Evaluation of the Project

Promoting Mainstream Policies and Services for People with Disabilities in Ukraine (2nd phase)

Report

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PROJECT INFORMATION

Project name	Promoting Mainstream Policies and Services for People with Disabilities in Ukraine Programme
Project ID	00105623
Corporate outcome and output	CPD Outcome: "By 2022, women and men, girls and boys participate in decision-making and enjoy human rights, gender equality, effective, transparent and non-discriminatory public services" CPD Output 1.1: "Regional and local authorities have scaled up knowledge and skills to engage communities in planning, coordination, delivery and monitoring of public services provision" CPD Output 1.2: "National institutions, systems, laws and policies advance the equitable realization of human rights, especially among vulnerable groups"
Country	Ukraine
Region	RBEC
Date project document signed	03 August 2017
Project dates	Start: September 2017 Planned end: February,2019
Project budget	Total project cost: USD 288,584.00, including USD 200,000.00 from UNPRPD
Project expenditure at the time of evaluation	USD 183,448.00 spent as of 19/02/2019 out of UNPRPD allocated funds
Funding source	UNPRPD
Implementing party	UNDP, ILO, WHO

Contents

CP – Country Programme

CPD – Country Programme Document

ILO – International Labour Organization

M&E – Monitoring and Evaluation

MoH – Ministry of Health of Ukraine

MoSP – Ministry of Social Policy of Ukraine

NADU – National Assembly of People with Disabilities of Ukraine

NGO – Non-Governmental Organization

NUWEE – National University of Water and Environmental Engineering

SDG – Sustainable Development Goal

UD – Universal Design

UNDAF – United National Development Assistance Framework

UNDP – United Nations Development Programme

WHO – World Health Organization

The Programme Promoting Mainstream Policies and Services for People with Disabilities in Ukraine (hereinafter "the Project") was designed to introduce and promote the Universal Design concept and its principles. Project activities were centred around the improvement of quality of life and access to services for people with limited mobility and the provision of equal opportunities for all community members.

The Project was implemented in the course of seven years and has been divided into two phases: 1) Phase 1 taking place from December 2012 to March 2015; 2) and Phase 2 from September 2017 to February 2019.

The Final Evaluation Report (hereinafter referred to as "the Evaluation") assessed whether the Project had achieved the results outlined in the project documents. Further, the Evaluation attempted to measure the impact that the Project might have had on the development landscape in Ukraine. While the Evaluation primarily focused on evaluating the outcomes of Phase 2 of the Project, it also managed to assess the immediate results of the awareness-raising activities, by monitoring and analysing Project's online outreach during the implementation timeline of Phases 1 and 2. In its work the Evaluator applied a mix of quantitative and qualitative methods to ensure the delivery of an evidence-based report.

The Evaluation findings confirmed the relevance of the activities in achieving the Project targets. The Project was in line with at least seven SDGs and fully aligned with UNDP Country Programme Document/UN Partnership Framework for 2018-2022 and UNDP Strategic Plan for 2018-2022. The Project took into account the priority needs of people with disabilities, with its activities designed to address the present challenges. The direct beneficiaries of the Project (i.e. people with disabilities and people with limited mobility) have expressed ownership of the Project. The beneficiaries were involved in the design and implementation of the Project and considered it as highly relevant to their priority needs.

The Evaluation deemed the Project outputs to be effective in achieving the project outcomes, achieving and even exceeding the planned targets. The Project focused at the local level decision-makers and stakeholders, allowing to gain the abovementioned results in a rather short timeframe of 18 months. This helped to reach immediate results and to apply the Universal Design principles on the ground by establishing ten models in different geographic locations. The broader long-term impact of the Project is uncertain, since little efforts have been invested in making the Universal design principles an integral part of the public service provision at a national scale. Nevertheless, the sustainability of specific Project results was achieved, by developing the educational programmes and providing recommendations to legislation in the areas of employment and labour of people with disabilities. Further, the long-term impact might be further sustained if the national stakeholders (e.g. universities and ministries) will continue the implementation of the Universal Design principles in their work.

The Project mainstreamed gender considerations by addressing specific needs of women – universal design mini-projects addressed needs of women with baby strollers, pregnant women, women who are breastfeeding, and women that are unable to leave a child with a caregiver, while applying for and receiving social services. Based on the Evaluation findings, one of the recommendations would be to collect disaggregated data on different groups of people with disabilities and limited mobility, as a part of Project monitoring, which among other things includes advocacy for the introduction of data disaggregation by sex and age in national statistics on people with disabilities and limited mobility.

The Evaluation also found that the Project efficiency was high, considering that the partners' investments into the Project were above the initial expectations and constituted almost a half on top of the funds allocated to the Project by the donor. These results were achieved thanks to well-established linkages of the Project with other UN agencies, as well as with a broad range of stakeholders: local level authorities, business and NGOs, universities and public service providers and others.

The recommendations from the evaluation report are designed to provide advices on how to achieve better sustainability of the Project efforts. Further, the recommendations include guidelines for a more systematic approach in promoting the UD principles in future interventions.

The United Nations Development Programme (hereinafter – UNDP) jointly with World Health Organization and International Labour Organization in partnership with the Ministry of Social Policy of Ukraine, Ministry of Health of Ukraine, and local authorities and civil society partner have been implementing the second phase of the Project "*Promoting Mainstream Policies and Services for People with Disabilities in Ukraine*" (hereinafter referred as "the Project"). The project was implemented from September 2017 till February 2019.

A key focus of the second phase of the Project was to ensure the sustainability and scaling-up of the results achieved during the first phase. The Project continued the promotion of accessibility and universal design standards to ensure the sustainability and scaling up of the results achieved during the first phase implemented during December 2012 – March 2015. The project aimed to promote principles of accessibility and universal design standards in products, services, academia and infrastructure. Introduction and application of these principles would allow greater social inclusion of persons with disabilities and contribute to the removal of the existing barriers that prevent or limit equal access to services and facilities.

The second phase of the Project facilitated the implementation of the CRPD Articles[1] and contributed to the achievement of Agenda 2030[2], namely: SDG 3 (on Good health and well-being), SDG 4 (on Quality education), SDG 5 (on Gender equality and empowerment of all women and girls), SDG 8 (on Productive employment and decent work for all), SDG 9 (on Resilient infrastructure, promotion of inclusive and sustainable industrialization and innovation), SDG 11 (on Inclusive, safe, resilient and sustainable cities and human settlements).

The Project operated at both national and subnational levels, involving a variety of key stakeholders to achieve the following goals:

I. enhancing access to regular full-time employment for persons with disabilities, especially ensuring equal rights for men and women with disabilities;

II. improving access to healthcare services for persons with disabilities with a focus on women and children with disabilities;

III. eliminating barriers to services for people with disabilities by supporting local initiatives for universal design in goods, services, infrastructure, and information;

IV. conducting an awareness raising campaign on disability, accessibility and universal design among key stakeholders and the broader public.

During the second phase, advisory support was provided to a wide range of local stakeholders. The support was rendered to local authorities, service providers, professionals and students working in areas, such as: health, architecture, education, municipal planning, legal governance, child development, and labour market. The rationale was to create employment opportunities to ensure proper implementation of Universal Design principles and sound inclusion of people with disabilities and other vulnerable groups.

The Final Evaluation Report (hereinafter referred as "the Evaluation") covers the Project's second phase period from September 2017 till December 2018 and elaborates on its achievements against planned results. It is expected that the evaluation recommendations and results will be used by UNDP managers

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[1] CRPD Article 4 (on General obligations), Article 9 (on Accessibility), Article 23 (on Respect for home and the family), Article 25 (on Health) and Article 27 (on Work and employment).

[2] For further details please see UN GA Resolution on Transforming our world: the 2030 Agenda for Sustainable Development

to plan further activities and shared among the interested stakeholders. The findings of the evaluation will contribute to the collective knowledge and lessons learnt on a national and international scales.

The Evaluation covers all activities undertaken in the framework of the second phase of the Project. The main purpose of the Evaluation was to:

I.   assess whether the Project has achieved the results outlined in the project documents;

II.   and to critically examine the presumed causal chains, processes and contextual factors that enhanced or impeded the achievement of the results.

The achievements of the Project results were assessed and analysed to generate concrete lessons learned. These lessons can both improve the sustainability of project results and better position other UNDP activities. The evaluation was built on the experiences, achievements and lessons learned emanating from the project implementation to propose recommendations for further UNDP interventions.

