

Operational Context

- The war in Ukraine has caused death and suffering on a dramatic scale. Many people remain in areas of escalating hostilities where destruction and disruption of basic services, such as food, water and electricity supply, education, or health care are driving critical humanitarian needs. The war only exacerbates **human suffering in eastern Ukraine - an area which was already exposed to eight years of armed conflict**.
- The war has seen the **use of explosive weapons with a wide impact area** in urban settings, including shelling, missile attacks and air strikes. The presence of landmines and unexploded ordnance is also a major concern. The security situation is unpredictable and precarious making the operating environment challenging both to deliver aid and receive it. The UN's (OCHA) active engagement in negotiations with all parties to **facilitate humanitarian access** in areas with intense fighting and in non-Government-controlled areas (NGCAs) continues as the situation is dire.
- Key protection risks¹ reported by the affected and displaced population include **exposure to shelling and armed violence, family separation, and restrictions to freedom of movement**. Among the particularly vulnerable groups affected by the ongoing hostilities are **older persons, persons with disabilities, children, minorities and female-headed households**. The threat of gender-based violence and human trafficking has risen exponentially since the war began. Unaccompanied and separated children are reported to account for an unusually high percentage of the displaced, including children leaving cities on foot by themselves, at high risk of exploitation and trafficking, particularly in border areas.²
- The highest number of IDPs are seen in the oblasts of Lviv, Dnipro, Kyiv, Poltava, and Vinnytsia. The majority of arrivals have been from Donetsk and Luhansk GCA, Chernihiv, Kharkiv, Zaporizhia, Kyiv, Sumy and Zhytomyr oblasts. The number of displaced people opting to **remain in the area of displacement in the Western part of the country is on the rise**,³ thus increasing the needs for medium to longer-term housing solutions. Further, preparation is ongoing for scenarios of increased displacement depending on the intensity and reach of the military offensive in the East and South of Ukraine.



Ukraine. Internally displaced families flee to Lviv to escape conflict further east. ©UNHCR/Valerio Muscella

¹ Protection Monitoring Dashboard, Ukraine Protection Cluster

² Protection Cluster: Ukraine Response - Protection Snapshot, 27 March - 7 April 2022,

³ Ibid.

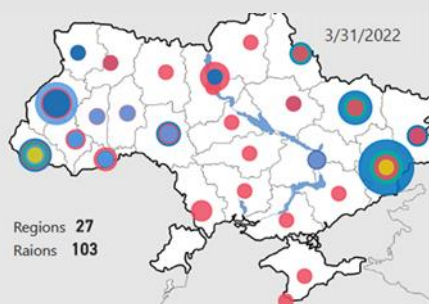
Emergency Response Overview

- Since the start of the war, UNHCR has been continuing to expand the scale of programmes and their reach, with the aim of delivering assistance and services as close as possible to the place where people are sheltering or have been displaced. UNHCR supports and complements the Ukrainian authorities' response with [protection services](#), [shelter assistance](#), and support in addressing the basic needs of affected people through [cash assistance and distributions of essential items](#).
- Under the leadership of the UN Crisis Coordinator and as part of the inter-agency humanitarian response, UNHCR is leading three clusters - [Protection, Shelter and NFI \(non-food items\)](#), and [CCCM \(Camp Coordination and Camp Management\)](#).
- UNHCR increased its footprint to currently [173 staff in eight locations](#) with [maintained presence in the NGCAs](#). UNHCR has also been [expanding partnerships with local NGOs](#) to enlarge capacity and geographical coverage, including in central and eastern Ukraine, and to support authorities registering IDPs to quickly identify individuals with specific needs.
- In one month, UNHCR's response grew [more than three times](#). [Some 700,000 people](#) have received protection advice and information, assistance to cover their basic needs through cash or essential items, and shelter in a reception centre or material to repair their damaged homes.
- UNHCR and partners are working to identify and support [refugees and asylum-seekers](#) who remain in Ukraine in coordination with the State Migration Service and have assisted 870 individuals with services such as psychosocial support and legal assistance to date. Further, UNHCR has been advocating for [all stateless persons, persons with undetermined nationality and persons at risk of statelessness, including Roma](#), to have equal access to protection and assistance.
- The longer the war continues, the medium to longer-term needs that war-affected people, and IDPs and returnees will have to [rebuild their lives in a sustainable manner](#) will similarly rise and require sustained support from the humanitarian and broader international community. While focusing on immediate emergency relief, UNHCR is also laying the groundwork for [early recovery processes](#), ensuring that activities are planned and implemented in a manner that will support sustainability and durable solutions working closely in collaboration with state and local authorities, and communities themselves.

