

UKRAINE EMERGENCY

UNHCR Delivery Updates

10 February 2025



During his visit to Ukraine in January 2025, UN High Commissioner for Refugees Filippo Grandi visited the frontline community of Bilopillia in Sumska oblast, just 7 km from the border with the Russian Federation. He met with people who despite the hardship and very challenging situation have decided to remain in their homes. Many received winter cash assistance from UNHCR. © UNHCR/Oleksii Barkov

KEY FIGURES (2024):

4.32 million
people reached with UNHCR assistance in 2022 (24 February - 31 December 2022)

2.63 million
people reached with UNHCR assistance in 2023

14.6 million
people in need of humanitarian assistance and protection in 2024 (source: HNRP)

8.5 million
people prioritised for humanitarian assistance in the 2024 Humanitarian Needs and Response Plan

2.7 million
displaced and war-affected people UNHCR aims to reach with different forms of assistance and services in 2024***

***People may receive multiple forms of assistance and services.

OPERATIONAL CONTEXT & HIGHLIGHTS:

- UN High Commissioner for Refugees Filippo Grandi visited Ukraine from 13-16 January 2025 for the sixth time since February 2022, reaffirming UNHCR's strong solidarity with the people of Ukraine and calling for sustained international support.
- On 16 January, the UN Emergency Relief Coordinator Tom Fletcher and the UN High Commissioner for Refugees Filippo Grandi **jointly launched**, with the Government of Ukraine, the **2025 humanitarian and refugee response plans from Kyiv**. The plans appeal for US\$3.32 billion to support 8.2 million people affected by the crisis within Ukraine and across borders.
- Largescale aerial attacks continued across Ukraine in January and early February**, causing civilian casualties and damage to homes and civilian infrastructure. An attack on Zaporizhzhia on 8 January caused the highest number of civilian casualties (killed and injured) in a single incident in almost two years, according to the [UN HRMMU](#). At least 139 civilians **were killed** and 738 injured in Ukraine in January 2025, a 39% increase from December 2024. Overall, the UN HRMMU reports that the number of killed and injured civilians in 2024 increased by 30% compared with 2023.
- Additional mandatory evacuations were announced from areas of Donetsk oblast as hostilities intensified**. Civilians in frontline communities face increasingly harsh living conditions due to constant shelling and limited access to essential services. Many evacuees are extremely vulnerable, with a significant number of older and disabled people among those from areas under mandatory evacuation orders.
- UNHCR and partners continue efforts to deliver assistance to help people stay safe and warm** as part of UNHCR's [2024-2025 winter response plan](#) and the broader [inter-agency response](#).
- UNHCR provides immediate protection and assistance to people living in war-affected areas while supporting the early recovery and durable solutions** for displaced persons, returnees, and war-affected people remaining in their homes.

2024 RESPONSE in NUMBERS*:

(Delivered with partners from 1 January–31 December 2024
For the winter response, see pg.4)

1,663,660

Multi-sectoral services delivered to people in need in 2024

Protection

666,212

Received protection information, counselling, and support

1.20M Targeted

Multi-purpose cash

525,638

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

1.15M Targeted

Prykhystok

83,590

People hosting IDPs received financial support through the Government's Prykhystok programme

0.09M Targeted

Essential items

189,464

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

0.35M Targeted

Shelter/Housing

168,834

Received emergency shelter and housing support, including in collective sites

0.47M Targeted

Collective sites

29,922

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

0.13M Targeted

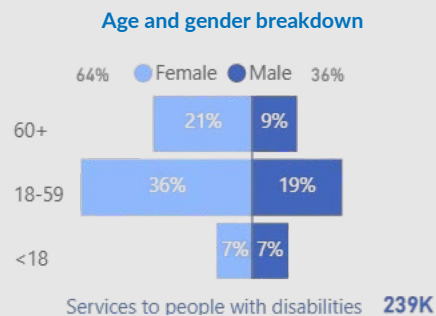
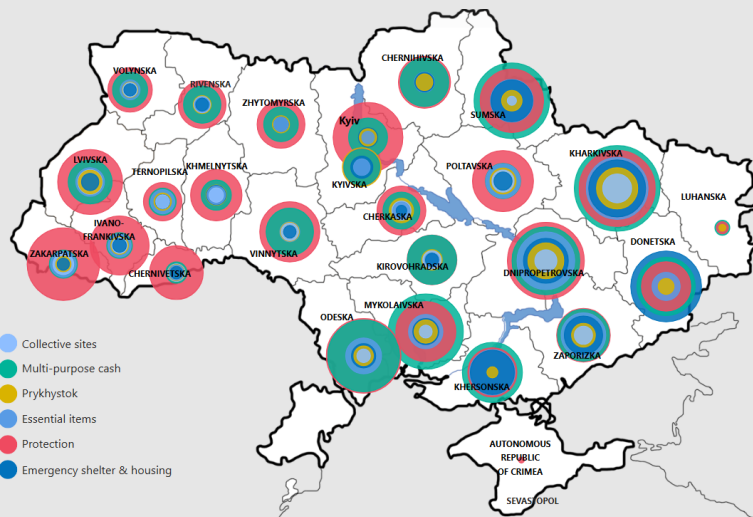
* The targets are subject to the receipt of the funding requirements

** Figures may be adjusted as they are subject to reconciliation and verification

** The target for MPC was adjusted to include 2024-2025 winter response. All reached figures are subject to data cleaning and verification. Retro-active corrections may occur.

