



UKRAINE SITUATION
FLASH UPDATE #60
27 November 2023

Warsaw, Poland - As Ukrainian refugees prepare to spend their second winter in Poland, UNHCR and partners are providing the most vulnerable, including Olena, 32, and her son Artem, 7, with essential items, including clothes, shoes and hygiene items. © UNHCR/Anna Liminowicz

PEOPLE FORCED TO FLEE

5,946,000¹

refugees from Ukraine recorded in Europe (as of 21 November)

392,100

refugees from Ukraine recorded beyond Europe (as of 14 October)

6,338,100

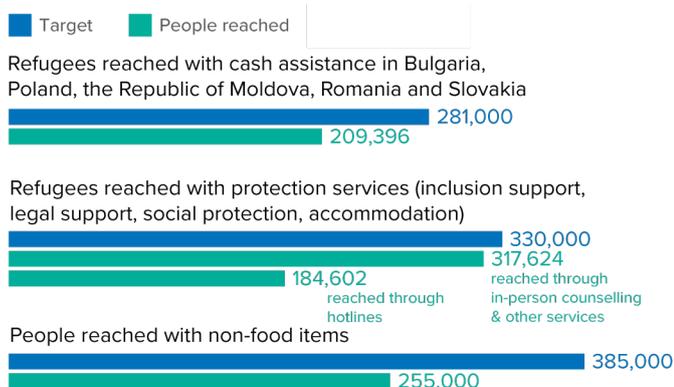
refugees from Ukraine recorded globally (as of 21 November)

3,674,000

Estimated number of internally displaced people (IDPs) in Ukraine (as of 6 November) Source: [IOM](#)

More details: UNHCR Operational Data Portal [Ukraine Refugee Situation](#)

UNHCR REFUGEE RESPONSE 2023



REGENT HIGHLIGHTS

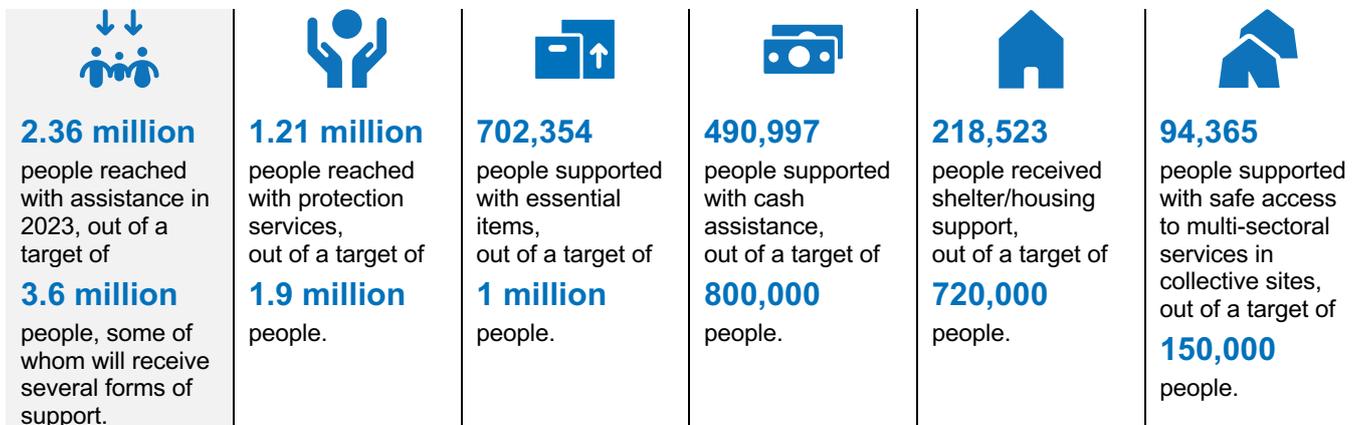
- Ukrainian authorities continue to evacuate civilians—including families with children and people with limited mobility—from heavily conflict-affected areas in the east and south, including Kharkivska and Kherson oblasts. In close coordination with authorities, **UNHCR partners are supporting evacuated individuals** by providing psychological support and a range of social support services. Evacuees are receiving support to enrol in national systems which facilitate access to services, referrals for legal assistance, shelter support, as well as essential items and support enrolling in cash assistance programmes.
- So far in 2023, UNHCR in Ukraine has distributed USD 98.3 million through the **multipurpose cash program** to 490,997 vulnerable families affected by conflict, covering essential expenses like food, medicine, clothing and accommodation. Over the last two weeks, over 7,800 people, primarily in Mykolaivska and Odeska oblasts, were enrolled in the multipurpose cash programme with mobile teams enrolling people who are unable to reach the centres. Furthermore, in September UNHCR began providing **cash support for winter** energy requirements at a rate of UAH 6,660 per person (USD 180), benefitting 71,157 displaced and vulnerable individuals by end-October.
- To find out more about the situation and the response in Ukraine and the region, see [UNHCR's Ukraine Emergency website](#).

