



Strengthening judicial and non-judicial remedies for the human rights protection of the war-affected people in Ukraine



Council of Europe Project implemented within the framework of the Council of Europe Action Plan for Ukraine: Resilience, Recovery and Reconstruction 2023-2026

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BACKGROUND

Since 2015, the Directorate General Human Rights and Rule of Law (DGI) has provided consistent support to Ukraine on the human rights protection of IDPs and the conflict-affected people. In this context, there have been three successive cooperation projects in Ukraine, all of which have been evaluated very highly and forged concrete results in their respective areas.¹ Issues related to the recognition of birth and death in the temporarily occupied territories; access to pension rights and social benefits; fulfilment of labour rights and a wide range of other legal aspects, have been addressed – to a lesser or greater extent – in the framework of these projects. Moreover, access to justice and redress mechanism for the victims of armed conflict, was among the issues the Council of Europe project on internal displacement in Ukraine had identified as an area where further support should be provided through a targeted project, even before the beginning of the war in Ukraine in 2022.² Following the armed aggression of the Russian Federation against Ukraine in February 2022, and the adoption of the *Priority Adjustments to the Council of Europe Action Plan for Ukraine 2018-2022*, the project on internal displacement (IDP project) adjusted its work plans to respond to the partners' requests for support and the new needs on the ground. Within this framework, the IDP project has, among others, provided support on issues related to access to legal aid and the human rights and judicial protection of IDPs and other war affected people. However, the unprecedented human rights situation and the increasing needs on the ground reiterate the need for a more comprehensive and targeted support on strengthening judicial and non-judicial remedies for the human rights protection of the war-affected people in Ukraine. The Project is, also, relevant in light of:

- The priority measures delineated in the Europe Action Plan for Ukraine “Resilience, Recovery and Reconstruction” 2023-2026 (the Action Plan) prepared in close consultation with the Ukrainian authorities.
- The judicial expertise of the Council of Europe and the rich body of human rights standards, including the jurisprudence of the European Court of Human Rights (ECtHR).
- The reports, resolutions and recommendations of the Parliamentary Assembly (PACE), as well as the recommendations of the Committee of Ministers.
- Priorities of the Ukrainian Government and the requests of the Ukrainian stakeholders for support in the field.

¹ [Strengthening the Human Rights Protection of Internally Displaced Persons in Ukraine](#), implemented between July 2015–December 2017; [Internal Displacement in Ukraine: Building Solutions](#), implemented April 2018–December 2020; [Internal Displacement in Ukraine: Building Solutions - Phase 2](#), implemented between January 2021–December 2022.

² See the 2021 Progress Report of the Project “Internal Displacement in Ukraine: Building Solutions – Phase II”.

ABOUT THE PROJECT

The Project “Strengthening Judicial and Non-Judicial Remedies for the Human Rights Protection of the War-Affected People in Ukraine” (the Project) was designed to address unprecedented deterioration of the human rights situation on the ground, the scale of damage for the war-affected people, and the massive displacement due to the Russian Federation’s aggression against Ukraine. It is based on the achievements of the Project “Internal Displacement in Ukraine: Building Solutions – Phase II” (2021-2022), thus ensuring sustainability of the results previously achieved. The Project was aimed at improving access to justice, human rights protection, and information for war-affected people in Ukraine in line with the Council of Europe human rights and rule of law standards and European good practices. Within the scope of its implementation, the Project pursues gender-sensitive approach and strong engagement of war-affected population.

The Project aims at improving access to justice, human rights protection, and information for the war-affected people within civil and administrative proceedings³. Building, inter alia, on the Council of Europe standards and good practices in the field, the Project provides targeted assistance to various stakeholders with a view to strengthening human rights and rule of law in Ukraine. To achieve its overall objective, the Project encompasses the following three major components:



(1) Improve the national legal framework and data collection on effective remedies for war-affected people in line with Council of Europe human rights and rule of law standards.

