



UKRAINE EMERGENCY

UNHCR Delivery Updates

13 October 2025

Overnight on 9-10 October, Kyiv faced a massive Russian attack that damaged civilian homes and vital infrastructure. Several apartments were completely destroyed. UNHCR and NGO partners were on-site to provide legal aid, psychosocial consultations, and emergency shelter repair materials to affected families. © Rokada

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 throughout September and early October continued to result in civilian casualties across the country. The UN HRMMU [reported](#) that at least 214 civilians were killed and 916 injured in September 2025, similar to August 2025. Most deaths and injuries (69%) occurred near the frontline, with particularly high casualties reported in Donetsk and Khersonska oblasts. The total number of civilian casualties from January-September 2025 remains 31% higher than the same period last year.
- Recent attacks have also increasingly targeted critical energy infrastructure, including oil and gas facilities, leading to power outages and raising concerns ahead of the winter heating season. September witnessed a 15% increase in attacks affecting energy infrastructure in Ukraine compared with August, with 31 attacks documented by the HRMMU. Following a largescale attack overnight on 9-10 October, power outages were [reported](#) by authorities in Cherkaska, Chernihivska, Dnipropetrovska, Donetsk, Kharkivska, Kyivska, Odeska, Poltavska, and Sumska oblasts.
- The number of civilians fleeing hostilities in frontline regions remained high for the second month in a row in September, following this year's peak in August. According to the [CCCM Cluster](#), 10,800 displaced people arrived at transit centres in September, compared to 11,500 people in August, primarily from Donetsk and eastern Dnipropetrovska 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 7 October, Bernadette Castel-Hollingsworth [arrived in Kyiv](#) to take up her role as UNHCR's Representative in Ukraine. On 10 October, she [met with](#) Ukraine's First Deputy Foreign Minister, Mariana Betsa, to present her credentials and discuss the continued strong cooperation to support displaced and war-affected people in Ukraine.

2025 RESPONSE in NUMBERS*:

(Delivered with partners from 1 January-30 September 2025)

793,307

Multi-sectorial services delivered to people in need in 2025

Protection

431,558

Received protection information, counselling, and support

0.90M Targeted

Shelter/Housing

129,158

Received emergency shelter and housing support

0.37M Targeted

Cash Assistance

123,975

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

1.10M Targeted

Collective Sites

25,856

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

0.04M Targeted

Essential Items

82,760

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

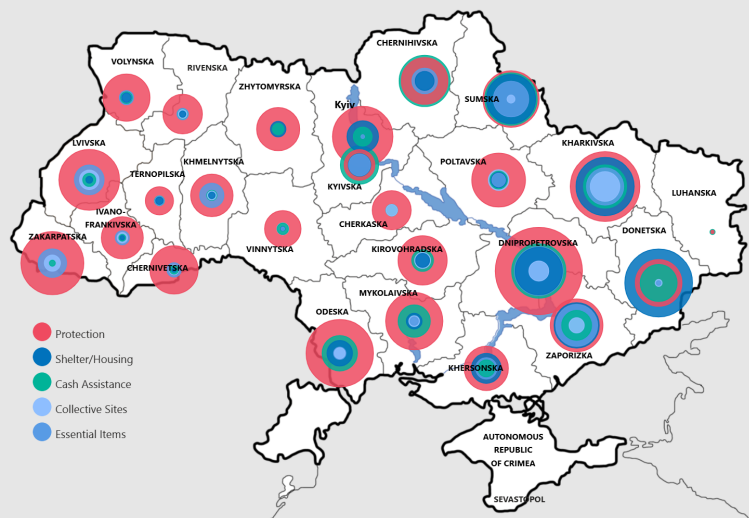
Sources: UNHCR Ukraine Partner Reporting Portal (ActivityInfo);

Contact: UkraineInfoManagement@unhcr.org

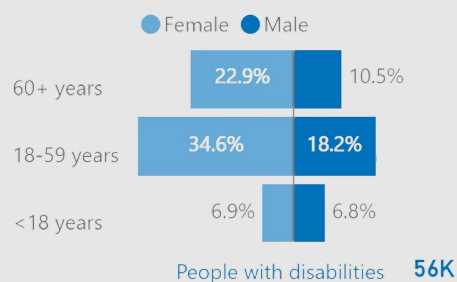
All sectorial achievements/targets refer to individuals. All reached figures are subject to data cleaning and verification. Retro-active corrections may occur.