The evaluation compared planned outputs against actual outputs and assessed the actual results to determine their contribution to the attainment of the Project's objectives. An assessment of the Project performance was carried out, based against expectations set out in the project document which provides performance and impact indicators for Project implementation along with their corresponding means of verification. The evaluation assessed the extent to which the Project was successfully mainstreamed with UNDP strategic priorities.

The evaluation of the Project performance was carried out against the expectations set out in the Project description document and multi-year workplan, which provided performance and impact indicators for the Project monitoring along with their corresponding means of verification.

Limitations of the evaluation

The following limitations were identified by the evaluator:

-     **Limited timeframe to conduct the evaluation.** Development of instruments, their approval, fieldwork, as well as analytical work and the preparation of the evaluation report had to be carried out in a month due to the short project cycle. Some of the project activities were still in the process of implementation and it was difficult to confirm some of the results.

-     **Partial availability of data disaggregated by sex and types of vulnerability.** Given the limitation in the evaluation methods and the timeframe indicated in ToR, data collection methods of the Project, it was impossible to study how the Project met the needs of different groups of population (women, men, children, elderly, people with disabilities, etc). For instance, data regarding the beneficiaries reached by the project through informational campaigns like "Weekend of Unlimited Opportunities" was not initially disaggregated by sex, age and other types of vulnerabilities;

-     **Limited feedback received from Government.** Some key stakeholders from the government, like the Ministry of Social Policy declined an invitation for the interview, limiting the scope of the evaluation and comprehensiveness of the recommendations and lessons learnt;

-     **Impact assessment**. Some limitations of the assessment of the impact were faced in the process of evaluation. Given the fact that the impact can only be measured in the long-term perspective and only a few years after the completion of a project, it was difficult to measure the impact due to a short time frame of the project. Thus, the key focus was given to the assessment of the outputs and outcomes of the project activities implemented over the given timeframe. It should be taken into account that the project document methodology differs from definitions of UNDP

corporate RBM standards[3]. The "outputs" and "outcomes" were taken in the meaning provided in the project documentation. This evaluation, however, assessed the extent to which the achieved results could contribute to the long-term goal (impact). The evaluation attempted to capture some of the "emerging impacts", and identify the factors affecting the achievement of the impact. Evaluation of the impact was mainly based on the findings of the online survey and media monitoring results;

- **Narrowed media monitoring.** Media monitoring was narrowed down to the web-search engines taking into account that the key awareness-raising channels used by the Project were internet-based. This method had limitations since it did not include printed media monitoring and television. However, given the limited Project budget allocated on the awareness-raising activities, limited funds for the evaluation survey and strict timeframe of the evaluation, this method was deemed as the only available tool to measure the Project's outreach.

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[3] As per UNDG RBM handbook, 2011 the definitions are as follows: *impact* implies changes in people's lives; *outcomes* represent changes in the institutional and behavioural capacities for development conditions that occur between the completion of outputs and the achievement of goals; *outputs* are changes in skills or abilities and capacities of individuals or institutions, or the availability of new products and services that result from the completion of activities within a development intervention within the control of the organization.

The evaluation assessed project performance through the analysis of five commonly used OECD - Development Assistance Committee (DAC) evaluation criteria, namely: relevance, effectiveness, efficiency, sustainability and impact. In addition to these criteria, the evaluator assessed one more criteria: effectiveness of the project in coordination with other partners (i.e. networks/linkages) and summarised the lessons learned from the project. The assessment of the evaluation criteria took into consideration gender issues and vulnerable groups.

The evaluation used a mix of quantitative and qualitative data to ensure that the data gathering and analysis process delivered evidence-based qualitative and quantitative information. This included the assessment of the performance indicators set against the project results, monitored during the project implementation cycle. In addition to the desk review, the following tools were used: **web media monitoring, key informant interviews, online quantitative survey and observation.**

In the process of evaluation the following primary and secondary data collection methods were utilised:

Primary data collection methods:

I. **Semi-structured in-depth qualitative one-on-one key informant Interview(s) with key partners and stakeholders.** The interviews were carried out with UNDP project management, UNDP senior staff involved in strategic planning, M&E, UNDP consultants, with ILO, National Assembly of People with Disabilities of Ukraine, local stakeholders and grantees (see Annex 3 list of people interviewed);

II. **Surveying.** An online questionnaire was developed and send out to target group representatives: partners, grantees, and Universal Design School participants to measure the impact of the project interventions on their awareness about Universal design as well as to identify whether they utilised Universal Design principles in their practical work;

III. **Observation:** The evaluator took part in the Universal Design Summit on February 7, 2019 where the key stakeholders and partners reported on relevant achievements within the Project and its impact.

Secondary data collection methods:

I. **Project documentation review (desk review).** Desk review foreseen study of existing documentation, including both quantitative and descriptive information about the Project, its outputs and outcomes.4 The analysis of all project-related results against the set targets was also a part of the desk review;

II. **Media monitoring of the web-resources and web content analysis.** This method aimed to identify the emerging impact of the project activities toward awareness about universal design, its understanding and interpretation by the local stakeholders in the web. As a result, representation and coverage of the universal design concept in the Ukrainian segment of the internet ranging from the period of January 2011 to January 2019 was studied. The phrase Universal design in Ukrainian ("Універсальний дизайн") was used for web content analysis using the Google search engine. The first 30 resources presented by Google by each year were studied and analysed using MS Excel office tools.

The evaluation assessed the Project performance against the following review criteria: **relevance, effectiveness, efficiency, sustainability and impact**. The report was structured along the main evaluation questions deriving from the above-mentioned criteria, and more specifically, it covered the following

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[4] This included, inter alia, the following: documentation from capacity development activities (workshops, UD School, trainings), project progress reports to the donor, reports of the grantees, and other relevant evidence.

assignments:

Relevance:

    I.   Assess the contribution of the Project towards the achievement of national objectives, UNDAF goals/outputs and UNDP Strategic Plan;

   II.   Assess the relevance of Project activities to reach the outcomes, and the contribution of activities to the results outlined in the project document.

Effectiveness:

    I.   Review whether the Project has accomplished its outputs;

   II.   Assess the performance of the Project with particular reference to qualitative and quantitative achievements of outputs and targets as defined in the project documents and work-plans and with reference to the Project baseline;

  III.   Analyse the underlying factors within and beyond implementing agency's (UNDP) control that affect the Project (including analysis of the strength, weaknesses, opportunities and threats affecting the achievement of the Project);

  IV.   Assesses to what extent the Project has addressed gender considerations and promoted gender equality throughout its implementation;

   V.   Assesses to what extent the Project has addressed people with disabilities considerations and promoted their inclusion throughout its implementation.

Efficiency:

    I.   Assess whether the Project has utilized Project funding as per the agreed work plan to achieve the projected targets;

   II.   Identify factors and constraints, which have affected the Project implementation including technical, managerial, organizational, institutional and socio-economic policy issues in addition to other external factors unforeseen during the Project design.

Sustainability and Impact:

    I.   Assess preliminary indications of the degree to which the Project results are likely to be sustainable beyond the Project's lifetime;

   II.   Assess the sustainability of the Project interventions in terms of promotion of the principles of Universal design and accessibility issues;

  III.   Assess the impact on public awareness on Universal design and accessibility principles and the rights of people with disabilities.

Network / Linkages:

    I.   Assess the contribution of the Project to mainstreaming disability related activities and initiatives into UNDP CO and other programmes and projects of UN/UNDP, such as Recovery and Peacebuilding Programme aimed at the restoration of the conflict affected regions of Ukraine, Governance and Reforms programme aimed at promoting democratic reforms in the country, and others;

   II.   Assess the Project's knowledge management strategy and outreach and communications to all stakeholders.

Lessons learnt / Conclusions:

I. Identify significant lessons or conclusions which can be drawn from the Project in terms of effectiveness, efficiency, sustainability and networking, and should be taken into account during the development of recommendations for future interventions.

The abovementioned assignments have become the basis for the key informant interview questions. See **Annex 1** for further details. More detailed evaluation approach is presented in the Evaluation matrix, demonstrating the project indicators versus the evaluation criteria (see **Table 1**).

