UNHCR The UN Refugee Agency Ukraine

UKRAINE EMERGENCY

UNHCR Delivery Updates

15 November 2024

During her second visit to Ukraine since the start of the full-scale invasion, UNHCR Deputy High Commissioner Kelly T. Clements met with families who received winter support from UNHCR. People living in rural areas of Kyiv region affected by the war received Rapid Thermal Kits, helping them to insulate their homes and stay warm during the cold winter.
© UNHCR/Iryna Tymchyshyn

KEY FIGURES:

4.32 million people reached with UNHCR assistance in **2022** *(24 February – 31 December 2022)*

2.63 million people reached with UNHCR assistance in **2023**

14.6 million people in need of humanitarian assistance and protection in 2024 *(source: HNRP)*

8.5 million people targeted for humanitarian assistance in the 2024 Humanitarian Needs and Response Plan

2.7 million displaced and war-affected people UNHCR aims to reach with different forms of assistance and services in **2024*****

****People may receive multiple forms of assistance and services.*

2024 RESPONSE in NUMBERS*:

(Delivered with partners from 1 January–31 October 2024)

1,264,553 Multi-sectoral services delivered to people in need in 2024

Protection	545,730	Received protection information, counselling, and support — 1.20M Targeted
Multi-purpose cash	301,123	Supported with multi-purpose cash and/or cash for winter energy needs** — 0.60M Targeted
Prykhystok	83,848	People hosting IDPs received financial support through the Government's Prykhystok programme — 0.09M Targeted
Essential items	167,289	Reached with essential items, including in hard-to-access areas by humanitarian convoys — 0.35M Targeted
Shelter/Housing	135,923	Received emergency shelter and housing support, including in collective sites — 0.47M Targeted
Collective sites	30,640	Supported with safe access to multi-sectorial services in collective sites, including winterization support — 0.13M Targeted

* The targets are subject to the receipt of the funding requirements
**Figures may be adjusted as they are subject to reconciliation and verification

All reached figures are subject to data cleaning and verification. Retro-active corrections may occur.

OPERATIONAL CONTEXT & HIGHLIGHTS:

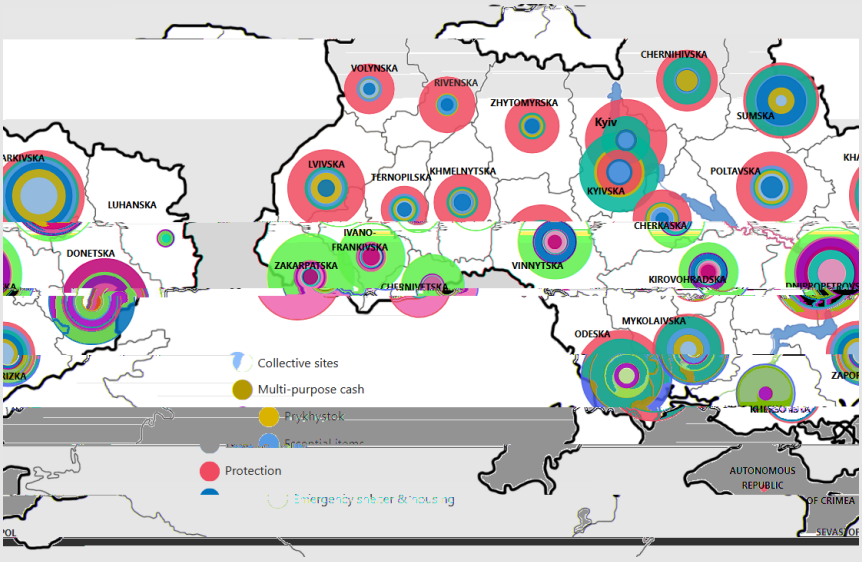
- **UNHCR's Deputy High Commissioner Kelly T. Clements** visited Ukraine at the beginning of November to meet with people severely impacted by the war, as well as with partners and government officials, as the country approached **the grim mark of 1,000 days since the Russian full-scale invasion of Ukraine**.
- As millions of people in Ukraine brace themselves for the third winter since the Russian full-scale invasion, **UNHCR and partners have stepped up efforts to deliver assistance to help people stay safe and warm this winter**. As part of the inter-agency response, and in support of Government efforts, UNHCR and NGO partners have started to deliver cash assistance to help vulnerable people cover additional winter needs, provide essential items for winter, and support people to insulate their homes. The winter response will remain a top priority for UNHCR over the coming months.
- **Evacuations of people from frontline communities continued throughout October and into November** from Donetska, Kharkivska and Zaporizka oblasts as fighting intensified and services were disrupted. Many evacuees are extremely vulnerable, with a significant number of older and disabled people among those from areas under mandatory evacuation orders.
- **Russian aerial attacks continue to have a devastating impact on civilians and cause damage to energy and other critical infrastructure**. The HRMMU reported over 1,900 long-range drone attacks across Ukraine during October. Humanitarian partners are also being impacted. On 19 October, a ballistic missile attack on **Kryvyi Rih** (Dnipropetrovska oblast) damaged the ceiling and windows of UNHCR partner Proliska's office, as well as the roof of their warehouse. Following a drone attack in **Kyiv** on 30 October, UNHCR partner Rokada's office was also damaged. Fortunately, no staff members were injured in either of the attacks.
- **UNHCR provides immediate protection and assistance** to people living in war-affected areas while **supporting the early recovery and durable solutions** for displaced people, returnees, and war-affected people remaining in their homes.

