



Italian Red Cross – Perception surveys with people evacuated from Ukraine.

The Italian Red Cross (ItRC) conducted perception surveys with people evacuated from Ukraine, helping to understand their concerns and aspirations following their arrival in Italy.

Introduction

- *This case study was collected in Italy in mid-2022.*
- *ItRC had supported the evacuation of people with disabilities from Ukraine and wanted to understand how people felt about their new situation in Italy.*
- *Perception surveys were carried out which helped identify whether people wished to return to Ukraine*

Perception Surveys

Working together with the Ukraine Red Cross Society (URCS), between March and May this year ItRC supported the evacuation of nearly 300 people with disabilities from Ukraine to Italy.

“In collaboration with relevant authorities and partners, we were able to quickly ensure adequate accommodation and care for all of the people we had assisted to evacuate,” explains Monica D’Alo, Italian Red Cross Community Engagement and Accountability advisor.

“But during the summer we heard rumours that many of the people who had been evacuated wanted to return home to Ukraine.”

To better understand the situation ItRC conducted a brief survey to better understand people’s feelings about their situation, and their wishes to return to Ukraine or remain in Italy.

Using a combination of closed and open questions, the survey found that nearly two-thirds of people were happy remaining in Italy.

The vast majority of those who did wish to return to Ukraine, only willing to return if they could be guaranteed it would be safe.

“In total only three people wished to return to Ukraine immediately, and all these were for significant and understandable personal reasons – we supported them to do so whilst ensuring they continued to receive the support and care they needed,” says Monica.

“Asking and listening to people's needs and opinions helped us to properly understand their concerns and priorities, enabling our National Society to have a more responsive, relevant and sustainable approach.”





Results

Simply by asking people in a systematic manner, ItRC were able to identify the truth behind the rumour that many people wanted to return, as well as learning more about people's needs in their new situation.

While a genuine issue, the scale of those wanting to return was far smaller than rumours had suggested.

The survey was able to gauge people's overall wellbeing and satisfaction with their new lives in Italy, identify those with sincere wishes to go back, and laid the foundation for their repatriation.

Lessons learned

Carrying out the survey and analysing and acting on the information people provided emphasised the importance of listening to and understanding the needs and opinions of people the Red Cross Red Crescent is working with.

The same approach of listening to people and conducting interactive, empathetic needs assessments - already part of the standard ItRC CEA methodology, was later used to support ITRC work with other Ukrainians arriving in Italy and proved to be a fundamental tool for understanding and responding effectively to people's perceptions and needs.

Next steps & recommendations

The successful use of this approach in such challenging circumstances, provided an excellent example for the National Society, underlining the importance of asking and listening to people's needs and opinions to properly understand their concerns and priorities. Taking this experience on board supported the National Society more broadly to have a more responsive, relevant, sustainable and people-centred approach in its work.

Contact information

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