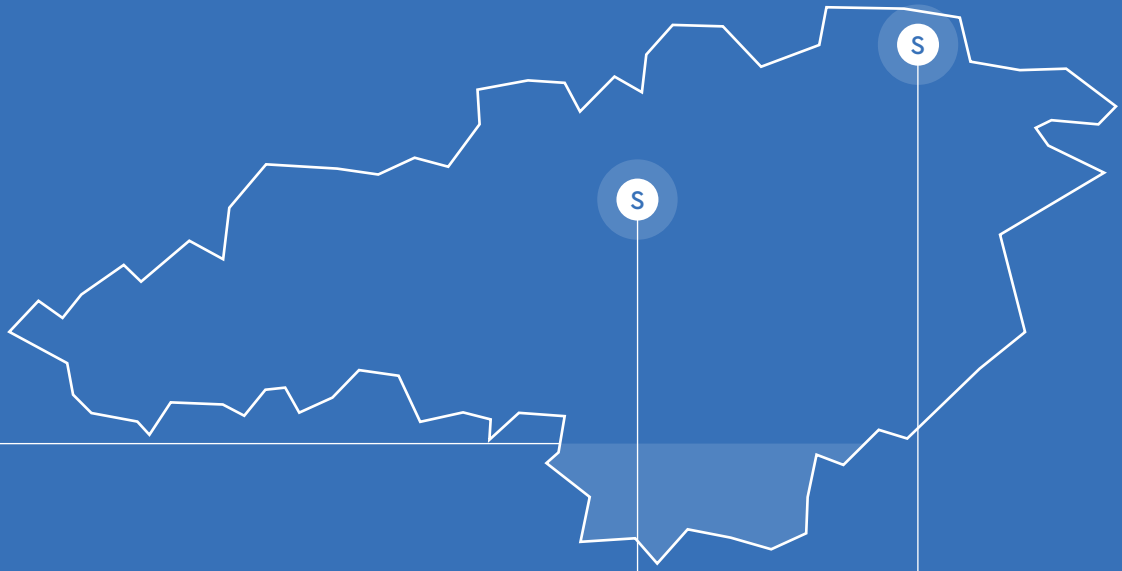
217 967

Residents will receive access to high-quality administrative services in comfortable conditions with Programme's support

51 538

Residents have received access to high-quality administrative services

2 out of **11** ASCs are open



30 August 2019
Sokolivka AH.
Modernised ASC provides 143 services

25 November 2019
Svitlovodsk city.
New ASC provides 184 services

(S) stationary ASC (J) joint ASC (M) mobile ASC

MYKOLAIV OBLAST

U-LEAD WITH EUROPE

Selection Results of Rounds 1-4 >

29 Applications received >

16 Partners selected for >

13 ASC establishment

3 ASC modernisation

ASC Models >

13 Stationary ASCs

3 Joint ASC

36 Remote workplaces

The Programme has provided to Round 1 participants >

Institutional support

162 ASC staff and hromada leaders passed training

51 Workplaces established

Physical support

788 Items of IT equipment

432 Pieces of furniture

29 Users connected to Vulyk

Photo from U-LEAD archives

ASCs are accessible for people with disabilities and equipped with children's corner.

ASCs WHICH HAVE OPENED WITH THE PROGRAMME'S SUPPORT (2016 - 2019)