Table 1 - The Evaluation Matrix

Criteria:	Indicators:	Data Sources:	Data Collection Methods and Tools:
Impact and sustainability / Relevance	Number of persons with disabilities directly benefiting from improved accessibility and services	Project monitoring reports, stakeholders' reports, opinions of partners	Desk study; Interview (for verification).
Relevance / Effectiveness / Efficiency	Local initiatives in health care, employment, social services, infrastructure etc. implemented	Project reports and stakeholders' reports	Desk study; Interview with microproject's (grantee) representatives.
Network / Linkages	Number of representatives of national and sub-national authorities, business, service providers, employers with capacity to apply universal design and accessibility principles	Project reports, stakeholders' reports	Desk study of project progress report.
Relevance / Effectiveness	Universal Design Hub to raise awareness on accessibility and universal design principles among public and professionals established and functions	Project reports, stakeholders' reports, testimonials	Desk study of project progress reports; Interview with the National Assembly of People with Disabilities of Ukraine as potential owners and managers of the Hub after project conclusion.
Network / Linkages	Number of representatives of national and sub-national authorities, business, service providers, employers, general public with enhanced capacity on principle of accessibility and universal design as result of public educational and awareness raising activities / events / products	Project reports, stakeholders' reports, media stories	Desk study of project progress reports; Interview with stakeholders; Online survey with the participants of educational and awareness-raising events.
Relevance / Effectiveness / Efficiency	Sectorial regulations or training programmes on accessibility and Universal Design developed	Project reports, drafts of regulations/	Desk study of training programs materials; Interview with training

		training programmes	programmes authors / university representatives.
Relevance / Effectiveness / Efficiency	Number of women and men with disabilities participated in the programme activities developed and implemented	Project reports, stakeholders' reports	Desk study of project progress report; Interview with people with disabilities involved in the project implementation as consultants / grantees etc.
Linkages / Relevance / Efficiency	Number of organizations of people with disabilities and other organizations representing persons with disabilities participated in the programme activities	Project reports, stakeholders' reports	Desk study; Interview with people with disabilities involved in the project implementation as consultants and grantees.
Relevance	Number of outputs / activities aimed at mainstreaming rights of persons with disabilities within the UNDAF / CPD	Text of UNDAF / CPD	Desk study; Interview with UNDP M&E staff and project management team.

The project is consistent with SDGs and the priority needs of people with disabilities as expressed in the national priorities and in both UNDP Country Programme Document/UN Partnership Framework 2018 - 2022 and UNDP Strategic Plan 2018 - 2022.

The Project is in line with the Country Programme Document (CPD) outcome "By 2022, women and men, girls and boys participate in decision-making and enjoy human rights, gender equality, effective, transparent and non-discriminatory public services". The expected project's output contributed into CPD output 1.1. "Regional and local authorities have scaled up knowledge and skills to engage communities in planning, coordination, delivery and monitoring of public services provision" and output 1.2. "National institutions, systems, laws and policies advance the equitable realization of human rights, especially among vulnerable groups". The Project outcomes directly contribute into United Nations Partnership Framework activity 3.1.3.15 Awareness among national authorities, community associations, business, employers, services providers, educational institutions and wider public on disability, accessibility and universal design principles raised at the national level and knowledge on accessibility and universal design institutionalized.[5]

Particular emphasis is given by the project to increased capacity of local service providers and local authorities to utilize universal design principles in their daily work.

As per evaluation interview results, the focus of the Project was on the local government to improve capacities of stakeholders to become the champions of change for community-based local development though implementing Universal Design principles. Further, the Project was fully aligned with the goals and vision set out in the UNDP Strategic Plan 2018-2021 (Output 1.1.2 – Marginalized groups, particularly the poor, women, and people with disabilities and displaced are empowered to gain universal access to basic services and financial and non-financial assets to build productive capacities and benefit from sustainable jobs).

The project also contributed to the achievement of the 2030 Agenda, particularly SDG 3 - Good Health and Well Being, by designing medical products, services and institutions in accordance with universal design approach; SDG 4 - Quality Education by designing inclusive educational environment to meet the different needs of children; SDG 5 - Gender equality and empower all women and girls by designing taking into account the diverse gender needs and abilities, creation female friendly environment and services; SDG 8 - Decent Work and Economic Growth by designing working environment, equipment, tools and assistive technologies in accordance with universal design principles; SDG 9 - Resilient Infrastructure, Inclusive Industrialization and Innovation by re-designing traditionally made products or spaces which exclude certain groups of people; SDG 10 - on reduction of inequality; SDG 11 - Sustainable Cities and Communities by designing inclusive public spaces through universal design principles and in a participatory way.

The project is in line with government strategies to establish supportive environment for people with disabilities and other population with limited mobility. Thus, it supported piloting of the legal framework of the Ministry of Social Policy of Ukraine, in particular the standards of social services to support people with disabilities with job placement.

The direct beneficiaries (National Assembly of people with disabilities of Ukraine (NADU) and their members) have expressed full ownership of the Project, report being involved in the design and

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[5] UN info database.

implementation of the Project and considered it as highly relevant to their priority needs. According to NADU and the representatives interviewed, pointed out to meet their needs for the following reasons:

I. Universal design concept is an innovative way of thinking, focusing at equal access for all. The Project introduced this concept to local stakeholders, helped to change the understanding and supported through small grants the basic changes needed to illustrate the utilization of UD;

II. The best practice sharing will be continued by the NADU through the informational hub, by sustaining the website established and supported by the Project and updating universal design expert database;

III. The bottom up approach used in the Project and focus at the awareness raising of the communities as well as local governance capacity building to utilize universal design in practice helped to show "what" should be done and "how", thus establishing the local level mechanisms of implementation of existing legal framework to ensure equal opportunities or all;

IV. People with disabilities and with limited mobility often were excluded from day-to-day routine processes, simply due to no awareness of the local authorities, employers, service providers' heads how to redesign the environment to make it convenient for all, not able to invest resources for profound changes. The Project addresses that challenge by raising awareness;

V. The local authorities are unwilling to change the design of their services to be more universal, since they consider it to be very expensive. The Project showed that some of the solutions can be cost-effective and are possible to be realized with limited funding. Furthermore, the investment of own funds of the community into the universal design activities offered to be carried out by the Project consultants, proves the relevance of the approach for communities.

The outcomes of the Project remained relevant throughout the period of its implementation. The Project activities were relevant to reach the outcomes, and the contribution of activities to the results outlined in the project document. In particular, Outcome 1 "The local authorities, organizations, services providers and employers in Ukraine apply accessibility and universal design principles" and Outcome 2 "Awareness among national authorities, community associations, business, employers, services providers, educational institutions and wider public on disability, accessibility and universal design principles raised at the national level and knowledge on accessibility and universal design institutionalized." Both outcomes were reached and even exceeded by implementation of relevant activities. See Effectiveness section for detailed indicator achievement report per indicators planned.
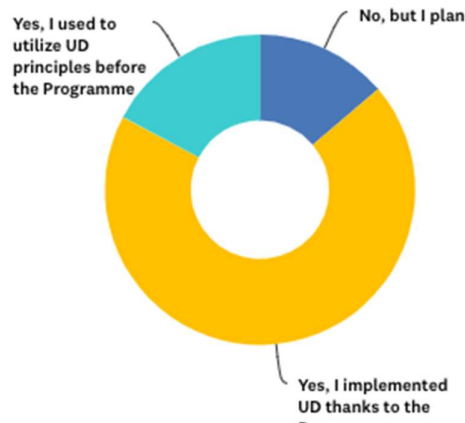
Mini-grants were disbursed over Phase 2 of the Project to support local initiatives over 2018. As per interviews with grantees, as well as NADU consultant supporting the implementation of the mini grants, all respondents assess this initiative as highly relevant.

The UD School training for teachers of universities and for young professionals and students initiated within the Project, have become a solid platform not only for knowledge distribution on UD, but also for experience exchange, thus proving the relevance of this activity towards the needs of the target group.

The online questionnaire of the participants of the both Schools and grantees proved the activities were relevant for respondents: all 29 respondents acknowledged that the experience they got from participation in the Project was useful for them (including 22 respondents claiming "very useful"). Furthermore, 20 out of 29 respondents claimed they had already applied UD principles in their work, as a result of the capacity building activities of the Project. Four more reported they planned to do so in the nearest future.