Building on the European and international standards, including the case-law of the European Court of Human Rights (ECtHR), the Project supports the national authorities in assessing domestic legislation and policies on the human rights protection of war-affected people as well as relevant compensation and restitution tools at the national level. In addition, the Project promotes data collection tools, including the development of a register of key groups of war-affected people with a view to facilitating access to effective remedies at the domestic level. The Project promotes interagency dialogue among key stakeholders (i.e., parliamentarians, the Ombudsperson Office, relevant ministries, the judiciary, the legal professionals, etc.) to address challenges related to the administration of and access to justice for war-affected people with a focus on the most vulnerable persons.



(2) Strengthen judicial remedies and facilitate access to legal aid on the human rights protection of war-affected people in conformity with European human rights standards and the case-law of the European Court on Human Rights.

Through, among others, expert support and specialised trainings, the Project is focused on strengthening the capacities of the judiciary to apply the European human rights standards, with a focus on the comprehensive jurisprudence of the ECtHR. This will in turn enhance the judicial protection of the war-affected people in civil and administrative proceedings. In addition, the Project aims at highlighting the key role of the judges of the Constitutional Court of Ukraine in protecting human rights and enhancing the rule of law in war and post-war context. Along with compensation, at the domestic level, for the damage caused by the aggression against Ukraine and in accordance with the relevant Committee of Ministers’ decisions, the Project will foster

³ The Project is not addressing criminal prosecution matters for war crimes.

better access to justice, property, social and labour rights, child rights, recognition of civil statuses and crossing the administrative line for the war-affected population including those residing in the temporarily occupied territories and in the places under hostilities. Finally, access to high-quality free legal aid for different categories of war-affected people will be improved through expert support, specialised trainings and in-demand equipment for the free legal aid system and independent providers.



(3) Strengthen access to non-judicial redress mechanisms for war-affected people.

The Project aims at enhancing the knowledge, skills, and methodological guidelines of the Ukrainian Parliament Commissioner for Human Rights (the Ombudsperson) Office to conduct regular monitoring in relation to the restoration of rights of the war-affected people of Ukraine. Special attention will be given to the most vulnerable groups. Through, inter alia, targeted media campaigns, the Project will ensure access to reliable information on existing remedies, redress mechanisms and access to services for war-affected people. Considering the long-lasting consequences of the military aggression, the Project also contributes to educating law students in the field of human rights protection of the war-affected people in line with Council of Europe standards. Every action undertaken in the framework of the Project is carried out in line with relevant decisions of the Committee of Ministers and with due regard to the competence and work of other international organisations on the matter. Close cooperation is pursued with all relevant stakeholders.



Project duration: 01/01/2023-31/03/2025



Total budget: 1 000 000.00 EUR



Project partners: Supreme Court (Верховний Суд)
National School of Judges of Ukraine (Національна школа суддів України)
Ukrainian Parliament Commissioner for Human Rights (Ombudsperson) (Уповноважений Верховної Ради України з прав людини)
Constitutional Court of Ukraine (Конституційний суд України)
Ministry of Justice of Ukraine (Міністерство юстиції України)
Ministry of Social Policy of Ukraine (Міністерство соціальної політики України)
Coordination Center for Legal Aid Provision (Координаційний центр з надання правничої допомоги)
Law Faculties in Ukraine (Юридичні факультети вищих навчальних закладів України)



The President of the Supreme Court, Stanislav Kravchenko:

“ In the face of unprecedented security threats, the judicial system continues to function effectively, developing new judicial practices aimed at ensuring high standards of human rights protection in Ukraine. The judiciary manages to cope with current challenges, particularly thanks to the reliable support of international partners, especially the Council of Europe. ”

The Head of the Administrative Cassation Court within the Supreme Court, Mykhailo Smokovych:

“ Today, Ukraine is in dire need of assistance from the civilised world, a worthy representative of which is the Council of Europe Office. We are fully aware that the support of our international partners is a matter of survival for the Ukrainian people, the Ukrainian state, and each one of us. We are paying a very high price for the freedom of Ukraine and the entire world. However, we know that all democratic countries stand with us. ”