WORKING WITH PARTNERS:

ACTED, AoS, Безпечний простір, Caritas Ukraine Ivano-Frankivsk, SSS, Caritas Ukraine, Decade Mission, Donbass SOS, INTERSOS, ICRC, Crimea SOS, MEDAIR, METALAB, NEEKA, Неємія Центр, Поруч, Right to Protection, Rokada Charitable foundation

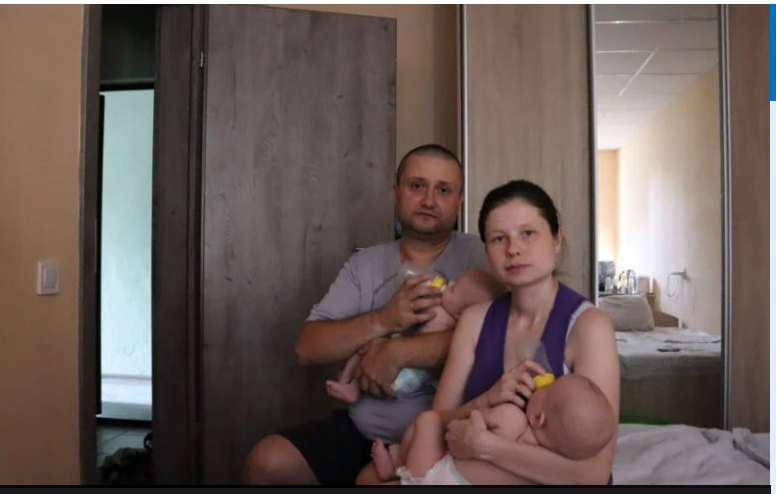
**In alignment with the humanitarian inter-agency and cluster reporting systems and frequency established for 2024, UNHCR and partners will publish narrative and response figures on a monthly basis.*

RESPONSE AT A GLANCE (Delivered with partners from 1 January-31 October 2024)



Emergency Response

- **Evacuations and response**: Since August, some 176,000 people have been evacuated or fled from frontline settlements in Donetska, Kharkivska and Sumska oblasts. Over the last month alone, authorities estimate that over 5,300 residents have been evacuated from Kupiansk, Kharkivska oblast, following the announcement of mandatory evacuations. Between 16 October and 11 November, almost 3,300 evacuees from the Kupiansk area have passed through the transit centre in Kharkiv. UNHCR's local NGO partner Right to Protection (R2P) has enrolled more than 2,500 older people and people with specific vulnerabilities for emergency cash assistance, and received around 500 evacuees in collective sites being supported by UNHCR. Over 340 evacuees have received psychosocial support through our NGO partner Proliska. UNHCR and Proliska also supplied bedding kits (mattresses, pillows, blankets, bed linen, and towels) and other essential items to support overnight stays in the Kharkiv transit centre for evacuees arriving too late to be referred to collective sites or make their own arrangements. Meanwhile, evacuations continued from Donetska oblast, with authorities estimating that over 128,000 people have left the region since 1 August. Authorities recently established a new transit centre in Dnipro city, where UNHCR and NGO partner Proliska provided essential items, including beds, blankets, mattresses, pillows, and kitchen sets to create more comfortable conditions for people evacuated from frontline areas of Donetska and Zaporizka oblasts and transiting to safer locations.
- **Response to attacks:** UNHCR with local NGO partners continued to respond to the needs of people affected by aerial attacks across the country, including major attacks on Dnipro, Kharkiv, Kherson, Kryvyi Rih, Odesa, Sumy, and Zaporizhzhia. So far in 2024, over 118,000 people have been supported with emergency shelter needs, including through the provision of emergency shelter kits and materials to quickly cover damaged homes after an attack. This assistance is complemented by psychosocial support, emergency cash assistance or core relief items, as well as legal aid to apply for compensation for damaged property or restore lost documents, as needed.