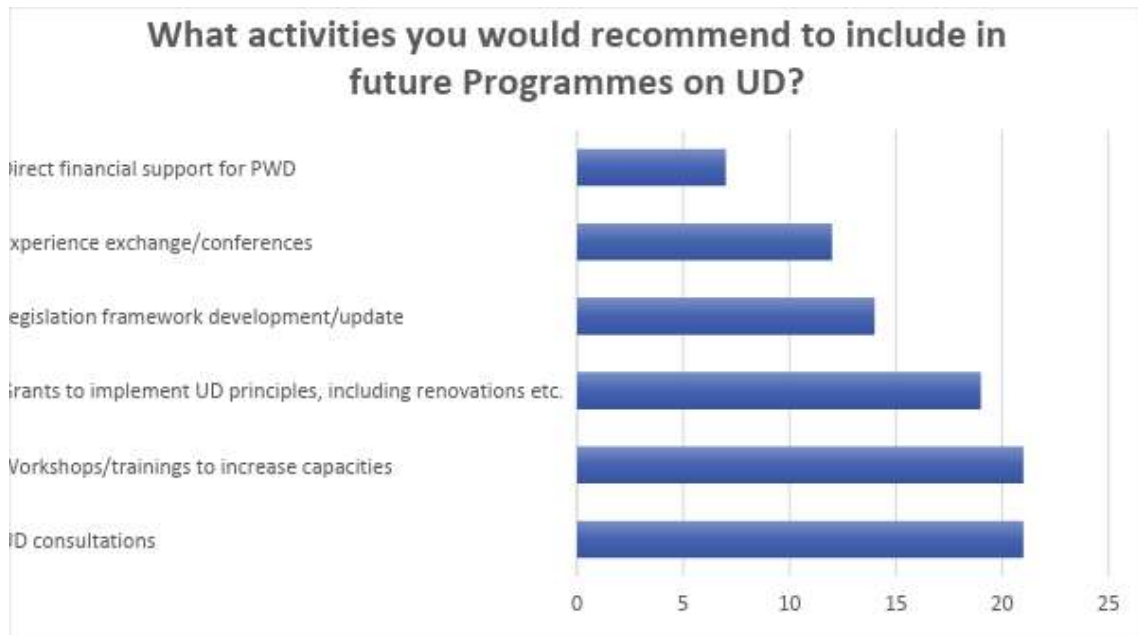**Figure 1. Have you utilized UD principles in your activities?**

Answered: 29   Skipped: 0

ANSWER CHOICES	RESPONSES	
No, and I don't plan	0.00%	0
No, but I plan	13.79%	4
Yes, I implemented UD thanks to the Programme	68.97%	20
Yes, I used to utilize UD principles before the Programme	17.24%	5
TOTAL		29

All respondents reported they planned to apply Universal design principles in their work in future beyond the Project timeframe (including 1 respondent will apply "some of the principles").

Out of 29 respondents, 19 stakeholders participating in the activities would recommend to add grant component in future initiatives. Twenty-one respondents consider consultations, as a relevant activity to promote UD. Twenty-one respondents recommend to continue educational workshops / schools in the future.

The results of the survey prove that the activities were highly relevant for the stakeholders.

The project Outcome 2 indicators targets have been fully achieved and exceeded. The UD Hub got
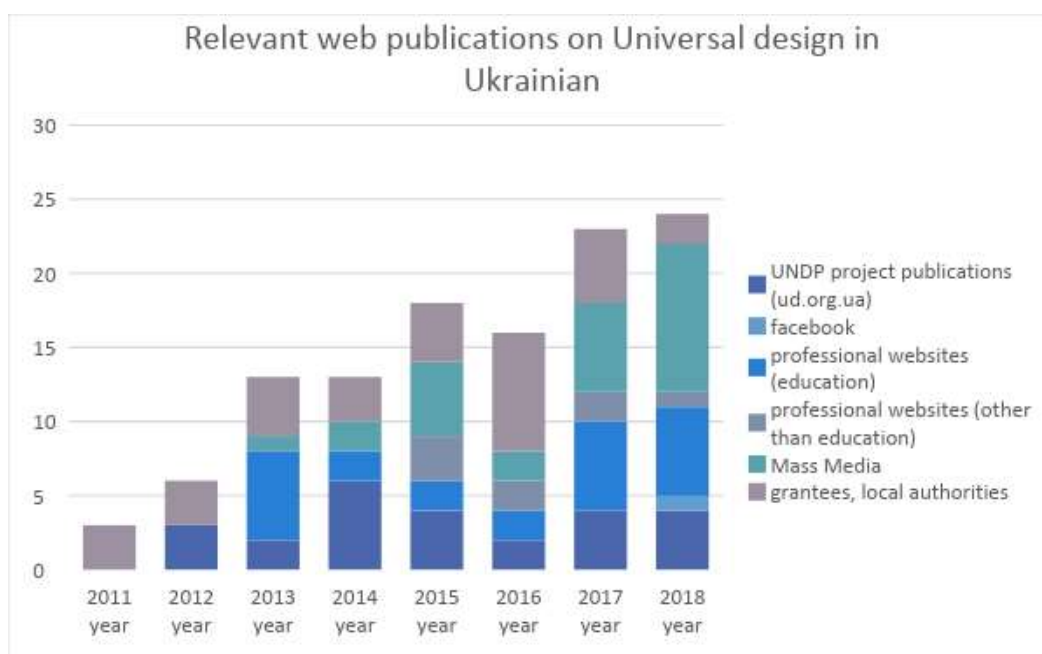
established and is operational. Thirty training programmes were developed by the UD School alumni, 11 of them are recommended for implementation by their universities. One of developed courses is available online. Also, one training programme and recommendations to legislation regarding social support to people with disabilities at the workplace were developed during the Project. A variety of relevant awareness raising activities were held for target stakeholders. This result, as per projects reports have been confirmed through site visits, desk research and interviews with final beneficiaries.

The project has established appropriate management and coordination arrangements.   As part of the management arrangement to ensure the implementation of the Project, a Project Board consisting of the Government Commissioner on Rights of people with disabilities, Ministry of Social Policy, Ministry of Health, ILO, WHO and UNDP was established to provide overall guidance and direction to the project, oversee the project performance, review progress reports and annual work plans, ensure that all project deliverables were been produced satisfactorily, review final evaluation reports and make management recommendations.

Since the primary communication channel to raise public awareness on Universal design were online resources, including the website www.ud.org.ua, supported as a knowledge hub on Universal design and relevant social networks pages (Facebook page and thematic groups), the monitoring of relevant publication was made over the eight years (2011-2018) to assess the Program immediate impact. The relevance of the online awareness raising was studied through a web media monitoring (see media monitoring report below).

The web publications and content related to the promotion of universal design and accessibility principles has been studies for the period January 2011 - January 2019 to assess the Project immediate impact in raising public awareness. The phrase *Universal design* in Ukrainian (*Універсальний дизайн)* was used as the key words for the web content analysis using Google web-search engine. The first 30 resources presented by Google.

The number of relevant publications out of the first 30 publications presented in google web search engine per each year is growing gradually throughout all evaluated years from 3 in 2011 to 24 in January 2019, proving the increase in web coverage of the *Universal design.* The wider audience reach can also be evidenced by the increase of online mass media sources from zero in (2011 – 2012) to ten (2018), expanding beyond the narrow circle of project publications, partners and professionals working in the areas of Universal design, accessibility and social inclusion.

Analysis per different Project periods:

Before 2012 (prior to the beginning of Phase 1 of the Project)

just a few publications at the http://naiu.org.ua (no longer accessible, unfortunately) as well as references to the law of Ukraine, with no publications at Mass media and other partners' websites. Thus, we may conclude that before the beginning of the first phase of the Project, web media in Ukraine didn't covered *Universal design*.

2012 – 2015 (during Phase 1)

During the first phase of the Project the number of publications is growing (from 6 relevant publication out of 30 studied in 2012 to 18 out of 30 publications studied in 2015). The number of relevant publications in web media in Ukraine started describing the idea and notion of *Universal design,* thus contributing into the improvement of the awareness of internet users interested to surf the internet about it in Ukrainian. However, it should be noted, that most of the publications depict either definitions of the term or description of the notion as such (like publication of the scientific studies of the students in the universities or simple references to the law of Ukraine) with few evidence and inadequate amount of concrete practical examples.

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2016 – 2017 (*between Phase 1 and Phase 2*)

The number of relevant publications slightly declined (with only 15 out of 30 publications studied). Presumably, the USAID funded project on Universal design in education that was implemented in 2013-2015, has contributed to the number of publications issues. We may assume that projects activities of third parties (not included into this particular evaluation) have also contributed to the increase in the number of publications over the said evaluation time period.

January 2017 – January 2019 (Phase 2)

Over the second phase of the Project implementation, the number of relevant publications increased reaching 24 out of 30 publications researched. It comprised the highest number of relevant web publications. Mass media website coverage substantially increasing over these two years, resulting in better coverage and reach of the target audience. The quality of the web articles has also improved and now includes description of practical cases of universal design implementation in different regions of Ukraine, national contests announced by national TV channel 1+1, Ukrainian Pravda publication, which improved the reach of the audiences targeted by the Project.