WORKING WITH PARTNERS:





Age, gender and disability breakdown



Emergency Response

- Emergency response to attacks:** UNHCR and national NGO partners continue responding to the most urgent needs of people impacted by the aerial attacks across Ukraine. Affected families and individuals received emergency assistance including shelter materials, psychosocial support, legal aid, for example to restore lost documents or apply for compensation for damaged property, and essential items or emergency cash assistance. In the last weeks, UNHCR and partners responded to daily attacks in communities near the frontline, as well as largescale attacks in [Kyiv](#) on 28 September, [Balakliia](#) in Kharkivska oblast on 3 October, [Lviv and Zaporizhzhia](#) on 5 October, and again in [Kyiv](#) on 10 October, among others. In total, between January-September 2025, some **105,000** people received emergency shelter materials in Ukraine, enabling them to quickly cover damaged homes with plastic sheeting or OSB boards.
- Support to frontline communities:** On 12 September, UNHCR and OCHA [took part in a convoy](#), delivering vital humanitarian assistance to Khersonska oblast, including construction materials which will help families in the frontline Molodizhne community repair war-damaged homes and prepare for winter amid constant shelling. On 19 September, [UNHCR also joined](#) an interagency convoy to deliver essential items including solar lamps to the frontline community of Bilozerske in Donetsk oblast, where 600 residents remain cut off from electricity and water supply due to the hostilities.
- Evacuations and response:** According to the [CCCM Cluster](#), from January-September 2025, an estimated 57,000 evacuees have registered at transit centres (TCs) in Dnipropetrovska, Donetsk, Kharkivska and Sumska oblasts. A notable 47% of all IDPs registered across the TCs are people with limited mobility. 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 emergency shelter, essential items, cash assistance, legal aid and psychosocial support.
- In **Kharkivska oblast**, 6,930 evacuees have registered at the [Lozova TC](#) since its opening on 19 August 2025, including 880 children (as of 9 October). The highest number of arrivals was recorded between 19-25 September, with an average of 200 people arriving per day. UNHCR’s NGO partner Right to Protection is present at the TC daily to provide legal aid and other protection services. UNHCR’s NGO partner Proliska is facilitating organized evacuations, supporting onward transportation from the TC, and providing psychosocial support services to newly displaced people.
- In **Dnipropetrovska oblast**, during September and the first week of October, over 4,700 people passing through the TCs and interim evacuation points received essential items through UNHCR and partners such as hygiene kits, towels, bed linen, and clothes to help improve their living conditions, as many arrive with only a few scarce belongings.



Renovated collective site provides comfort for families recently displaced from frontline areas

Nadiia made the difficult decision to flee her home city of Kramatorsk in Donetsk oblast in mid-August 2025, together with her four-year-old daughter Valentyna. This was the second time they were forced to flee their home since the beginning of the full-scale invasion. “It’s dangerous to live there in Kramatorsk now. It was our only option to leave again,” explains Nadiia. They were accommodated in a college dormitory that has been turned into a collective site in Kremenchuk, Poltavska oblast. Since the start of the full-scale invasion, the dormitory has hosted IDPs with nowhere else to go and no opportunities to rent accommodation on their own. Recently, UNHCR completed large-scale renovations of the dormitory to improve the living conditions for the currently 119 displaced people residing in the building. Read more [here](#).

“Here at the collective site, it’s comfortable for us. It’s a new place, where we can start our life over. Yet again,” says Nadiia. “I am grateful for the support to displaced people like us, who really lost everything.” © UNHCR/Elisabeth Haslund

A psychologist's story of healing and hope on the frontline

On 10 October, UNHCR marked World Mental Health Day by spotlighting the importance of psychosocial support for people affected by the ongoing war in Ukraine. From individual counselling to group activities, UNHCR and its NGO partners help people regain stability and hope despite the ongoing invasion.