Yevhen, his wife Olena and their three children were evacuated from Myrnohrad in Donetska oblast. Forced to leave everything behind, the family now lives in a collective site in Reshetylivka, Poltavska oblast. UNHCR invested in a comprehensive renovation and upgrade of this collective site, transforming it into a safer, more accessible and comfortable living environment for large families like Yevhen's. © UNHCR/Tetiana Kuras

Providing safe shelter, community and hope: how collective sites support displaced families in Ukraine

More than 74,000 internally displaced people in Ukraine continue to reside in collective sites as a result of Russia's full-scale invasion. UNHCR supports 350 collective sites and their residents across Ukraine in different ways, including through refurbishments and small repairs, provision of necessary utilities, by promoting residents' access to information and legal aid, and by organizing social activities and livelihood training. These sites provide a safe space for the most vulnerable, including older people, people with disabilities, large families, and low-income families. With the intensified hostilities in Donetska, Kharkivska and Sumska oblasts, collective sites are also providing shelter to some of the thousands of people who, since August 2024, have been evacuated or fled themselves from frontline communities.

While supporting the urgent needs of people living in collective sites, UNHCR simultaneously works to help them find more durable solutions. Read more here.

UNHCR's Deputy High Commissioner visits Ukraine

From 3-8 November, UNHCR's Deputy High Commissioner (DHC) Kelly T. Clements visited Ukraine for the second time since the start of the full-scale invasion to meet with people affected by the war, as well as with government officials, local authorities, and partners. She travelled to Uzhhorod and Mukachevo, Kyiv and Kharkiv, where she witnessed the deepening emotional toll of the war on people. In Kyiv, the DHC met with the Deputy Head of the Office of the President of Ukraine, Iryna Vereshchuk, and discussed the dramatic humanitarian needs of IDPs, including evacuees, and people affected by ongoing aerial attacks.

During a briefing in Geneva on 12 November, the DHC highlighted the resilience of the people she met with in Ukraine and called for more support to help civilians survive the winter months ahead as energy facilities and other civil structures continue to be hit. Read more here.

UNHCR's Deputy High Commissioner, Kelly T. Clements, visits North Saltivka in Kharkiv, east Ukraine. © UNHCR/Iryna Tymchyshyn

Protection

- **Addressing statelessness in Ukraine:** Marking the 10th year anniversary of the UNHCR-led global #IBelong campaign to end statelessness worldwide, UNHCR and the Office of the Ombudsperson of Ukraine hosted a forum on 25 October bringing together experts from international organizations, government ministries and departments, and civil society. The event aimed to showcase achievements, propose solutions, and foster cooperation to create a roadmap for the way forward in Ukraine to address statelessness. Although major progress has already been achieved in Ukraine in reducing the number of stateless people, continued collective action remains essential. Read more here.
- **Capacity building**: UNHCR jointly with IOM completed a series of trainings for the State Border Guard Service of Ukraine. Between September and October, 11 trainings were conducted engaging over 150 participants from the Border Guard Service and UNHCR's partner border monitors. The trainings focused on countering and responding to cases of human trafficking and abuse.
- **Equality and inclusion**: In October, UNHCR conducted a training for NGO partners in Odesa focused on enhancing LGBTIQ+ inclusion within the community and protection initiatives. Key speakers from LGBTIQ+ organizations led discussions, sharing insights on the specific challenges LGBTIQ+ individuals face and effective methods to create inclusive, supportive environments. The training covered practical strategies for advocacy, inclusive programme design, and best practices in allyship.