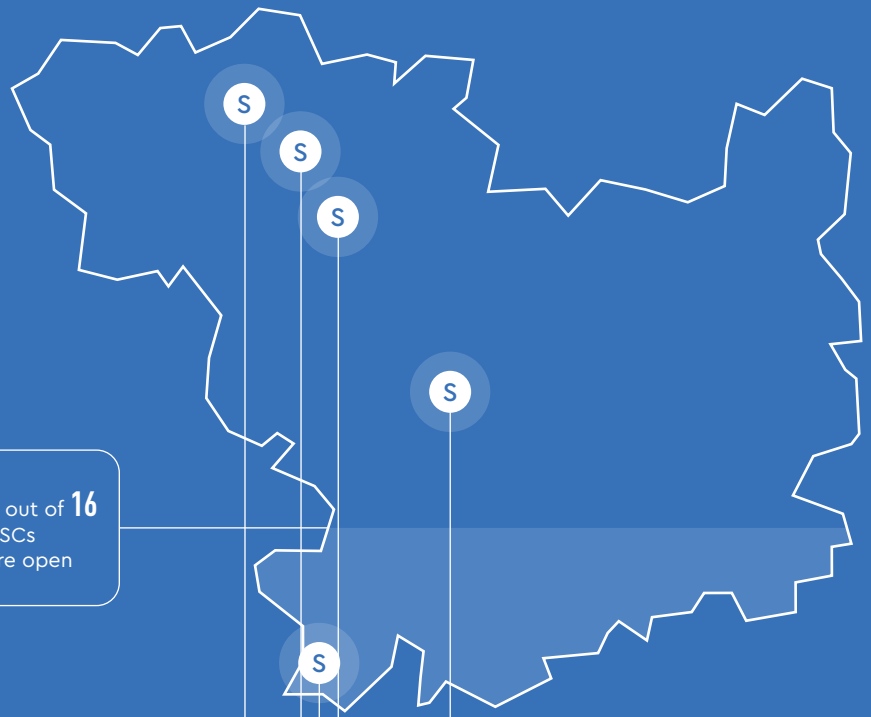
242 726

Residents will receive access to high-quality administrative services in comfortable conditions with Programme's support

103 359

Residents have received access to high-quality administrative services

MYKOLAIV OBLAST



5 out of **16** ASCs are open

15 October 2019
Olshanske AH.
New ASC provides 70 services

8 November 2019
Oleksandrivka AH.
New ASC provides 180 services

11 November 2019
Voznesensk AH.
Modernised ASC provides 185 services

28 December 2019
Koblevo AH.
New ASC provides 124 services

December 2019
Yuzhnoukrainsk city.
Modernised ASC provides 207 services

(S) stationary ASC (J) joint ASC (M) mobile ASC

ODESA OBLAST

U-LEAD WITH EUROPE

Selection Results of Rounds 1-4 >

25 Applications received

10 Partners selected for >

4 ASC establishment

6 ASC modernisation

ASC Models >

9 Stationary ASCs

1 Joint ASC

14 Remote workplaces

The Programme has provided to Round 1 participants >

Institutional support

180 ASC staff and hromada leaders passed training

61 Workplaces established

Physical support

524 Items of IT equipment

382 Pieces of furniture

79 Users connected to Vulyk

Photo from U-LEAD archives

ASCs are accessible for people with disabilities and equipped with children's corner.

ASCs WHICH HAVE OPENED WITH THE PROGRAMME'S SUPPORT (2016 - 2019)

247 795

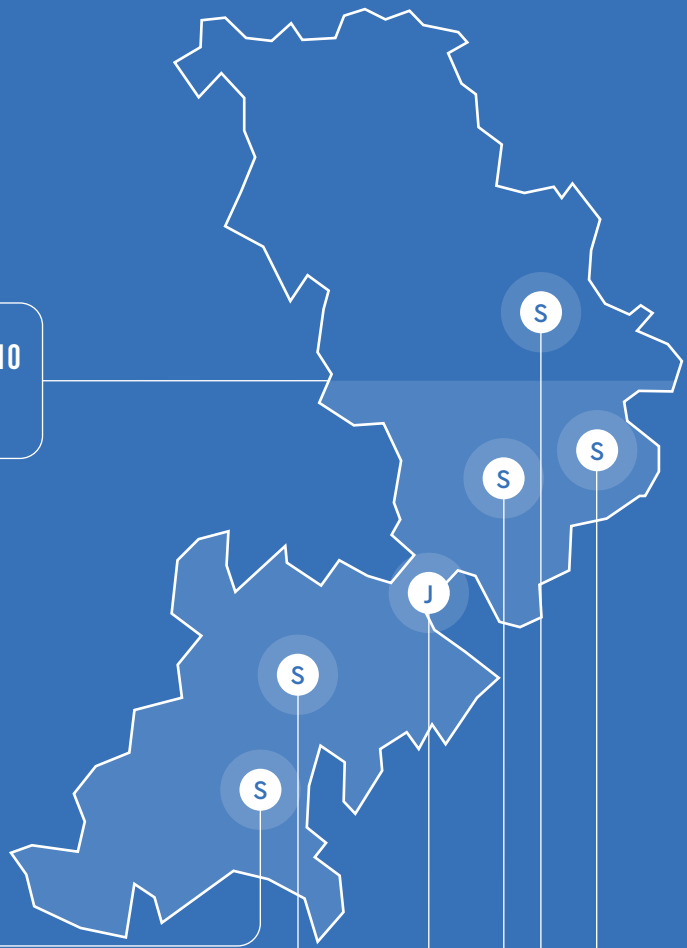
Residents will receive access to high-quality administrative services in comfortable conditions with Programme's support

188 605

Residents have received access to high-quality administrative services

ODESA OBLAST

6 out of **10** ASCs are open



29 August 2019
Yuzhne city.
Modernised ASC provides 177 services

28 September 2019
Berezivka AH.
Modernised ASC provides more than 100 services

3 December 2019
Tatarbunary city.
New ASC provides 133 services

4 December 2019
Vylkove AH.
New ASC provides 112 services

December 2019
Bilhorod-Dnistrovskyi city.
Modernised joint ASC provides 181 services