¹ Europe corresponds to all Europe sub-regions as identified by Eurovoc ([European Union, Thesaurus Eurovoc. Volume 2, Subject-oriented version, Publications Office, 2005](#)), therefore including EU and non-EU countries belonging to Central and Eastern Europe, Northern Europe, Southern Europe, and Western Europe, plus Türkiye.

UKRAINE SITUATION UPDATE

- According to UN Human Rights Monitoring Mission in Ukraine (HRMMU), the **civilian death toll in Ukraine has reached over 10,000**, among them **over 560 children**. Additionally, over **18,500 injuries have been recorded** since the full-scale invasion in February 2022, the vast majority caused by explosive weapons. Older people are disproportionately represented among civilian casualties given their inability to relocate to safer places. According to the Head of HRMMU, Danielle Bell, nearly half of civilian casualties in the last three months occurred far from the frontlines, indicating “no place in Ukraine is completely safe.”
- **Russian aerial attacks continue across the country as the war in Ukraine enters its second winter.** Missile strikes against Kyiv resumed on 11 November, after two months pause. Other parts of Ukraine, particularly in the east and south, continue to endure regular intense bombardments, resulting in civilian deaths.
- During a briefing to the UN Security Council on 21 November, the UN Assistant Secretary-General in the Department of Political & Peacebuilding Affairs, Miroslav Jenča, **warned that attacks against civilians and civilian infrastructure in Ukraine may escalate further during the winter season**, and called for urgent international support for the UN’s inter-agency winter response plan. Also briefing the UN Security Council, WFP’s Country Director in Ukraine, Matthew Hollingworth, **reported that around one in five Ukrainian families face some level of severe food insecurity.**

UNHCR RESPONSE AND TARGETS INSIDE UKRAINE 2023* (AS OF 23 NOV 2023)



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

UNHCR RESPONSE HIGHLIGHTS

- **Emergency Response:** After the attacks in Zaporizka oblast last week, affected people **received** emergency shelter materials through UNHCR’s local partner Proliska to enable them to quickly cover their damaged homes. People affected by the latest attacks also received psychological assistance. Meanwhile, shelling in the town of Ukrainsk in Donetsk oblast on 18 November damaged 10 apartment buildings. Affected people received emergency shelter materials such as wooden boards and plastic tarpaulins through UNHCR partner Proliska. These materials helped families urgently fix damaged doors and windows, allowing them to remain in their homes.
- **Interagency convoys:** Delivering assistance to frontline communities remains a priority. On 16 November, UNHCR participated in a UN interagency convoy to Kurakhove, Donetsk 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.
- **Legal assistance:** In the first 10 months of 2023, UNHCR partners in Ukraine undertook nearly 170,000 consultations for primary legal aid. Out of this total, 27% were related to re-accessing social benefits; 22% were linked to housing, land, property, and compensation; and 8% related to freedom of movement. Meanwhile, UNHCR’s support for secondary legal aid 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.
- **Rental market initiative:** As part of UNHCR’s ongoing rental market initiative, 94 displaced families (around 275 people) residing in Kyiv city received support to cover their housing rent for the next six months, improving their living conditions and supporting their integration in the community.
- For more information, please see our [regular Ukraine country operational updates](#).

