

UNHCR Delivery Updates

24 November 2023

Chasiv Yar in Donetsk oblast is under constant Russian shelling. After a recent attack, UNHCR's local partner Proliska was quickly on-site to provide emergency shelter materials to affected families to cover their shattered windows and help preserve warmth as temperatures drop. © Proliska

2023 RESPONSE in NUMBERS*:

(Delivered with partners from 1 January to 20 November 2023)

people reached
with UNHCR
assistance in
2022 (24 February
– 31 December 2022)

people in need
of humanitarian
assistance and
protection in
2023
(source: OCHA)

people targeted
for humanitarian
assistance in the
Humanitarian
Response Plan

people aimed to be reached with **4.6 million** services in **2023**, some of whom will receive several forms of support**

***The total number of services UNHCR aims to deliver is 4.6 million. Approximately 20% of the people are expected to receive multiple forms of assistance.*

- **Civilian deaths in Ukraine continue to increase.** According to the latest UN Human Rights Monitoring Mission [report](#), at least 10,000 civilians, including over 560 children, have been killed and more than 18,500 injured since Russia launched its full-scale invasion of Ukraine in February 2022. The Head of the Monitoring Mission, Danielle Bell, noted this was “a grim milestone”. Monitoring also showed that **a significant number of civilian casualties occurred far beyond the frontlines**, primarily attributed to the Russian armed forces’ deployment of long-range missiles and loitering munitions against targets in populated areas across the country. **Older people are disproportionately represented among civilian casualties** because they are often not able to relocate to safer places.
- **Russian aerial attacks persist across the country as the war in Ukraine enters its second winter**, with Kyiv experiencing missile strikes for the first time in two months on 11 November. No casualties were reported that day but attacks on Kyiv and surrounding areas continue. **Other parts of Ukraine, particularly in the east and south, continue to endure regular intense bombardments resulting in civilian deaths.** Hospitals, patients and health workers in Donetska and Khersonska oblasts have been under “[constant strikes](#)”, with the latest attack impacting a hospital in Selydove on 21 November.
- **Delivering assistance to frontline communities remains a priority.** On 16 November, UNHCR participated in a UN interagency convoy to Kurakhove, Donetska oblast, delivering assistance for people in Marinka and Vuhledar hromadas. [UNHCR provided](#) 500 blankets, 500 sleeping bags, 500 solar lamps, 1,000 tarpaulin sheets, and 37 rolls of plastic sheeting for families affected by the war and to help respond to their urgent needs. UNHCR has participated in over 100 interagency convoys so far in 2023.