The Head of the Civil Cassation Court within the Supreme Court, Borys Hulko:

“ The approach chosen by the Council of Europe to involve Supreme Court judges, as well as national representatives of the legislative and executive branches, in the Project will foster synergy in implementing effective judicial and extrajudicial mechanisms for the protection of individuals affected by the war. This will strengthen the rule of law and ensure that everyone has the right to fair judicial protection. ”



KEY ACHIEVEMENTS



1. Facilitated the development and adoption of **the State Policy Strategy on Internal Displacement until 2025** and respective Operational Plan;



2. Strengthened **interagency dialogue** and **national policies coordination** towards Internally Displaced Persons (IDPs) and war-affected people rights protection;



3. Fostered the creation of **compensation mechanism for housing loss or damage** caused by the current phase of Russian aggression against Ukraine focussing the support on the **restoration of property rights and synchronisation with the Register of Damage**;



4. Contributed to improving of **judicial remedies for war-affected people** through **targeted capacity building activities for judges and legal professionals** in conformity with Council of Europe standards including the ECtHR case-law related to armed conflicts;



5. Strengthened capacities of **the Office of the Ukrainian Parliament Commissioner for Human Rights** to address the challenges caused by the aggression against Ukraine, including evaluation of the national legal and policy framework and monitoring of war-affected people rights;



6. Enhanced capacities and coordination **among national helplines for IDPs and war-affected people**.



7. **Established platforms for in-depth discussions on progress in reparations and compensation**, ensuring coordination among various initiatives and the international Register of Damage caused by the Russian Federation's aggression against Ukraine.



8. **Supported the establishment of a national compensation mechanism** by developing and implementing the Concept for Improving the National System of Remedies and Support for Individuals Affected by Armed Aggression against Ukraine.



9. **Enhanced judicial remedies for war-affected individuals** by refining and launching a pilot training course for judges on damage compensation related to armed aggression.



10. **Strengthened the capacities of legal aid bureaus, free legal aid centers, independent legal aid providers, and the Ombudsperson's Office** in delivering legal assistance to war-affected individuals and conducting awareness-raising campaigns on access to rights and remedies.



11. **Facilitated the improvement of judicial remedies for war-affected individuals through targeted capacity-building activities** for judges and legal professionals in line with Council of Europe standards, particularly ECtHR case law on armed conflicts. This included organising a study visit to countries that have experienced conflict.

Enhancing the effectiveness of the European Court of Human Rights (ECHR) system:

- Provided essential support in implementing the national legal framework for the protection of human rights, with a particular focus on vulnerable groups, including individuals affected by the war;
- Achieved significant advancements in strengthening judicial remedies for the protection of the rights of war-affected individuals within civil and administrative proceedings;
- Delivered effective assistance in developing mechanisms to secure property rights for war-affected individuals.

Strengthening the protection of human rights for displaced persons and mitigating the adverse impacts of displacement:

- Made substantial progress in delivering legal assistance and policy advice to national authorities, the Ukrainian Parliament Commissioner for Human Rights, and non-governmental organisations (NGOs) concerning the protection of human rights and access to essential services for displaced persons;
- Enhanced the capacities of the Commissioner for Internally Displaced Persons (IDPs), particularly in the development of national policies and the operation of the national hotline for IDPs and war-affected individuals.

Promoting human rights through the effective functioning of national human rights institutions and mechanisms during the war and post-war periods:

- Demonstrated effectiveness in ensuring the continuity of operations of national human rights institutions and mechanisms during wartime and the subsequent recovery phase;
- Provided institutional support to the Ukrainian Parliament Commissioner for Human Rights, enhancing the protection of fundamental rights, ensuring timely responses to gross human rights violations, and monitoring the human rights situation of war-affected individuals.

The Project takes pride in the results achieved under its three components, through diligent collaboration with the national partners.



