



POST DISTRIBUTION MONITORING: NON-FOOD ITEMS

2024-2025



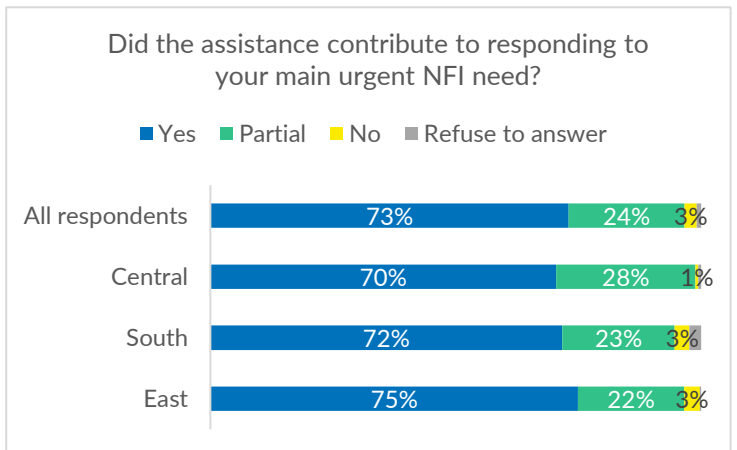
During an aerial attack on Kharkiv by multiple Russian drones, residential areas & vital civilian infrastructure were heavily damaged. UNHCR and partners Mission Proliska & Right to Protection responded, providing emergency materials for rapid house repairs, essential non-food items such as warm blankets, as well as legal aid and psychosocial support. ©Proliska

OVERVIEW

This post distribution monitoring (PDM) report summarizes key findings from the 2024–2025 Post-Distribution Monitoring (PDM) exercise undertaken to assess UNHCR’s Non-Food Item (NFI) assistance across Ukraine. The monitoring covers distributions implemented between January 2024 and June 2025, during which 198,684 individuals received NFIs. The assessment examines the relevance, effectiveness, and coverage of the assistance, and seeks to capture beneficiary perspectives on the quality, sufficiency, and timeliness of the support received. Data collection was conducted in October 2025 by the Kyiv International Institute of Sociology (KIIS) through Computer-Assisted Telephone Interviewing (CATI), enabling standardized and efficient outreach to recipients. In total, 640 internally displaced and war-affected households participated in the survey, providing insights into their use of the items, the contribution of the assistance to meeting urgent needs, and any challenges or concerns encountered throughout the distribution process.

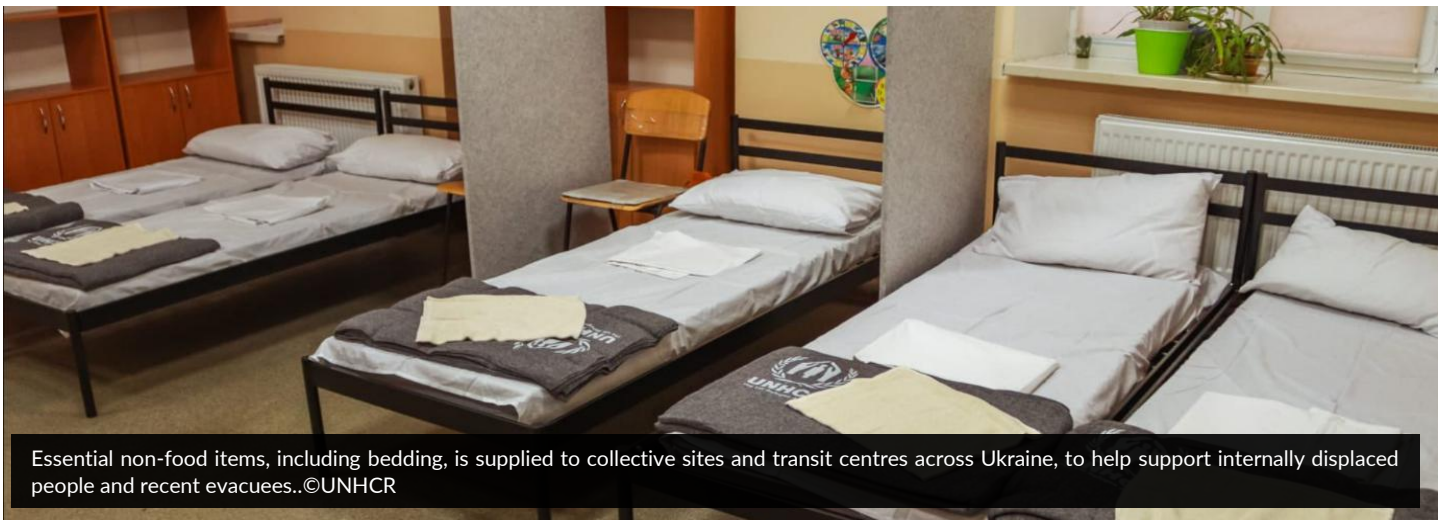
KEY FINDINGS

1. Across the survey, respondents consistently noted that the NFI assistance helped them meet essential household needs at a time of continued insecurity, power disruptions, and limited access to basic services. Most households (97%) reported that the support fully or partially covered their urgent needs, and the majority were regularly using the items received. Satisfaction was especially high for solar lamps, sleeping bags, and mattresses, which were frequently described as important for safety, warmth, and daily living. Respondents in the East reported the highest levels of item use, particularly for lighting, reflecting more frequent power outages in the region. While the quantity of items was generally considered sufficient, several respondents identified unmet needs, especially for hygiene kits, kitchen sets and



clothing. These patterns echo findings from previous cycles and may indicate that consumable or semi-consumable items require more frequent replenishment.

