

## UNHCR's Protection Response

- The protection response by UNHCR and our partners provides tailored support to those most in need, aims to strengthen inclusive national systems and services, and encourages the participation of internally displaced people (IDPs) and returnees in decisions that affect them.
- Our protection response complements, reinforces and strengthens the capacity of national protection services to serve the growing population in need, in line with the Memoranda of Understanding with Ministries and Oblast authorities.
- In implementing our protection response, we work directly with communities, including our network of some 550 community-based organizations, some 100 IDP Councils and predominantly local NGO partners. In 2025, UNHCR works with 14 predominantly national partners.

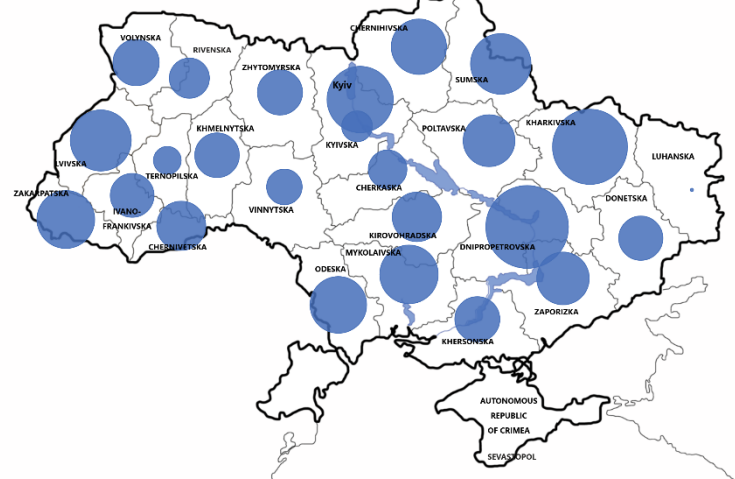


On 28 and 29 of April 2025, UNHCR with its national partner 'Stabilization Support Services' (SSS) convened for the first time representatives of IDP Councils of Khersonska oblast in a regional forum. Their experience and their role, working under constant shelling, is markedly different from other IDP Councils. The forum served to discuss their role and how they can best be supported.

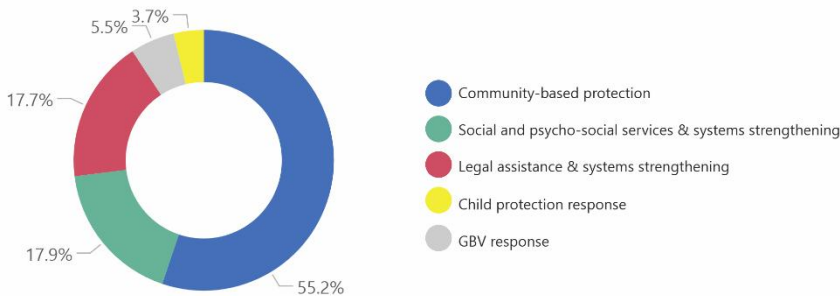
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- In the first half of 2025, **UNHCR's protection response has reached 284,808 people**. Of those, 75 per cent are females, 34 per cent are older people above the age of 60 years, while 10 per cent are minors. 26,000 people supported are living with a disability.
- UNHCR and partners promoted legal and policy developments through **99 advocacy and judicial interventions** aimed at improving access to rights and services for forcibly displaced and stateless people.
- UNHCR and partners also **supported 667 civil society entities**, notably community-based organizations and IDP councils, and provided technical assistance to **125 government counterparts**.
- Access to services was improved for **22,441 people living in collective sites**. Of those, over 35 per cent are older people and 7,000 are people living with a disability.

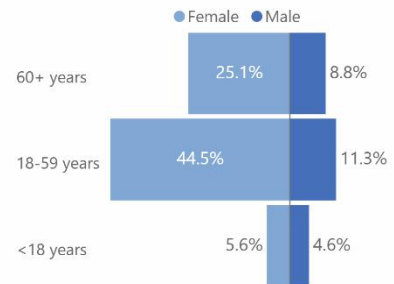
### Protection response: regional reach



### Protection response overview



### Protection response: age and sex breakdown



\*Figures may be subject to change following validation.