Iryna has worked as a psychologist for UNHCR's NGO partner Proliska since the start of the full-scale Russian invasion, helping the most affected people to cope with trauma of the ongoing war. "Being twice displaced myself, I know exactly how it feels to lose something when you leave. We can help ourselves and recover, only when we help others," Iryna explains. Her work often requires visiting communities close to the frontline or meeting people in acute shock immediately after the aerial attacks, that have significantly intensified in Ukraine in recent months. Read more [here](#).



Iryna helps newly arrived evacuees in a transit centre in Voloske, Dnipropetrovska oblast. ©UNHCR/Oleg Platonov

Protection

- **Statelessness roundtable:** On 17 September, UNHCR together with the Mission of the President of Ukraine in the Autonomous Republic of Crimea, [convened a roundtable](#) on preventing statelessness by improving procedures to access birth registration, passports and other documents for residents of Crimea and regions of Ukraine occupied by the Russian Federation.
- **New cultural hub in Lviv:** On 26 September, UNHCR joined the [opening of a new cultural hub](#) "Pivden" in Lviv, initiated by communities from Khersonska oblast. The hub is designed as a multifunctional and inclusive space that brings together IDPs from southern Ukraine and local residents. UNHCR supported the establishment of the hub by providing building materials and equipment. The space will host cultural events and workshops, keeping community identity alive, and UNHCR's NGO partners will use the hub to provide protection services.
- **Capacity building:** To help communities stay resilient during power cuts, UNHCR [handed over portable power stations](#) to local authorities in Mykolaivska and Odeska oblasts in south Ukraine. These will support the State Migration Service of Ukraine in delivering essential services to IDPs, refugees, and stateless persons in the event of power outages.

Cash Assistance

- From January-September 2025, UNHCR delivered cash assistance to **123,975** war-affected people, totalling **\$35.3 million**. This includes some **88,700** 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. UNHCR also assisted more than 34,000 vulnerable people with winter cash assistance in early 2025, as part of the inter-agency response, in collaboration with the Government, to help keep people safe and warm in their homes, primarily in frontline and other war-affected areas.
- 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. The disbursement of this cash assistance started in September and is ongoing.



Nadiia and her son live in the frontline region of Zaporizhzhia. Last winter, they received support from UNHCR and NGO partner Proliska to instal an insulation kit and new heater for their home. This support was invaluable, as Nadiia is in her 80s and her son has a disability which limits him from being able to help much around the house. © UNHCR/Alina Kovalenko

UNHCR to support the most vulnerable people in frontline regions get through the cold season

As millions of Ukrainians prepare for the fourth winter since the full-scale invasion began, UNHCR is preparing to deliver critical assistance to help vulnerable households remain warm during the harsh months ahead. 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 [inter-agency 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. Read more [here](#).

CLUSTER RESPONSE UPDATE: Q3 2025

UNHCR's humanitarian response is aligned with the needs and priorities set out in the [2025 Ukraine Humanitarian Needs and Response Plan \(HNRP\)](#). The **Protection, Shelter and Non-Food Item (NFI)**, and **Camp Coordination Site Management (CCCM) Clusters** led by UNHCR contributed actively to the comprehensive [reprioritization of the 2025 Ukraine HNRP](#) (April 2025), as part of a global exercise and 'Humanitarian Reset' led by the Emergency Relief Coordinator given the global dynamics and funding constraints. The reprioritization follows a people-centred approach, and links to four strategic priorities: evacuations, support to vulnerable people in the frontlines, response to attacks, and humanitarian contributions to protracted displacement. In July 2025, the UN and humanitarian partners launched the inter-agency [2025-2026 Winter Response Plan](#) which aims to deliver multisectoral, life-saving assistance and services to 1.7 million of the most vulnerable people exposed to extreme cold between October 2025 and March 2025.