Cash Assistance

- Between January-October 2024, UNHCR has distributed multi-purpose cash assistance to over **301,100** newly displaced persons, returnees and other war-affected people with specific vulnerabilities, to help cover the costs of basic items such as food, medicines, clothes, accommodation and utilities. Around **USD 73.7 million** has been disbursed so far this year.
- Approximately **30,150** people (out of the 301,100 recipients of UNHCR's cash assistance in 2024) received emergency cash support in the amount of UAH 10,800. This modality allows for the fast delivery of cash assistance following aerial attacks or urgent evacuations from frontline areas, and helps cope with the sudden shock and address most urgent needs. The highest number of people enrolled were in Kharkivska, Sumska, Donetska, and Dnipropetrovska, oblasts.
- In addition, over **83,800 families** hosting IDPs have so far received cash assistance through the **Prykhystok programme**, in collaboration with the Ministry of Reintegration of the Temporarily Occupied Territories. **UNHCR has committed to fund the programme for the remainer of the year**, ensuring that families hosting displaced people in their homes receive financial assistance to cover additional utility costs.

Zlata, originally from Donetska oblast, fled to Ivano-Frankivsk with her mother Natalia in 2022. Since their first visit, Zlata has become one of the regular attendees at *United by Love*. Together with her mother, Zlata loves making hair decorations that they can then sell at the recently opened shop at the NGO's centre. © UNHCR/Kseniya Bilozerova

Resilience in action: how community-based organizations support war-affected people in Ukraine

Since the beginning of the full-scale invasion, UNHCR has supported more than 500 community-based organizations across the country that directly address the needs of displaced and other war-affected people and empower communities to build resilience and cohesion. One of these organizations, *United by Love*, was created to support social adaptation and inclusion of a diverse group, including local and displaced people with disabilities. Based in Ivano-Frankivsk, it aims to unite families with children, youth, and adults with autism, Down syndrome, cerebral palsy and other physical or mental health conditions. They support more than 300 families with children or youth with disabilities from all over Ukraine. Read more here. All organizations supported by UNHCR since 2022 can also be found in this interactive map.

© Ministry of Social Policy of Ukraine

UNHCR provides targeted winter cash support together with the Ministry of Social Policy and the Pension Fund of Ukraine

UNHCR, in cooperation with the Ministry of Social Policy and the Pension Fund of Ukraine, is supporting the most vulnerable households in Ukraine to get through this winter by providing cash assistance for solid fuel and other heating costs. This cooperation is based on Resolution No. 1169 adopted by the Cabinet of Ministers on 15 October 2024, anchored in an Agreement signed between the Ministry of Social Policy, the Pension Fund, and UNHCR on 28 October, and made possible thanks to the generous support of our donors.

The joint efforts will provide additional financial support to vulnerable households who often lack access to centralized heating or cannot rely on gas, for the purchase of solid household fuel to heat their homes during the coldest months. The programme aims to reach 57,000 households across the country with the assistance transferred directly to their bank accounts.

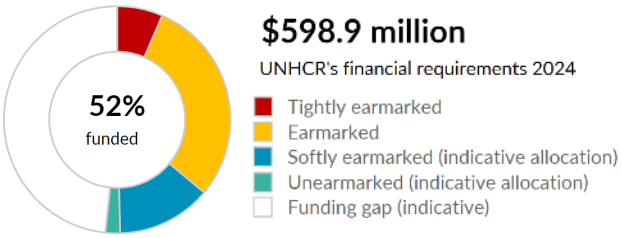
This winter season 2024-2025, UNHCR is aiming to support a total of 550,000 displaced and other war-affected people in Ukraine with cash assistance for energy and heating needs. The cooperation with the Ministry of Social Policy and the Pension Fund is part of UNHCR's overall winter response plan, which also includes winter cash assistance for vulnerable households living in frontline communities, identified in cooperation with the Ministry of Reintegration of the Temporarily Occupied Territories. UNHCR's winter interventions are contributing to the 2024-2025 inter-agency Ukraine Winter Response Plan.

Read more here.

FUNDING UPDATE | 2024

UKRAINE

as of 31 October 2024



UNHCR is grateful for the support from our top government donors and for the generous contributions from individuals and the private sector. Given the immense humanitarian needs, UNHCR continues to seek support to deliver assistance inside Ukraine. For more information, see Ukraine Situation: UNHCR's 2024 plans and financial requirements.

FOR MORE INFORMATION:

- Visit Ukraine's **Operational Data Portal** for more information products here.
- **UNHCR's Regional Flash Update** on the Ukraine situation can be found here.
- **Ukraine Protection Cluster Response Dashboard** can be found here.
- **CCCM Cluster Collective Sites Mapping** here
- **Shelter Cluster Response Dashboard** here.

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