## Supporting a national system that protects

UNHCR's goal is to support and strengthen the national system protecting internally displaced and other war-affected people, asylum seekers, refugees as well as stateless people. To attain this goal, we work closely with Government counterparts at central and local levels and strengthen the role of communities who have stepped up since the onset of the war as first-line responders. Our work in support of a national system that protects contributes to the localization and greater sustainability of our protection response.

In 2025, **main Government counterparts** of UNHCR's protection programme are the Office of the President, the Ministry of Social Policy, Family and Unity, its regional Departments of Social Protection and Centres for Social Service Provision, the Ministry of Development of Communities and Territories, the Ministry of Justice and its Free Legal Aid Centres and Civil Registries, the Ministry of Foreign Affairs and its consular services, the State Migration Service and the State Border Guard Service of the Ministry of Interior as well as the National MHPSS Coordination Centre established under the auspices of the First Lady. In addition, UNHCR maintains close cooperation with the Office of Ombudsman of the Verkhovna Rada and the Temporary Special Parliamentary Commission on Internal Displacement.

## KEY HIGHLIGHTS – 2025/Q2

### Our work at the borders

Since mid-March 2022, UNHCR and its partners Right to Protection (R2P), NEEKA, and The Tenth of April (TTA), have conducted border monitoring through regular [presence at 30 crossing points between Ukraine and Poland, Slovakia, Hungary, Romania and Moldova](#). In the first half of 2025, over 11,600 people departing or returning to Ukraine were interviewed. UNHCR's public border monitoring [monthly reports and quarterly dashboards](#) identify trends and patterns in cross-border mobility as well as protection needs on an ongoing basis to inform the planning and response. UNHCR's presence also allows to provide direct support to people at borders, including through protection counselling, information provision, legal assistance, and social support. In the first half 2025, UNHCR through its partners supported over 5,000 people at the borders. In addition, [UNHCR with its partner R2P has also systematized its presence at the 'Mokransky-Domanove' border crossing point between Belarus and Ukraine](#). Since August 2024, the number of Ukrainians arriving from the temporarily occupied territories, Belarus and the Russian Federation through this corridor has increased. In the first half of 2025, 2,565 people arrived through this route; the majority from the temporarily occupied territories. UNHCR and its partners provide legal and social support to Ukrainians arriving through this corridor.

### Hope Away from Home

Olena and Oleksandr fled their home in a rural village near Mariupol and undertook the arduous journey through Russia and Belarus to enter Ukraine through the corridor at the closed border crossing point in Domanove, Volyn oblast. They are among the 2,565 Ukrainians who arrived from the temporarily occupied territories, Russia or Belarus in the first half of 2025 through this corridor. 'We are sad for having had to leave behind our home possibly forever, but happy to be finally here', Olena said. It was not an easy journey, and both needed legal support to obtain return documents and new Ukrainian documents upon arrival. 'There was so much uncertainty, but now, we can start our life again', Oleksandr said showing his new Ukrainian identity document, which gives him new hope away from home.

### Reducing and preventing statelessness with a focus on minorities

In 1994, UNHCR started its operations in Ukraine with the return of forcibly exiled Crimean Tatars. More than 30 years later, reducing and preventing statelessness remains an important priority, in particular as war, occupation and large-scale displacement increase statelessness risks. During the first six months of 2025, UNHCR and its partners worked in 15 oblasts of Ukraine to extend support to stateless people and those at risk of statelessness. The legal assistance helped [1,862 stateless persons, persons with undetermined nationality and persons at risk of statelessness](#), of whom 41 per cent are women. All of them have received legal support for personal documentation, confirmation of nationality or in the statelessness determination procedure. 239 people have documents now and their nationality or stateless status confirmed. UNHCR's [efforts to reduce and prevent statelessness has a particular focus on minorities](#). UNHCR with its partner NEEKA implemented a pilot project on the documentation of Roma in cooperation with the Office of the Ombudsman, also supported by the Council of Europe. As part of this pilot project, 159 people had their nationality confirmed and obtained passports and 83 children obtained birth certificates. The pilot was designed to develop recommendations for simplified documentation procedures tailored to the situation of this community. In May, UNHCR also met with the Permanent Representative of the Mission of the President of Ukraine in the Autonomous Republic of Crimea, Olha Kuryshko, to discuss cooperation.

