



# UKRAINE EMERGENCY

## UNHCR Delivery Updates

10 January 2025

Following a large missile attack on Kyiv in December, UNHCR's local NGO partner Rokada delivered emergency shelter materials including OSB boards to help those affected to quickly cover their damaged homes. Complementing the work of first responders, UNHCR's NGO partners also provided psychosocial support, legal consultations, and enrolled affected people for emergency cash assistance. © Rokada

### 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 prioritised 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.

### OPERATIONAL CONTEXT & HIGHLIGHTS:

- **Largescale aerial attacks continued across Ukraine in December and early January.** On Christmas Day, 25 December, a massive attack on Ukraine's energy infrastructure [caused significant damage](#), particularly to thermal power plants and boiler stations providing heating to civilian homes. This marked the 13<sup>th</sup> largescale coordinated attack on Ukraine's energy infrastructure in 2024, according to the UN Human Rights Monitoring Mission in Ukraine (HRMMU). Kharkivska oblast was particularly affected, with civilian casualties and significant damage to heating power plants and boiler houses, as well as residential buildings and other civilian infrastructure.
- **Civilians in front-line communities face increasingly harsh living conditions due to constant shelling and limited access to essential services.** UNHCR and partners continue efforts to deliver assistance to help people stay safe and warm as part of UNHCR's [2024-2025 winter response plan](#) and the broader [inter-agency response](#).
- The UN HRMMU published its latest [report](#) on the human rights situation in Ukraine detailing human rights violations linked to the war, highlighting **intensified Russian attacks on populated areas, and deliberate strikes on Ukraine's energy infrastructure.** The report also documented a high number of casualties among emergency workers, as well as medical workers, humanitarian workers and volunteers.
- **UNHCR provides immediate protection and assistance to people living in war-affected areas while supporting the early recovery and durable solutions for displaced persons, returnees, and war-affected people remaining in their homes.**

### 2024 RESPONSE in NUMBERS\*:

(Delivered with partners from 1 January - 30 November 2024  
For the [winter response](#), see pg.4)

**1,564,705**

Multi-sectoral services delivered to people in need in 2024

**Protection**

601,948

Received protection information, counselling, and support

**1.20M**  
Targeted

**Multi-purpose cash**

521,784

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

**1.15M**  
Targeted

**Prykhystok**

83,848

People hosting IDPs received financial support through the Government's Prykhystok programme

**0.09M**  
Targeted

**Essential items**

175,843

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

**0.35M**  
Targeted

**Shelter/Housing**

150,098

Received emergency shelter and housing support, including in collective sites

**0.47M**  
Targeted

**Collective sites**

31,184

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

**0.13M**  
Targeted

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

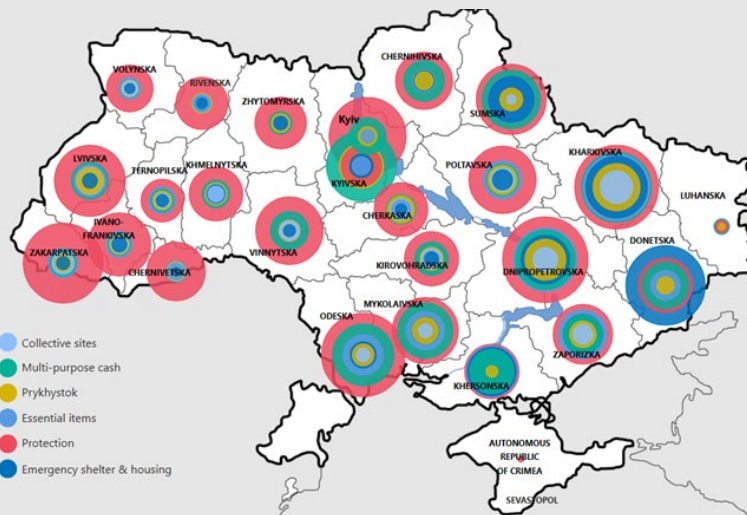
\*\* Figures may be adjusted as they are subject to reconciliation and verification

\*\* The target for MPC was adjusted to include 2024-2025 winter response.