UNHCR is also actively engaged in the 2025-2029 UN Sustainable Development Cooperation Framework (UNSDCF), which will support the Government of Ukraine in its reform, recovery and development priorities, and co-leads, with UNDP, Results Group 4 on Governance.

PROTECTION CLUSTER

The Protection Cluster and its Areas of Responsibility (AoRs) consist of 241 implementing partners. The Protection Cluster operates through three coordination hubs and aims to reach 3.8 million people in need of specialized protection responses in 2025.

- **Protection Analysis Update:** The Protection Cluster issued its flagship analytical product, the [Protection Analysis Update Ukraine 2025](#), based on the global protection analytical framework, a sub-national risk assessment conducted in June, and a series of consultations with partners across the country. The report includes analysis of key developments and impacts on the protection environment throughout the year, a snapshot of inter-sectoral risks and vulnerabilities in Ukraine, and an overview of evacuations in Ukraine. It also contains an analysis of five key protection risks in Ukraine alongside recommendations to address them: 1. Forced Displacement, Restrictions to Freedom of Movement, and Returns in Adverse Circumstances; 2. Children's Physical and Psychosocial Safety and Well-Being Threatened by Compounded Risks; 3. Gender-Based Violence; 4. Presence of Explosive Ordnance; and 5. Impediments and Restrictions to Access to Legal Identity, Remedies and Justice, including Housing Land and Property Rights.
- **Response update:** From January-August 2025, partners reached 2.9 million people with protections services, including 529,000 older persons and 157,000 people with disabilities. While specialized services for people at risk were delivered on a needs-basis nationwide, response efforts focused on frontline oblasts including Dnipropetrovska, Donetsk, Kharkivska, Khersonska, and Zaporizka oblasts. Psychosocial support, protection counselling, legal assistance, transportation support, for example for evacuations or to access services, and awareness raising were among the activities with the highest reach. Following the dedicated National Protection Cluster meeting on community-based protection in June 2025, there has been a notable increase in the reported implementation of community-based protection activities, with higher rates observed for oblasts away from the frontline, highlighting the importance of community-based protection approaches in linking IDPs at heightened risk with public services.
- **Evacuations:** To address the most immediate gaps in the response to increased evacuations from Donetsk and Dnipropetrovska oblasts, the Protection and CCCM Clusters facilitated a top-up from the Ukrainian Humanitarian Fund for national protection partners to support the transportation and ramp up reception capacity and services in receiving areas, inside and outside of collective sites.

SHELTER/NFI CLUSTER

The Shelter and NFI Cluster coordinates 138 implementing partners across three coordination hubs, with the aim of assisting 3 million people in 2025 with emergency shelter and NFI assistance, winter assistance, and adequate housing.

- **Response update:** During the third quarter of 2025, the Shelter Cluster and its partners continued to deliver largescale assistance across Ukraine, supporting conflict-affected and vulnerable populations with shelter, NFI, and winterization interventions. As of September, more than 80 reporting and 130 implementing partners had assisted over 760,000 people, representing one-third of the Cluster's annual target. Most of the response, over 80%, was concentrated in the frontline and crescent oblasts of Chernihivska, Dnipropetrovska, Donetsk, Kharkivska, Khersonska, Mykolaivska, Sumska, and Zaporizka, where humanitarian needs remain most acute. From January to September, partners focused on emergency interventions, reaching 270,381 individuals with emergency NFI assistance and 164,004 individuals with emergency shelter support. In parallel, 157,660 people received winter heating assistance, while 133,019 individuals benefited from humanitarian repair interventions that improved safety and living conditions.
- **Winter response:** During the quarter, the Shelter Cluster advanced preparations for the 2025-2026 winter response through three key activities: completing a nationwide data collection exercise on winter energy needs in close collaboration with oblast and Hromada authorities; contributing to the development of the interagency Winter Response Plan; and supporting the launch and partner selection processes for the UHF First Reserve Allocation. As part of the OCHA-led [Winter Response Plan](#), the Shelter and CCCM Clusters aim to reach 942,755 individuals with an estimated cost of \$230 million. In support of this effort, the UHF 2025 First Reserve Allocation for winter response was released, approving 21 projects with a total value of \$50.5 million. These projects are expected to assist 134,389 individuals with critical winter-related support, including solid fuel and heating assistance, winter NFIs, insulation activities, and CCCM interventions. The

allocation prioritizes both national and international NGOs, strengthening operational coverage and ensuring a more coordinated, evidence-based response across the frontline oblasts.