### Enhancing our mental health and psycho-social support to people

UNHCR delivers mental health and psycho-social support (MHPSS) interventions as part of its country-wide protection programme tailored to the needs of internally displaced and other war-affected people, and in particular those facing specific risks. UNHCR's MHPSS interventions are complemented by other protection services, including legal assistance and social support, addressing the multi-faceted needs of those most affected by war and displacement. In the first half of 2025, and in consultation with the National MHPSS Coordination Centre, UNHCR reviewed its MHPSS footprint to identify its focus and priorities moving forward: In support of the National MHPSS Roadmap, UNHCR pursues a three-pronged approach, including (1) MHPSS service provision tailored to displaced people most at risk, (2) capacity building on community-based MHPSS approaches and on scalable interventions, and (3) resilience strengthening, including burnout prevention of local actors. [In the first half of 2025, over 33,000 people were either supported through MHPSS interventions or trained on community-based MHPSS approaches or scalable interventions](#). UNHCR works with its partners to deliver MHPSS interventions in different settings, including frontline areas and emergency settings, transit areas and areas receiving those displaced. Services are delivered through mobile teams, on evacuation buses, in transit sites, reception areas, community or multi-purpose protection centres or other platforms for service provision, such as resilience centres, as well as other safe spaces.

## SOCIAL PROTECTION AMIDST LARGE-SCALE DISPLACEMENT

The large-scale internal displacement situation put Ukraine’s social protection system to a test. Uprooted from their homes, stripped of their belongings, assets and social environments, many IDPs need social assistance or services they did not require prior to their displacement. The [Ukraine Protection Survey](#) confirms the elevated reliance of IDPs on social assistance and services, as well as heightened barriers in accessing them.

Contributing to a resilient, inclusive and shock-responsive social protection system, UNHCR’s protection programme (a) provides legal, social and psycho-social services and support directly to those most at risk; (b) invests in community-based protection mechanisms offering basic social support and enhancing social integration and cohesion; and (c) contributes to the strengthening of the national social services system. Considering the demographic realities of an aging population and a growing number of people living with a disability, UNHCR’s protection programme has a particular focus on older people and people with disabilities in displacement.



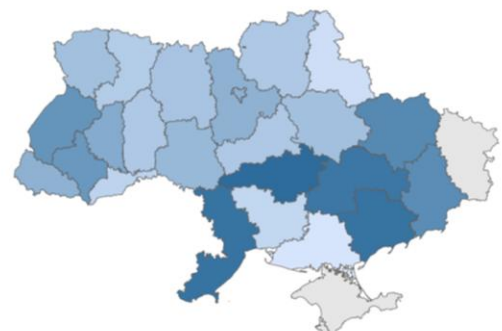
Oleksandr, who is living with a disability, fled Lysychansk in Luhansk oblast after his home was destroyed in the war. He is now rebuilding his life in the assisted living facility in Strih in Lviv oblast, that has been renovated by UNHCR and its partner Rokada. Here, Rokada’s social worker is providing Oleksandr and other residents with support and counselling.

Assisted living is one of the social services that requires adaptation to the situation of internal displacement and systematic strengthening. UNHCR works actively with the Ministry of Social Policy, Family and Unity and its Departments of Social Protection and Centres for Social Service Provision to adapt this social service for older people and people with disabilities in displacement to reduce risks of institutionalization upon displacement.