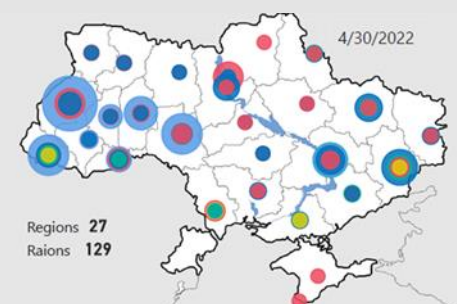
Response at a glance



Cluster	Beneficiaries
Protection	513
Shelter & NFI	1,152
WASH	2
Total	1,667



Cluster	Beneficiaries
Food Security & Livelihood	21,384
Multi-Purpose Cash Assistance	18,984
Protection	39,278
Shelter & NFI	132,848
WASH	244
Total	212,738



Cluster	Beneficiaries
Food Security & Livelihood	70,809
Multi-Purpose Cash Assistance	207,315
Protection	124,785
Shelter & NFI	290,897
WASH	3,818
Total	697,624


PROTECTION


UNHCR staff member comforts two displaced boys who found refuge at a reception centre in the Chernivtsi region in western Ukraine. © UNHCR/Anton Fedorov

KEY FIGURES

125,058 people

received **targeted protection assistance and information** at border points, transit, and reception centres and through hotlines. The overall figure includes more than:

- **40,386 people** receiving information & counselling through hotlines
- **26,099 people** receiving protection support/counselling
- **11,079 people** receiving psychosocial support or psychological first aid
- **12,213 people** receiving legal counselling or assistance
- **4,532 people** receiving social accompaniment

- UNHCR with NGO partners is providing **integrated protection advice and services** to support and complement local social services, targeting IDPs with specific needs, including women at risk of gender-based violence (GBV) and trafficking, older persons, unaccompanied and separated children, and persons with disabilities.
- UNHCR has deployed **protection services such as psychosocial support, legal aid, case management and referrals**, in areas closer to conflict zones and in the first points of arrival of displaced people where the most vulnerable often remain due to lack of resources to move further west. UNHCR partners are still present with a **significant protection capacity in the Donetsk oblast**, while in other areas directly exposed to hostilities, **connections with communities established before the war have been reinforced**, particularly in the Zaporizhzhia Oblast, where these contacts have been instrumental to ensure the distribution of humanitarian aid.
- UNHCR and partners have been **disseminating information** about available assistance, conditions for border crossing and emergency services for children, victims of sexual violence, and trafficking, through mobile teams and protection desks/centres as well as via hotlines and online platforms.
- UNHCR and partner teams are being strengthened to address needs related to **GBV and Child Protection**. UNHCR is reinforcing the identification of children at risk on the move and supporting the scale up of specialized integrated services. UNHCR is also enhancing GBV mainstreaming in programmes such as ensuring that NFI distributions include dignity kits for women and girls and that shelter and communal settlement solutions include GBV prevention and risk mitigation measures.
- UNHCR is providing **legal assistance** to IDPs to promote their access to rights and services. Many who fled have lost identity and other important documents. Promoting access to documentation is **essential to ensure access to various social benefits**, such as IDP allowances, pensions, and potential compensation for damaged and destroyed housing.
- Through its partners, UNHCR has deployed **teams along the border** with EU countries and Moldova, to identify and support people at risk (including unaccompanied children, people at risk of trafficking, people lacking documents) and ensure that they can cross the border in **conditions of safety and dignity**. UNHCR's presence in both the refugee receiving countries and at border crossing points inside Ukraine will effectively inform our preparedness on **facilitating the return and reintegration of refugees**, when the conditions allow for safe, dignified, and sustainable returns.