- As of September, Shelter Cluster partners collectively reported the capacity to assist around 330,000 individuals this winter, covering approximately 35% of those in need. A total of \$113 million had been secured for the winter response, including \$50.5 million from the UHF First Reserve Allocation, leaving a funding gap of \$117 million. Without additional resources, more than 600,000 vulnerable people risk facing the winter without adequate support.

CCCM CLUSTER

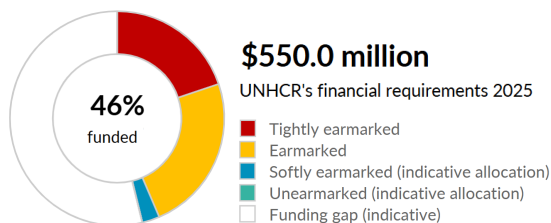
The CCCM Cluster coordinates 32 UN and NGO partners across three coordination hubs, with the aim of supporting 79,000 internally displaced people across 1,600 prioritized collective sites in 2025.

- Displacement trends and response:** August and September recorded the highest numbers of IDP arrivals at Transit Centres (TCs) to date in 2025 (11,500 people in August and 10,800 people in September), with the Pavlohrad TC in Dnipropetrovska oblast receiving 69% of new arrivals during August. In response to growing needs, two new TCs were opened in August in Dnipropetrovska and Kharkivska oblasts. In addition, two Interim Evacuation Points (IEPs) were established in Donetsk oblast and Kharkivska oblasts to facilitate the transit of people evacuated from the frontlines in an organized manner. Since January, [more than 57,500 IDPs arrived in the CCCM-supported transit centres](#) –59% women and 41% men—primarily from Donetsk (51%), Sumska (21%), Dnipropetrovska (19%), and Kharkivska (9%) oblasts. CCCM partners continue to support TCs and collective site management, coordination with local authorities and NGO partners, and referrals for persons with specific needs. Close to 13,000 IDPs have been accommodated in 812 collective sites since January 2025. CCCM partners continue working with local authorities to strengthen accessibility, safety, and inclusivity across collective sites. During the months of August and September, 3,617 people were accommodated in 323 collective sites across Ukraine, with the highest concentrations in Kharkivska, Lvivska, Dnipropetrovska, and Poltavska oblasts, according to the CCCM Cluster’s Evacuations and New Displacement to Collective Sites tracker.
- Collective site monitoring (CSM):** In August, the CCCM Cluster, in partnership with REACH, completed the 18th round of CSM and the [Site Population Profiling Exercise \(CSPP\)](#). The exercise found that adult IDPs in collective sites are predominantly women (75%) and older people (51%), reflecting the protracted nature of displacement and limited opportunities for self-reliance. Psychological challenges were reported by 60% of adult IDPs, rising to 74% in eastern oblasts. Older IDPs indicated that they mainly depend on pensions (87%) and IDP allowances (62%) for income, while unaffordable housing remains the primary barrier to leaving collective sites (72%), with 88% of IDPs planning to remain in in collective sites in the long term. The CSM also found that over half (55%) of collective sites lack accessible infrastructure, posing challenges for older persons and those with disabilities.
- CCCM Cluster transition:** In line with the Humanitarian Reset initiative, the CCCM Cluster in Ukraine is implementing a phased transition to be concluded by the end of 2025. The strategy focuses on 1) transferring specific functions to the Government entities where feasible; 2) incorporating the operational and coordination platforms within Protection and Shelter Clusters; and 3) strengthening localization and collaboration with recovery actors. CCCM technical expertise will be retained within the Protection Cluster to ensure continuity of key coordination functions.

FUNDING UPDATE | 2025

UKRAINE

as of 30 September 2025



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.