Improve the national legal framework and data collection on effective remedies for war-affected people in line with Council of Europe human rights and rule of law standards.



As a result of **high-level consultations on national compensation and relief measures for the war-affected people**, the Government of Ukraine, MPs, judiciary, legal professionals, and leading NGOs were empowered to better deal with this specific subject matter. The consultations covered national remedies and redress mechanisms for the war-affected people including documentation of damages and domestic inventories with a view to possible synchronisation with the Register of damage caused by the aggression of the Russian Federation against Ukraine.

The abovementioned group of professionals benefitted from expert assessment of **key gaps in national legislation and policies toward war-affected people and comprehensive recommendations** given in **the Council of Europe Expert Report on Remedies and Redress Mechanisms for War-Affected Individuals in Ukraine** and background research on civil and administrative remedies for the war-affected people and the categories of civilian victims of the aggression against Ukraine under national legislation.

A coordination platform among key international partners working on the remedies and redress mechanisms for war-affected people has been created at the initial meeting held AT the Council of Europe Headquarters in June 2023.



The national authorities were equipped with the recommendations **on improving administrative procedure to facilitate access to the national compensation scheme for housing damage** provided through analytical review of property ownership confirmation and verification procedures.

The adoption⁴ of the **State Policy Strategy on Internal Displacement until 2025 and respective Operational Plan for 2023-2025** is a clear step forward in the achievement of this outcome. The document, elaborated by the Ministry for Reintegration with the Project support, reflects views from several international experts and civil society organisations acting in the field of IDPs rights protection. The Strategy underlines the critical need of coordinated policies on internal displacement and provides for the State support to IDPs at all stages of displacement – evacuation, social adaptation and integration at the new place, their return to home community.

⁴ The State Policy Strategy on Internal Displacement until 2025 and respective Operational Plan for 2023-2025 were adopted by the Government of Ukraine on 7th April 2023



«We appreciate the support of the Council of Europe and civil society organisations which contributed to the development of the Strategy. From now on, we have a clear vision of how to respond to the challenges of internal displacement» – *Deputy Prime Minister Iryna Vereshchuk emphasised.*

The Government of Ukraine carefully monitored the implementation of the Operational Plan. The evaluation showed **a successful performance of 75% of measures** foreseen in the Operational Plan for 2023.

Following the Strategy on Internal Displacement and the Operational Plan, the Government of Ukraine **created a Coordinating Headquarters on implementation of IDPs rights** ([CMU Regulation No. 330 of 18 April 2023](#)) led by the Vice-Prime Minister of Ukraine. The Project actively contributed to the weekly meetings of the Coordinating Headquarters, jointly with the Project on Housing Solutions for the war-affected people.

As a result of effective consultations within the Coordinating Headquarters, among others, **the Coordination Centres for the Support of the Civilian Population** have been created in all regions of Ukraine (according to [the Cabinet of Ministers of Ukraine Regulation № 470 of 9 May 2023](#)); up to 700 **Councils for IDPs** were established as advisory bodies under the regional and local authorities throughout Ukraine (according to [the Cabinet of Ministers of Ukraine Regulation № 812 of 4 August 2023](#)).

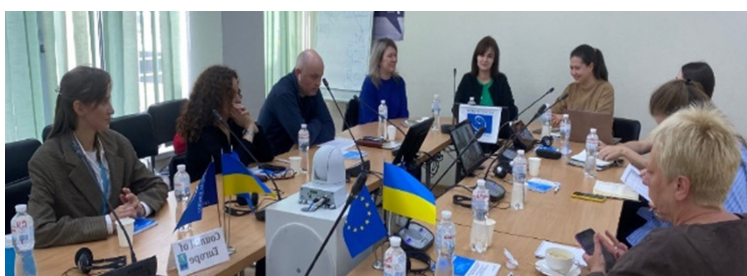
Such developments significantly (a) improve national and regional policies coordination, (b) ensure participatory approach and interagency co-operation towards IDPs and war-affected people, and (c) facilitate access to services for IDPs and other civilians affected by the aggression against Ukraine.