REGIONAL UNHCR KEY FIGURES AND UPDATES

BLUE DOTS

26

Blue Dots Hubs are operational in:

Bulgaria	5
Hungary	3
Moldova	7
Poland	4
Slovakia	6
Slovenia	1

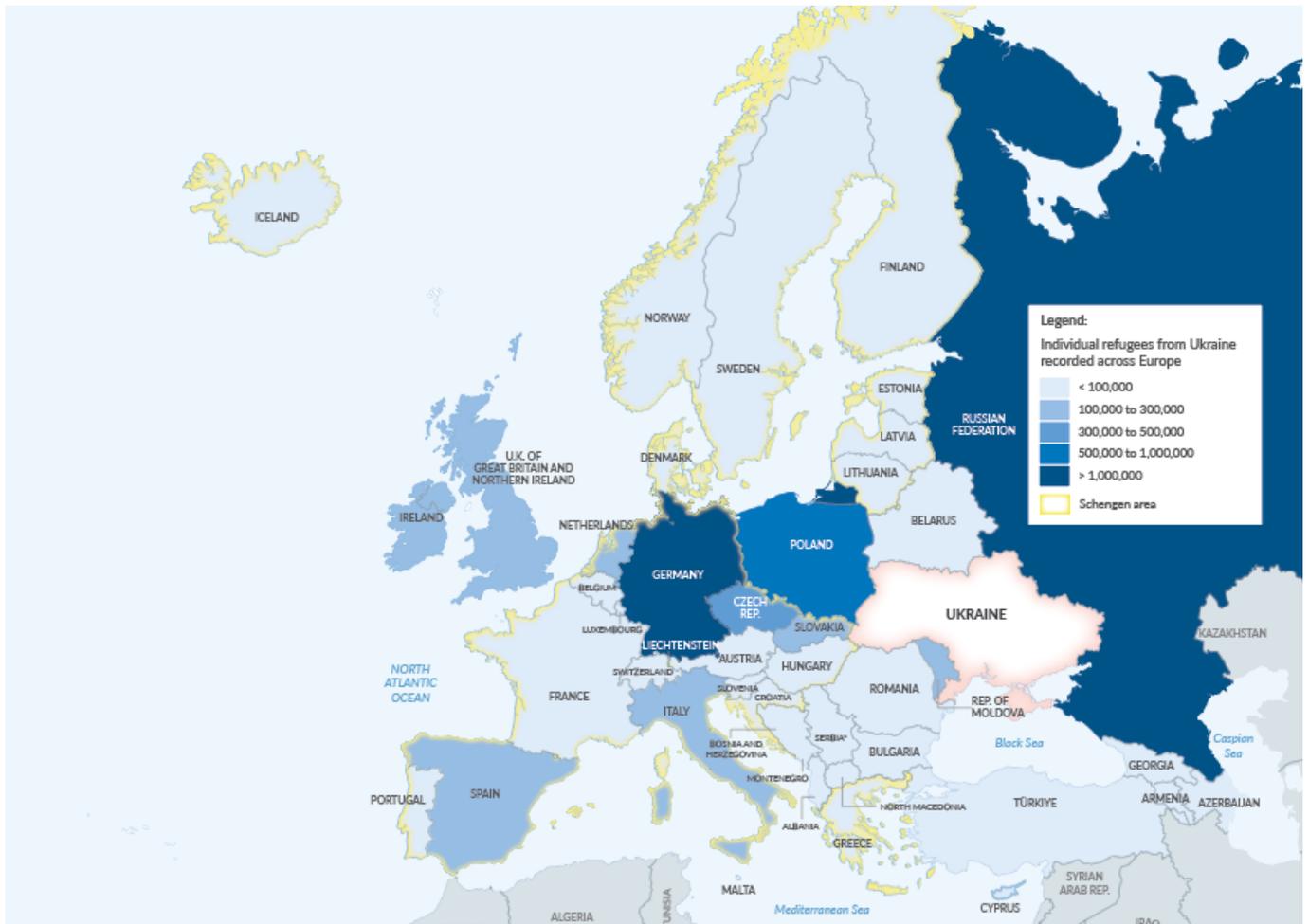
Three Blue Dot hubs has been recently closed in Moldova. All Blue Dot hubs have closed in Romania.

249,862

refugees were reached through the Blue Dot Hubs in Bulgaria, Hungary, the Republic of Moldova, Poland and Slovakia so far in 2023 (as of 23 November).