People reached with assistance to date

Received protection information,
counselling, and support

1.90M
Targeted

490,997

Supported with multi-purpose cash assistance
to meet basic needs

0.80M
Targeted

702,354

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

1.00M
Targeted

219,268

Received emergency shelter and housing support, including in collective sites

0.72M
Targeted

94.549

Supported with safe access to multi-sectorial services in collective sites

0.15M
Targeted

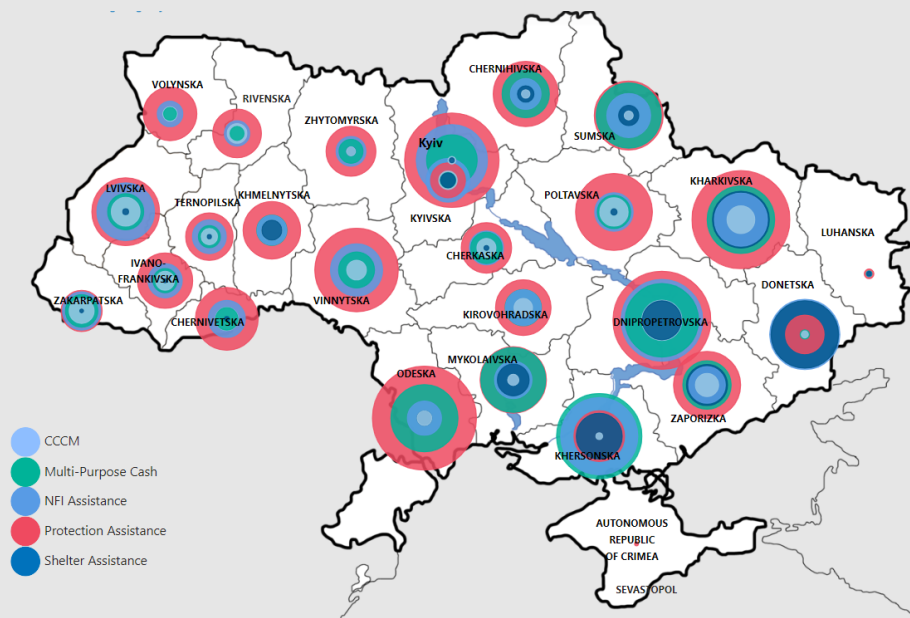
* The targets are subject to the receipt of the funding requirements

2.36M

0 3,600,000

Country target

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



NFI Essential Items & Housing/Shelter

- **Building materials:** Repair works were recently completed for a damaged administrative building in Obuchovychi village, Vyshgorodskyi raion, Kyivska oblast. This support will enable local authorities to resume providing state services to displaced people as well as village residents. The authorities also plan to open an 'invincibility point' in the building, a space that can provide heating, water, electricity and mobile communication to people during power cuts. Elsewhere in Kyivska oblast, UNHCR delivered building materials to repair a boiler room in a damaged local kindergarten in the village of Horenka, enabling children to keep warm and continue learning as winter sets in.
- **Alternative housing solutions:** UNHCR and its partners are helping displaced families to identify alternatives to accommodation in collective sites, by assisting them to find rented apartments or homes in host communities, and to address any potential barriers to accessing rental markets. The *Rental Market Initiative* provides financial and other support to a limited number of eligible families or individuals to rent accommodation for a defined period, ensuring that basic protection safeguards are included in rental agreements and minimum housing standards are in place. Using a case

management approach, people also receive support for livelihoods or to find employment, which will enable them to achieve self-sufficiency and assume eventual responsibility for rental payments. Over the last two weeks, 94 displaced families (around 275 people) residing in Kyiv city received support to cover rent for the next six months, resulting in improved living conditions and better integration prospects in host communities.

Cash assistance

- In 2023, UNHCR has so far distributed **US\$98.3 million** through the multipurpose cash programme to **490,997** people, helping socioeconomically and otherwise vulnerable war-affected and displaced families cover the costs of basic items like food, medicines, clothes, accommodation and pay for utilities.
- In September, UNHCR started providing **cash support for winter energy needs** in the amount of UAH 6,660 per person. So far, **463,627** vulnerable people have already received cash support to help cover additional costs associated with winter, exceeding the initial target of 450,000. Enrolment for further winter cash top-ups is ongoing.

Over 20,000 repaired homes ... and counting

Kharkivska oblast took one of the heaviest hits when the Russian full-scale invasion began in February 2022. Once the security situation improved, UNHCR started to roll-out its house repair programme. Damaged houses are repaired in a durable way, and broken roofs, windows and doors are replaced or repaired, to make the homes habitable again. In October, UNHCR reached an important milestone of 20,000 houses and apartments repaired across Ukraine since the beginning of the full-scale invasion of Ukraine.

One of the houses belongs to 43-year-old Nataliia Kruhlova. Along with her three children, her brother, and her 68-year-old mother, she is now back in her own house in Velyka Danylivka, in Kharkivska oblast, which UNHCR helped repair. Read more [here](#).