SHELTER AND NFIS


UNHCR's team on ground in Zaporizhzhia provided basic relief items to the people who were evacuated from the horrific conditions in Mariupol. © UNHCR



UNHCR delivered relief items to help some 15,000 people in need in Bucha, Irpin, Makariv and Borodyanka in Kyiv oblast, 30 April 2022. © UNHCR/ Mahir Safari

- UNHCR has been providing **emergency shelter kits** to reinforce damaged houses and infrastructure impacted by the shelling as well as **NFIs (blankets, mattresses, winter clothes, hygiene kits, and other items that are not currently available)** and food to IDPs, conflict-affected people and to vulnerable families hosting IDPs, reaching **365,391 people** with assistance to date.
- UNHCR continues to make all efforts, in coordination with OCHA and other UN Agencies, to **deliver assistance to the hardest-hit areas through humanitarian convoys**. So far, UNHCR has contributed to six inter-agency convoys and conducted ten convoys on our own to reach **53,244 people** in hard-hit areas such as Sumy, Sievierodonetsk, Kharkiv, Chernihiv, Zaporizhzhia, and Mykolaiv.
- In line with the Government's strategy, UNHCR is working in coordination with the local authorities to increase accommodation places in central and western Ukraine and improve the quality of existing reception and collective centres. To date, **35,395 sleeping places** have been created or improved in a total of **149 reception & collective centres** hosting IDPs.
- UNHCR also **identifies and renovates buildings** that already host displaced people or repurposes buildings that could be used as hosting facilities. More than **60 assessments** have been conducted with local authorities and **13 buildings are already under process** for refurbishment and support. Cash for rent is also being considered as an important strategy to improve access to housing.
- During the last week of April, UNHCR team visited Irpin, Bucha and Borodyanka with local authorities to start **initial assessments of the housing needs** and delivered 2,000 emergency shelter kits with basic construction materials to people whose homes were damaged by the war.
- UNHCR will also carry out **site management of collective centres**, to ensure that inclusive, community-based protection approaches are applied and access is facilitated to protection services among populations in sites.


CASH ASSISTANCE


UNHCR and partners provide cash assistance for displaced people in Vinnytsia, April 2022. © UNHCR

KEY FIGURES

215,114 individuals enrolled to receive cash assistance.

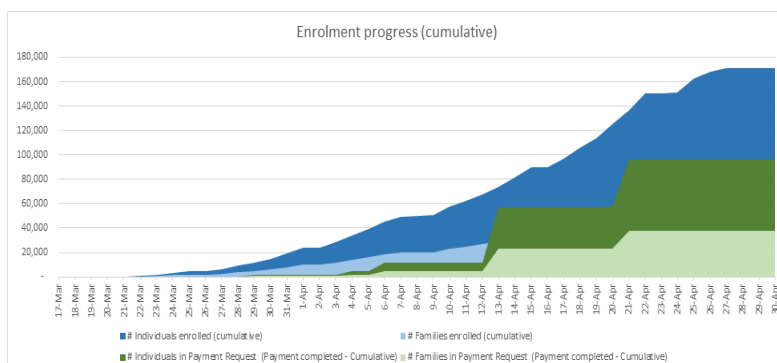
131,205 individuals received their first payments.

78% of the IDPs enrolled are women and children.

15.2 million USD disbursed so far to assist IDPs.

400 numerators recruited and trained.

