



OPERATIONAL CONTEXT

During May, the security situation sharply deteriorated in cities around Ukraine like Dnipro and Kyiv, with aerial attacks intensifying against civilian infrastructure such as homes, schools, water systems, and hospitals, killing and injuring civilians almost daily. The war continues to have a heavy impact on people who cannot go back to their homes – [over 5 million people are internally displaced](#) – and people across the country living under threats of attacks as **escalating hostilities in the east and south are ravaging communities close to the front line areas. Mine contamination is also creating tremendous challenges** for civilians trying, for example, to get back to their communities, and humanitarians striving to deliver assistance. In May alone, OHCHR [recorded](#) 858 civilian casualties in Ukraine: 174 killed and 684 injured. The actual figures are believed to be considerably higher.

While UNHCR continues to prioritize life-saving humanitarian assistance and quickly respond to support communities impacted by the attacks, UNHCR’s programmes are also focusing on interventions that enable IDPs and returnees to recover and attain durable solutions where possible. The detailed response plan can be found in the [2023 UNHCR Ukraine Programme Summary](#).

1.34M

People reached with assistance between January to May 2023

Protection

Received protection information, counselling, and support



MPC

Supported with multi-purpose cash assistance to meet basic needs



NFI

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



Shelter/Housing

Received emergency shelter and housing support, including in collective sites



CCCM

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



KEY FIGURES

4.3M

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

17.6M

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

11.1M

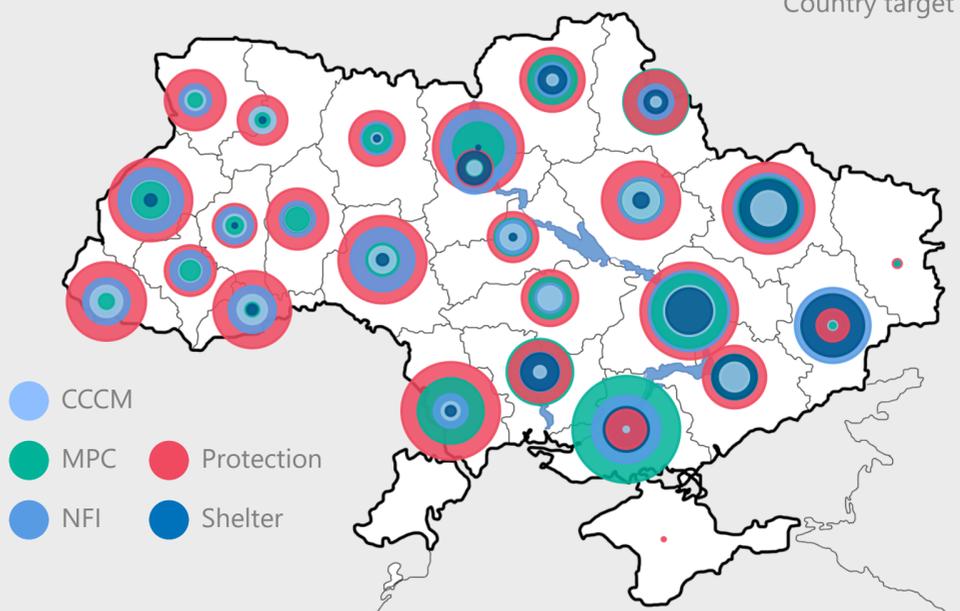
people targeted for humanitarian assistance in the Humanitarian Response Plan