The **Digital Blue Dot** is a regional website that provides localized and up-to-date information about services available in Bulgaria, Hungary, Republic of Moldova, Poland, Romania and Slovakia. The website provides a map of existing Blue Dot Hubs with information on accommodation, childcare, disability support, education, legal stay, livelihood, medical care, protection services, social assistance, work and other services.

REFUGEES FROM UKRAINE ACROSS EUROPE (AS OF 21 NOVEMBER 2023)



The boundaries and names shown, and the designations used on this map do not imply official endorsement or acceptance by the United Nations. *Serbia and Kosovo (S/RES/1244 [1999]) Source: UNHCR Regional Bureau for Europe

Find more information in the [regular Ukraine country operational updates](#) and on the [UNHCR Ukraine portal](#) page.

COUNTRY UPDATES

BULGARIA

UNHCR OPERATIONAL DELIVERIES 2023 (AS OF 23 NOVEMBER 2023)				
52,245 refugees have been recorded	99,129 refugees have received protection information or counselling through UNHCR and partners	76,189 refugees have been reached through 5 Blue Dot Hubs	13,739 refugees received cash assistance	11,174 visits to the UNHCR Bulgaria Help Page

- **AAP:** On 7 – 8 November, UNHCR participated in a UNICEF workshop on Accountability to Affected Populations (AAP). Partners learned about formal feedback and complaint mechanisms (FCM). Needs remain for longer-term structured and hands-on technical support.
- **Inclusion:** On 21 November, UNHCR, Bulgaria’s Ministry of Health, and partner Bulgarian Red Cross participated in a roundtable on sustainable solutions and inclusion of refugees, with a focus on access to health. The objective was to explore opportunities for establishing enduring and sustainable inclusion policies, including the recommendation for an Integration Working Group to promote inclusion of refugees from Ukraine. With over 50 participants, the event brought together stakeholders from government, embassies and diplomatic missions, UN Agencies, and civil society and organizations.
- **Counselling:** So far in 2023, 65,234 refugees have received protection counselling, 33,985 have been counselled in-person at border-crossing, transit and information points, and over 1,887 counselled via hotline.
- **MHPSS:** So far in 2023, over 10,813 refugees from Ukraine were provided with mental health and psychosocial support.

CZECH REPUBLIC

UNHCR OPERATIONAL DELIVERIES 2023 (AS OF 23 NOVEMBER 2023)			
369,550 refugees have been recorded	14,991 refugees from Ukraine have received protection services	7,065 Refugees have been provided with psychosocial support and psychological first aid	26,393 visits to the UNHCR Czech Republic Help Page

- **Capacity-building:** On 13 - 15 November, in cooperation with the Refugee Facilities Administration of the Ministry of Interior, UNHCR conducted a three-day training in Olomouc city for 35 social workers, within the State Integration Programme. Among the topics discussed were individual client assessment and integration plans, crisis intervention, and support to vulnerable refugees, including GBV prevention and response, as well as mental health resilience in social work.
- **Protection:** A Gender-Based Violence (GBV) Referral Pathway was finalised and digitally distributed to UN agencies and relevant civil-society actors. The GBV Referral Pathway provides frontline workers responding to GBV with a one-stop guide that includes information on services offered in Prague. It supports coordination among service providers to meet the needs of survivors, while linking survivors to appropriate services in a timely manner, taking account of elements such as: Safety and Security, Health, Case Management, Psychosocial, Legal/Justice, and Follow-up Services.
- **Inclusion:** On 14 - 16 November, as part of its education campaign ‘Hello Czech Republic’, UNHCR together with implementing partner Slovo 21 conducted two workshops to combat xenophobia and racism while building a safe and welcoming school environment. In total, 50 students from the Písnická grammar school in Prague participated in the activities. At the same time, schoolteachers were trained on how to incorporate elements of the Hello Czech Republic campaign into their curriculum.

