



UKRAINE EMERGENCY

UNHCR Delivery Updates

14 May 2025

Residents in Kyiv city witness in shock the devastating impact of Russia's attack on 24 April. UNHCR and local NGO partners were on-site providing emergency assistance just a few hours following the attacks. © UNHCR/Oleksii Barkov

KEY FIGURES:

**1.7
million**

multi-sectoral 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-prioritized **2025 Humanitarian Needs and Response Plan**

**2.7
million**

multi-sectoral 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:

- **Attacks by the Russian Federation in populated cities across Ukraine have intensified in April and early May, increasing civilian casualties.** The [UN HRMMU recorded](#) at least 209 civilians killed and 1,146 injured in April 2025, which is the highest number of casualties recorded since September 2024. This includes deadly attacks in Kryvyi Rih (Dnipropetrovska oblast) on 4 April which killed 20 people; in Sumy (Sumska oblast) on 13 April which killed 35 people; and in Kyiv city on 24 April which killed 13 people. Other major cities such as Dnipro, Kharkiv, Odesa and Zaporizhzhia have been repeatedly targeted by attacks in recent weeks. The attacks reflect a broader pattern of increased civilian casualties in 2025 compared to 2024. According to the [UN HRMMU](#), at least 664 civilians were killed and 3,425 injured from January to April 2025 – a 59% increase over the same period in 2024.
- As a result of the global financial situation and under the guidance of the Humanitarian Coordinator, the **re-prioritized 2025 Ukraine Humanitarian Needs and Response Plan (HNRP)** was finalized and is now online. It can be downloaded as a [standalone document](#) or together with the [2025 HNRP](#).
- **More civilians are being forced to flee the escalation of hostilities in frontline regions – mainly Donetsk, Kharkivska, and Sumska oblasts.** On 25 April, regional authorities also announced new mandatory evacuation orders for children and their caregivers from several villages in **Dnipropetrovska oblast**. UNHCR and partners are monitoring the situation closely and continue to support evacuees as part of the broader inter-agency response. Many evacuees are extremely vulnerable, with a significant number of older and disabled people.
- **UNHCR provides immediate protection and assistance to war-affected people while supporting early recovery and durable solutions for displaced persons, returnees, and war-affected people remaining in their homes.**

2025 RESPONSE in NUMBERS*:

(Delivered with partners from 1 January–30 April 2025)

388,114

Multi-sectoral services delivered to people in need in 2025

Protection

176,072

Received protection information, counselling, and support

0.90M
Targeted

Shelter/Housing

57,453

Received emergency shelter and housing support

0.37M
Targeted

Cash Assistance

61,522

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

1.10M
Targeted

Collective Sites

21,536

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

0.04M
Targeted

Essential Items

71,531

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

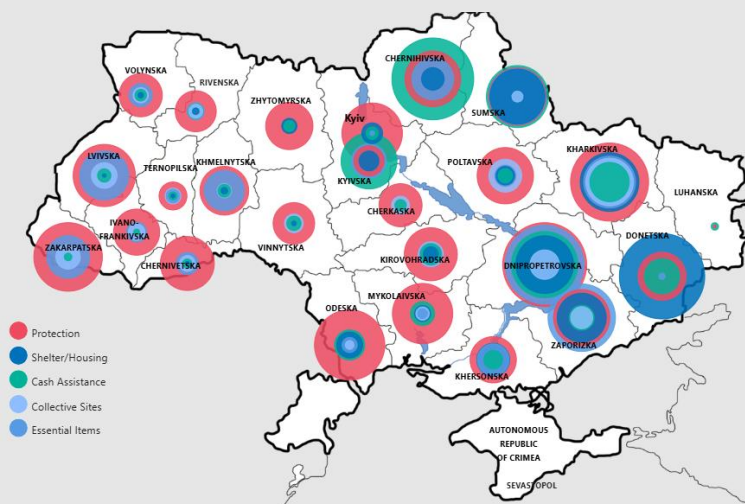
Sources: UNHCR Ukraine Partner Reporting Portal (ActivityInfo);

Contact: UkraineInfoManagement@unhcr.org

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

WORKING WITH PARTNERS:





Emergency Response

- Emergency response to attacks:** UNHCR and local NGO partners are [responding to the life-saving needs](#) of people impacted by the latest wave of aerial attacks across Ukraine. This includes recent attacks in [Dnipro](#), [Kharkiv](#), [Kherson](#), [Kyiv](#), [Mykolaiv](#), [Odesa](#), [Pavlohrad](#), [Sumy](#), and [Zaporizhzhia](#), among other cities and oblasts. In total between January-April 2025, over **50,400** people received emergency shelter materials enabling them to quickly cover damaged homes with plastic sheeting or OSB boards until more sustainable repairs can take place. This assistance is complemented by psychosocial support, legal aid, for example to apply for compensation or retore lost documents, essential items such as blankets, and/or rapid cash assistance.
- As part of the [response to the deadly attack in Sumy](#) on 13 April, 340 people received emergency shelter repair materials through UNHCR and partners. Psychologists were also on site to provide support and counselling.
- In response to the [attack on Kyiv on 24 April](#), UNHCR and NGO partners provided over 580 people with emergency shelter materials and conducted 160 legal and psychosocial support consultations. UNHCR emergency shelter materials, including tarpaulins, wooden boards and transparent film, were used to cover around 20 damaged buildings in Svyatoshyn (the most affected neighbourhood in Kyiv city), as well as a local school. UNHCR is also delivering cash assistance to those affected, helping them cover their most urgent needs in the aftermath of the attack.
- Evacuations and response:** Since January 2025, the CCCM Cluster and partners [have recorded around 16,000 evacuees](#) who went through the six operational transit centres (Pavlohrad and Dnipro in Dnipropetrovska oblast; Kharkiv and Izium in Kharkivska oblast; Kramatorsk in Donetsk oblast; and Sumy in Sumska oblast). Of those, 61% were people with limited mobility (including 8% self-identified persons with disabilities). The majority of evacuees were from Donetsk (40%) and Sumska (38%) oblasts, with 15% from Kharkivska and 7% from Dnipropetrovska oblasts. Throughout March and April, the transit centre in Sumy recorded the highest number of evacuees, linked to the mandatory evacuation by authorities for border settlements in Krasnopilska hromada.
- As part of the inter-agency response to evacuees,** UNHCR and partners continue providing humanitarian assistance and protection services such as psychosocial support, protection counselling, social accompaniment, and legal aid. In Sumska oblast, UNHCR helped equip 90 sleeping spaces in April in a newly opened collective site in Lebedyn, to help accommodate people evacuating from frontline communities. UNHCR provided mattresses, pillows, and bed linen sets.



Nadiia survived a Russian missile attack in Zaporizhzhia in January this year.
© UNHCR/Chadi Ouanes

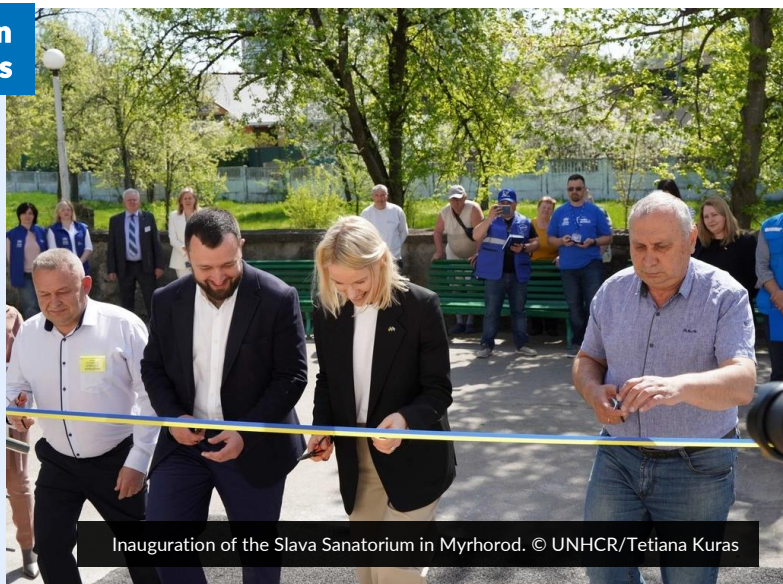
Responding to airstrikes in Ukraine

On 23 January 2025, Nadiia was at home with her husband, daughter, granddaughter, and great-granddaughter when, in an instant, the world around her collapsed. A massive Russian attack on the city of Zaporizhzhia in south-east Ukraine impacted the entire neighborhood. Lying in her bed, Nadiia heard a huge explosion: “Then I saw a ball of fire flying inside and shattering glass.” Months later, Nadiia sits on the same bed where she was that night, staring out of the same window – but now covered with a wooden board, provided by UNHCR and its NGO partners. This was part of an emergency shelter kit that helped her family secure their home after the attack and the consequent damage. “It was exactly what we needed at that time – wooden boards, plastic film, and blankets. And the most important thing was the smile I saw. [...] It means that you are alive, and you are grateful to everyone for that,” Nadiia said. Read more [here](#).

UNHCR and the Ministry of Social Policy open renovated sanatorium with social services

In April, UNHCR together with the Ministry of Social Policy of Ukraine and local authorities, inaugurated the renovated Slava Sanatorium in Myrhorod (Poltavska oblast). It has been transformed into a safe and dignified facility for accommodation and social service provision for older people, people with disabilities or in otherwise vulnerable conditions, displaced by the war in Ukraine. UNHCR has undertaken a comprehensive renovation and refurbishment of the building including upgrading the heating, electrical network, ventilation, water, and sewage systems to create a comfortable environment for all residents.

In close cooperation with the Ministry of Social Policy, UNHCR and its NGO partner Right to Protection are also working to strengthen the capacity of social workers in the Sanatorium and community to facilitate social adaptation, which will enable IDPs who are currently residing in the sanatorium to live independently in the community.