Media monitoring demonstrated positive dynamics in the quantity and quality of web publications. The recommendation can be made for the future activities aiming to increase the awareness about *Universal design* to ensure proper visibility of not only the idea as such, but also focus on real-life cases, preferably in Ukraine, and/or local opinion leaders interviews and / or people with limited abilities story-telling to draw more attention of the media to promote the principles.

The Project has delivered planned output-level results in all four areas of the programme activities, namely:

I. Enhanced access to mainstream employment for persons with disabilities with a focus on equal access for men and women with disabilities;
II. Improved access to healthcare services for persons with disabilities with a focus on women and children with disabilities;
III. Eliminated barriers to services for people with disabilities by supporting local initiatives for universal design in goods, services, infrastructure and information;
IV. Conducted awareness raising campaign on disability, accessibility and universal design among key stakeholders and broader public.

The Project achieved the qualitative and quantitative indicators as defined in the project document. Some of the indicators were exceeded. See Table 2 for further details on the baseline, targets and achieved results. The results achieved have been confirmed through field visits, desk assessment and interviews with stakeholders.

Table 2. Outcome Indicators and the Achieved Results

	Indicator:	Baseline 2017	Goal January 2019	Achieved results January 2019
Outcome 1	Local initiatives in health care, employment, social services, infrastructure implemented	3 initiatives	13 initiatives	13
Outcome 1	Number of representatives of national and sub-national authorities, business, service providers, employers with capacity to apply universal design and accessibility principles	220	400 representatives (at least 50% are women)	609 (63% women)

Outcome 2	Universal Design Hub/Centre to raise awareness on accessibility and universal design principles among public and professionals established and functions	No	Yes	Yes
Outcome 2	Number of representatives of national and sub-national authorities, business, service providers, employers, general public with enhanced capacity on principle of accessibility and universal design as result of public educational and awareness raising activities/events/ products	400,000 people	800,000 people (at least 50% are women)	1,134,494 representatives including: i. 400,000 over Phase 1; ii. 732,054 - general public not disaggreg ated by sex; iii. 2,440 persons disaggreg ated by sex (1701 are women);
Outcome 2	Sectorial regulations or training programmes on accessibility and universal design developed	3	7	14

The Outputs planned within the Project four areas have been achieved and constitute the following:

Capacity-building outputs:

I. Mini-grants distributed to support 10 initiatives in key areas (health care, employment, social services, infrastructure etc.) and 10 local communities piloted accessibility and universal design mini-projects in service delivery in partnership with local authorities, business, civil society organizations and the Project on cost-sharing basis. Technical assistance/consultancy provided over the course of initiatives implementation;

II. Health sector: a Handbook on implementation of the accessibility and universal design principles in health institutions developed and workshop held for the health facilities in Lviv, December 2017. In addition to it the workshop on UD for Ministry of Health 14 staff members has been held;

III. In social policy and labour sector: Manual on job coaching developed and presented to the partners. The training programme on job coaching developed; training package on job coaching

of people with disabilities in the workplace was developed and 27 trainers trained on job coaching. Recommendations to amend the sectorial regulations and state social service standards regarding financing of the job coaching were developed and provided for consideration to the Ministry of Social Policy;

IV. Education sector. 11 educational programmes/courses on Universal Design principles have been developed;

V. Capacity building outputs: 389 representatives of national and sub-national authorities, business, service providers, employers trained on accessibility and universal design principles through 16 different capacity building initiatives, including workshops, seminars, UD School for universities teaching staff and UD School for young professionals and students, forum, UD Summit.

Awareness-raising outputs:

I. The Universal Design Hub consolidating and share available international and national on universal design and accessibility is supported. The Hub includes Website on Universal Design with best practises description as well as expert database;

II. Evidence-based set of good practices in accessibility and universal design are described and shared through the national information and awareness raising campaign. A wide range of activities have been conducted in support of awareness raising ("Get Me to the Top 2017" SBID Competition on UD, Y2Y, "Weekend of Unlimited Opportunities");

III. the Manual 'Universal Design: Practical Recommendation for everyone" updated and disseminated through workshops, study-visits and meetings with stakeholders;

IV. Business forum and discussions to promote universal design principles and share practical experience organized in partnership with business organizations and State Employment Services, held within the Final UD Summit on February 7, 2019;

V. The Universal Design Summit to promote the UD principles, share practical experience and demonstrate the Project results has been held on February 7, 2019 in partnership with central and local authorities, community and business associations. 150 participants (including 37 men and 113 women) took part in the Summit;

VI. The manual on UD in health facilities has been translated into English to distribute knowledge on a broader international scale. The best practises in the UD principles in Health gained in the process of Project implementation were presented at the Symposium in Health design in Milan, Italy.

The Project addressed ***gender considerations*** by actively engaging and empowering women with disabilities and local female leaders. The Project also supported an initiative in adapting local OB/GYN examination room for women with disabilities in Manevichy medical facility, therefore making women health service more accessible. Further, data disaggregated by sex is available for most of the project activities. However, it is worth noting, that some grantees failed to collect sex-disaggregated data. The same issue applies to the use of national statistics to access outcome-level results – currently Ukrainian National Statistical Agency does not collect and report sex-disaggregated data, particularly on the number of social services provided or the number of women and men with disabilities and types of disabilities they have.

The Project addressed ***considerations of people with disabilities*** and empowered them to participate in its implementation. People with disabilities were actively participating in project design and implementation, reaching at least 170 people with disabilities directly involved in Project activities as consultants, teachers/trainers, experts, focus groups participants.

Table 3. Indicators on meaningful participation of persons with disabilities

Indicator:	Baseline 2017	Goal January 2019	Achieved January 2019
Number of women and men with disabilities participated in the programme activities development and implementation	0	14 (at least 7 are women)	16 (9 women) *160 (75 are women)
Number of organizations of people with disabilities and other organizations representing persons with disabilities participated in the programme activities development and implementations	1	4	8

Sixteen people with disabilities (nine women and seven men) were involved in the project implementation activities as consultants, workshops / school facilitators and/or grant selection committee members.

Further, the Project team initiated and carried out a needs assessment study among the potential beneficiaries of the ten grant projects before they were initiated. This activity helped to involve much more people with disabilities in the planning process, since grants distributed were redesigned in accordance with the actual voiced needs. One hundred sixty people with disabilities (including 75 women) took part in the needs assessment study by filling out questionnaires designed by the Project team. A conclusion can be made that a set target for an indicator on the number of people with disabilities participating in development and implementation of programme activities was exceeded and may constitute as much as 176 persons involved either in project planning (needs assessment) or implementation (workshops and consultancies).

However, certain external factors and constraints affected the Project implementation. The low involvement of the national stakeholders, namely the Ministry of Social Policy of Ukraine and the Ministry of Health of Ukraine was due to the project's focus on local governance. As a result, the roles and responsibilities regarding addressing the needs of persons with limited mobility and introduction of universal design were not clearly defined at the national level and further complicated effective cooperation. Nevertheless, it is highly recommended to involve the key ministries to share the Project results and support promoting of the Universal design in future projects.

The assessment of efficiency looked at the extent to which the various activities of the project transformed the available resources into the intended results, in terms of quantity, quality, and timeliness, and the extent to which the desired effects were achieved with the available resources.

Cost-effectiveness

All activities of the Project were implemented according to the planned budget. Services have been procured by UNDP according to UNDP rules ensuring the 'best value for money' approach. Taking into account the small scale of the budget provided, the Project succeeded in attracting about a half of its budget on top of Project budget, which helped to increase project outputs and its impact.

	Plan:	Actual inputs:
Grantees and local authorities in targeted territories:	15,000 4,500	25,114 4,500
UNDP (additional inputs):	0	3,296 9,000
Other UN Agencies:	0	4,500
UN		500
UNHCR		500
IOM		500
UNICEF		
Business:	4,000	4,000
Total, on top of UNPRPD in USD:	**88,584**	**110,556**

Planning and budget management

Utilisation of the planned budget is another indicator of project efficiency in management and planning. Taking into consideration small-scale funding of the Project, the management did its best to coordinate with other UNDP projects and UN agencies (ILO, WHO) as well as broader range of local level stakeholders to insure in-kind or cash contribution to the Project activities.

	Planned budget, in USD:	Budget spent, in USD:
UNPRPD	200,000	200,000.00 Balance as of 19/02/2019: USD 16,552 Expected delivery as of 28.02.2018 – 100%
UNDP	31,000	30,646
ILO	19,000	15,000
WHO	7,084	5,000
NADU	8,000	8,000
MSP	Premises for the Project team office provided at no-cost basis	

Timeliness

All programme activities were implemented within the planned framework.