The Ministry for Reintegration and the MPs - members of the Parliamentary Inter-factional Group "IDPs Ukraine" benefitted from expert advice provided in **the analytical review of the state of implementation of the Law of Ukraine "On securing the rights and freedoms of IDPs" and the recommendations on improving the Law on IDPs.**

A **new draft edition of the Law of Ukraine on IDPs rights** with due reference to Council of Europe standards has been finalised and submitted to the Parliamentary Inter-factional Group "IDPs Ukraine" as a ground for legislative initiative.

The **capacities of the national hot-line for IDPs and war-affected** people set up by the Commissioner on IDPs of the Ministry for Reintegration has been strengthened through advanced expert consultations, updated informational materials and in-demand technical support.

In January - November 2023, **the hotline of the Commissioner on IDPs received 120 045 phone calls, and emergency hotline 15-48 of the Ministry of Reintegration of the Temporarily Occupied Territories of Ukraine received 237 588 phone calls.**



The war-affected people benefited from professional advice, tailor-made solutions, and better access to services.

Interagency cooperation and information exchange on IDPs and war-affected people matters among the helplines established by the national authorities and the civil society actors have been improved. It allowed (a) to avoid duplications of calls and case management, (b) to develop referral pathways to reduce the helplines overloading, (c) to raise efficiency of the helplines' operations, and (d) to ensure access to reliable information for IDPs and war-affected people.



As a result of **in-depth discussions regarding the progress of reparations and compensation efforts, facilitating coordination among various initiatives, as well as the international Register of Damage Caused by the Aggression of the Russian Federation Against Ukraine**, the Government of Ukraine, MPs, judiciary, legal professionals, and leading NGOs were empowered to better deal with this specific subject matter. The exchange focused on key issues on implementation steps recommended **by the Council of Europe in its expert report "On Remedies and Redress Mechanisms for War-affected Individuals in Ukraine"**. It aims to assist the Ukrainian authorities in their efforts to provide victims-centred remedies and redress, rooted in the European Convention on Human Rights, the case-law of the European Court of Human Rights and the recommendations of the Council of Europe Committee of Ministers, as well as international humanitarian and customary international law.



The national authorities were equipped with the **Concept of Improving the National System of Legal Protection and Support for Persons Affected by Armed Aggression Against Ukraine**.

As a result of **fruitful discussions**, specific solutions and mechanisms were developed to address Compensation and Reparation for Damage caused by the aggression of the Russian Federation against Ukraine, taking into account the needs of people directly affected by the conflict. The discussions focused on coordinating international and national mechanisms, as well as designing effective methods for monitoring and evaluating their operation.



Law of Ukraine «On the Registration of Information on Damage Caused to the Personal Non-Property Rights of Individuals Due to the Armed Aggression of the Russian Federation against Ukraine» was adopted on November 20, 2024. This law defines the legal and organisational framework for creating and operating the system for recording information on damage caused to the personal non-property rights of individuals as a result of the armed aggression of the Russian Federation against Ukraine. It also regulates legal relations related to the creation and functioning of the Register of Information regarding children deported or forcibly displaced due to the armed aggression of the Russian Federation against Ukraine.

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Following the round table discussion on «Accessing Compensation for Housing Destruction: Challenges in Validating Property Rights and Paths to Resolution», Recommendations on improving the administrative procedure for confirming ownership of destroyed or damaged property for the purpose of receiving compensation were presented. These recommendations were prepared by experts from the NGO «Get it back» with the support of the Project.

Subsequently, these recommendations formed the basis of Draft Law **No. 11440 dated 24.07.2024**, which proposes amendments to the Law of Ukraine «On State Registration of Property Rights to Real Estate and Their Encumbrances» to ensure a mechanism for state registration of property rights to real estate in the absence of access to technical inventory bureau materials (Draft Law was adopted in principle on December 19, 2024).