December 2019
Krasnosilka AH.
Modernised ASC provides 87 services

(S) stationary ASC (J) joint ASC (M) mobile ASC

KHERSON OBLAST

U-LEAD WITH EUROPE

Selection Results of Rounds 1-4 >

- 39 Applications received
- 23 Partners selected for >
  - 18 ASC establishment
  - 5 ASC modernisation

ASC Models >

- **19** Stationary ASCs
- **3** Joint ASCs
- **37** Remote workplaces
- **1** ASC based on intermunicipal cooperation

The Programme has provided to Round 1 participants >

Institutional support

- 72 ASC staff and hromada leaders passed training
- 24 Workplaces established

Physical support

- 350 Items of IT equipment
- 295 Pieces of furniture
- 24 Users connected to Vulyk

Photo from U-LEAD archives

ASCs are accessible for people with disabilities and equipped with children's corner.

ASCs WHICH HAVE OPENED WITH THE PROGRAMME'S SUPPORT (2016 - 2019)

262 473

Residents will receive access to high-quality administrative services in comfortable conditions with Programme's support

34 679

Residents have received access to high-quality administrative services

KHERSON OBLAST

3 out of **24** ASCs are open

20 March 2018
Kochubeivka AH.
Modernised ASC
provides 126 services

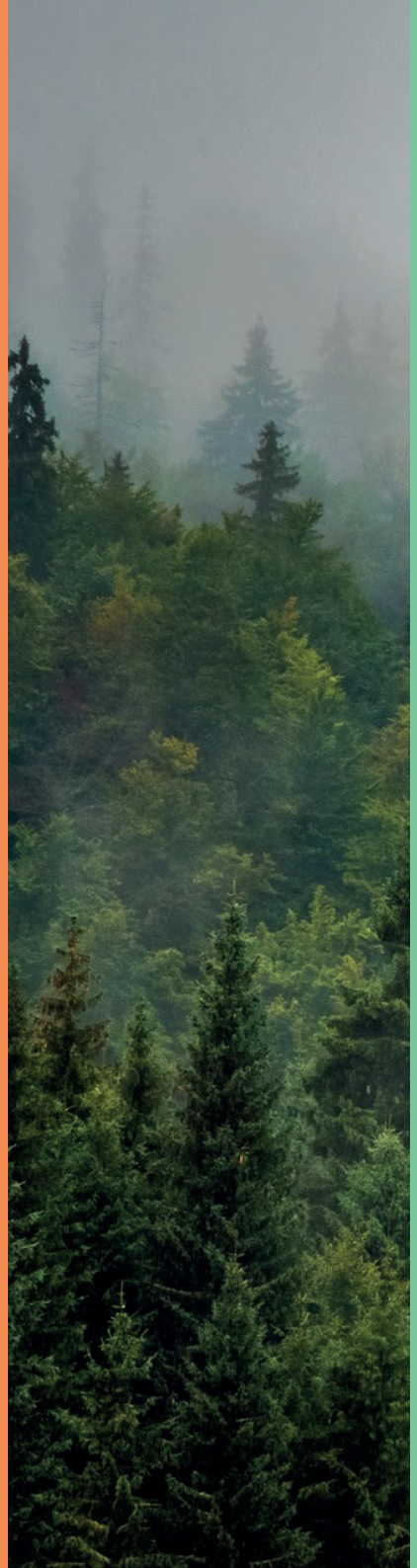
17 October 2019
Chaplynka AH.
New joint ASC
provides 150 services

20 December 2019
Bilozerka AH.
Modernised ASC
provides 132 services

(S) stationary ASC (J) joint ASC (M) mobile ASC

Including the ASCs of the Inception Phase.

U-LEAD
WITH EUROPE



ZHYTOMYR
KYIV
POLTAVA
RIVNE
CHERKASY
CHERNIHIV

OBLAST

ZHYTOMYR OBLAST

U-LEAD WITH EUROPE

Selection Results of Rounds 1-4 >

51 Applications received

19 Partners selected for >

9 ASC establishment

10 ASC modernisation

ASC Models >

15 Stationary ASCs

4 Joint ASCs

1 Mobile ASC

47 Remote workplaces

1 ASC based on intermunicipal cooperation

The Programme has provided to Round 1 participants >

Institutional support

103 ASC staff and hromada leaders passed training

29 Workplaces established

Physical support

303 Items of IT equipment

260 Pieces of furniture

99 Users connected to Vulyk

Photo from U-LEAD archives

ASCs are accessible for people with disabilities and equipped with children's corner.

