

CITIZENS' ASSEMBLY

OBOLON DISTRICT, KYIV 2026 - Ukraine

? | *How can we support veterans and their families?*

A growing number of veterans are returning to Kyiv and experiencing difficulties adapting to everyday life. The city's infrastructure, services and communities are not always prepared to meet their needs. Many residents are also unaware of the scale of these challenges.

The assembly brought together **45 randomly** selected residents of Kyiv's Obolon district, reflecting the diversity of the district in terms of gender, age, education and place of residence. Over three weekends (6 days) of learning, dialogue and deliberation, assembly members explored the challenges faced by veterans and their families, engaged with experts and people with lived experience, and developed **24 recommendations** for city and district authorities. The recommendations aimed to improve access to information, services and support, strengthen co-ordination between institutions, and facilitate veterans' reintegration into community life.

Recommendations (highlights)

- Develop a Veteran Family Profile to systematically identify and assess the needs of veterans and their families, supporting more targeted and responsive local policies.
- Improve digital services for veterans, including the "Defenders' Electronic Cabinet" within the Kyiv Digital platform.
- Create an interactive map of services and opportunities for veterans and their families, integrated into Kyiv Digital.
- Establish a mobile service office to improve access to information and support for veterans and their families.
- Create a dedicated veterans' support and interaction space in Obolon district, providing opportunities for assistance, communication and community engagement.
- Strengthen co-ordination and information-sharing between municipal institutions, service providers and civil society organisations.
- Improve accessibility of public spaces, facilities and services, including regular accessibility monitoring.
- Provide specialised training for public officials and service providers working with veterans and their families.
- Promote mutual understanding between veterans and civilians through information campaigns, education and community dialogue.

THE CONGRESS LE CONGRÈS
COUNCIL OF EUROPE CONSEIL DE L'EUROPE