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

### WORKING WITH PARTNERS:





## Emergency Response

- Response to attacks:** UNHCR, together with local NGO partners, continued to respond to the needs of people affected by Russian aerial attacks across the country. Attacks on 20 December impacted [multiple regions](#) including Donetsk and Kharkivska oblasts, the cities of Kherson, Kryvyi Rih, and [the capital, Kyiv](#). Another largescale attack on [25 December, Christmas Day](#), impacted multiple regions. UNHCR and partners were at affected sites across the country including in Kharkiv, Dnipro, and Zaporizhzhia to provide emergency shelter kits and materials to quickly cover damaged homes. In the first week of January, [Svesa in Sumska oblast](#) suffered a devastating attack that damaged hundreds of homes. UNHCR and partners delivered emergency shelter materials to over 550 people and provided 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.
- Evacuations and response:** Since August 2024, some 200,000 people evacuated from frontline areas of Donetsk, Kharkivska, and Sumska oblasts. In **Donetska oblast**, around 12,000 people reportedly left during December. Mandatory evacuations for children and their caregivers were announced in several locations in Donetsk oblast, including from Komarska, Pokrovska, and Udachnenska hromadas. People are

leaving by their own means as well as by transport provided by authorities and volunteers. Additional transit centres continue to operate in Pavlohrad and at the Dnipro city train station (Dnipropetrovska oblast) as well as in Kramatorsk (Donetska oblast). UNHCR and partners are supporting evacuees arriving in 32 collective sites across Dnipropetrovska, Poltavska, Zaporizka and Kirovohradska oblasts through refurbishment, supply of equipment, coordination, as well as protection and multi-sectoral assistance.

- In December, two evacuation trains [arrived](#) to the city of Ivano-Frankivsk in west Ukraine bringing IDPs coming mainly from Donetsk oblast. UNHCR and its NGO partner Rokada provided evacuees with psychosocial support, legal counselling and helped to find available accommodation at collective sites in Ivano-Frankivska oblast.
- Inter-agency convoy:** UNHCR took part in an inter-agency convoy to Reznikovka village, Donetsk oblast, at the beginning of December to assess the humanitarian situation in this area which has been difficult to access by humanitarian organizations. Following the assessment, UNHCR later delivered essential items such as blankets, bed linen sets and sleeping bags, as well as jerry cans to 750 remaining residents.



In Olyva, a small village in Ivankiv, UNHCR and its NGO partner Rokada have restored a local cultural centre, located in an 80-year-old building. ©UNHCR/Iryna Tymchyshyn

## Supporting a community on its path to recovery in Ivankiv, Kyivska oblast

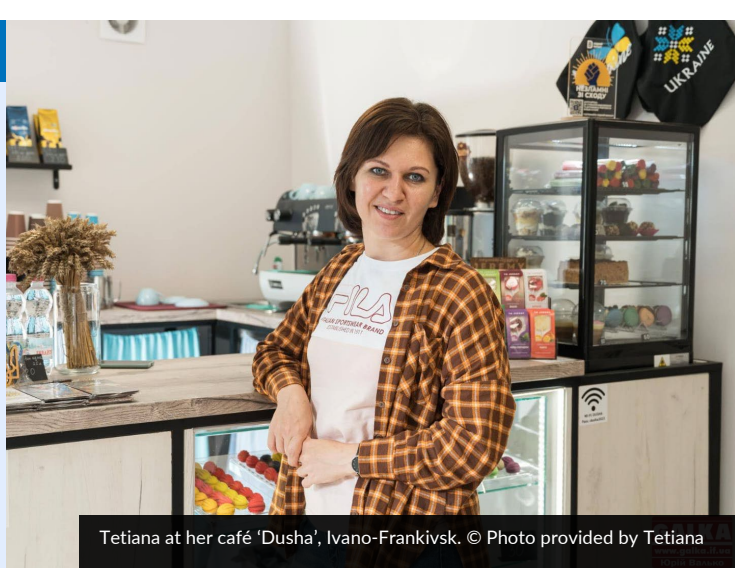
Since 2023, the community of Ivankiv, Kyivska oblast, has spearheaded a durable solutions initiative to bring together local and international actors to support the rebuilding of communal facilities essential for the recovery and revival of this war-affected hromada. Some 2,200 buildings including schools, medical facilities, and administrative service buildings were damaged or destroyed by Russian attacks during the first weeks of the full-scale invasion in 2022.

