

UKRAINE EMERGENCY

UNHCR Delivery Updates

23 February 2024

Russian missile and drone strikes targeted cities across Ukraine on the morning of 7 February 2024, killing at least five people and wounding dozens more, according to Ukrainian authorities. Four people were killed when a multi-storey building was hit in Kyiv's southwestern Holosiivskiy district (pictured). UNHCR and partners are responding to the repeated attacks on Ukraine by ensuring immediate emergency assistance to people and communities affected. © UNHCR/Elisabeth Arnsdorf Haslund

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 targeted for humanitarian assistance in the 2024 [Humanitarian Needs and Response Plan](#)

2.7 million

displaced and other war-affected people aimed to be reached by UNHCR with different forms of assistance and services in 2024**

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

OPERATIONAL CONTEXT:

- This week marks two years of full-scale war in Ukraine—and the scale of the tragedy is immense. Some 6.5 million Ukrainians remain in host countries as refugees, while some 3.7 million people remain forcibly displaced inside the country. The 2024 Humanitarian Needs and Response Plan estimates that some 14.6 million people in Ukraine will need humanitarian assistance this year.
- Continued Russian attacks across Ukraine, especially in the east and south of the country, as well as ongoing hostilities along the frontline, have caused more civilian casualties and disrupted critical services for hundreds of thousands of people. On 17 February, Ukraine [withdrew](#) its troops from the key eastern town of Avdiivka, in Donetsk oblast, giving the Russian Federation its first major territorial gain in months. The UN Human Rights Monitoring Mission in Ukraine meanwhile has [verified](#) that at least 641 civilians were killed or injured in Ukraine in January 2024, continuing a trend from December 2023 of increasing civilian casualties due to intensified Russian attacks.
- UNHCR this week [released](#) a snapshot of key findings from the fifth round of interviews among Ukrainian refugees and internally displaced people (IDPs) regarding [return intentions](#), and an updated [factsheet](#) and analysis of border movements. Taken together, the two reports underscore the ongoing uncertainty that refugees from Ukraine and IDPs experience regarding potential durable solutions as well as the breadth of support required to ensure that future returns are safe, fully voluntary, and sustainable.
- On 15 February, the third joint [Rapid Damage and Needs Assessment \(RDNA3\)](#), a joint undertaking of the Government of Ukraine, the World Bank Group, the European Commission, and the United Nations, was released in Kyiv. It estimates the total cost of reconstruction and recovery in Ukraine at \$486 billion over the next decade. Direct damage has reached almost \$152 billion, with housing, transport, commerce and industry, agriculture, and energy the most affected sectors. Over 2 million homes across Ukraine have been destroyed or damaged since the escalation of the war in 2022 – this is 10 per cent of the total housing stock.

WORKING WITH PARTNERS:



2024 RESPONSE in NUMBERS*:

(Delivered with partners from 1-31 January 2024; for the specialized winterization support, see pg. 4)

171,563

Multi-sectoral services delivered to people in need in 2024

Protection

62,172

Received protection information, counselling, and support

1.20M Targeted

Cash assistance

44,201

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

0.60M Targeted

NFI

33,081

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

0.35M Targeted

Shelter/Housing

13,804

Received emergency shelter and housing support, including in collective sites

0.47M Targeted

Collective sites

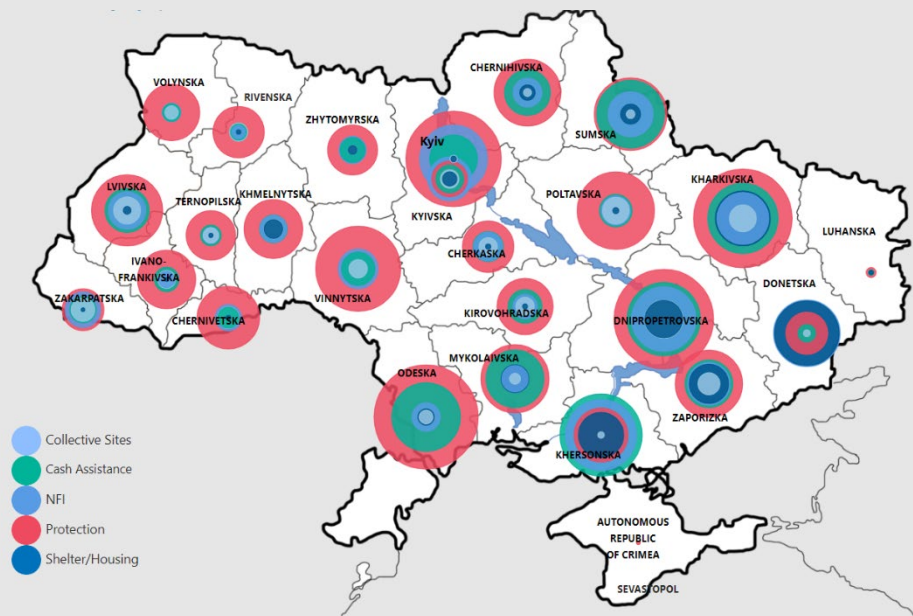
18,305

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.