ASCs WHICH HAVE OPENED WITH THE PROGRAMME'S SUPPORT (2016 - 2019)

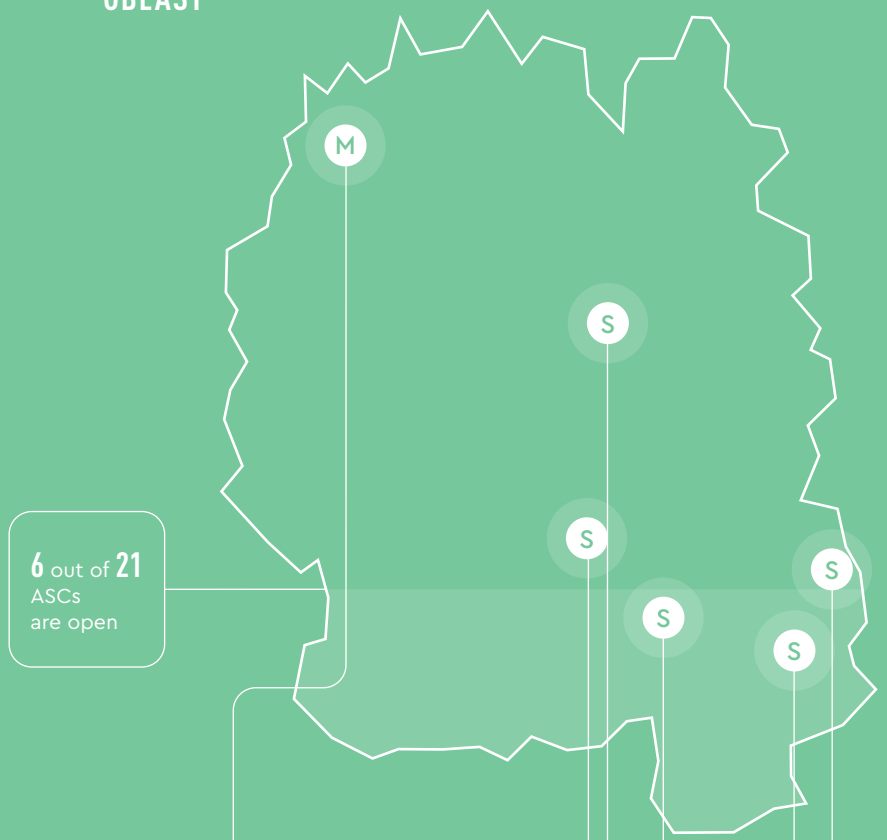
456 155

Residents will receive access to high-quality administrative services in comfortable conditions with Programme's support

83 168

Residents have received access to high-quality administrative services

ZHYTOMYR OBLAST



6 out of **21** ASCs are open

22 December 2017
Chervone AH.
New ASC provides 120 services

22 December 2017
Irshansk AH.
New ASC provides 98 services

19 August 2019
Popilnia AH.
Modernised ASC provides 150 services

24 October 2019
Stanyshivka AH.
Modernised ASC provides 125 services

28 November 2019
Olevsk AH.
Mobile ASC provides 59 services

December 2019
Kornyn AH.
Modernised ASC provides 145 services

S stationary ASC

J joint ASC

M mobile ASC

Including the ASCs of the Inception Phase.

KYIV OBLAST

U-LEAD WITH EUROPE

Selection Results of Rounds 1-4 >

52 Applications received

19 Partners selected for >

12 ASC establishment

7 ASC modernisation

ASC Models >

16 Stationary ASCs

2 Joint ASCs

20 Remote workplaces

1 ASC based on intermunicipal cooperation

The Programme has provided to Round 1 participants >

Institutional support

163 ASC staff and hromada leaders passed training

65 Workplaces established

Physical support

657 Items of IT equipment

509 Pieces of furniture

124 Users connected to Vulyk

Photo from U-LEAD archives

ASCs are accessible for people with disabilities and equipped with children's corner.

ASCs WHICH HAVE OPENED WITH THE PROGRAMME'S SUPPORT (2016 - 2019)