The Project in collaboration with the **Housing Project** supported the **International Human Rights Conference «A Decade 2014-2024: Reclaiming Human Rights. Preserving Democracy»**, organised by the Ukrainian Parliament Commissioner for Human Rights. The Secretary General of the Council of Europe, Alain Berset, who was on a working visit to Kyiv, addressed the participants with an opening speech. Specifically, the Project supported the **panel discussion «Between the Lines: Declarations and Realities in Protecting the Rights of IDPs»** which featured participation from representatives of the Commission, the Office of the President, regional authorities, and NGOs working to protect the rights of internally displaced persons.





Strengthen judicial remedies and facilitate access to legal aid on the human rights protection of war-affected people in conformity with European human rights standards and the case-law of the European Court on Human Rights



280 judges and legal professionals (170 off-line and 110 online) gained insights on the role of the judiciary during the war and post-war reconstruction, the court protection of human rights for war-affected people and compensation for war-related damage due to comprehensive presentations, exchange and discussions at the **high-level International Judicial Conference “The Role of the Judiciary in Overcoming the Challenges of War”**. The participants of

the Conference and the judges - developers of the training course for judges on compensation for damage caused by the aggression against Ukraine, were equipped with new knowledge on **the ECtHR case-law on the right to property** (Art. 1 Protocol No. 1 to the ECHR); **the right to an effective remedy** (Art. 13 of the ECHR) and **the just satisfaction awarded in cases related to armed conflicts**.

At least **184 judges, legal professionals and academics** raised their awareness on the court protection of the social rights at the wartime and the ECtHR case-law related to social rights and judicial protection in the context of implementation of the right to an effective remedy for the war-affected people through **the Sixth International Scientific and Practical Conference «Administrative Justice in Ukraine: Problems of Theory and Practice. Social Rights. Challenges of Wartime»**. The participants also benefitted from the publication of **a comprehensive collection of theses of the reports prepared in the scope of the Conference and a collection of legal positions of the Supreme Court on the protection of social rights**.



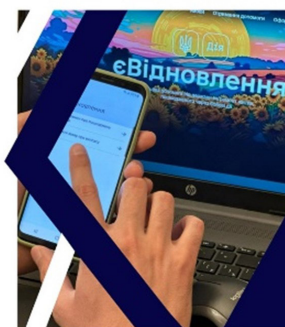
The distant learning training materials on IDPs and war-affected people rights for lawyers developed in 2022 and finalised in 2023 were mastered by 2200 legal professionals: 2000 lawyers gained new knowledge trough attending the respective webinars and over 200 lawyers completed a distant learning course on IDPs and war-affected people rights on the FLA learning platform. The learning process was facilitated by the Coordinative Center on Legal Aid provision in cooperation with the Project.



42 legal professionals and officials responsible for IDPs related policies or provision of services to IDPs benefited from the launching of the Council of Europe HELP course on Internal Displacement and a comprehensive training on international and European standards on IDPs' rights protection, including the relevant ECtHR case-law, as well as Ukrainian legislation and practice on internal displacement.

Онлайн-семінар на тему:

Процедури підтвердження та припинення права власності на нерухомість у контексті доступу до компенсації:
юридичні аспекти, практичні алгоритми, кейс-стаді



98 members of the local compensation commissions, local authorities' representatives, and specialists from the centres for administrative services involved in processing compensation applications from Kyiv, Chernihiv, and Mykolaiv regions gained new knowledge and improved their skills in implementation of **property ownership confirmation and verification procedures in the context of access to compensation for housing damaged or destroyed during the war.**

At least 100 judges and legal professionals enhanced their understanding of administrative justice in the context of European integration processes during the VII International Scientific and Practical Conference, **«Administrative Justice in Ukraine: Problems of Theory and Practice. Judicial Protection of Political and Civil Rights and Freedoms in the Pre-War, War, and Post-War Period»**. Key topics discussed included the protection of the right to access public information, the right to appeal to public authorities and local governments, and the responsibilities of their officials and civil servants. The conference also addressed the protection and limitations of the freedom of association in political parties and public organisations, as well as the realisation of the right to peaceful public assemblies.