UNHCR, with UNDP and IOM, and in close coordination with local authorities and civil society, joined forces to support the hromada to rebuild and revitalize the community. While other actors removed mines and debris and reconstructed water pipes to restore the water supply, UNHCR contributed to the repair of the local lyceum and the cultural centre, established a sports complex, repaired more than 250 private homes, and installed 18 prefabricated homes for families whose houses were damaged beyond repair. Read more [here](#).

## One-time grants help people rebuild lives and businesses

After the start of the full-scale war, Tetiana fled Mariupol with her young daughter, first to Dnipro and eventually to Ivano-Frankivsk. She left behind her older parents, her career as the head of a bank branch, and the familiarity of her life in the once vibrant city by the Azov Sea. Tetiana made a fresh start, opening “Dusha” (The Soul), a cozy café in Ivano-Frankivsk with grant support from UNHCR. The café’s walls are adorned with symbols of Mariupol, inviting guests to experience the warmth and hospitality of her hometown. Tetiana has since opened a second location and hired two employees, including another woman displaced from Odeska oblast.

Since the start of the full-scale invasion, UNHCR and partners have supported 56 IDPs with one-time grants enabling them to not only set up their own businesses or undergo vocational training but also create employment for other people who were forced to flee their homes. Read more [here](#).



Tetiana at her café 'Dusha', Ivano-Frankivsk. © Photo provided by Tetiana

## Protection

- **Forum on Statelessness:** On 12-13 December, Kyiv hosted the [Forum](#) 'Citizenship and Statelessness in Ukraine: War and Post-war challenges', to mark the 10<sup>th</sup> anniversary of the #IBelong global campaign, organized by UNHCR's NGO partner Right to Protection (R2P), and supported by UNHCR and the Educational and Scientific Institution of International Relations of the Taras Shevchenko National University of Kyiv. The event was attended by representatives of the Commissioner for Human Rights of the Verkhovna Rada of Ukraine, Ministry of Foreign Affairs, Ministry of Justice, the Educational and Scientific Institute of International Relations, Judges, and civil society organizations. The goal of the forum was to raise awareness about the procedures acquiring citizenship and some of the challenges stateless people face, and the importance of preventing and reducing statelessness in Ukraine.
- **Border monitoring:** UNHCR and its local NGO partners R2P, NEEKA, and The Tenth of April continue monitoring the situation for people leaving and entering Ukraine at 30 border crossing points between Ukraine and Poland, Slovakia, Hungary, Romania and Moldova. The border monitoring teams provide information, legal assistance and protection counselling to people leaving Ukraine to seek international protection as well as to those returning to Ukraine. A gradual decline in cross-border movement that commenced in September continued in November

2024, with departures slightly outnumbering returns. Read the November 2024 report [here](#).