Nataliia Kruhlova, together with her children, stands in front of their house which UNHCR has helped to repair in Velyka Danylivka, Kharkivska oblast. ©UNHCR/Oleksii Barkov

170,000 legal consultations so far in 2023

In the first 10 months of 2023, UNHCR partners undertook nearly 170,000 legal consultations with a qualified lawyer for primary legal aid. Out of this total, 27% were related to re-accessing social benefits; 22% were linked to housing, land and property issues and compensation; 8% related to freedom of movement; 6% to benefits for displaced people; 5% to personal documentation; 5% were employment related; and 1% were linked to disability rights and benefits.

Meanwhile, support for secondary legal aid (court cases) illustrates the potential for legal redress via the courts, and the success rate of UNHCR's legal aid partners. Of 3,408 judicial cases this year, 2,847 were adjudicated in favour of the beneficiary, while 538 are still pending with the courts. Only 23 verdicts were decided against the beneficiary.



Both Maria (left) and Svitlana (right) lost their houses and legal documents because of the war. Since the beginning of Russia's full-scale invasion of Ukraine, millions of people have been displaced and hundreds of thousands of homes have been destroyed. To help people apply for the compensation of destroyed or damaged properties, the Ukrainian authorities introduced a platform called eVidnovlennia (eRestoration). UNHCR's local partner Right to Protection stepped in and provided legal support to Maria and Svitlana. Photos © UNHCR/Alina Kovalenko

Protection

- **Support to evacuees from frontline communities:** Ukrainian authorities continue to evacuate civilians, including families with children and people with limited mobility, from heavily war-affected areas in the east and south. In Kharkivska oblast in the east, authorities reported that almost 300 children were recently evacuated from Kupianskyi raion as of 15 November, with additional evacuations ongoing. In the south, some 25-30 people continue to be evacuated daily from affected areas of Khersonska oblast. Affected families generally prefer to remain close to home, and tend to relocate to safer areas in nearby Khersonska oblast or to neighbouring oblasts such as Dnipropetrovska, Mykolaivska and Odeska. In close coordination with the local authorities, UNHCR partners are supporting evacuated families and children by providing psychological support as well as a range of social support services. Evacuees are, for instance, receiving support to enrol in national systems and to receive relevant allowances, referrals for legal assistance, support to find a collective site if they need a place to stay, as well as essential items and support to enrol in cash assistance programmes if they meet eligibility requirements.
- **Social cohesion:** Displaced and local children in Berestechko, Volynska oblast in west Ukraine, now have access to a new child-friendly space and playground. The space opened on 10 November and was established by UNHCR Partner, Rokada, in the

vicinity of several collective sites and therefore accessible to a larger number of children. Child-friendly spaces can provide a secure environment for children to receive psychosocial support, access informal education, and engage in recreational activities. They play a key role in building community cohesion by fostering social connections among displaced and local children. Activities also help empower children by involving them in decision-making processes, contributing to their overall well-being and development despite the challenges of displacement.

Livelihoods

- **Employment support:** UNHCR's partner NEEKA, in close coordination with the Camp Coordination and Site Management (CCCM) teams and the local authorities, organized job fairs in [Mukachevo](#), Zakarpatska oblast, and [Verkhovyna](#), Ivano-Frankivska oblast on 7 and 16 November respectively. Employers presented vacancies and training programmes available for displaced people. In addition, on 15 November, the Chernivtsi Regional Employment Centre and UNHCR co-organized a regional forum on employment. It included sessions on business support programmes including the Government's eRobota (Work Is) project, which provides start-up grants for small and medium-sized businesses.



