



Global Report 2024 - Situation overview

Yurii, 63, is a resident of Oskil village in the Kharkiv region in Ukraine. His house was damaged in an attack in 2023. As part of the “Workshop on Wheels” pilot project, launched by UNHCR and the local NGO «Angels of Salvation», construction workers helped Yurii replace seven windows and a door in his house. Since January 2024, five mobile teams of workers have been helping families in Kharkiv region to repair their war-damaged homes.

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Ukraine situation

UNHCR country operations: Belarus, Bulgaria, Estonia, Hungary Multi-country Office, Latvia, Lithuania, Poland, the Republic of Moldova, Romania, and Ukraine.

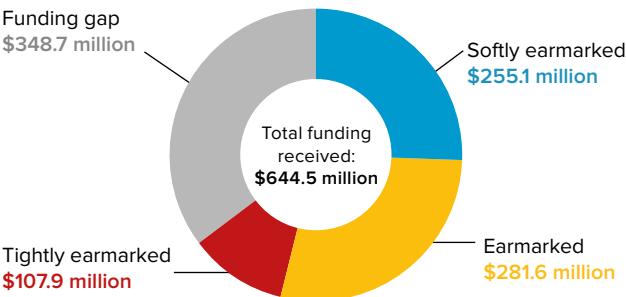
2024 year-end population figures



2024 financial overview

Funding received (USD)

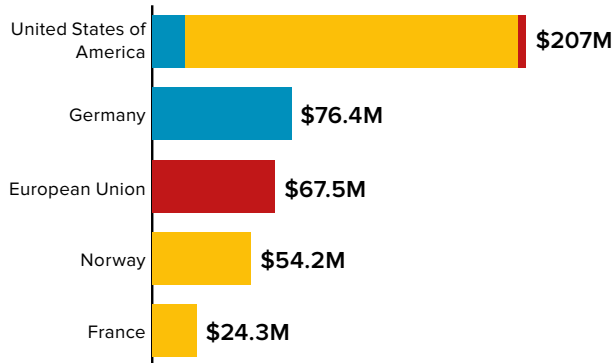
In 2024, UNHCR required a total of **\$993.3 million** to address the emergency situation in Ukraine and received only **65%** of the needed amount.



The percentage funded (65%) and total funding amount (\$644,540,920) are indicative. This leaves an indicative funding gap of \$348,732,046 representing 35% of the financial requirements.

Top 5 Contributions (USD)

Unearmarked Softly earmarked Earmarked Tightly earmarked



In 2024, the international armed conflict between Ukraine and the Russian Federation continued unabated for a third year, with widespread hostilities and insecurity displacing the civilian population, exacerbating the economic damage and disrupting livelihoods, leaving millions dependent on humanitarian aid and many continuing to seek safety abroad. As with the year prior, the humanitarian situation further deteriorated with increased displacement particularly along frontlines, widespread destruction of civilian infrastructure, and deepening disruption of the country's economy.

Within Ukraine, over 14.6 million people were in need of humanitarian assistance in 2024, equivalent to 44% of the total population. 200,000 more were forced to flee their homes, particularly from areas experiencing active hostilities in the country's east, with the total number of internally displaced people (IDPs) standing at 3.7 million by year's end — some people having now been displaced multiple times. The number of refugees from Ukraine rose by almost 10% to 6.9 million, 6.3 million of whom were in Europe.

Airstrikes and ground offensives by Russian Federation armed forces caused the loss and damage of two-thirds of Ukraine's [energy generation capacity](#), disrupting electricity, heating and water supplies and further heightening humanitarian needs as another winter set in. Ukraine is now [estimated](#) to be among the most heavily mined countries worldwide, with nearly a quarter of its territory contaminated.

Inside Ukraine, UNHCR worked to complement Government programmes, coordinating closely with UN and NGO partners and adapting its response to the unpredictable security landscape. UNHCR provided life-saving humanitarian assistance and protection to displaced and war-affected people, while supporting early recovery efforts where conditions allowed. 666,200 people received UNHCR's protection services, including legal assistance, information on rights and entitlements, psychosocial support, child protection services, and specialized services for survivors and victims of different forms of violence, including sexual violence and with a focus on women and children.

UNHCR disbursed \$171 million in [multipurpose cash](#), or cash to meet winter needs, to nearly 610,000 displaced people and returnees (compared to almost 900,000 in 2023), while business and vocational training grants helped enhance IDPs' self-reliance and financial stability. Over 168,800 war-affected people received emergency shelter and sustainable housing support, helping to repair damaged homes and infrastructure, down from 247,000 people in 2023. Over 211,000 IDPs and war-affected people used UNHCR-supported feedback and response mechanisms to voice their needs and concerns in 2024. As part of its winter response, UNHCR reached more than 275,000 vulnerable people, including 224,250 with cash for additional winter needs, 33,150 with essential items, and 18,000 with shelter/housing support, while providing alternative energy support such as generators or power banks to strengthen household-level and community resilience.