- 2. The timeliness of deliveries varied across regions.** Two-thirds of respondents received items within 1-9 days following assessment, but a significant share, particularly in frontline oblasts waited considerably longer. Despite this, respondents expressed high satisfaction with staff behavior and the overall organization of distributions. On average, households travelled 23 minutes to the distribution site, spending around 52 UAH on transportation. Travel burden was highest in the South, where respondents reported an average of 25 minutes and 62 UAH in transport costs. At the same time, many noted the absence of priority measures for older persons, persons with disabilities, or caregivers with small children, suggesting that simple adjustments to site arrangements could improve accessibility.
- 3. Communication gaps were a notable finding across regions.** Many respondents did not know which items they would receive, how they were selected, or how to provide feedback or raise concerns. Awareness of the UNHCR hotline was especially low, and only a small number of respondents had ever submitted a complaint. Among those who did submit a complaint, 43% reported it was resolved, while 29% stated it remained unresolved, suggesting the need for more systematic follow-up.
- 4. In terms of assistance modalities, respondents continued to express a preference for cash due to its flexibility and ability to address household-specific needs. Many households explained that while cash is useful once they are settled, it does not meet immediate needs in the critical hours and days following sudden displacement.** In emergency situations such as directly after strikes, during power outages, or in the first stages of evacuation, people require essential items faster than cash can be distributed, accessed, or used, even when markets are functioning. Respondents noted that during these periods, basic items such as blankets, lighting, and hygiene materials need to be available on the spot to help them cope with urgent conditions.



Essential non-food items, including bedding, is supplied to collective sites and transit centres across Ukraine, to help support internally displaced people and recent evacuees..©UNHCR

COMPARATIVE REFLECTIONS WITH PREVIOUS PDM CYCLE

A review of findings from the previous PDM cycle (2023-2024) shows that several trends remain consistent over time:

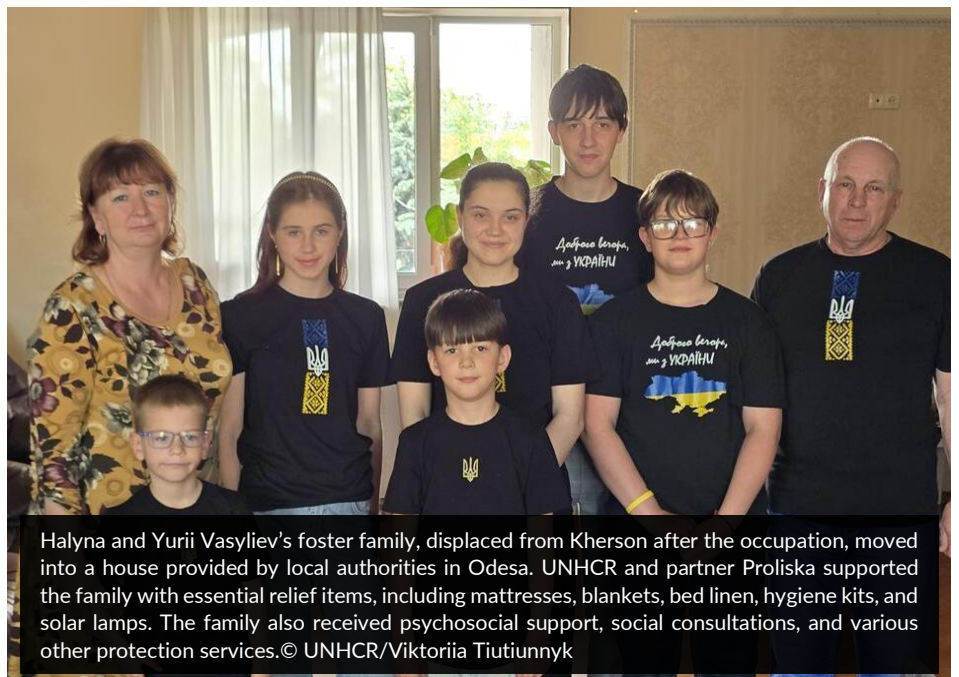
- 1. Core NFI items continued to support households' basic living conditions in both years.** In 2023-2024, 83% of respondents reported actively using the items they received, a level that remained the same in 2024-2025, when satisfaction with solar lamps, sleeping bags and mattresses was particularly high. This suggests that essential items such as lighting and bedding continue to meet stable and predictable needs.