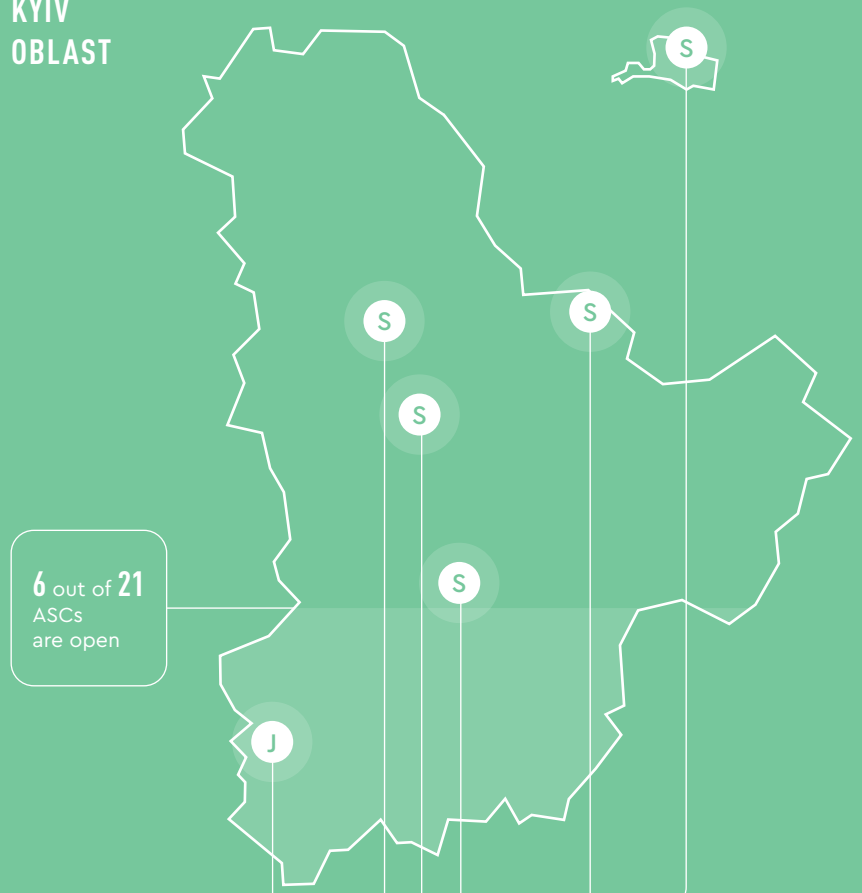
439 390

Residents will receive access to high-quality administrative services in comfortable conditions with Programme's support

146 994

Residents have received access to high-quality administrative services

KYIV OBLAST



6 out of **21** ASCs are open

12 October 2017
Hostomel city.
New ASC provides 86 services

1 November 2017
Kalyta AH.
Modernised ASC provides more than 88 services

5 December 2019
Tetiiv AH.
New joint ASC provides 145 services

12 December 2019
Boiarka city.
New ASC provides 89 services

February 2020
Slavutych city.
Modernised ASC provides 192 services

February 2020
Uzyn AH.
Modernised ASC provides 101 services

S stationary ASC

J joint ASC

M mobile ASC

Including the ASCs of the Inception Phase.

POLTAVA OBLAST

Selection Results of Rounds 1-4 >

38 Applications received

18 Partners selected for >

9 ASC establishment

9 ASC modernisation

ASC Models >

14 Stationary ASCs

3 Joint ASCs

29 Remote workplaces

1 ASC based on intermunicipal cooperation

The Programme has provided to Round 1 participants >

Institutional support

117 ASC staff and hromada leaders passed training

52 Workplaces established

Physical support

594 Items of IT equipment

526 Pieces of furniture

93 Users connected to Vulyk

Photo from U-LEAD archives

ASCs are accessible for people with disabilities and equipped with children's corner.

ASCs WHICH HAVE OPENED WITH THE PROGRAMME'S SUPPORT (2016 - 2019)

