CITIZENS' ASSEMBLY

IN THE OBOLON DISTRICT OF KYIV

«How can we support veterans and their families?"»

(April–May 2026)











The citizens' assembly is a widely recognised deliberative democracy tool that brings residents together to tackle pressing public issues and shape actionable recommendations for authorities.

In Ukraine, the first citizens' assemblies were held in the Zviahel and Slavutych municipalities in 2024 with the support of the Council of Europe. In 2026, three more assemblies were organised: in the Rivne municipality, the Obolon district of Kyiv and the Lviv agglomeration.

A citizens' assembly involves an in-depth and structured process of jointly developing solutions. Participants first explore the topic and receive all the necessary information from independent experts and relevant stakeholders. Working in small groups with the support of professional facilitators, residents analyse key challenges, consider possible solutions and formulate their recommendations.

A total of **45 members** were selected for the citizens' assembly in the Obolon district of Kyiv, reflecting the diversity of the community in terms of sex, age, **level of education and area of residence**. For the majority of members, this marked their first experience with civic participation.

Over the course of three sessions held on three weekends, the assembly members jointly developed **24 recommendations**. These were submitted to the local authorities, which committed to considering them and identifying appropriate ways to translate them into concrete measures.

"I was so struck by the problems faced by veterans and their families that I personally decided to become a volunteer mentor to support a veteran." – citizens' assembly member

"It's wonderful that community members are being involved to ensure a broader consideration of this important issue. The participation of experts and veterans in this process is also crucial." – citizens' assembly member

"As a volunteer with the Armed Forces of Ukraine, I found it really interesting and informative to talk to like-minded change-makers. Thank you for this opportunity!" – citizens' assembly member

RECOMMENDATIONS

Physical accessibility		
1	Conduct an accessibility assessment	**71.18%**
2	Appoint an authorised official to oversee compliance with accessibility requirements	**70.59%**
3	Ensure the mandatory participation of an accessibility expert on commissions responsible for accepting newly constructed or renovated facilities	**70.00%**
Data and inter-agency cooperation		
4	Compile a list of the needs of veterans and their family members at the district and city levels using a "Veteran Family Profile" format	**88.97%**
5	Introduce joint data sharing between entities that provide services to veterans and their families	**74.71%**
6	Involve all local self-government bodies in raising awareness of the services and benefits already available to veterans and their families	**73.53%**
7	Introduce quarterly coordination meetings between service providers and e-services for veterans and their families (local self-government bodies, district state administrations, civil society organisations (where agreed), and municipal enterprises and institutions)	**61.18%**
Digital services and raising awareness of opportunities		
8	Improve the Defenders' Electronic Cabinet, a one-stop shop for veterans and their families, on the Kyiv Digital services portal	**77.06%**
9	Launch a 24-hour hotline at district level for veterans and their families, operated by the district's Military Hub office	**74.12%**
10	Support family members who have a veteran in their care	**74.12%**
11	Produce a series of educational and motivational promotional videos featuring local veterans, highlighting the opportunities and support available to veterans and their families, along with QR codes and printed outreach materials for distribution in public places	**70.00%**
12	Create an interactive map of opportunities/activities/services for veterans and their families, featuring locations of veteran-run businesses, services and medical facilities to be integrated into the Kyiv Digital app	**68.82%**
Social infrastructure, services and support for veterans		
13	Provide training and professional development for veterans' assistants and staff of the Administrative Services Centre (ASC) and District State Administration (DSA) who provide services to veterans and their families	**77.65%**
14	Establish a travelling mobile service office/hub for veterans and their families, as well as the families of those killed in action, missing in action and prisoners of war	**74.71%**
15	Improve access for veterans and their families to high-quality social services (by equipping Administrative Service Centres with wayfinding systems, soundproof partitions, children's play areas and additional payments for specialists)	**70.59%**
16	Introduce compulsory training for teaching staff on providing first aid and initial psychological support	**65.88%**
17	Provide parents with the option of leaving their children in nurseries and primary schools until 8.00 pm in after-school care groups, and to ensure engaging leisure activities for children	**51.76%**
Veterans' spaces and communities		
18	Involve CSOs, charitable foundations, solicitors' practices and law firms, under social procurement arrangements, in developing the veteran community space and providing services within it	**73.53%**
19	Create a space for empowerment, support and interactions among veterans in the Obolon District	**72.94%**
20	Set up and promote support groups and social spaces for veterans, their families and civilians	**69.41%**
Society's attitude towards veterans and effective communication with them		
21	Ensure the systematic involvement of veterans in the educational process to foster patriotic values among young people in educational institutions in the Obolon District	**72.35%**
22	Recommend that the Education Department of the Obolon District State Administration conduct training for teaching staff at the district's educational institutions on the appropriate manner of communicating with veterans	**70.00%**
23	Display information on public transport regarding 1) common ground between civilians and veterans, 2) debunking myths about certain mental health conditions among veterans, and 3) how veterans' experiences can be applied to civilian life	**69.41%**
24	Produce a series of social awareness videos showcasing examples of positive communication between civilians and veterans, and broadcast them on television and disseminate them through social media	**65.29%**

Citizens' assembly webpage

Citizens' assembly report

Video about the citizens' assembly

The citizens' assembly was prepared and implemented within the framework of the Council of Europe Action Plan for Ukraine "Resilience, Recovery and Reconstruction" 2023–2026, as part of the project "Strengthening multilevel governance and local democracy to support Ukraine's recovery", implemented by the Centre of Expertise for Multilevel Governance at the Congress of Local and Regional Authorities of the Council of Europe.