

UKRAINE EMERGENCY

UNHCR Delivery Updates

12 November 2025

UNHCR's local NGO partners were immediately on site after a largescale attack in Dnipro on 8 November, providing critical assistance to affected families including emergency shelter materials to cover shattered windows, essential items such as blankets, and psychosocial support to help people experiencing acute shock immediately after the attack. © Proliska

KEY FIGURES:

**1.7
million**

multi-sectorial services delivered to people in need in 2024***
(in addition to 4.3 million people reached in 2022 & 2.6 million people in 2023)

**12.7
million**

people in need of humanitarian assistance and protection in 2025 (source: [HNRP](#))

**4.8
million**

people prioritised (from an initial 8M) for humanitarian assistance in the re-prioritised 2025 Humanitarian Needs and Response Plan

**2.7
million**

multi-sectorial services UNHCR aims to provide to internally displaced, returnees, and war-affected people in 2025***

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

OPERATIONAL CONTEXT & HIGHLIGHTS:

- **Russian aerial attacks on Ukraine's energy infrastructure have increased, causing civilian casualties and damage to residential homes, and leading to significant power outages across the country as temperatures drop.** Three large-scale attacks on Ukraine's energy infrastructure during October (10, 22 and 30 October) led to emergency power outages across most regions of the country. They also killed at least 10 civilians and injured 100 others in six regions and in the city of Kyiv, according to the UN HRMMU's [latest report](#). Another massive attack overnight on 7-8 November resulted in power cuts of 8-16 hours across many regions. Prolonged disruptions to heating, electricity, and water supplies [disproportionately affect](#) vulnerable groups, including older persons, persons with disabilities, and families with young children.
- **UNHCR and NGO partners are assisting those most vulnerable during the cold winter season** as part of the broader [interagency winter response](#) and in support of Government efforts. UNHCR is providing cash assistance to help vulnerable people cover winter-specific needs, such as solid fuel and warm clothing, and is supporting the insulation of homes and living spaces.
- **Intensified fighting along the frontline continues to impact civilians, prompting additional evacuations.** According to the [CCCM Cluster](#), almost 13,500 displaced people arrived at transit centres in October, the highest number so far this year, driven primarily by displacement from Donetsk and eastern Dnipropetrovsk oblasts. UNHCR and partners continue to support evacuees in transit centres and receiving areas as part of the interagency response. Many of these evacuees are extremely vulnerable, with a significant number of older people and people with disabilities.
- On 8 November, a car used by NGO partner Proliska was [attacked](#) while evacuating people from the frontline city of Kostiantynivka in Donetsk oblast. The UN Humanitarian Coordinator in Ukraine [condemned](#) the strike.

WORKING WITH PARTNERS:



2025 RESPONSE in NUMBERS*:

(Delivered with partners from 1 January–31 October 2025
For the 2025-26 winter response, see pg. 4)

971,893

Multi-sectorial services delivered to people in need in 2025

Protection
491,041

Received protection information, counselling, and support

0.90M
Targeted

Shelter/Housing
154,354

Received emergency shelter and housing support

0.37M
Targeted

Cash Assistance
215,060

Supported with multi-purpose cash and/or cash for winter energy needs**

1.10M
Targeted

Collective Sites
26,290

Supported with safe access to multi-sectorial services in collective sites, including winterization support

0.04M
Targeted

Essential Items
85,148

Reached with essential items, including in hard-to-access areas by humanitarian convoys

0.25M
Targeted

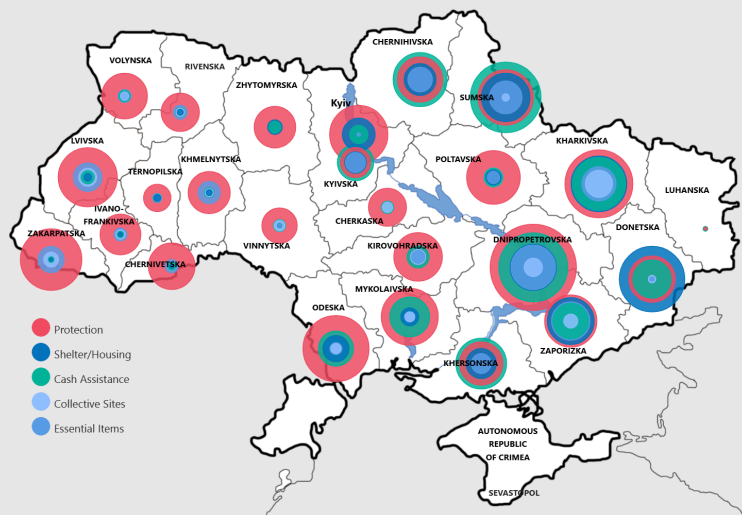
* The targets are subject to the receipt of the funding requirements