- In coordination with the Government and Ministry of Social Policy (MoSP), as well as humanitarian cash actors, UNHCR is implementing a multi-purpose cash assistance programme that will reach a total of 360,000 IDPs in the first three months of the emergency response with 2,220 Hryvnia (around \$75) per person per month.
- UNHCR is working in close coordination with the MoSP and the Office of the President of Ukraine to ensure our [programme is aligned with the MoSP's social assistance programme](#) and to [accelerate enrolment](#) using the data collected by the MoSP on IDPs with specific vulnerabilities, following the amendment of Government Resolution 509 on IDP registration of 13 March. Pending receipt of lists of IDPs with specific vulnerabilities from the MoSP, UNHCR started enrolment of IDPs needing the cash assistance now to cover basic needs such as accommodation, food, medicines and hygiene items.
- Enrolment is currently taking place in more than **50 enrolment sites** in the **nine oblasts of Lviv, Vinnytsia, Zakarpattia, Khmelnytski, Dnipropetrovska, Ternopil, Ivano-Frankivska, Chernivtsi and Poltava**, and will be rolled out to additional locations such as Cherkaska, Kirovohradska, and Zaporizhzhia, covering areas where a high number of displaced people and new arrivals concentrate due to the ongoing military offensive in the East. In parallel, UNHCR is also conducting remote enrolment to accelerate the pace of MPC roll-out and is on track to meet its initial target of 360,000 beneficiaries by mid-May. UNHCR has the capacity to further scale the cash assistance programme to reach IDPs in dire need of assistance if additional funding is received.
- UNHCR participates in the [Cash Working Group](#) (CWG) and is leading the CWG Task Team on De-duplication and Registration.



“My husband received his last salary over a month ago and we had no source of income... The cash will be very helpful to support my two children and my disabled mother who fled with me.”

Svetlana, internally displaced in Lviv from Irpin.



DURABLE SOLUTIONS

- UNHCR has maintained its ‘humanitarian-development nexus’ and ‘solutions from the start’ approach and is delivering its response in close coordination with the central and local authorities to ensure that they [complement and reinforce national programmes](#) and lay the ground for [sustainable structures and solutions](#). This approach is illustrated by our recent conclusion of [three new Memoranda of Understanding](#) on cooperation in the [areas of shelter and housing solutions](#), [cash assistance to IDPs](#) and [durable solutions for IDPs](#) with key Ministries.
- At local level, our teams [coordinate with the local authorities](#) in the roll-out of cash assistance for IDPs who have not been reached through government programs and in the identification of reception and collective centres in need of expansion and support, as well as of individual households in need to shelter assistance.
- While UNHCR’s current response in shelter is mainly geared towards emergency solutions, in the coming months, UNHCR’s response will gradually transition to [early recovery and housing solutions](#) that can enable IDPs and refugees to return, mainly through repairs and expert advice. Initiatives like collective centres and modular housing can provide a dignified, medium-term solution, if they are planned to put people and protection first from the start.

Working with Partners

Protection Cluster

- The Protection Cluster (PC) led by UNHCR and consisting of 75 partners continues scaling up presence and response to the rapidly changing and complex context in the country. The PC has rolled out an emergency [protection monitoring tool](#) which identifies key protection risks and urgent needs of the affected population to support an evidence-based response. Further, the cluster has developed a set of [Key Messages](#) for communication with IDPs and conflict-affected people on key protection issues. The PC established a national coordination office in Lviv and has so far activated three sub-national protection clusters in Lviv, Uzhhorod and Chernivtsi. The PC has also partnered with the local NGO Right to Protection who will become a co-coordinator for the national cluster and has newly established a Temporary Task Force on Human Trafficking to enhance trafficking prevention and response mechanisms.

Shelter and NFIs Cluster

- [The Shelter Cluster \(SC\)](#) led by UNHCR and consisting of 25 partners is providing emergency shelter support and distribution of NFIs and is scaling up every week. As an immediate response, the SC partners focus on the distribution of NFI kits to collective centres and to individual households. Further, partners continue to assess private and public buildings in cities that have received large numbers of displaced persons for potential refurbishment and repurposing as collective centres. Three technical working groups (TWiGs) have been created and are operational: one for the adaptation of the light and medium repairs approach to the current context, a second for the development of a strategy for the implementation of rental support activities, and a third one for the revision of the contents of NFI kits and addressing the needs identified by the partners.