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To further strengthen the social support system for IDPs, UNHCR pursues the following priorities in the second half of 2025:

- **Supporting the establishment of an ‘IDP pathway’:** The ‘IDP pathway’ is a vision and strategic priority of the renamed Ministry of Social Policy, Family and Unity, and will build on a reform of the IDP registry to serve as a starting point for a well-tailored and accessible displacement-specific response by the State. Led by the Ministry, UNHCR will support the reform of the IDP registration approach and the establishment of the ‘IDP pathway’.
- **Carrying out a ‘displacement audit’ of social services:** Social services are not designed for a situation of large-scale displacement. As a contribution to the social services reform, UNHCR will carry out a ‘displacement audit’ to inform needed adjustments to relevant social services to better cater to the particular needs of persons in displacement, including through the application of the principle ‘money follows people’ for social services financing.
- **Tailoring social services to the needs of older people and those living with a disability:** Building on the pilot for social adaptation in the two sanatoria in Truskavets and Myrhorod, UNHCR, in cooperation with the Ministry of Social Policy, Family and Unity, is adjusting social services most relevant to older people and people with disabilities in displacement, including social adaptation and assisted living services.
- **Continue to build a basic social support model:** UNHCR has built up a network of over 550 community initiatives and CBOs, and more than 100 community volunteers, so-called social facilitators. These community-based protection mechanisms provide basic social support and facilitate social integration and cohesion in a community, complementing the state social services system. This basic social support model leveraging community-based protection mechanism provides often indispensable help to IDPs and others in need and reduces the resort to the overstretched social services system.



Number of CBOs supported (by Oblast) since the beginning of the full-scale invasion until July 2025.

# Protection & solutions monitoring

UNHCR and its partners' protection and solutions monitoring activity is three-fold:

- Monitoring of the protection situation** of IDPs, returnees and other war-affected people in Ukraine, through the new bi-annual protection survey implemented in partnership with the Office of the Ombudsman of Ukraine and as part of a Protection Cluster-led protection monitoring system. In addition, UNHCR and partners undertake legal monitoring to inform advocacy efforts.
- Border monitoring** at 30 international border crossing points between Ukraine and Poland, Slovakia, Hungary, Romania and Moldova. Border monitors provide information, legal assistance, protection counselling and social support to people leaving Ukraine to seek international protection as well as to those returning to Ukraine. UNHCR has also systematized its monitoring presence in Domanove for arrivals from the temporarily occupied territories. Reports are available [here](#).
- Monitoring of intentions and perspectives of refugees from Ukraine, refugee returnees and IDPs** to inform people-centered planning, provision of information through the *Ukraine is Home* platform, and support to returnees as they pursue a durable solution. Access the latest survey results [here](#) with curated [micro-data](#) also available.

The monitoring outcomes inform UNHCR's planning and programme and help identify those most in need. The outcomes are also shared through relevant coordination platforms to inform the wider humanitarian and recovery response.



In partnership with the Ombudsman of Ukraine, UNHCR together with the Protection Cluster, Donbas SoS, R2P, TTA, NEEKA, and Rokada, prepared the **first Ukraine Protection Survey** providing an overview of IDPs' access to rights and public services, highlighting particular groups at risk, and offering information to inform durable solutions to displacement.

The survey examines perceptions of safety, capacity for evacuations, mental health concerns, family unity and freedom movement, housing land and property rights, access to basic needs and services, digital access and access to financial service providers as well as to the state social protection system in particular, alongside social integration considerations and aspects of access to justice.

The survey provides recommendations to different Government bodies as well as humanitarian and recovery actors aimed at improving the IDP protection and solutions system, enhancing the evacuation mechanism, restoring housing, land and property rights, and addressing various barriers to accessing rights and services. In particular, the survey makes several recommendations to strengthen and adapt the social services system for a greater 'fit for purpose' in a displacement context and for consideration during the development of the National Social Services Strategy.

Find the Ukraine Protection Survey #1 here in [English](#) and [Ukrainian](#).

## DONORS

UNHCR is grateful for the critical support provided by our top government donors and for the generous contributions from individuals and the private sector, as well as those who have contributed to UNHCR programmes with softly earmarked and unearmarked funds.



- FOR MORE INFORMATION:**
- Visit Ukraine's **Operational Data Portal** for more information products [here](#).
  - Visit UNHCR Ukraine's **Website** [here](#).

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