Quality and human resources

All stakeholders and beneficiaries expressed satisfaction with the services provided by the project. The project employed full-time a highly qualified project manager, knowledge associate and project associate. Consultants on communication, grant management and monitoring were also engaged throughout the project cycle.

Monitoring and Evaluation

The project had sufficient monitoring mechanism in place throughout its implementation. Monitoring and evaluation of the project was carried out in line with UNDP standards (e.g. UNEG Evaluation Norms and Standards, UNDP Handbook on Monitoring and Evaluation, UNDP POPP, UNDP Evaluation Guidelines). Quarterly progress reports were prepared and submitted. The monitoring and activity reports form the basis for evaluations. Verification of impact was constrained due to lack of data disaggregated by sex. It is recommended to better ensure that project grantees collect such data from the onset.

Impact

Indicator:	Baseline 2017	Goal Jan 2019	Achieved Jan 2019
Number of persons with disabilities directly benefiting from improved accessibility and services	2,652 people	5,000 people (at least 50% are women)	7,225 people with disabilities has been reported to be reached by grantees; Data disaggregation is available for 546 people with disabilities (196 men and 350 women, which constitutes 65%)

With targeted project interventions, 7,225 people with disabilities were reportedly reached. Unfortunately, disaggregation by sex was available only for several grantee reports. The given methodology of the survey did not provide an opportunity to specify the disaggregation of the data collected at this stage. It is recommended for future project sub-grants to provide detailed guidelines on disaggregation by sex.

Over 25,000 people with limited mobility were reported to enjoy enhanced participation and access to services, as a result of the ten sub-grants supported within Phase II of the Project. One of the ways employed to evaluate the Project's impact was to calculate the number of people with disabilities, that accessed a service after the Project intervention (i.e. in the form of mini-grants). The inclusion of all members of targeted communities, where UD principles were applied (in the form of modification of a local health facility, playground for kids or theatre plays of into the calculations), into the calculations can partially explain such a significant number of people reached.

Sustainability

An overview of Project's quarterly reports and interviews revealed a highly successful and demanded initiative. The following findings are expected to have contributed to the Project's sustainability:

Supported employment for people with disabilities. Two hundred thirty-one people with low mobility (133 women and 98 men) applied for employment services at the Employment centre in Kharkiv after the end of grant support from the Project. Prior to this in summer 2018, only 28 persons with limited mobility applied for employment service (in January-February 2018). Over the grant period implementation (August-October 2018), 347 persons with low mobility were reached by the service (190 women and 157 men). The interview with Director of the State rehabilitation enterprise "Centre for people with disabilities comprehensive rehabilitation "Podillya", under the Ministry of Social Policy of Ukraine, proved the high demand for the model of support for people with disabilities over employment process and at the workplace piloted within the project. The grant project envisioned a service package for people with disabilities, based on the national standards of social services for supportive employment. Though the standards have been approved by the Ministry of Social Policy of Ukraine earlier, the services for supportive employment have never been provided to people with disabilities at the rehabilitation centres before the pilot took place and focused, rather, at the education rather than employment process assistance.

The Project also identified key gaps preventing people with disabilities from seeking employment. Ukrainian employers do not employ persons with disabilities due to specific stereotypes and fear of bearing the costs, related to the reorganization of the workplace. This, in turn, causes people with

disabilities to doubt the success of seeking the employment, as they are unsure about being welcomed at the workplace. The sustainable impact of the Project was also demonstrated, when the Rehabilitation Centre "Podillya" created a new position – a job coach – who deals with supporting the employers after the project's completion. The job coach can facilitate the dialogue between an employer and an employed person with disability. Out of 20 persons employed in the course of the project implementation, 80% continued the employment. All of them reported significant improvements to their quality of life due to the stable income, ability to contribute to the economy, self-actualize, grow professionally and socialize. Following this example, the Ministry of Social Policy of Ukraine is supporting the idea to promote this model further. The Ministry plans to focus on the *legislation framework* with regards to the implementation of the recommendations provided by the Project.

Grants for UD in employment, health, education and culture. Two centres to support employment and job coaching for people with disabilities continue to provide services for people with disabilities after mini grant has ended; social standard piloted and planned to be nationwide distributed. The infrastructural changes (renovation, signs and so on) will remain in health facilities of sub-grantees even after the end of the Project. Furthermore, the Project showcased how changes can be made at the lowest cost possible, thus incentivising other stakeholders to follow their example. As a result, local authorities have already invested their resources and expressed their intention to continue this practice in the future.

All grantees expressed their willingness to continue providing services, applying UD principles beyond the Project cycle. This can serve as another evidence of the sustainability of the Project results. Respondents of the online survey shared the following activities they will carry out after the end of the Project:

I. Refurbish premises - health facilities, schools, social service centres, employment centres, and municipalities - to make them more accessible for people with disabilities;

II. Promote UD principles by educating their colleagues and students - at universities, schools, workplaces;

III. Design or re-design services in universal way (making them accessible for all) – in tourism, web-design, municipal services, employment, architecture design services - to create cities comfortable for all;

IV. Create joint action plans at the municipal level to implement UD principles in towns.

One more initiative that contributed to the sustainability of the project was the development of the **UD educational programmes** for the universities. Eleven educational programmes at and universities were developed and are expected to start in September 2019;

Further, UD HUB and its **website**, were transferred to the local Project partner - NADU - and will remain available for the broader range of stakeholders, proving its sustainability.

The Project mainstreamed disability-related activities and initiatives in other UNDP projects and programmes and involved a wide range of national and sub-national level stakeholders to spread and apply UD principles.

In particular, the Project jointly with UNDP Recovery and Peacebuilding Programme (RPP) – a programme aimed at the restoration of the conflict-affected regions of Ukraine - facilitated workshops for RPP staff to equip them with the knowledge to apply UD principles in infrastructure rehabilitation and restoration of services in the region.

Jointly with UNDP Democratic Governance Programme – a programme aimed at promoting democratic reforms in the country - the universal design concept was presented at the training for regional SDG coordinators to promote and apply UD principles in local communities in all 24 regions.

WHO supported the training on UD in health sector for managers of clinics and representatives of Ukrainian medical universities, thus providing their input into the joint Project. UNDP Procurement Support Services to the Ministry of Health of Ukraine provided an international expert and Health Programme Intern to develop the manual on UD in healthcare. This cooperation resulted in the development of a study on the international best practices of UD application in clinics. At the same time, not all of the examples turned out to be applicable in the Ukrainian context and were not included in the final publication.

The Project also coordinated with other UN agencies – namely, UN Volunteers, UNICEF, IOM and UNHCR by engaging them into project awareness-raising activities (e.g. "Weekend of Unlimited Opportunities).

The Project facilitated partnerships at many levels. Partnerships on the national level were established with the Ministry of Social Policy, Ministry of Health, Government Commissioner for People with Disabilities. Partnerships with businesses were established with SBID Ukraine, Corporate Social Responsibility (CSR) Committee of European Business Association, the British Council as well as several employers.

The Project cooperated closely with the National Assembly of People with Disabilities, that covers 120 Disabled People Organizations (DPOs). People with disabilities have participated at all stages of the Project implementation and were present at the Project Board, Advisory Committee, Competition Evaluation Committee.