WORKING WITH PARTNERS (2024):





Emergency Response

- Evacuations and response:** Authorities estimate that over 154,400 people have left Donetsk oblast in east Ukraine from 1 August 2024 to 31 January 2025. Evacuees are receiving psychosocial counselling, legal assistance, rapid cash assistance, as well as support to find accommodation in collective sites as needed. Over the past weeks, the security situation has also worsened in eastern hromadas of **Dnipropetrovska oblast**, near the border with Donetsk oblast. Although there have been no official evacuations yet, there are reports of people deciding to leave from some areas near the frontline. As part of the inter-agency response, UNHCR is supporting the preparedness efforts led by local and regional authorities.
- Support to frontline communities:** In January 2025, UNHCR participated in two inter-agency convoys to provide life-saving assistance to communities in [Pokrovsk](#) and [Myrnohrad](#) (Donetska oblast), contributing with 2,300 blankets and 2,300 solar lamps.
- Response to attacks:** Over the last weeks, UNHCR and NGO partners responded to the needs of people affected by [largescale aerial attacks across the country](#), including in [Izium](#) in Kharkivska oblast, [Kyiv](#), [Lviv](#), [Poltava](#), [Mykolaiv](#), [Odesa](#), and [Zaporizhzhia](#), among other regions. This emergency assistance includes psychological first aid and psychosocial support, legal assistance for example to apply for compensation for damaged property or restore lost documents,

emergency shelter repair materials such as OSB boards and plastic sheeting, essential items such as blankets, and rapid cash assistance. In total in 2024, UNHCR and partners delivered emergency shelter materials to almost **138,000** people, enabling them to quickly cover damaged windows and doors until more sustainable repairs can take place.

Housing/Shelter

- On 14 January, UN High Commissioner for Refugees Filippo Grandi visited [a new modular settlement](#) established together with the authorities in Nyzhnya Syrovatka hromada and Sumska oblast, which will provide 10 large families with many children (27 adults and 35 children) who have been evacuated and displaced from frontline settlements with a new fully-equipped pre-fabricated home.
- With Russia's full-scale war on Ukraine soon entering its fourth year, UNHCR continues to prioritise its house repair programme, which enables people and families to remain in and rebuild their own homes, or return to these, after being displaced. In cooperation with the Government of Ukraine, UNHCR and partners have supported **10,000** families with durable housing solutions in 2024. In total since February 2022, UNHCR has supported over **37,650** families with durable housing solutions, including repairs and new homes.



Yuliia was displaced from Mariupol and received support to restart her life in Vinnytsia. © Medair

Rental support for displaced families: a bridge from collective sites to private accommodation and a new start

Having fled Mariupol, Yuliia found a new home and restarted her life in the city of Vinnytsia in central Ukraine. Thanks to UNHCR's Rental Market Initiative (RMI), implemented with its NGO partner Medair, Yuliia and her family were able to find safe and comfortable housing in Vinnytsia. "Without this assistance, we would not have survived last winter. [...] We could not afford to rent such place at that time, but since then, I have been able to find a job to support my parents, so we can now look into the future with hope," Yuliia says.

UNHCR's RMI was initially launched in 2023, and the programme was extended in 2024 to 11 regions of Ukraine. It supports internally displaced families to move out from collective sites or other short-term accommodation to homes that they can rent for a longer period. Read more [here](#).

UN High Commissioner for Refugees visits Ukraine for sixth time since February 2022

Visiting Ukraine from 13-16 January 2025, for the sixth time since February 2022, UN High Commissioner for Refugees Filippo Grandi started his trip in [Odesa](#). There, as part of UNHCR's partnership with the Olena Zelenska Foundation, he visited a children's hospital and met with families affected by the war together with [the First Lady of Ukraine](#). Mr. Grandi then continued his visit in Dnipro, [Kharkiv](#) and [Sumy](#), where he met with local authorities as well as with displaced and war-affected people supported through UNHCR's programmes.

In Kyiv, High Commissioner Grandi and Emergency Relief Coordinator Tom Fletcher [met with President Zelenskyy](#) and [Prime Minister Denys Shmyhal](#). Mr. Grandi also met with the [Minister of Economy Yulia Svyrydenko](#) (see below) and Ukrainian Parliament Commissioner for Human Rights (Ombudsman) [Dmytro Lubinets](#).