## Cash Assistance

- As of November 2024, UNHCR has distributed cash assistance to over **521,700** newly displaced persons, returnees and people who have been impacted by aerial attacks and need this assistance to help cover the costs of basic needs such as accommodation, food, medicines and clothes. Approximately **\$144 million** has been disbursed from January-November 2024.
- This includes **210,111 people reached (as of 5 December) with cash support for additional winter needs** in collaboration with the [Ministry of Social Policy and the Pension Fund of Ukraine](#), and the [Ministry of Reintegration of the Temporarily Occupied Territories](#), as UNHCR step up efforts to deliver assistance to help people stay safe and warm.
- Approximately **34,500** people (out of the 521,700 recipients of cash assistance so far in 2024) received emergency cash support in the amount of UAH 10,800. This modality allows for the rapid delivery of cash assistance following aerial attacks or urgent evacuations from frontline areas, helping people cope with the sudden shock and to address urgent needs.
- 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.



Kateryna accessed counselling support to enrol in a hairdressing training programme, pursuing her dream and working toward a stable future for her family. ©UNHCR/ Tetiana Kuras

## Empowering displaced people in Ukraine to find employment and rebuild their lives

Kateryna Kazaku, a mother of two, fled from Skadovsk in Khersonska oblast to Kyivska oblast with her family to escape the war. After settling into a new place, she faced challenges in finding a job. After multiple consultations with an employment counsellor at UNHCR's NGO partner Crimea SOS, Kateryna pursued her long-held dream of becoming a professional hairdresser, enrolling in a 5-month training programme. "I struggled to find work due to lack of experience, and I felt that the fact that I'm an internally displaced person made employers hesitant to hire me. But I've always dreamed of finishing my hairdressing training, and now, I'm finally doing it," says Kateryna.

Together with partners, UNHCR is helping displaced people in Ukraine regain stability and rebuild their lives by providing employment coaching and facilitating access to job fairs and business workshops. Read more [here](#).

# WINTER RESPONSE PLAN 2024-2025

In coordination with the Government of Ukraine, and contributing to the broader inter-agency [Ukraine Winter Response Plan 2024-2025](#), UNHCR is working closely with partners on an integrated, multi-faceted response to help people survive the harsh winter conditions in Ukraine. [UNHCR's 2024-2025 winter response](#) aims to provide cash assistance to highly vulnerable households in collaboration with the Ministry of Social Policy and Pension Fund of Ukraine, and the Ministry of Reintegration of the Temporarily Occupied Territories. UNHCR also plans to support alternative energy generation capacity through the provision of generators and power stations; and to help those most in need with insulation of homes and living spaces as well as with essential winter items including blankets.

242,111

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

## Winter Response Plan 2024-2025

### Cash Assistance

210,111

People assisted with cash support for additional winter needs

38%

550,000 Targeted

### Shelter/Housing

12,418

People assisted with better-insulated homes and living spaces

30%

41,400 Targeted

### Essential Items

19,580

People assisted with essential winter items

58%

33,600 Targeted



Anatolii is a 68-year-old pensioner who lives together with his wife Valentyna in Pisky, Sumska oblast, where the border with the Russian Federation lies less than 10 kilometres away.

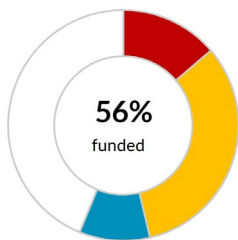
Anatolii and Valentyna's modest pensions barely cover their basic needs. Heating their home with wood during the long, freezing winter requires careful planning and sacrifices. This winter, UNHCR's winter cash assistance allowed Anatolii to purchase enough firewood to heat their home for three months and a gas canister to fuel their cooking oven. "For pensioners like us, this assistance means so much," Anatolii explains. "We bought a truck of firewood and can now stay warm throughout the winter. No matter what happens next, this is our home, and we are not leaving." For most older people in the frontline communities, their pensions are barely enough to support themselves. Gas heating has been a privilege for them, and buying wood is not so easy, with prices almost doubling. Read more [here](#).

Figures of people reached with cash assistance are as of 5 December 2024. All other figures represent people reached with partners as of 30 November 2024. Figures are subject to data cleaning and retro-active corrections may occur.

## FUNDING UPDATE | 2024

### UKRAINE

as of 17 December 2024



\$598.9 million

UNHCR's financial requirements 2024

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