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



NFI Essential Items & Housing/Shelter

- Interagency convoys to frontline areas:** On 19 January, UNHCR took part in an interagency convoy to Zhelanne village to deliver essential items and monitor the situation in Avdiivska and Ocheretynska hromadas. Zhelanne is the nearest accessible village in the vicinity of Avdiivska and Ocheretynska, and meetings were held with representatives of both hromadas. It is estimated that about 3,000 people, including many elderly people, lived in these hromadas as of mid-January despite the constant shelling and extensive damage to private homes and infrastructure. The main issues highlighted by the community included the security situation, as well as the limited access to medical, municipal and communal services.
- Immediate emergency response:** In response to the largescale missile attack on 7 February, which affected multiple regions of Ukraine – including Kharkivska, Kyivska, Lvivska, and Mykolaivska oblasts – UNHCR partners provided emergency response to affected families. In Kyiv for example, UNHCR’s local NGO partner Rokada [provided](#) 100 emergency shelter kits, consisting mainly of plastic sheeting and wooden boards, to help people quickly cover damaged flats, while our partner Right to Protection (R2P) offered legal support, assisting 115 people to replace lost documents and access financial compensation or other entitlements. Over 360 people affected by the attack in Kyiv were also enrolled to receive cash assistance to help them meet their most urgent basic needs.
- A large attack on Kharkiv city on 9 February [killed](#) seven civilians, including three children, and damaged many residential buildings. UNHCR’s local NGO partner Proliska sent psychologists to the site of the attack that same night to provide psychological first aid. Affected families were also [supported](#) with tarpaulins and wooden boards, as well as essential items such as blankets, mattresses, pillows, bed linen, towels, and personal hygiene kits to replace lost items.
- Another missile attack in the early hours of 15 February caused damage in parts of west and central Ukraine. In Lviv, UNHCR’s team was among the first responders on the scene, where the attack damaged 25 residential buildings, two schools, a kindergarten, a job centre, and a research institute. UNHCR and Rokada [distributed](#) emergency shelter kits to support quick repairs to civilian infrastructure and private homes. UNHCR is also planning to provide cash assistance to the affected families.



Lives on Hold 5: Intentions and perspectives of refugees, refugee returnees and internally displaced peoples from Ukraine

Based on interviews with some 9,900 Ukrainian refugees, IDPs and refugee returnees, *Lives on Hold 5: Intentions and perspectives of refugees, refugee returnees and internally displaced peoples from Ukraine*, finds that while the majority of Ukrainian refugees and IDPs surveyed (65 and 72 per cent respectively) still expressed a desire to return home one day, the proportion has declined since the last round of surveys was conducted in mid-2023, with more expressing uncertainty due to the ongoing war.

Respondents cited the prevailing insecurity in Ukraine as the main factor inhibiting their return, while other concerns included a lack of economic opportunities and housing. Amongst refugee returnees interviewed in Ukraine, more than half – 55 per cent – reported that there were fewer job opportunities than they thought there would be. These findings underscore the imperative—and urgency—to redouble early recovery programmes to rebuild homes, social infrastructure and services and support local economic development. Read the summary report [here](#).

How the provision of laptops strengthens access to social protection at local level

The war and subsequent need to support millions of people forced to flee their homes have put placed severe strain on the delivery of local social services. Departments of Social Protection play the leading role in addressing a multitude of needs and in providing state assistance to displaced families.

“In such a difficult time for Ukraine, making timely payments of all types of social benefits and compensations is crucial. Older devices make things much more difficult because they are slow and do not always support modern apps. The equipment must work quickly,” explains Viktor Markov, head of the Department of Social Protection in the city of Zaporizhzhia.

In total in 2023, UNHCR provided **3,370** laptops to support social and legal workers, but also to help children continue their studies and stay connected, as well as to help border guards and consular workers to continue providing vital services to people across Ukraine. Read more about the different ways this support can help displaced and war-affected people in Ukraine [here](#).