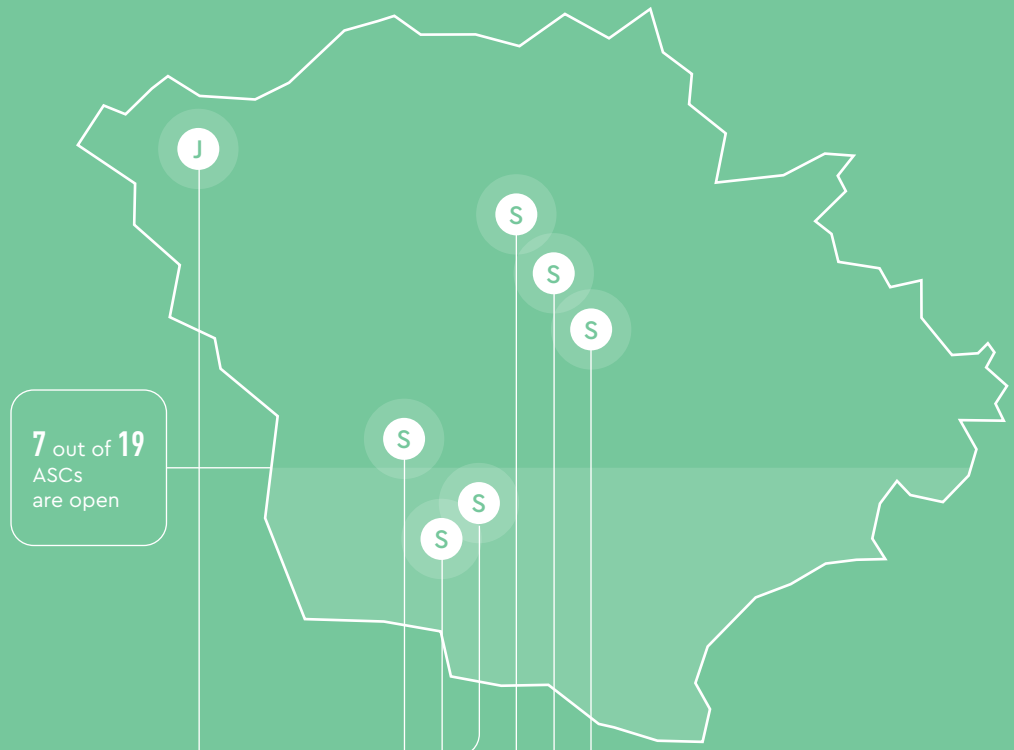
312 386

Residents will receive access to high-quality administrative services in comfortable conditions with Programme's support

95 344

Residents have received access to high-quality administrative services

POLTAVA OBLAST



7 out of **19** ASCs are open

28 November 2019
Hlobyno AH.
New ASC provides 102 services

14 November 2019
Nova Znamianka AH.
Modernised ASC provides 120 services

14 November 2019
Velyka Bahachka AH.
Modernised ASC provides 112 services

15 November 2019
Hrebinka AH.
New joint ASC provides 156 services

3 December 2019
Bilotserkivka AH.
Modernised ASC provides 109 services

6 December 2019
Omelnyk AH.
Modernised ASC provides 152 services

21 December 2019
Myrnohrad city.
Modernised ASC provides 8 services

(S) stationary ASC (J) joint ASC (M) mobile ASC

Including the ASCs of the Inception Phase.

RIVNE OBLAST

U-LEAD WITH EUROPE

Selection Results of Rounds 1-4 >

36 Applications received

22 Partners selected for >

13 ASC establishment

9 ASC modernisation

ASC Models >

17 Stationary ASCs

3 Joint ASCs

41 Remote workplaces

3 ASCs based on intermunicipal cooperation

The Programme has provided to Round 1 participants >

Institutional support

105 ASC staff and hromada leaders passed training

41 Workplaces established

Physical support

311 Items of IT equipment

216 Pieces of furniture

77 Users connected to Vulyk

Photo from U-LEAD archives

ASCs are accessible for people with disabilities and equipped with children's corner.

ASCs WHICH HAVE OPENED WITH THE PROGRAMME'S SUPPORT (2016 - 2019)

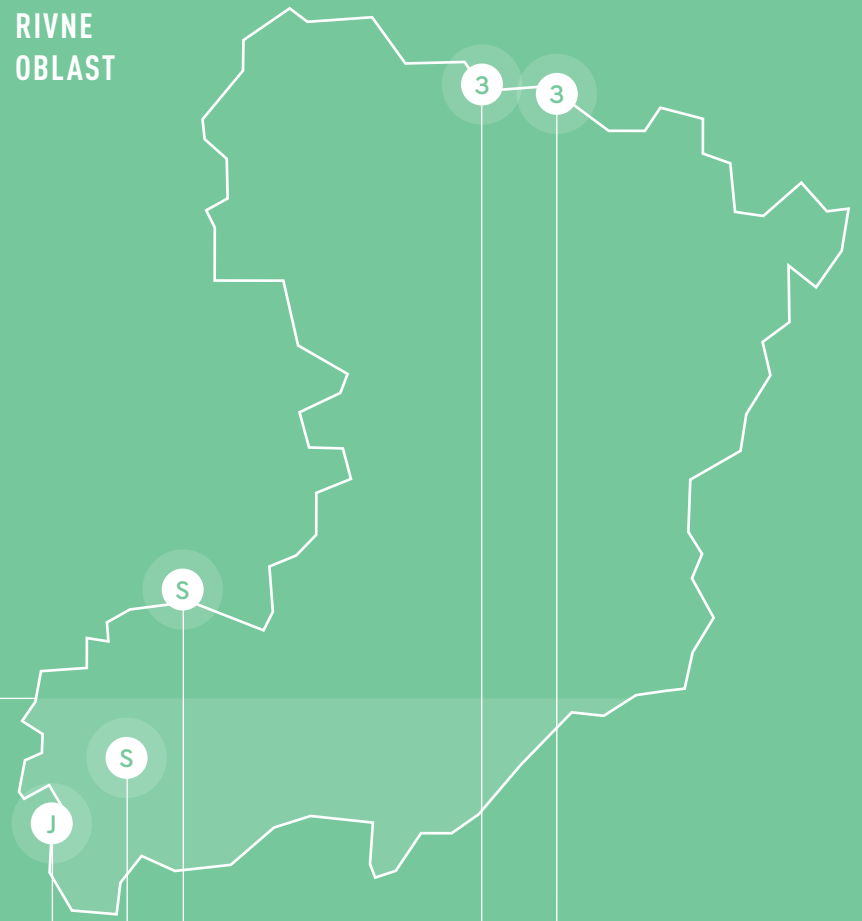
312 702

Residents will receive access to high-quality administrative services in comfortable conditions with Programme's support