Inauguration of the Slava Sanatorium in Myrhorod. © UNHCR/Tetiana Kuras

Protection

- **National capacity building:** In April, UNHCR conducted a series of trainings in Kharkiv and Lviv for local government actors and community-based organizations (CBOs) with the objective of supporting national system building. The trainings were attended by over 80 participants from the police, partners, CCCM Cluster, and CBOs. The trainings covered topics including survivor-centred response to gender-based violence, safe disclosure and referrals, and risk mitigation. Focal points will now conduct further trainings on the same topics in other regions.
- **Public Multifunctional Centre:** Over 110,000 residents, including 10,000 IDPs in Stryiska hromada in Lvivska oblast, can now benefit from a newly opened Public Multifunctional Centre, supported by UNHCR and its NGO partner Rokada as well as People in Need. The Centre provides structured services for children, youth, and adults, including STEM education, psychosocial support sessions, employment guidance, and vocational training. Activities promote social cohesion, digital and financial literacy, and integration into the local labour market.
- **For additional updates on UNHCR's protection response,** see the latest Q1 2025 report [here](#).

Housing/Shelter

- **Free online courses:** In collaboration with the Shelter/NFI Cluster and the Prometheus platform, two online courses have been developed to provide free guidance and information to Ukrainians on repairing war-damaged homes. The courses "*Winter Preparation and Energy Conservation*" and "*Self-Help House Repair Skills*" are designed to help people do basic repairs on their own, learn strategies for energy efficiency and apply solutions to their homes to better withstand Ukraine's harsh winters and improve long-term housing conditions. This innovative initiative aims to rapidly

assist and empower tens of thousands of Ukrainians – who have capability to take steps on their own with the provided guidance – to make their homes safer, more resilient, and more energy efficient. Read more about this initiative [here](#).

- **Agreement with Ministry of Social Policy:** On 30 April, UNHCR signed an agreement with the Ministry of Social Policy of Ukraine on the transfer of a significant consignment of humanitarian aid to address the urgent needs of families affected by the war. This support will help strengthen national capacity to respond swiftly to the critical needs of the most vulnerable among internally displaced and other war-affected people across Ukraine.

Cash Assistance

- From January-April 2025, UNHCR delivered cash assistance to more than **61,500** people, totalling more than **\$19 million**. This includes almost **26,700** 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, as well as returnees who are socioeconomically vulnerable or have specific protection needs. The assistance of UAH 10,800 per person helps them to cover the costs of basic needs like accommodation, food, medicine, clothing, and heating. Included in the total of 61,500 are also war-affected people who received cash assistance at the beginning of the year in collaboration with the Government of Ukraine to help them stay warm during winter.
- So far in 2025, 77% of people **newly enrolled** to receive cash assistance were newly displaced, evacuees, or people affected by aerial attacks. The rest of those enrolled (23%) were returnees who are socioeconomically vulnerable or have specific protection needs.



Forced to flee war-torn Khersonska oblast, Ruslan is now rebuilding life in Odeska oblast with support from the Olena Zelenska Foundation and UNHCR

Ruslan is now a foster father to six children, but his path to parenting began in heartbreak. In 2010, after the tragic loss of his infant son, he made a life-altering decision – to open his home and heart to children who had no one else.

Over the years, Ruslan became a steadfast caregiver, taking in children and teenagers who for various reasons were left on their own. By 2022, he was caring for a busy household of foster children in his home in Beryslav, Khersonska oblast, in the south of Ukraine, each with their own story of hardship and hope. But when war reached their doorstep, the family faced their greatest challenge yet. Life in Beryslav became increasingly worse, and Ruslan felt he had no other choice but to flee with his foster children.

For the first months in displacement, Ruslan and his family found accommodation in a temporary shelter. Then, in December 2024, they received life-changing news. Thanks to a state subsidy, the family received housing in Avangard, Odeska oblast, while the Olena Zelenska Foundation - in partnership with UNHCR - helped furnish the home with household appliances.

UNHCR is [collaborating with the Olena Zelenska Foundation](#) to provide vital support to displaced large foster families like Ruslan's. Through the partnership, essential aid – from legal assistance and psychosocial support to household appliances and power stations to ensure energy during power outages – has reached war-affected families across the country. UNHCR's support has already reached large displaced foster families in Chernivetska, Kharkivska, Lvivska, Odeska, Ternopil'ska, Vinnytska, and other oblasts. Read more [here](#).

After losing his own child, Ruslan Voloshchuk became a foster father to children in need of love and care. © UNHCR/Oleksii Barkov

FUNDING UPDATE | 2025

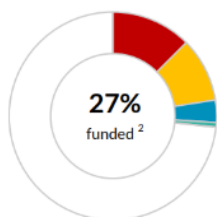
UKRAINE

as of 30 April 2025

\$550.0 million

UNHCR's financial requirements 2025

- 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 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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