© Stabilization Support Services

Protection

- **Protection monitoring highlights:** Partners in the UNHCR-led Protection Cluster continue to conduct protection assessments, with 14 member organizations having completed over 1,300 key informant interviews across 24 oblasts in January 2024. The latest findings highlight that **social cohesion issues** and disputes in communities are primarily related to i) access to livelihoods and employment opportunities, mostly in Zaporizka and Kharkivska oblasts; ii) access to assistance, with the highest numbers reported in Zaporizka oblast; and iii) land, shelter and property, mostly reported in Zaporizka, Sumska and Ivano-Frankivska oblasts.
- **Social cohesion:** In coordination with local authorities, UNHCR’s local NGO partner Neemia [opened three community centres in Zakarpatska oblast](#), west Ukraine, in the towns of Nyzhni Vorota, Poroshkove and Stavne. They will serve as a space to hold trainings, seminars, educational and cultural events as well as networking meetings for businesses. UNHCR and Neemia started working on the renovation and refurbishment of these centres in 2023, for example replacing roofs and renovating bathrooms. The centres will be encouraging the active participation of both displaced people and host community members, and plan to offer psychosocial support sessions for everyone in the community starting in 2024.
- **Monitoring by Protection Cluster partners** in January 2024 also identified **barriers or access restrictions to essential services in the areas of health, shelter and livelihoods**. The main barriers to accessing Government social services were reported to include lack of financial resources, distance and lack of transportation to relevant facilities, lack of available services or lack of information.
- Monitoring findings also indicate that many returnees in three hromadas in Kharkivska oblast in eastern Ukraine are found to be living in destroyed, unfinished or inhabitable buildings. There are **concerns about returns to unsafe areas near the frontlines**. The Protection Cluster is following up with Shelter and HLP actors working in the oblast to mobilize a response.
- Due to increased shelling and attacks on civilians, **secondary displacement movements have been observed** mostly in Kharkivska, Odeska, Zaporizka and Sumska oblasts. Additional information on the latest monitoring findings is available through the Protection Monitoring Tool [Interactive Dashboard](#).



New Roma community centres in Zarkapatska oblast in western Ukraine

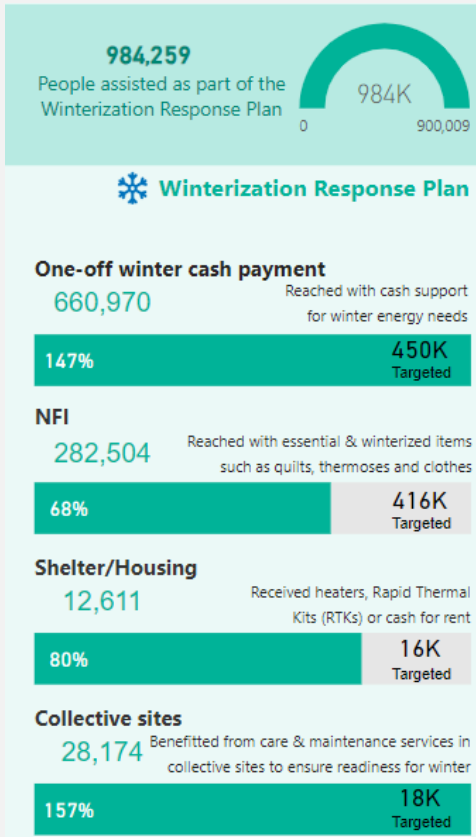
In early February, a new Roma community centre (Roma Hub) officially opened in Mukachevo, Zarkapatska oblast, followed by another community centre to open in Berehove later in April. UNHCR and its local NGO partner NEEKA have supported the renovation and refurbishment of the two new centres.

The hubs will work as multifunctional spaces to support Roma communities, in particular Roma women and girls, complementing the Government of Ukraine’s National Roma Strategy. Building on experiences and lessons learnt from a similar Roma Hub – run by UNHCR and partners in Uzhhorod since 2022 – a broad range of activities will aim to strengthen Roma communities’ access to rights and services and reinforce their capacities and integration into local communities.

The activities at the centres will be organized in strong coordination with local authorities, Roma-led community-based organizations and other partners, including other UN organizations. Read more [here](#).

WINTERIZATION RESPONSE

The winterization response continues to be a key priority. In coordination with the Government of Ukraine, and contributing to the broader [Ukraine Winter Response Plan](#) (updated September 2023), [UNHCR's winterization response](#) is targeting 900,000 vulnerable, displaced and war-affected people between 1 September 2023 and 29 February 2024. Strengthened protection referrals, with a particular focus on psychosocial support and legal assistance to support access to key civil and housing, land, and property documentation to support solutions from the start, accompany UNHCR's winterization response.



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Tetiana was born in the village of Kyselivka, Mykolaivska oblast, south Ukraine. She is a single mother of three children. Her village was occupied by the Russian Federation armed forces for nine months. After the full-scale invasion, she struggled to survive and to find food for herself and her children, so she fled to Mykolaiv. She returned home to her village at the first chance she got, soon after it was retaken by Ukrainian forces. However, she returned to find her home completely destroyed and is now trying to slowly rebuild it with the help of UNHCR and its local NGO partner The Tenth of April (TTA). TTA is helping her repair the walls, the roof, and are installing a heater/stove to help keep the family warm during the winter. The heater will also help dry the walls which suffer from humidity. Tetiana says all she wants is for her village to return to the life it once had before the invasion.

Figures represent people reached with partners between 1 September 2023 and 31 January 2024. Figures are subject to data cleaning and retro-active corrections may occur.

FUNDING UPDATE | 2024

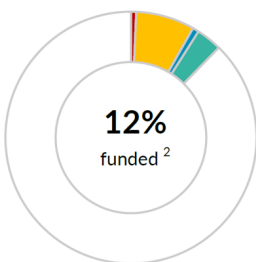
UKRAINE

as of 31 January 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.