63 546

Residents have received access to high-quality administrative services

5 out of **22** ASCs are open



25 May 2019
Radyvyliv AH.
Modernised joint ASC provides 200 services

21 November 2019
Ostrozhets AH.
Modernised ASC provides 100 services

6 December 2019
Kozyn AH.
Modernised ASC provides 50 services

13 December 2019
Vysotsk AH.
Modernised ASC provides 50 services

December 2019
Myliach AH.
Modernised ASC provides 77 services

(S) stationary ASC (J) joint ASC (M) mobile ASC

CHERKASY OBLAST

U-LEAD WITH EUROPE

Selection Results of Rounds 1-4 >

54 Applications received

29 Partners selected for >

24 ASC establishment

5 ASC modernisation

ASC Models >

16 Stationary ASCs

2 Joint ASCs

32 Remote workplaces

11 ASC based on intermunicipal cooperation

The Programme has provided to Round 1 participants >

Institutional support

35 ASC staff and hromada leaders passed training

16 Workplaces established

Physical support

198 Items of IT equipment

186 Pieces of furniture

25 Users connected to Vulyk

Photo from U-LEAD archives

ASCs are accessible for people with disabilities and equipped with children's corner.

ASCs WHICH HAVE OPENED WITH THE PROGRAMME'S SUPPORT (2016 - 2019)

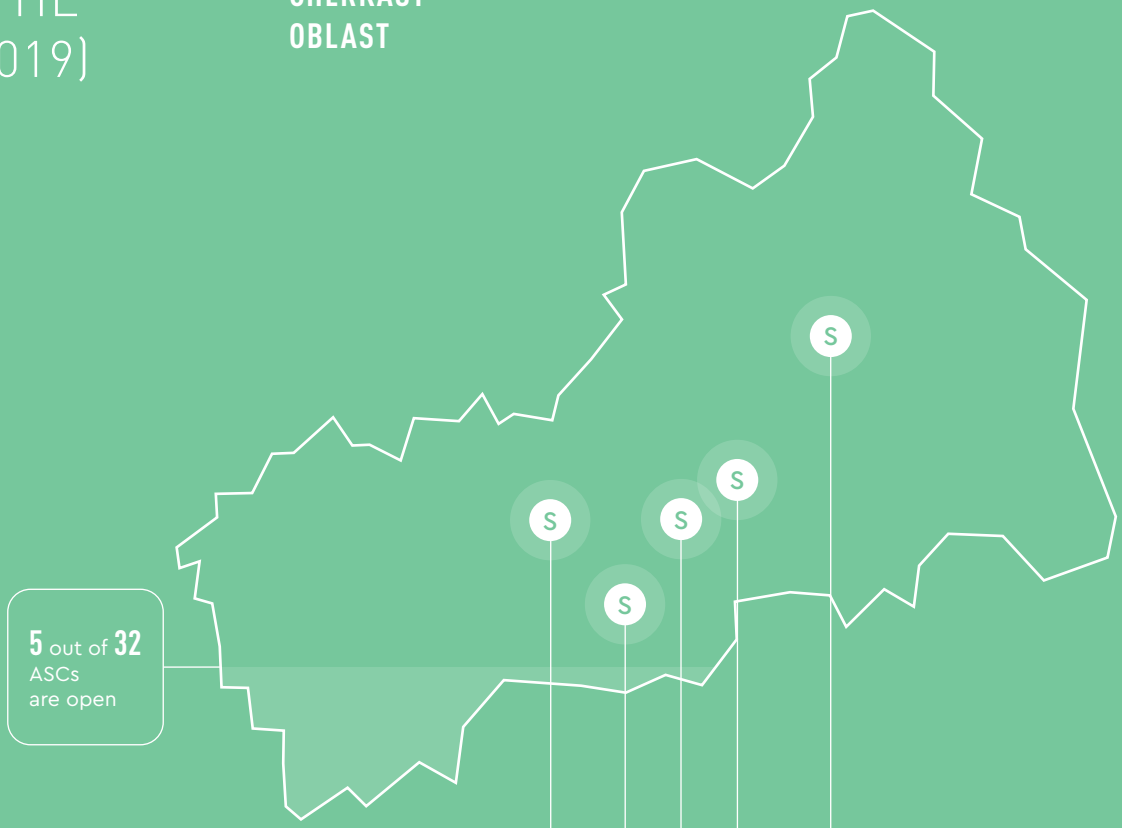
349 346

Residents will receive access to high-quality administrative services in comfortable conditions with Programme's support

38 922

Residents have received access to high-quality administrative services

CHERKASY OBLAST



5 out of **32** ASCs are open

19 October 2017
Mokra Kalyhirka AH.
New ASC provides 130 services

2 November 2017
Ierky AH.
Modernised ASC provides 130 services

20 December 2017
Biloziria AH.
Modernised ASC provides 100 services

28 August 2019
Shpola AH.
Modernised ASC provides 158 services

21 November 2019
Matusivka AH.
New ASC provides 125 services

(S) stationary ASC (J) joint ASC (M) mobile ASC

Including the ASCs of the Inception Phase.