CCCM Cluster

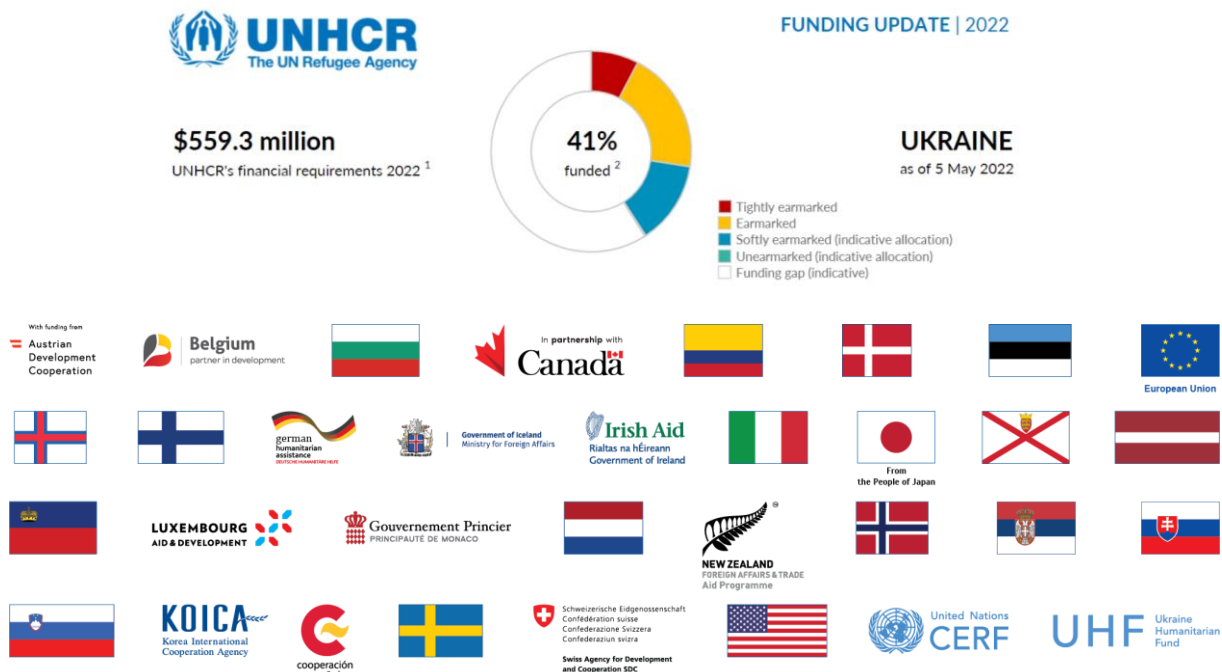
- [The CCCM Cluster](#) led by UNHCR and consisting of nine partners is working with partners to ensure a coordinated multi-sectoral response for the protection of IDPs residing in communal settings, improving their quality of life and dignity during displacement, while advocating for durable solutions. With the support of partners, the Cluster has mapped 1,424 sites across the country since the start of the war to establish regular monitoring at the site level. The Cluster has compiled international multi-sectoral standards in collective sites which have been adapted to the Ukrainian context and will be shared with relevant authorities involved in communal accommodation.

Since the emergency, UNHCR has expanded partnerships to enlarge coverage and capacity and now works with 10 NGO partners inside Ukraine.



Financial Information

UNHCR is grateful for the critical support provided by donors who have contributed to this emergency as well as those who have contributed to UNHCR programmes with broadly earmarked and unearmarked funds.



*Given the immense needs and the expanded scale and scope of the humanitarian response, UNHCR is urgently seeking **\$536.8 million** to deliver assistance inside Ukraine in the revised [Supplementary Appeal](#). (Excludes funding requirements for UNHCR's asylum and statelessness programmes.)*

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INFORMATION

For more information, please visit:

- [UNHCR's Ukraine Situation page](#)
- [Operational Data Portal](#)
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