The Project built partnerships with Ukrainian academia and universities. As a result of a joint initiative with the School of Social Work of the National University "Kyiv-Mohyla Academy", seven other universities joined the "Youth-to-Youth Learning Friday" Initiative and UD Schools for youth leaders and young professionals.
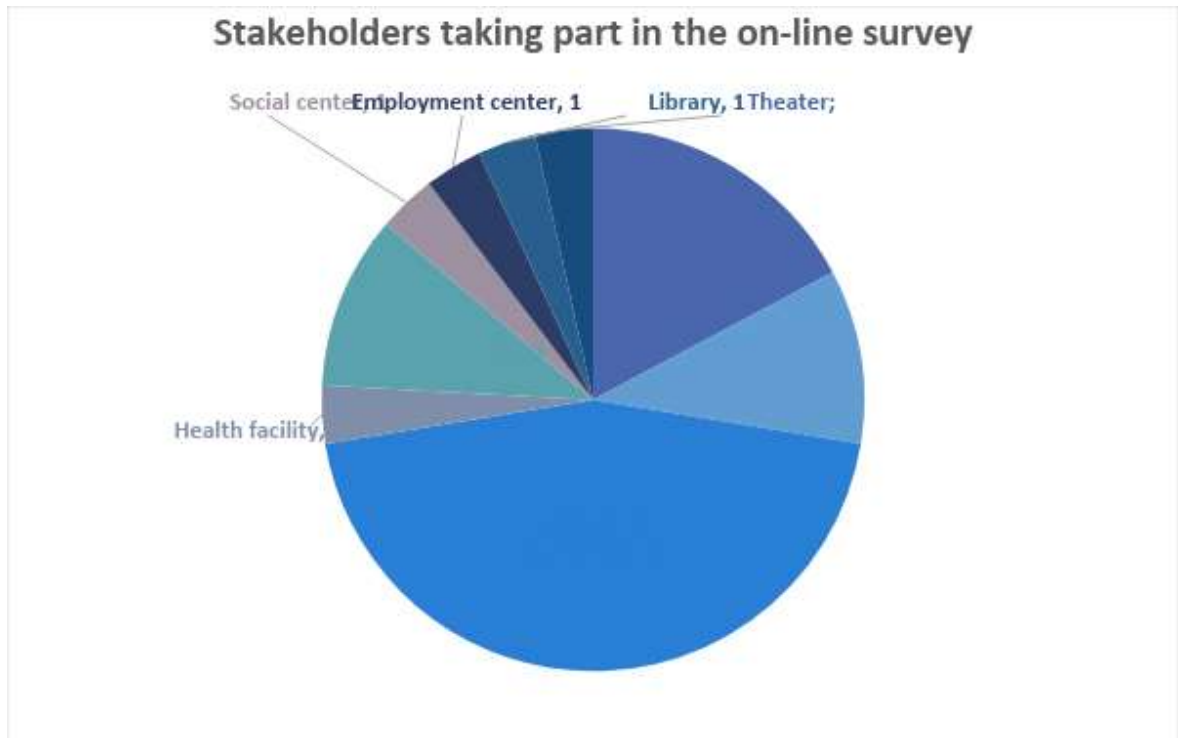
Among the challenges to be addressed in the future similar initiatives were the poor coordination and lack of interest from the side of the Ministry of Health officials, as was pointed out by the consultants involved in the supervision of the mini -grant initiatives in health sector. Closer cooperation with the relevant ministries may contribute to distribution of lessons learned and help to better understand the changing political environment, ensuring flexibility of activities.

The Project supported local authorities in the region where the local interventions have been undertaken. In some cases, it resulted in additional project budget expenses both during (for additional renovation, premises adjustments in accordance with UD principles) and after the Project conclusion (a new paid position of social worker was introduced in rehabilitation centre "Podillya").

Out of 29 respondents (3 men and 26 women) of the online survey held among stakeholders, 20

respondents reported that they did already implement the principles of the Universal design in their daily work thanks to the Project, and 4 respondents are planning to utilise it in the nearest future. All of the respondents are planning to continue applying Universal design principles in their work after Project ends. A conclusion can be made that the communication strategy was successful in raising stakeholder awareness and inspiring stakeholders to ensure initiatives sustainability.

Figure 3. Types of the Project stakeholders partaking in an online survey

Stakeholders taking part in the on-line survey

Social center Employment center, 1   Library, 1 Theater;

Health facility,

Lessons learned

The UD concept is still new to Ukrainian stakeholders. It is well accepted by local authorities and people with disabilities, however, local stakeholders remain unaware and reluctant to apply the UD principles due to the budget limitations. Low awareness among the stakeholders about the UD principles, might be the reason for the low involvement of the Ministry of Health and Ministry of Social Policies in promoting it nationwide. The Project mostly focused its awareness-raising efforts at professionals and people with disabilities by creating a specilized website. To increase awareness among the general public about UD, a wider awareness-raising campaign is needed, involving more mass media outlets.

Given that the Project was limited to the UD principles introduction and promotion in Ukraine, further technical assistance is expected by many national and local level stakeholders to ensure comprehensive UD implementation strategy on the ground. To this end, the Project proved that a higher number of people with disabilities could be involved in the future needs assessment studies, as a part of the project activities.

To ensure sustainability of the UD principles implementation, a comprehensive approach in coordinating different stakeholders is needed. It can be reached by combining top-down and bottom-up approaches, as well as by actively involving the local community.

It is worth noting, that even given the limited implementation timeframe of the Project and very limited funding, the Project had a significant impact in the targeted communities. It is expected, that the scale up of such activities, would broaden the impact.

Recommendations

The universal design principles should be implemented across all UNDP projects and activities since they directly correlate with SDG achievement and UNDP strategic goals. As a result of the Evaluation, the following recommendations were proposed:

I. **Development of a comprehensive roadmap to ensure implementation of the Universal Design principles at all levels (both national and local) and across many sectors (labour and social policy, health, architecture and so on).** For instance, to ensure that job coaching services are in place, combined efforts of many stakeholders (e.g. employment centres, rehabilitation centres, local service providers, employment services, and employers) should be utilised in the development of such a roadmap;

II. **Introduction of disaggregated data collection methods related to people with disabilities and people with limited mobility, both at the national and local levels.** Given that it is impossible to assess in some instances whether the Project fully met the specific needs of women and men with disabilities, due to the lack of sex-disaggregated data, it is essential to ensure that the PwD-centered gender-sensitive approach is in place. In this regard, proper advocacy activities should be planned for future actions.

III. **Collect and present the UD principles and the best cases of their application.** Cases focusing on the promotion of the UD principles and their application should, when possible, be of a Ukrainian origin and presented by local opinion leaders and people with disabilities. Story-telling might be a good choice, attracting the attention of the local media outlets and promote UD concept at the local level;

IV. **Greater involvement and capacity building of people with disabilities.** Involvement and capacity building of people with disabilities to act as agents of change should ultimately lead to their empowerment and amplification of their voices. In its turn, this would allow to strengthen the

advocacy efforts for better access to services and a higher number of universally designed infrastructure;

V. **Intensification of cooperation with the relevant ministries.** Closer cooperation with the relevant ministries will contribute to a broader distribution of lessons learned and will help to better understand the changing political environment, ensuring flexibility of activities. However, low interest in the UD principles on the side of the Ministry of Health of Ukraine and Ministry of Social Policy of Ukraine may impede its roll-out across the country. To this end, the universal design principles should be implemented, as a part of the current decentralisation reform, building on the present reform impetus. For instance, this may include the support of the Ministry of Social Policy efforts to establish integrated social services at the community level. The awareness-raising activities and the capacity building of local level decision-makers are required to ensure proper implementation of the universal design principles at the community level including planning, budgeting and implementation.

Introduction: Brief on the Evaluation purpose

RELEVANCE
1) How has Project's initiative supported or contributed to relevant national policies or strategies? In which areas? Via which types of activities or other forms of advice? Can you provide specific examples of good contributions? Is the Project aligned with government plans, procedures, and policies?
2) Did the Project support the government's UNDAF goals/outputs and UNDP Strategic Plan goals?   which exactly? (for UN-agencies only)
3) Where there were problems or challenges? Were there obvious or critical gaps that the Programme did not address? What were they?
4) Did the Project design the right project to meet the needs of the stakeholders? Why or why not? What could have been done differently?
5) Was the project adequately adapted to changes in local conditions? Provide examples. In what ways did adaptation take place?
6) Did the Project activities contributed to planned outcomes? (list the outcomes here) Are the activities and outputs of the Project consistent with the overall goal and the attainment of its objectives?
7) What could have been done differently?
8) To what extent are the objectives of the Project still valid?
9) Are the activities and outputs of the Project consistent with the intended impacts and effects?

EFFECTIVENESS
1) What activities have been undertaken under the Project you are familiar with? What short-term outputs have been produced? What longer-term effects were produced?
2) Was the Project linked to government activities or activities of other UN agencies? How well were they coordinated?
3) Has the Project made a difference via this project? in the social service sector? To whom? In what way? To what extent were men and women affected differently?
4) Has the project been effective in developing capacities of the men and women involved?
5) Have any benefits been realized via this project for the people with limited ability, people with disabilities, women? to what extent the Project has addressed people with disabilities considerations and promoted their inclusion throughout its implementation
6) please comment on the strength, weaknesses, opportunities and threats affecting the achievement of the Project.

EFFICIENCY
1) To your knowledge, how well did the Program use its human and financial resources? Were resources used well? Why or why not? Were projects approved and launched in a timely fashion? Why or why not? Please provide specific examples.
2) Are you aware about any factors and constraints, which have affected the Project implementation including technical, managerial, organizational, institutional and socio-economic policy issues in addition to other external factors unforeseen during the Project design? Pls specify

SUSTAINABILITY AND IMPACT
1) Will, in your opinion, the principles of Universal design and accessibility issues will be applied further beyond the Project's lifetime? Can you access whether the national/local ownership of the Project achievement was reached? How could national ownership be improved?