HUNGARY

UNHCR OPERATIONAL DELIVERIES 2023 (AS OF 23 NOVEMBER 2023)

59,385

refugees have been recorded

28,458

refugees have received protection information or counselling through UNHCR and partners

20,620

refugees have been reached through **3** Blue Dot Hubs

61,288

Visits to the UNHCR Hungary [Help Page](#)

- **Cash:** Since the winter cash program kicked off on 27 October, UNHCR has enrolled 309 refugees aged 60+ across seven registration points. Another 307 refugees await enrollment in the coming weeks. A one-off payment of HUF 105,000 (USD 300) will be carried out in early December to some 600 older people. Relatedly, UNHCR received 81 applications for its pilot cash program for refugees with severe disabilities in Hungary. Out of those, 33 received medical confirmation and were registered for payment later this month. The pilot has a target of approximately 50 individuals, with assistance mirroring the current national system. There is also continued advocacy to amend legislation that currently does not cover refugees in disability support.
- **Inclusion:** Since January 2023, 13,048 refugees have been provided with access to information, legal assistance, and various social services by UNHCR and IOM at the Budapest Helps! Community Center. The centre provides key services such as language classes, as well as community support and cultural activities. UNHCR provides counselling services and information, in addition to developing the weekly schedule and staffing on-site.
- **MHPSS:** So far in 2023, 1,615 refugees have received psychosocial support through partners in Hungary.

POLAND

UNHCR OPERATIONAL DELIVERIES 2023 (AS OF 23 NOVEMBER 2023)

958,935

refugees have been recorded

47,890

refugees were provided with protection support over the telephone

78,189

refugees have been reached through **4** Blue Dot Hubs

33,218

refugees received cash assistance

245,994

visits to the UNHCR Poland [Help Page](#)

- **Protection:** On 7 November, the RRP Joint Protection Analysis Report was [published](#). The report is a joint initiative of several Protection Sector members, issued under the Protection Monitoring Task Force co-led by UNHCR and IRC. The report focuses on protection risks faced by refugees in Poland when it comes to status and documentation, mostly focusing on withdrawal of status, GBV related risks including sexual exploitation and abuse, mental health, and psychosocial well-being, risks affecting children and minority groups, as well as protection risks linked to employment and human trafficking. The report will enable UNHCR to review its Protection and Solutions Strategy, while informing joint advocacy among protection actors.
- **Livelihoods & Inclusion:** UNHCR's participatory assessment is ongoing in Poland, with livelihoods, economic inclusion, and mental health and psychosocial support as focus areas. Preliminary results in Podkarpackie region show the main protection concerns raised by refugees as: limited access to the labour market due to a reluctance by employers to hire Ukrainians; lack of affordable childcare; low pay; fewer job options in rural areas of Podkarpackie, and job offers that do not correspond to refugees' skills. Refugees also raised concerns about labour exploitation, including working overtime for little pay, and working without formal contracts. Results of the assessment will inform UNHCR and partner's ongoing response towards ensuring effective inclusion of refugees.
- **MHPSS:** So far in 2023, 9,794 refugees have received psychosocial support through partners in Poland.

REPUBLIC OF MOLDOVA

UNHCR OPERATIONAL DELIVERIES 2023 (AS OF 23 NOVEMBER 2023)				
<p>113,130 refugees have been recorded</p>	<p>58,242 refugees have received protection information or counselling through UNHCR and partners</p>	<p>10,950 refugees have been reached through 7 Blue Dot Hubs</p>	<p>84,124 refugees received cash assistance</p>	<p>283,007 visits to the UNHCR Moldova Help Page</p>

- Protection:** UNHCR has revised its Temporary Protection (TP) Monitoring tool in Moldova. It will continue to collect information regarding intentions and experiences of those applying for TP but has expanded to include information about awareness of potential issues relating to lack of legal status and access to rights for TP holders. The revamped tool was presented at the Protection Working Group on 21 November. Operational partners interested in taking part in the assessment will be trained later this month.
- Inclusion:** On 18 - 19 November, UNHCR organized the Community Forum 2023, a two-day event aimed at strengthening the capacity of community leaders and grassroot organizations, fostering community cohesion and refugee inclusion. The event brought together some 40 activists, volunteers, and representatives of NGOs, including Ukrainians, Roma people and Moldovans. Participants attended training sessions on accessing funding opportunities, project management, effective communication, and international protection, among others. The forum served as a platform for fostering collaboration, exchange of experience, and coordination among various community leaders.
- EU+ Air Transfer programme:** During the reporting period, UNHCR assisted in the departure of a total of 26 individuals to Norway under the EU+ Air Transfer program, and referred an additional 25 individuals for review, clearance and onward processing to pledging states, namely the Netherlands and Norway.
- CRI:** So far this year, UNHCR and partners have reached 7,800 individuals with CRIs in the Republic of Moldova.