President Zelenskyy and UN High Commissioner for Refugees Filippo Grandi meet in Kyiv, January 2025. © Office of the President of Ukraine

Protection

- **Human Rights Protection Centres:** The first regional Human Rights Protection Centre in Zakarpatska oblast [was opened](#) by Parliamentary Ombudsman Lubinets on 31 January, together with the local authorities and UNHCR. It will provide legal aid, support public initiatives, and share information on access to rights to the community, including vulnerable groups. UNHCR has been supporting the opening of similar centres across the country. Read more [here](#).
- **Promoting law and policy change for forcibly displaced people:** The Government of Ukraine recently [allocated](#) UAH 15 billion to compensate IDPs for damaged or destroyed homes. This support is expected to benefit more than 10,000 families through the eRecovery programme. Ensuring adequate state budget allocations for IDPs' access to compensation for housing damage has been a key advocacy effort for UNHCR in 2024.
- **National Roma Forum:** UNHCR, alongside UN Women, UNDP, UNICEF, and Oxfam, supported the [National Roma Forum](#), organized by the Roma-led organization 'Voice of Romni', which brought together government representatives, embassies, international organizations, and Roma civil society organizations. The forum reinforced commitment to the Roma Strategy 2030 and emphasized the importance of an inclusive humanitarian response and long-term recovery. Discussions highlighted legal support needs for Roma women and children, access to birth

documentation, and the role of Roma-led community-based organizations in shaping recovery efforts.

Cash Assistance

- In 2024, UNHCR has distributed cash assistance to over **525,600** newly displaced persons, returnees and people who have been impacted by aerial attacks and need this assistance to help cover the costs of basic needs such as accommodation, food, medicines and clothes. Approximately **\$151.7 million** has been disbursed from January-December 2024.
- This includes **224,240 people reached with cash support for additional winter needs** in collaboration with the [Ministry of Social Policy and the Pension Fund of Ukraine](#), and the [Ministry of Reintegration of the Temporarily Occupied Territories](#), as UNHCR steps up efforts to deliver assistance to help people stay safe and warm.
- Approximately **40,140** people (out of the 525,600 recipients of cash assistance so far in 2024) received rapid cash support in the amount of UAH 10,800. This modality allows for the quick delivery of cash assistance following aerial attacks or urgent evacuations from frontline areas, helping people cope with the sudden shock and to address urgent needs.
- In addition, around **83,590 families** hosting IDPs have so far received cash assistance through the **Prykhystok programme**, [in collaboration](#) with the Ministry of Reintegration of the Temporarily Occupied Territories.



© Ministry of Economy of Ukraine

UNHCR and Ukraine's Ministry of Economy strengthen cooperation

UNHCR and the Ministry of Economy signed a Memorandum of Understanding to establish a strategic partnership aimed at enhancing the economic inclusion of internally displaced people, returnees, refugees, and stateless people in Ukraine.

The cooperation will combine the efforts and capacities of both parties to integrate internally displaced people into the national labour market and focus on facilitating enhanced access to information on economic programmes and opportunities, particularly related to employment and livelihoods. An important element is the joint development of a special Employment page dedicated to economic inclusion and opportunities for IDPs and refugees considering return on UNHCR's "[Ukraine is Home](#)" information platform. Read more [here](#).

WINTER RESPONSE PLAN 2024-2025

In coordination with the Government of Ukraine, and contributing to the broader inter-agency [Ukraine Winter Response Plan 2024-2025](#), UNHCR is working closely with partners on an integrated, multi-faceted response to help people survive the harsh winter conditions in Ukraine. [UNHCR's 2024-2025 winter response](#) aims to provide cash assistance to highly vulnerable households in collaboration with the Ministry of Social Policy and Pension Fund of Ukraine, and the Ministry of Reintegration of the Temporarily Occupied Territories. UNHCR also plans to support alternative energy generation capacity through the provision of generators and power stations; and to help those most in need with insulation of homes and living spaces as well as with essential winter items including blankets.

275,336

Multi-sectoral services delivered as part of the Winter Response Plan

Winter Response Plan 2024-2025

Cash Assistance

224,240

People assisted with cash support for additional winter needs

41%

550,000 Targeted

Shelter/Housing

17,953

People assisted with better-insulated homes and living spaces

43%

41,400 Targeted

Essential Items

33,143

People assisted with essential winter items

99%

33,600 Targeted

Figures of people reached are as of 31 December 2024. Figures are subject to data cleaning and retro-active corrections may occur.



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Olha, 60, lives with her son in their home in Kharkiv. Her husband passed away before the full-scale invasion due to COVID-19. She works as a teacher in a local school.

Olha is one of the recipients of UNHCR's winter cash assistance that helps vulnerable families cover the increased costs of solid fuel and utilities during the harsh winter months.

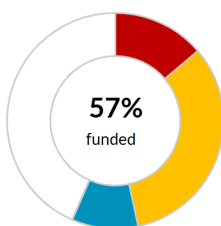
"I have managed to buy firewood with the cash I received. This assistance helped me and my son to keep our house warm. Before, my husband supported the household, but now this cash assistance is vital to us," said Olha.

The seasonal winter response is a top priority for UNHCR. It aims to support displaced people with specific vulnerabilities and people who have remained in frontline hromadas, for whom the cold winter season is exacerbating their already dire needs and humanitarian situation.

FUNDING UPDATE | 2024

UKRAINE

as of 31 December 2024



\$598.9 million

UNHCR's financial requirements 2024

- 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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Contact **UNHCR's Hotline 0-800-307-711** for feedback and advice on assistance and services.