2) What was learned by you about Universal design from the Project? Have any knowledge and lessons been used? How? Are you planning to apply the gained knowledges and skills beyond the Project's lifetime? How?

3) What impact the programme has?
- on public awareness on Universal design and accessibility principles
-on the rights of people with disabilities.
- implementation/ using of the principles of UD in different areas

NETWORK/ LINKAGES
1) What contribution of the Project made to mainstreaming activities and initiatives for people with limited abilities into UNDP CO and other programmes and projects of UN/UNDP, such as Recovery and Peacebuilding Programme aimed at the restoration of the conflict affected regions of Ukraine, Governance and Reforms programme aimed at promoting democratic reforms in the country? and other programs?
2) Are you aware about any outreach and communications approaches about universal design to different stakeholders of the Project? Please describe how the communication took place, stakeholders communicated?

Lessons learnt/ Conclusions

What conclusions can be drawn from the Project for future interventions? What recommendation would you provide for future intervention in the area?

Універсальний дизайн: опитування партнерів (in Ukrainian)
Шановний партнере!
Звертаємось до Вас із запрошенням взяти участь у оцінці роботи Спільної Програми «Сприяння інтеграційній політиці та послугам для людей з інвалідністю в Україні», що впроваджується Програмою розвитку Організації Об'єднаних Націй (ПРООН) у співпраці з Всесвітньою організацією охорони здоров'я (ВООЗ), Міжнародною організацією праці (МОП) за підтримки Партнерства ООН з питань реалізації прав людей з інвалідністю в партнерстві з Міністерством соціальної політики України, Міністерством охорони здоров'я України та Національною Асамблеєю людей з інвалідністю України (далі - Програма). Заповнення опитника із 10 питань займе у вас не більше 5 хвилин. Відповіді будуть використані в узагальненому вигляді виключно з метою аналізу та оцінки роботи Програми. Дякуємо за участь в опитуванні. Ваша думка дуже важлива для нас!

*1. Чи брали ви участь у заходах Програми?
Ніколи не брав/ла участь у заходах Програми та не чув/ла про Програму
Брав/брала участь у школі з Універсального дизайну
Брав/брала участь у освітніх семінарах з питань Універсального дизайну
Отримувач/ка фінансової допомоги/гранту Програми для запровадження підходів Універсального дизайну
Отримав/ла консультації від персоналу Програми щодо запровадження принципів Універсального дизайну у моїй діяльності
Інше (вкажіть)
*2. Наскільки корисним ви вважаєте Вашу участь у заходах Програми
Дуже корисно, дізнався/лась багато нового щодо Універсального дизайну

Доволі корисно, дещо я вже знав/ла, але й отримав/ла нові знання/навички та задоволенні від спілкування з однодумцями

Нічого нового про універсальний дизайн не дізнався, але було приємно поспілкуватись з однодумцями

Нічого корисного не отримав/ла, марна трата часу

*3. До якої категорії партнерів Програми Ви можете себе віднести

Працюю в державній/муніципальній організації, яка надає послуги виключно для людей з інвалідністю

Працюю в приватній компанії/неурядовій організації, яка надає послуги виключно для людей з інвалідністю

Працюю в державній/муніципальній організації, яка надає послуги для різних категорій населення, в тому числі для маломобільних людей/ людей з інвалідністю

Працюю в приватній компанії/неурядовій організації, яка надає послуги для різних категорій населення, в тому числі для маломобільних людей /людей з інвалідністю

Отримувач послуг для маломобільних людей/маю потребу в послугах для маломобільних людей

Представник органу виконавчої влади національного/обласного/місцевого рівня

Інша категорія партнерів (вкажіть)

*4. Універсальний дизайн - це: (БУДЬ ЛАСКА, ВИБЕРІТЬ ОДНУ ВІДПОВІДЬ)

дизайн будь яких речей в універсальний спосіб

архітектурна доступність будівель для людей з інвалідністю

дизайн предметів, середовища, послуг, програм для всіх людей без винятку і в різних сферах

дизайн навчальних програм для запровадженні інклюзивної освіти

*5. Чи застосовували Ви принципи Універсального дизайну в своїй діяльності

Так, запровадив/-ла принципи універсального дизайну у своїй діяльності саме завдяки знанням, навичкам та/або підтримці отриманим в рамках Програми

Так, застосовував/ла такі ж підходи до дизайну у своїй роботі ще й до того, як дізнався про Програму та принципи Універсального дизайну

Ні, але плаую

Ні й не плаую

*6. Що саме з елементів Універсального дизайну ви запровадили?

Додайте відповідь

*7. Чи будете ви продовжувати застосовувати принципи Універсального дизайну в своїй роботі після закінчення підтримки Програми?

Так, обов'язково

Так, частково буду продовжувати запроваджувати принципи Універсального дизайну

Ні, це дуже дорого

Ні (інші причини, аніж брак коштів)

*8. Яким чином Ви плануєте застосовувати отримані знання/навички з Універсального дизайну після закінчення підтримки Програми?

*9. У разі продовження надання підтримки із запровадження принципів Універсального дизайну в Україні, що саме Ви порекомендували би обов'язково включати в подібні програми підтримки у майбутньому?

Фінансування робіт/послуг для переобладнання приміщень/зміни підходів для запровадження універсального дизайну

Надання консультацій щодо Універсального дизайну

Розробка нормативно-правової бази для покращення універсального середовища

Надання адресної підтримки (грошова та негрошова допомога) людям з інвалідністю/маломобільним категоріям населення

Проводити більше навчальних заходів (семінари, школи з універсального дизайну тощо)

Поводити конференції/заходи з обміну досвідом

інше (вкажіть)

*10. Надайте свої контакти

Ваша стать

Організація, яку ви представляєте

Місто/населений пункт Область
Адреса ел. скриньки

	Name	Organization	Position
1	Ms. Nataliya Skrypka	National Assembly of People with Disabilities of Ukraine	Executive Director
2	Ms Olena Ivanova,	UN Development Programme	Social Sector Reform Officer
3	Mr. Marcus Brand,	UN Development Programme	Portfolio Manager,
4	Ms Yulia Petsyuk	UN Development Programme	M&E
5	Ms. Nataliya Lukyanova	UN Development Programme	HIV and Health Programme Specialist
6	Ms Nataliya Lushnikova	National University of Water and Environmental Engineering	Tutor of the Architecture and environment department
7	Ms Victoria Ivasenko,	Kharkiv National University of Urban Economy named after O. Beketov	Assistant professor of the department of municipal construction
8	Mr Evgeniy Svet	National Assembly of People with Disabilities of Ukraine	Consultant on establishment of no-barriers environment, disabled person
9	Ms Larisa Bayda	National Assembly of People with Disabilities of Ukraine	Head of the legal and arrangements department
10	Mr Roman Shtogryn	State rehabilitation enterprise "Center for people with disabilities comprehensive rehabilitation "Podillya" under the Ministry of Social Policy of Ukraine	Director
11	Ms. Mackenzie Wilson	UN Development Programme	Health Programme Intern
12	Mr. Sergiy Savchuk, -	International Labour Organization	National Coordinator for Ukraine,

UNDP, Project Document, Promoting Mainstream Policies and Services for People with Disabilities in Ukraine, Phase 2, including Monitoring and Evaluation Plan and multiyear workplan

UNDP, Country Programme Document for Ukraine 2018- 2022

UNDP, Monitoring and Evaluation Plan, Promoting Mainstream Policies and Services for People with Disabilities in Ukraine, 2nd Phase

UNDP, Quarterly Project Progress Reports (Quarter 3, 2017, Quarter 1, 2018 Quarter 2, 2018 Quarter 3, 2018)

UNDP, Draft End of Project Report.

UNDP, Minutes of Meetings of Project Board

UDD Project Events & Publications table with statistics and annexes with events reports

UNDP, Grantees reports

UNDP, Media monitoring reports

Web resources about Universal design

NUWEE, Program of the discipline "basics principles of universal design of public spaces"

UNDP, Handbook on planning, monitoring and evaluation for developing results

UNDP, A companion guide to the handbook on planning monitoring and evaluating for development results for programme units and evaluators

UN Development Group, Results-based management handbook, 2011

UNDP, UNDP Strategic Plan 2018-2021

UN GA Resolution, Transforming our world: the 2030 Agenda for Sustainable Development