ROMANIA

UNHCR OPERATIONAL DELIVERIES 2023 (AS OF 23 NOVEMBER 2023)				
<p>83,280 refugees have been recorded</p>	<p>76,844 refugees have received protection information or counselling through UNHCR and partners</p>	<p>58,326 refugees received cash assistance</p>	<p>2,488 refugees have been provided with psychosocial support and psychological first aid</p>	<p>83,452 visits to the UNHCR Romania Help Page</p>

- Inclusion:** On 16 November, the first Working Group for the Inclusion of Refugees was jointly launched in Suceava by UNHCR and the County Prefecture within the framework of the RRP. The event was attended by 60 individuals representing local authorities, local and international NGOs, and UN agencies. UNHCR's Representative to Romania thanked authorities for their efficient and humane response to the crisis and welcomed enhanced collaboration among stakeholders to promote refugee inclusion and social cohesion.
- Livelihoods:** So far in 2023, 930 refugees from Ukraine have received career counselling, and another 758 refugees have been supported with information provision on livelihoods/employment at RomExpo, Bucharest. So far in 2023, 692 refugees have been enrolled in language courses by partners Ateliere Fara Frontiere (AFF) and HEKS EPER, and 147 refugees received vocational training. Additionally, 224 refugees have gained employment with the support of UNHCR and partners.
- Protection:** During the reporting period, UNHCR together with partners distributed 1,132 core-relief items (CRIs), including bedding, clothing, hygiene items, and thermoses to 844 vulnerable refugees in Bucharest, Galați, Suceava, and Timiș counties.

SLOVAKIA

UNHCR OPERATIONAL DELIVERIES 2023 (AS OF 23 NOVEMBER 2023)

112,350

refugees have been recorded

41,431

refugees have received protection information or counselling through UNHCR and partners

63,917

refugees have been reached through 6 Blue Dot Hubs

18,257

refugees received cash assistance

210,699

visits to the UNHCR Slovakia [Help Page](#)

- **Accommodation:** UNHCR partner Slovak Humanitarian Council (SHC) provided shelter and information to 704 refugees from Ukraine at Ubla and Velke Slemence border crossing points. SHC provided information, psychosocial counselling, mobile registration, material aid to vulnerable individuals, as well as activities for children and youth.
- **Inclusion:** UNHCR partner Mareena organized 12 community and inclusion activities in five Slovak regions (Banska Bystrica, Bratislava, Kosice, Nitra and Trencin) for 137 refugees and 20 host community members. Activities included language cafés, a book club for teenagers, and a workshop for high school students on access to tertiary education.
- **Protection:** On 10 November, UNHCR conducted Focus Group Discussions with 19 refugees at Humenne Reception Center where 55 refugees from Ukraine with vulnerabilities, including severe disabilities, are hosted. Notable issues raised included: lack of free or subsidized health services; lack of access to Ukrainian passports/documentation due to related transportation expenses; and access to effective rehabilitation services.

OTHER COUNTRIES

BELARUS:

- As of 1 November, **37,039 refugees** from Ukraine have been recorded in Belarus.

ESTONIA:

- As of 29 October, **50,450 refugees** from Ukraine have been recorded in Estonia.
- **Child Protection:** UNHCR met with Estonian Union for Child Welfare (EUCW) to discuss their activities and response. According to their recent survey, 75 unaccompanied minors aged 16-17 years are present in Estonia, with 94 per cent of them from Ukraine. EUCW is working to ensure access to 'after-care' services, which is available for all children without parental guardians. UNHCR also met with the Head of Advocacy from the Estonian Refugee Council, Helika Saar, to discuss their advocacy and response on child protection issues.

LATVIA:

- As of 15 August, **32,470 refugees** from Ukraine have been recorded in Latvia.
- **Protection:** In mid-November, UNHCR partner 'I Want to Help Refugees' began data collection as part of protection monitoring for the last quarter of 2023. Results of the data collection will inform future UNHCR and partner response, including local advocacy.