Visit to the new Centre for Relocated Businesses in Lviv. © Rokada

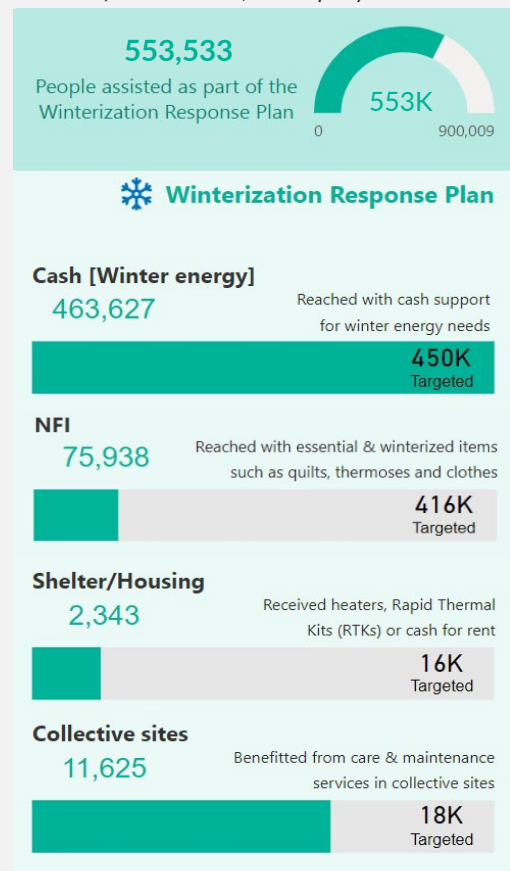
New centre for relocated businesses to open in Lviv as part of "Unbroken" project

Last week, UNHCR together with the Lviv City Council, UNDP, and our local partner Rokada, visited the new Centre for Relocated Businesses in Lviv. This project aims to support entrepreneurs forced to move to Lviv due to the war to revive their businesses. One of the companies will, for example, produce components for prosthetics that will later help war-affected persons who have lost limbs. The building is located next to the "Unbroken" National Rehabilitation Centre, where children and adults affected by the war can receive comprehensive qualified medical care.

With the support of UNHCR, the Centre has done renovation works, installed an air conditioning system, furnished the premises, and ensured bathrooms are equipped for people with disabilities. The Centre is expected to be fully functional and ready to welcome more entrepreneurs from the beginning of 2024.

WINTERIZATION RESPONSE

The winterization response is UNHCR's priority over the coming months. In coordination with the Government of Ukraine, and contributing to the broader [Ukraine Winter Response Plan](#) (updated September 2023), [UNHCR's winterization response](#) will target **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.



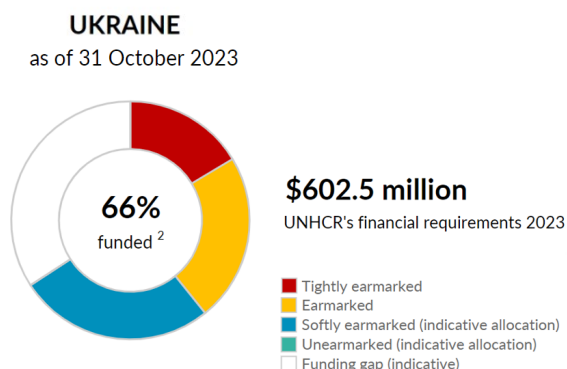
Rapid thermal kits help people stay warm in their homes

Over the last two weeks, 400 families in Moshchun village, Kyivska oblast, and 135 families in different locations of Zhytomyrska oblast, whose houses were damaged, received rapid thermal kits through UNHCR partners enabling them to substantially improve heating conditions in their houses. Distributions of these rapid thermal kits to displaced and war-affected families are ongoing across the country, with 1,455 kits distributed so far (as of mid-November). Over 700 heaters have also been distributed to help families stay warm.

The rapid thermal kits consist of items traditionally used by people in Ukraine to improve home insulation including reflective insulation screens, transparent plastic sheeting for window repairs, foam draft blocker, and building tape. These items reduce heat lost by homes, making homes easier and cheaper to keep warm, also bringing positive environmental impacts.

Figures represent people reached with partners as of 20 November 2023. Figures are subject to data cleaning and retro-active corrections may occur.

FUNDING UPDATE | 2023



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 in the [2023 Supplementary Appeal](#).

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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