From October 14 to 17, 2024, the Project together with **the Judiciary Project** supported a **Study visit of a delegation of Ukrainian judges and representatives of the National School of Judges of Ukraine, who are developing a comprehensive training course on compensation for damages caused by aggression against Ukraine** to Croatia and Bosnia and Herzegovina.

At least 200 judges, legal professionals, and academics enhanced their understanding of key topics during the **XII Annual International Forum on the Practice of the European Court of Human Rights.**





The Project supported the international seminar-workshop «**Is the Right of a Person Effective Without the Right to Its Effective Protection: The Question of Compensation for Violated Rights Due to the Recognition of an Act as Unconstitutional**», organised by the Supreme Court.

The Project provided grant support to three Ukrainian NGOs with the aim to:

- 1) Strengthen the capacities of target stakeholders to offer legal support to war-affected people in Ukraine.
- 2) Implement awareness campaigns on access to rights and remedies for war-affected individuals.



Key achievements of the grants include:



1. **Five webinars, three workshops**, and the development and launch of a comprehensive online course to enhance the capacity of legal professionals to provide trauma-informed legal aid, particularly to individuals affected by war-related traumatic events.



2. The reach of **8,000 individuals** through video recordings, animated presentations, and visual notes based on webinars. A total of **342 legal professionals** attended the webinars and workshops, gaining valuable knowledge of trauma-informed practices.



3. The workshops provided practical skills to **81 lawyers**, preparing them to effectively support clients affected by trauma.



4. The online course “**Trauma-Informed Approach in the Work of a Lawyer**” was developed and launched, featuring six thematic modules, video lectures, reading materials, and assessments. By the end of the reporting period, **116 lawyers** had enrolled in the course.



5. **Six legal aid centres** resumed and strengthened their operations in frontline cities and towns, ensuring continued legal support for vulnerable groups.



6. Critical **equipment** was procured and distributed to legal aid centres operating in frontline regions.



7. **Twelve regional psychological support events** were conducted, focusing on the specific needs of employees and lawyers working in free legal aid centres of the Ministry of Justice of Ukraine.



8. Lawyers received **practical stress management tools**, helping to enhance the emotional resilience of legal aid centre staff and lawyers.



9. **Four online courses** were developed and implemented for lawyers to improve their qualifications in supporting war-affected people, war damage compensation, IDP rights, and inheritance law in de-occupied territories.



10. **Information materials** were developed on 10 legal topics, with employees (lawyers) of free legal aid centres in target areas contributing to the creation of practical resources on legal issues.



11. **Expert support was provided** in processing **61 draft legal acts** related to the rights of individuals affected by the armed aggression against Ukraine, which were received by the Secretariat of the Ukrainian Parliament Commissioner for Human Rights, as well as those registered in the Verkhovna Rada of Ukraine or developed by the Government.



12. **21 proposals** were prepared to improve legal acts regulating the rights of individuals affected by the armed aggression.



13. **20 online training sessions** were held for regional offices of the Ukrainian Parliament Commissioner for Human Rights and regional coordinators working with the public on protecting the rights of individuals affected by the armed aggression against Ukraine.



14. **768 specialists** enhanced their knowledge and skills in protecting the rights of war victims.



15. The online training topics were based on a survey of **74 representatives** from the Ukrainian Parliament Commissioner for Human Rights and regional coordinators.



Strengthen access to non-judicial redress mechanisms for war-affected people



Human rights protection of the war-affected people is enhanced due to the implementation of the recommendations given in the **Special Report** of the Ukrainian Parliament Commissioner for Human Rights on the Observance of the Rights of Persons Affected by the Armed Aggression of the Russian Federation against Ukraine (delivered in December 2022) with the Council of Europe support. In 2023 the Project supported a series of monitoring activities that were summarised in the

assessment report which shows that out of **53 recommendations** provided to address key human rights concerns from the Russian armed aggression against Ukraine, **36 recommendations** were successfully implemented, while **16 recommendations** are currently being implemented.