**Figures may be adjusted as they are subject to reconciliation and verification

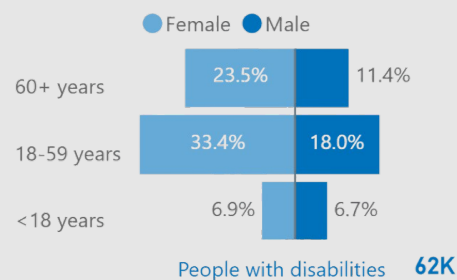
Sources: UNHCR Ukraine Partner Reporting Portal (ActivityInfo);

Contact: UkraineInfoManagement@unhcr.org

All sectorial achievements/targets refer to individuals.
All reached figures are subject to data cleaning and verification.
Retro-active corrections may occur.

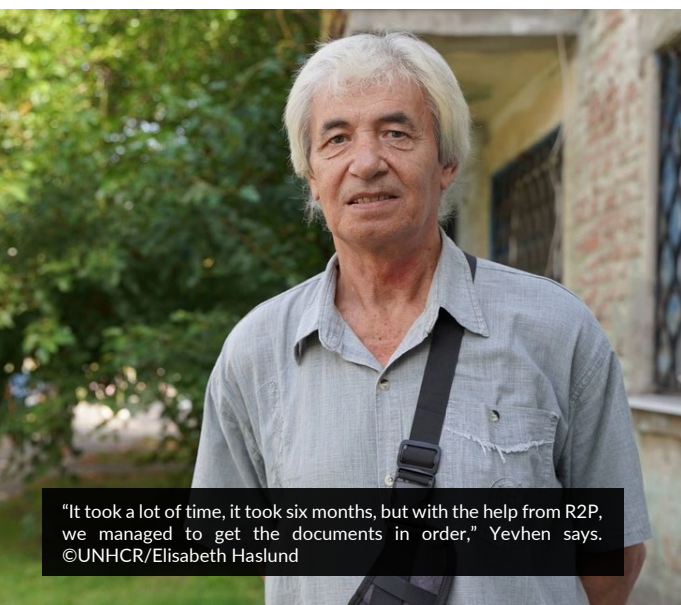


Age, gender and disability breakdown



Emergency Response

- Emergency response to attacks:** UNHCR and local NGO partners are responding to near daily attacks affecting communities along the frontline, as well as largescale aerial attacks impacting civilians across the country. Complementing the work of first responders, UNHCR and partners provided critical emergency assistance following significant attacks in [Chernihiv](#), [Dnipro](#) and other cities in Dnipropetrovksa oblast, [Donetska oblast](#), [Kharkiv city](#) and [Lozova](#) in Kharkivska oblast, [Kherson](#), [Kyiv](#), [Sumy](#), and [Zaporizhzhia](#), among other locations. In total, between January-October 2025, some **117,100** people received emergency shelter materials in Ukraine, enabling them to quickly protect damaged homes with plastic sheeting or OSB boards. This assistance is complemented by psychosocial support, legal aid to restore lost documents or to facilitate access to state compensation for damaged property, the provision of essential items and/or emergency cash assistance.
- Evacuations and response:** According to the [CCCM Cluster](#), from January-October 2025, over 71,000 evacuees registered at transit centres (TCs) in Dnipropetrovsk, Donetsk, Kharkivska and Sumska oblasts. In addition, multiple Interim Evacuation Points have been established across eastern oblasts, which are used by local authorities and partners as assembly
- points. UNHCR and NGO partners remain actively engaged at TCs, Interim Evacuation Points, and collective sites to respond to the needs of newly displaced people including through the provision of emergency shelter, essential items, cash assistance, legal aid and psychosocial support.
- During October, 4,956 evacuees from Donetsk and Dnipropetrovsk oblasts received essential items through UNHCR and partners at TCs in east Ukraine. This included individual hygiene kits, clothing, and towels to help improve general living conditions for new arrivals, many of whom arrive with scarce belongings. In coordination with authorities, UNHCR is also helping to expand the capacity to accommodate newly displaced people in Kirovohradska oblast. A first batch of essential items was provided through UNHCR's NGO partner The Tenth of April to establish 153 new sleeping places for evacuees including in collective sites.
- In Kharkivska oblast, the number of people arriving to TCs remained relatively consistent during October. UNHCR and NGO partners are present at the Lozova and Kharkiv TCs and [continue to provide services](#). On 30 October, UNHCR and NGO Proliska delivered 126 screens to the Lozova TC to improve the privacy and living conditions of the people accommodated there.