LITHUANIA:

- As of 27 October, **50,690 refugees** from Ukraine have been recorded in Lithuania.
- **Protection:** On 16 – 17 November, UNHCR held two focus group discussions in Vilnius including on access to temporary protection, housing, child protection and challenges facing the newly arrived. Discussions were attended by 10 female participants (aged 24 – 70). Main findings include limited access to information channels resulting in significant protection risks to new arrivals having to rely on personal savings to secure housing and basic needs.

RUSSIAN FEDERATION:

- **Counselling:** So far in 2023, 16,846 refugees from Ukraine have been counselled in person by UNHCR and partners in urban areas, while 12,725 have been counselled in the border regions of Belgorod, Kursk, Rostov-on-Don and Voronezh. Over 51,089 refugees have been counselled via the telephone hotline by UNHCR and partners.
- **MHPSS:** So far in 2023, 24,515 refugees have received psychosocial support through partners in the Russian Federation.

COORDINATION

UKRAINE

In Ukraine, UNHCR leads three Clusters, namely Camp Coordination and Camp Management (CCCM), Protection, and Shelter and Non-Food Items (NFI). The CCCM Cluster was activated in March 2022 and coordinates eleven UN and NGO partners across three hubs, with the aim of supporting 400,000 people in collective sites in 2023. The Protection Cluster consists of 136 partners, including sub-clusters (57 partners under General Protection) and operates through five coordination hubs to reach an anticipated 7 million people in 2023. The Shelter and NFI Cluster coordinates 97 active partners across five coordination hubs, targeting 3.3 million people in 2023 with NFI kits, emergency shelter and housing repairs. UNHCR also co-chairs the Protection Strategy Working Group under the Humanitarian Country Team, and the Accountability to Affected Populations Working Group. Through its leadership in these areas, UNHCR promotes the centrality of protection, as well as meaningful engagement and participation across the response.

REGIONAL REFUGEE RESPONSE

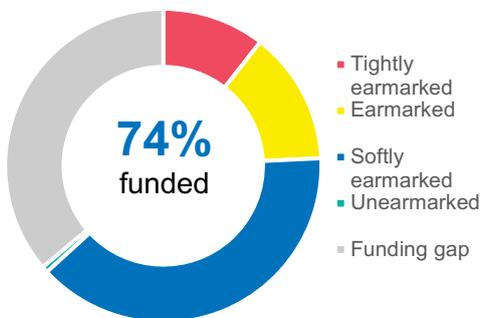
The 2023 RRP aims to ensure refugees' access to protection and assistance on a non-discriminatory basis, with a particular focus on refugees at risk of becoming vulnerable. The 2023 plan also places an emphasis on refugees' socioeconomic inclusion, in recognition of the challenges faced by refugees due to their prolonged displacement. Support is foreseen to institutions, services and facilities used both by refugees and members of host communities, which remain crucial for promoting solidarity and social cohesion between refugee and host communities. Inter-agency Refugee Coordination Forums led by UNHCR, as well as specific sectoral groups, will continue working at country level in Belarus, Bulgaria, Estonia, the Czech Republic, Hungary, Latvia, Lithuania, Poland, the Republic of Moldova, Romania, and Slovakia to support the efforts of the concerned governments.

FINANCIAL UPDATES

UNHCR UKRAINE SITUATION FINANCIAL UPDATE

US\$ 1.12 billion

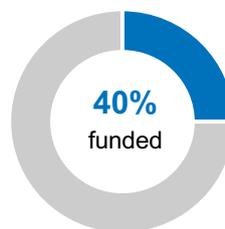
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INTER-AGENCY FINANCIAL UPDATES

US\$ 1.68 billion

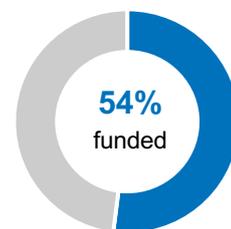
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Revised:
[Ukraine Situation: Regional Refugee Response Plan](#)

US\$ 3.95 billion

required (as of 23 Nov 2023)



Revised:
[UN Flash Appeal \(Ukraine\)](#)

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