In Ukraine, UNHCR continued to lead the Protection, Emergency Shelter/NFIs, and Camp Coordination and Camp Management (CCCCM) Clusters, and co-lead the UN Durable Solutions Steering Committee. UNHCR's Level 3 response in Ukraine was the subject of an [independent evaluation](#), which found that UNHCR had been effective at delivering large-scale humanitarian assistance and protection to some of the most vulnerable populations in Ukraine, and highlighted opportunities to enhance the response through cash assistance, feedback mechanisms and local partnerships.

UNHCR scaled down its distribution of emergency relief items in Ukraine, prioritizing areas most vulnerable to immediate threats, such as missile attacks. 189,500 internally displaced and war-affected individuals received non-food items during the year, two-thirds fewer than in 2023. In response to the enormous mental health and psychosocial support needs, UNHCR and its civil society partners employed psychologists and social workers to identify and support over 34,000 war-affected people, and trained psychologists provided almost 25,000 people with focused individual counselling and group psychosocial support.

Despite significant efforts, funding shortfalls in 2024 meant that some critical needs remained unmet. UNHCR was only able to reach just over half of the 1.2 million people targeted for protection assistance in Ukraine—including information, counselling and other support—and just under half of the 1.15 million people targeted for cash assistance, leaving many vulnerable individuals without essential support. Additional funding would have expanded access to these services as well as to essential items, emergency shelter and housing support, and winterization support.

Outside Ukraine, the European Union's [Temporary Protection Directive](#) was extended until March 2026, along with similar national protection schemes, providing legal frameworks for the protection of refugees and their access to rights and services in host countries. Despite this, UNHCR's protection monitoring and engagement with communities found that some [refugees continued to face challenges in exercising their rights](#), particularly persons with specific needs. UNHCR worked with Governments to address these obstacles, while providing protection assistance and supporting refugees' [socioeconomic inclusion](#). Over 475,000 refugees received protection information and services, legal support, and livelihoods support from UNHCR and partners, while more than 88,850 most vulnerable refugees received cash assistance, helping them meet basic needs and mitigate against harmful coping mechanisms.

UNHCR provided information on available protection and support services to refugees from Ukraine, including through the [Regional Contact Centre](#), which received over 5,150 calls, while 45 dedicated [Help websites](#) across the region provided critical information and referral to support services, with over 7.4 million hits during the year. UNHCR continued to transition the [Blue Dot Protection Hubs](#) into a network of accessible community and support centres.

UNHCR coordinated the **2024 inter-agency Regional Refugee Response Plan (RRP)** for the Ukraine Situation, engaging over 300 partners across 11 countries.¹ During the year, RRP partners reached 1.8 million refugees with protection

and assistance. Over 1.1 million people received support in accessing protection services, such as legal assistance and reliable information, while over 364,000 children benefited from child protection services. Nearly 425,000 people received cash assistance to address urgent protection issues and meet their families' basic needs. However, the Plan remained only 40% funded by year's end, further driving vulnerabilities in areas such as protection, economic inclusion, education and access to healthcare.

UNHCR carried out intention surveys and other assessments to monitor protection risks and people's attitudes towards returning to their places of origin; [57% of refugees and 69% of IDPs](#) said they hoped to return one day, but ongoing hostilities, insecurity, the economy affected by the war and a lack of housing and livelihood opportunities were cited as the main reasons not to do so yet. For those contemplating a possible return, UNHCR worked to help refugees to reach well-informed and truly voluntary decisions on returning, including through the ["Ukraine is Home"](#) digital platform.

To enhance decent work prospects for refugees in Europe, including those from Ukraine, UNHCR launched [Refugee Employment Platforms](#) across eight countries¹, linking the private sector with people who have been forced to flee.

UNHCR published an [analysis](#) on Ukrainian refugee children to better understand the barriers to enrolment in school in host countries, and launched a comprehensive online data [repository](#) on refugee education in partnership with UNICEF, UNESCO, the European Commission, OECD and the Council of Europe. In RRP countries, UNHCR coordinated with partners to enhance enrolment support to schools and other education institutions, working with national counterparts to remove obstacles for accessing education.

UNHCR supported 128 refugee-led organizations and community-based organizations that provide valuable support networks and services to refugees, offering grants of up to \$12,000 in support of community mobilization and empowerment activities, livelihoods and socioeconomic inclusion, as well as protection and advocacy.

¹ Cyprus, Finland, Greece, Italy, Lithuania, Republic of Moldova, Romania, United Kingdom



Adyen: Leveraging technology to support UNHCRs

Since 2022, the global financial technology platform Adyen, based in Amsterdam, has been a vital Emergency Partner for UNHCR, enabling customer donations through [Adyen Giving](#) at merchants like UNIQLO and H&M. In 2024, \$3,817,444 was raised through Adyen Giving, including Adyen's matching contributions and grants, to support UNHCR's work in the Ukraine response, the Emergency Action Fund and flexible funding—a boost to UNHCR's work all around the world. In 2024, Adyen contributed \$729,167 (€700,000) to a livelihoods programme for Sudanese refugees in Chad and provided DAFI scholarships for 30 students to continue their education in 2025-2028.