How UNHCR legal aid helps displaced Ukrainians

When the fighting intensified in their hometown of Sievierodonetsk in Luhanska oblast in eastern Ukraine, Yevhen and his wife had no choice but to evacuate to Kremenchuk, Poltavksa oblast. In the chaos of departure, Yevhen lost his most important personal documents, including the property deed for the apartment he owned with his wife. Later, the couple learned their home had been damaged in a Russian attack. When Yevhen tried to apply for state compensation, his claim was rejected. "I lost the documents of the ownership of my house. The office with the official registry, now in occupied territory, was burnt down, and the archives were not digitalized," Yevhen explains.

Through UNHCR's partner Right to Protection (R2P), Yevhen received free legal aid to file a court claim recognizing his ownership rights — an essential step to one day access compensation for the damage to his home. As pensioners with very limited income, Yevhen and his wife also received cash assistance from UNHCR, and R2P helped secure an exemption from paying the costly court fees. Read more [here](#).

"It took a lot of time, it took six months, but with the help from R2P, we managed to get the documents in order," Yevhen says.
©UNHCR/Elisabeth Haslund

Bringing support and social connection to isolated war-affected people in Ukraine

When explosions damaged Lyudmyla But's home in Mykolaivska oblast, UNHCR and its NGO partner the Tenth of April stepped in with emergency repairs, fixed the roof and replaced shattered windows. But the greatest change in her life came with the weekly visits from a social facilitator who supports her around the house. "Imagine, I am 77 years old. It is no longer easy for me to carry buckets. Once a week, Lyudmyla K. (the social facilitator) comes, and I am so glad about this. She helps me to carry coal and firewood, bring water, or pick up my medicine [...] it means a lot."

Social facilitation complements state social services and provides basic, tangible assistance that makes daily life more manageable. What started as a pilot initiative launched in late 2024 has grown into a community of over 100 facilitators active in over 90 communities in 13 regions. In 2025, facilitators have already supported over 5,000 people, providing tangible help to people that makes their daily life a little easier, more hopeful and less lonely. Read more [here](#).



The greatest change in Lyudmyla's life came with the weekly visits from a social facilitator, also called Lyudmyla (Komyrets), who supports her around the house. ©UNHCR/Denys Kovalskyi

Protection

- **Leaders of Social Change Forum:** On 7 November, the Ministry of Social Policy, Family and Unity, together with UNHCR and with support of NGO partner Stabilization Support Services, [organized a forum](#) for leaders of social change. The forum gathered more than 200 experts from the social sector to discuss the main challenges and priorities of social policy, including the integration of displaced people, support for families and children, as well as maintaining contact with Ukrainians abroad and facilitating their voluntary return. Read more [here](#).
- **Border monitoring:** UNHCR and NGO partners continue to conduct border monitoring through regular presence at 30 border crossing points. The presence at the borders allows UNHCR with its partners to support people arriving or departing, including through protection counselling, information provision, legal assistance, social and psychosocial support. From January-October 2025, over 8,000 people were supported at the borders. In terms of trends, the number of first-time departures since the full-scale invasion rose to 26% in September and 35% in October, compared to the average of 18% for January to August. Security concerns were cited by 98% of those departing. For the first time since January 2025, people also started referring to lack of electricity and heating as a reason for departure. For more information, see the [October border monitoring snapshot](#) as well as the [Protection Response Update for Q3 2025](#).