The **Commissioner highlighted** that in 2023 the rights of **over 10,000 people affected by the aggression against Ukraine** have been restored by the Ombudsperson and in many cases, it was achieved due to the implementation of the recommendations of the Special Report by the national authorities.

Human rights monitoring of the war-affected people by the Ombudsperson



Office was improved through developing of the methodological guidelines on IDPs rights monitoring and the operational guides on monitoring of war-affected people rights observance by local departments of social protection, the Pension Fund departments, and local authorities.

It should be noted that at this stage the war affected people have not benefitted from improved monitoring methodologies since the later were not yet applied. The piloting and implementation is planned for 2024.

The **Ombudsperson Office capacities to restore human rights of war-affected people** in close cooperation with civil society organisations has been strengthened through provision of in-demand IT equipment and supplies.



Two-day field meeting of the working group on redress mechanisms for persons affected by the armed aggression against Ukraine was held. Under the general moderation of Ombudsman Representative, the Project team, as well as NGOs representatives the participants contemplated the key steps for the improvement of the national relief measures and redress mechanisms for damage caused by the Russian aggression

against Ukraine. Particular attention was paid to the synchronisation of national legal and regulatory framework with the Registry of Damages for Ukraine as a first component of the future international compensation mechanism considering the key conclusions and recommendations of **the Council of Europe Expert Report on Remedies and Redress Mechanisms for War-Affected Individuals in Ukraine**.



Essential IT equipment (14 laptops with software) was delivered to the Coordination Center for Legal Aid Provision to ensure the uninterrupted operation of the Free Legal Aid offices amid unstable energy supply caused by the Russian Federation's aggression against Ukraine.

This support aims to enhance the functionality of the Free Legal Aid offices that were damaged or relocated due to the Russian Federation's aggression against Ukraine. The provided IT equipment plays a key role in improving the efficiency and responsiveness of these offices, enabling them to better meet the growing demand for legal support among the war-affected population.



An informational campaign (including services for the production, placement, publication, and distribution of informational products) for the state institution Coordinative Centre for Legal Aid Provision was conducted, aimed at improving the visibility of the services provided by the Centre and increasing the flow of clients to the Centre. The

campaign included a **comprehensive analysis of the Centre's current information policy**, which led to the development of detailed recommendations for enhancing the communication strategy of the Free Legal Aid System for the next three years.

As part of the campaign, information brochures were produced in Ukrainian, with **20,000 copies distributed**, offering key information about the Centre's services and war-affected people rights.

The campaign also featured an external advertising initiative that included:

- **Billboards placed in key locations in Lviv and Dnipro** (15 placement).
- **Information boards in the metro systems of Kyiv and Kharkiv** (15 stations).
- **Citylights in Lviv and Dnipro** (15 locations).
- **Posters in Intercity trains on multiple routes – 118 trains** (e.g., Kyiv-Kharkiv, Kharkiv-Kyiv, Kyiv-Dnipro, Dnipro-Kyiv, etc.).



The total reach of the external advertising was **1 725 000 individuals**.



An **online advertising campaign** was also carried out, using: Meta Ads and Google Ads, significantly increasing traffic to the Centre's website and boosting the number of legal aid requests.

- **Meta Ads: 4,471 clicks, 1,513 applications, 542,630 impressions, 213,573 unique users**
- **Google Ads: 34,592 clicks, 1,184,839 impressions, 637,596 unique users**

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The Council of Europe is the continent's leading human rights organisation. It comprises 46 member states, including all members of the European Union. All Council of Europe member states have signed up to the European Convention on Human Rights, a treaty designed to protect human rights, democracy and the rule of law. The European Court of Human Rights oversees the implementation of the Convention in the member states.

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