CHERNIHIV OBLAST

U-LEAD WITH EUROPE

Selection Results of Rounds 1-4 >

38 Applications received

18 Partners selected for >

13 ASC establishment

5 ASC modernisation

ASC Models >

9 Stationary ASCs

7 Joint ASCs

41 Remote workplaces

2 ASCs based on intermunicipal cooperation

The Programme has provided to Round 1 participants >

Institutional support

100 ASC staff and hromada leaders passed training

37 Workplaces established

Physical support

509 Items of IT equipment

388 Pieces of furniture

55 Users connected to Vulyk

Photo from U-LEAD archives

ASCs are accessible for people with disabilities and equipped with children's corner.

ASCs WHICH HAVE OPENED WITH THE PROGRAMME'S SUPPORT (2016 - 2019)

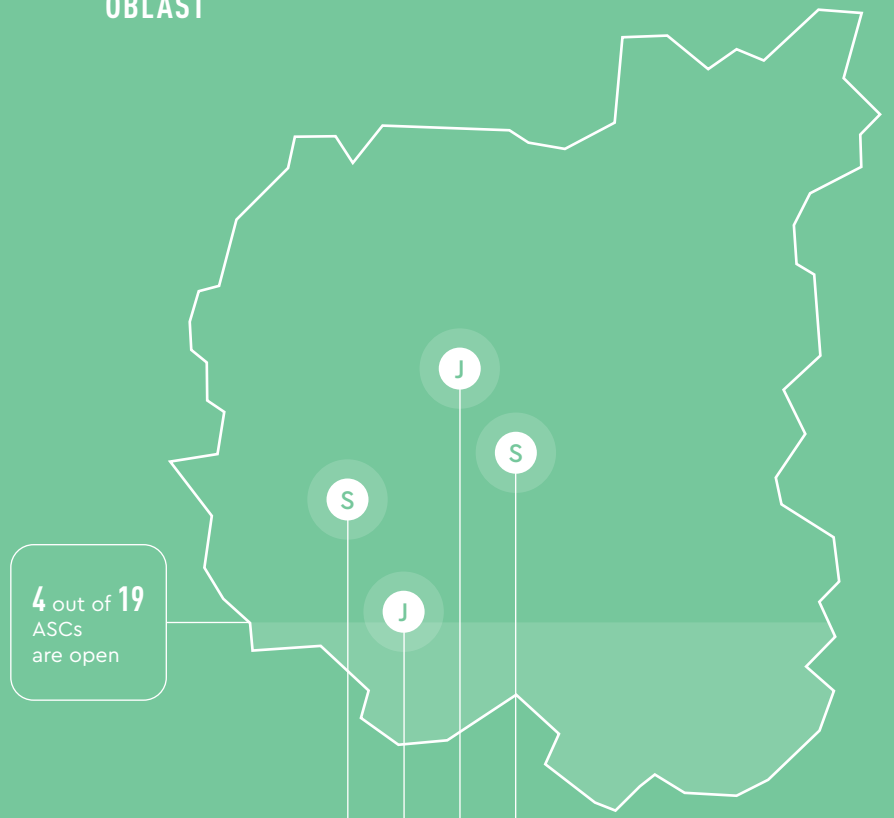
379 564

Residents will receive access to high-quality administrative services in comfortable conditions with Programme's support

57 812

Residents have received access to high-quality administrative services

CHERNIHIV OBLAST



4 out of **19** ASCs are open

11 October 2017
Kipti AH.
Modernised ASC provides more than 100 services

22 October 2019
Bobrovytsia AH.
New joint ASC provides 118 services

21 November 2019
Kulykivka AH.
Modernised joint ASC provides 94 services

12 December 2019
Vertiivka AH.
New ASC provides 149 services

(S) stationary ASC (J) joint ASC (M) mobile ASC

Including the ASCs of the Inception Phase.

2019-2020

VISUAL REPORT

This publication has been produced within the framework of the multi-donor program U-LEAD with Europe, financed by the European Union and its member states - Denmark, Estonia, Germany, Poland and Sweden. The contents of this publication do not necessarily reflect the views of the mentioned donors of U-LEAD with Europe.

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