Cash Assistance

- From January-October 2025, UNHCR delivered cash assistance to **215,060** war-affected people, totalling **\$65.5 million**. This includes some **104,200** vulnerable people who have been supported because they are either in need of urgent support following aerial attacks or evacuation, were recently displaced within the last six months, or have recently returned home to war-affected communities. The assistance of UAH 10,800 per person helps vulnerable people, including those with specific protection needs, to cover the costs of basic needs like accommodation, food, medicine, clothing, and heating—and allows them to prioritize for themselves what is most urgently needed following the shock of sudden displacement or damage to homes.
- This winter, UNHCR, in collaboration with relevant Government authorities, is providing cash assistance to help families cover winter-specific needs such as solid fuel, warm clothing, and other essentials – prioritizing those who live in frontline areas, where exposure to the war and damage to infrastructure are most severe. As of end-October, **75,164** people have received winter cash assistance (see pg. 4). The transfer value for the 2025-2026 winter response is UAH 19,400 per household, in line with the Shelter/NFI Cluster recommendations calculated based on the Government's assessment of household winter needs, and agreed with the Ministry of Social Policy, Family and Unity.



Liudmyla and her 10-year-old nephew Mykola finally feel at home again after enduring loss, displacement, and uncertainty brought by the full-scale Russian invasion. © UNHCR/Denys Kovalskyi

Tailored support from UNHCR helps displaced families to rebuild their lives in new communities

Before the war, Liudmyla and her son Mykola lived in Beryslav, a town in Khersonska oblast. After enduring temporary occupation and a harsh winter, the family finally fled in March 2023, seeking safety in the town of Velyka Oleksandrivka, also in Khersonska oblast. They initially found shelter in a rented apartment but then were asked to leave when the owners returned to Ukraine. The only available apartment in the area was an abandoned unit left in disrepair since 2018. With no alternatives, the family moved in and started repairing it bit by bit.

UNHCR and NGO partners provided the family with vital support. They received mattresses, blankets, sleeping bags, kitchen sets, solar lamps, power banks, towels, hygiene supplies, a refrigerator and an electric stove. Liudmyla also received cash assistance to help cover a part of the expenses for renovating the apartment. With this support, the family managed to transform the abandoned flat into a modest but livable home. Read more [here](#).

UNHCR WINTER RESPONSE 2025-2026: UPDATE #1

This winter, UNHCR's response aims to help more than 389,000 war-affected people with specific vulnerabilities, including older people, people with disabilities, people with chronic illnesses and internally displaced people hosted in collective sites. The focus is primarily on people remaining in frontline areas of eastern and northern Ukraine, where the harsh winter season is compounded by war-damaged homes, disrupted power infrastructure, and limited access to critical services. [UNHCR's winter response programme](#) is part of a larger [interagency winter response plan](#) and aims to complement the Government's efforts. As the ongoing Russian attacks continue to damage civilian homes and energy infrastructure, the need to support families to keep their homes warm during winter remains urgent and critical.

Delivered with partners as of 31 October 2025*:

80,403

Multi-sectoral services delivered as part of the Winter Response Plan

Winter Response Plan 2025-2026

Cash Assistance

75,164

People assisted with cash support for additional winter needs

21%

359,000
Targeted

Shelter/Housing

5,239

People assisted with better-insulated homes and living spaces

17%

30,200
Targeted

*All sectorial achievements/targets refer to individuals. All reached figures are subject to data cleaning and verification. Retro-active corrections may occur.

Winter response underway:



UNHCR's NGO partner Proliska helps install a Rapid Thermal Kit in a collective site in Dnipro, helping displaced people insulate their rooms as temperatures drop. © Proliska



Insulation works in progress in Mykolaivka oblast, south Ukraine, to improve the building's capacity to retain warmth, reduce heating costs and save energy. © UNHCR

FUNDING UPDATE | 2025

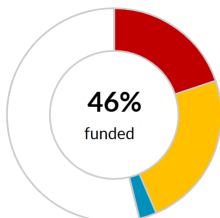
UKRAINE

as of 31 October 2025

\$550.0 million

UNHCR's financial requirements 2025

- Tightly earmarked
- Earmarked
- Softly earmarked (indicative allocation)
- Unearmarked (indicative allocation)
- Funding gap (indicative)



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 the [Ukraine Situation Appeal 2025](#) and the [UNHCR Ukraine 2025 Programme Summary](#).

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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Contact **UNHCR's Hotline 0-800-307-711** for feedback and advice on assistance and services.