Both cycles also showed a similarly high concentration of households with specific needs, with more than 90% reporting at least one vulnerability.

2. **Across both cycles, households also reported unmet needs in similar categories, especially hygiene items and kitchen sets.** In 2023–2024, 25% of respondents reported unmet needs in these areas, and in 2024–2025 this figure increased slightly to 30%. This recurring pattern may suggest that some household needs extend beyond the items covered in standard kits, or that the frequency of need for consumable or semi-consumable items is higher than previously estimated. These recurring gaps point to an opportunity to revisit assumptions around kit composition per household.
3. **Preferences for assistance modalities remained consistent, with respondents favoring cash-based assistance.** In 2023–2024, 71% of households preferred cash, and in 2024–2025 this preference remained high, at 65%. However, the slightly increased interest in mixed modalities in the 2024–2025 cycle reflects practical considerations during emergency situations. In periods of immediate displacement, such as following strikes or during the early stages of evacuations, households often require essential items more quickly than cash can be delivered or used, regardless of market availability. In these contexts, in-kind support can address urgent needs far more rapidly, while cash assistance remains valuable for meeting ongoing or individualized needs once conditions stabilize. Considering these factors, a mixed-modality approach may offer the most balanced and effective response.
4. **Communication and awareness challenges were also consistent.** In 2023–2024, more than half of respondents did not know in advance which items they would receive. In 2024–2025, this issue persisted, with 60% reporting the same. Awareness of feedback channels also remained limited in both cycles. These patterns point to operational gaps in how information is shared and suggest that more consistent communication practices could strengthen clarity and engagement.
5. **Finally, variations in timeliness and access across geographical areas remain present in both cycles.** The slight increase in reported delays this year suggests the need for ongoing monitoring of operational pressures and access constraints, particularly in regions facing higher insecurity or logistical challenges.

SUMMARY & WAY FORWARD

The results of the PDM reflect a generally positive perception of UNHCR’s NFI assistance among both displaced and non-displaced war - affected households. The vast majority of respondents indicated that the NFIs contributed to meeting their urgent needs, and most households reported frequent use of the items received. High satisfaction levels for core items such as solar lamps and mattresses—which also featured among the most frequently prioritized items before distributions—underscore their continued relevance in contexts characterized by infrastructure damage, limited power supply, and



Halyna and Yurii Vasyliiev’s foster family, displaced from Kherson after the occupation, moved into a house provided by local authorities in Odesa. UNHCR and partner Proliska supported the family with essential relief items, including mattresses, blankets, bed linen, hygiene kits, and solar lamps. The family also received psychosocial support, social consultations, and various other protection services. © UNHCR/Viktoriiia Tiutiunnyk

restricted mobility. In addition, items such as sleeping bags received very high satisfaction ratings among recipients, highlighting their importance for particular groups or situations, even if they did not emerge among the top overall priority items. Feedback related to partner conduct was also strongly positive, reflecting adherence to protection standards during distributions.

Despite these strengths, this PDM exercise identified several areas for improvement. While most households found the quantity of items adequate, gaps were noted in specific categories, particularly among households with multiple vulnerabilities. Delivery timelines varied considerably across regions, with some families experiencing extensive delays and others need to come to distribution points several times. These findings highlight the value of ensuring timely planning, adapting distribution strategies to local conditions, and aligning kit contents more closely with household needs.

Communication gaps, especially regarding eligibility, entitlements, and the availability of feedback mechanisms, were frequently raised by respondents. Strengthening AAP systems, improving visibility of hotline information, and ensuring that households receive clear and timely information before distribution could help address these concerns.

Challenges around accessibility at distribution sites were also noted, particularly the lack of priority measures for persons with specific needs. Enhancing site layouts and incorporating priority queues could help ensure that distributions are inclusive and accessible. Unmet needs and interest in additional services, especially legal and administrative support, indicate that households often require a combination of material assistance and complementary services. Referrals to different services need to be strengthened.

While cash assistance continues to be preferred by many respondents, NFIs remain essential for households without alternative means of accessing basic items, especially in areas with limited market access or during post-attack response. A flexible, mixed-methods approach that considers market conditions, household vulnerability, and evolving needs would support more responsive modality decisions.

Looking ahead, the PDM findings reinforce the value of integrating data-driven approaches into programme planning, particularly as conditions evolve. Strengthening participatory planning, adjusting kit composition based on evidence, and refining operational strategies at regional levels may further enhance the effectiveness, relevance, and timeliness of NFI support.

As humanitarian needs continue to shift, the PDM results highlight the importance of keeping programmes flexible and grounded in evidence from the field. Strengthening preparedness, fine-tuning kit design, and adjusting delivery approaches to different operational contexts will support more responsive and predictable assistance for households facing ongoing disruption.

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.



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- 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.