3.6M

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

People Reached in 2023

1,336,947



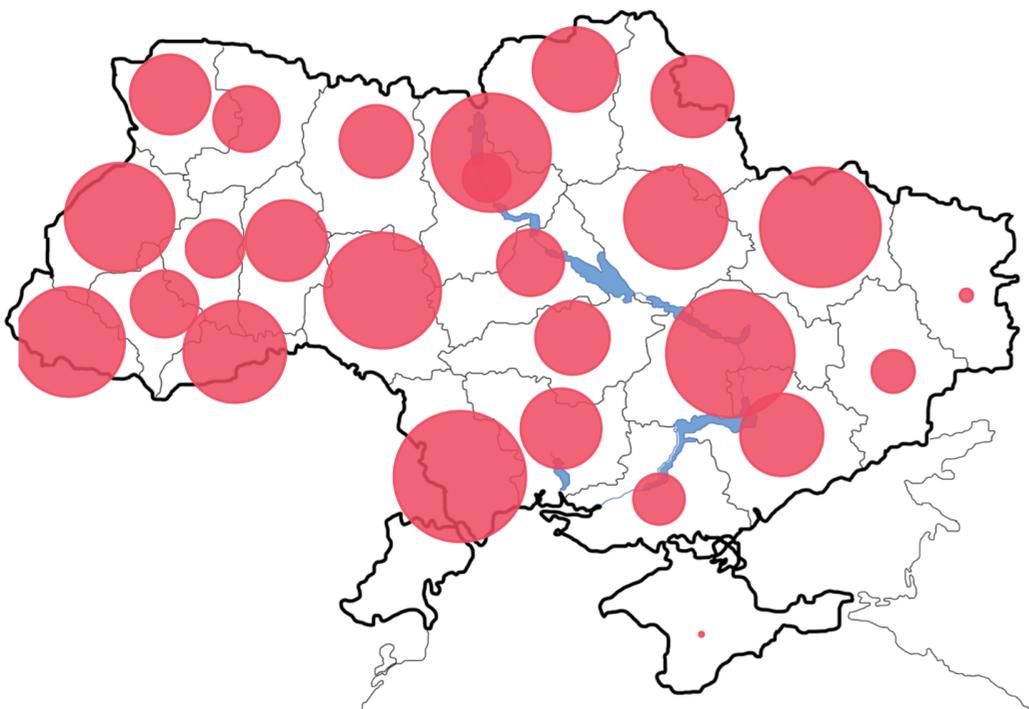
* The targets are subject to the receipt of the funding requirements

Protection services



Operators at the UNHCR Hotline answer 1,500 calls a day from people in need across Ukraine. More than half of the operators are IDPs themselves. The team responds to queries in solidarity with the people they are assisting. Read more [here](#).
©UNHCR/Victoria Andrievska

UNHCR's protection programmes are designed to complement or reinforce the capacity of the national system and local protection services and are centred on 4 objectives: (i) ensuring access to social, legal and other protection services; (ii) strengthening access to information, complaints and feedback mechanism and participation in decisions and solutions; (iii) strengthening national legal and policy frameworks; and (iv) promoting rights-based solutions.



People reached by Month



PROTECTION: KEY FIGURES

607,261 Reached as of May 2023

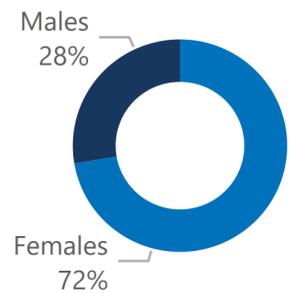
44,501 Individuals receiving PSS/PFA

87,342 Legal consultations provided

1,694 Persons received targeted GBV services

12,240 Individuals supported with case management services

1,390 Supported with other protection services



601,337 IDPs and war-affected population

3,758 Stateless

2,166 Refugees & asylum seekers

Highlights:

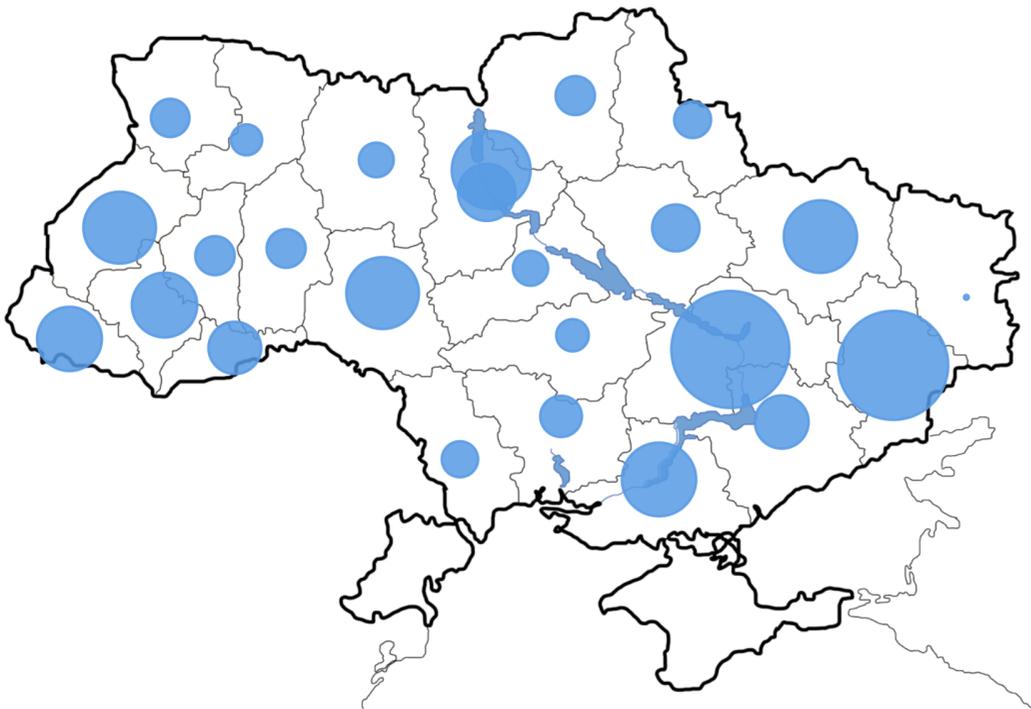
- **Child Protection:** UNHCR, in partnership with Save the Children, have begun the roll out of training for humanitarian partners to operationalize the toolkit on the provision of child protection case management, developed by the Child Protection sub-cluster. The training aims to ensure that case management activities are implemented in a manner that is **consistent, systematic, contextualized, and in line with national and international standards** promoting strong coordination and cooperation with State child protection and guardianship authorities at the local level.
- UNHCR engaged with the Government of Ukraine and international and national partners to **promote the safety and well-being of 111 Ukrainian refugee children without parental care recently returned from institutions in Poland**. Advocacy was done with authorities in Ukraine and Poland to promote and ensure respect for the best interests of the children and their safety and dignity, including through the implementation of individual best interests determination and the placement of children in family-based alternative care rather than institutions.
- **Mental Health & Psychosocial Support (MHPSS):** In May 2022, UNHCR's Regional MHPSS Officer visited Ukraine to enhance inter-agency coordination, assess partner activities and to build capacity of UNHCR staff and partners on MHPSS. More than 60 NGO partner psychologists and 50 UNHCR staff benefitted from workshops on MHPSS approaches and implementation in emergency contexts. UNHCR Ukraine aims to capitalize on this mission to standardize and systematize MHPSS work, aligning with the First Lady's [Operational Roadmap for prioritized multisectoral MHPSS actions during and after the war](#).

Essential items



UNHCR's local NGO partner Proliska continues to deliver NFI assistance to affected families in Zaporizka oblast, where communities are heavily affected by the hostilities. ©NGO Mission Proliska

UNHCR distributes standard relief items, such as blankets, kitchen sets and solar lamps, and non-standard items such as dignity kits, mattresses, and clothes to people in need, mainly in areas along the front line and to newly displaced people, as well as to people living in newly accessible areas who have endured months of constant shelling. NFI distribution is done through implementing partners, local administrations, direct distribution, or contribution to inter-agency responses.

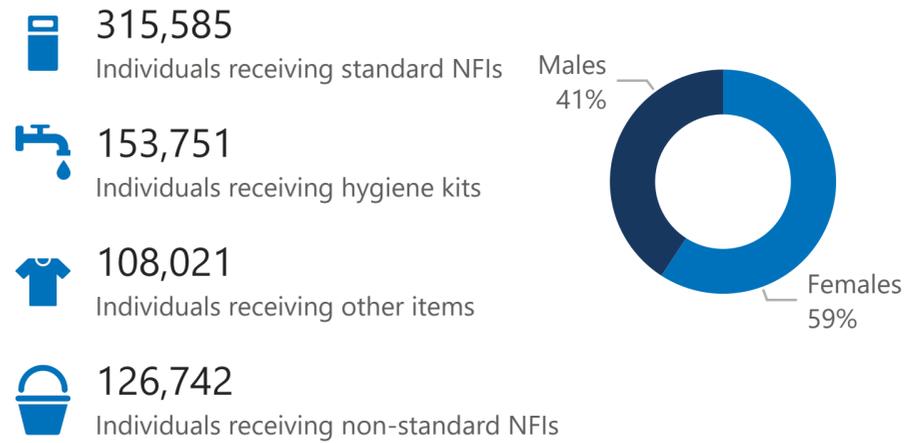


People reached by Month



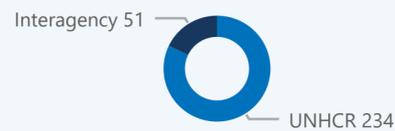
NON-FOOD ITEMS (NFIs): KEY FIGURES

443,561 Reached as of May 2023

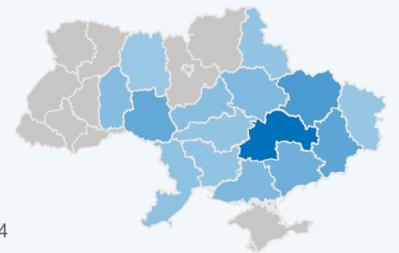


15 Regions covered

285 Number of convoys



Humanitarian Convoys



Highlights:

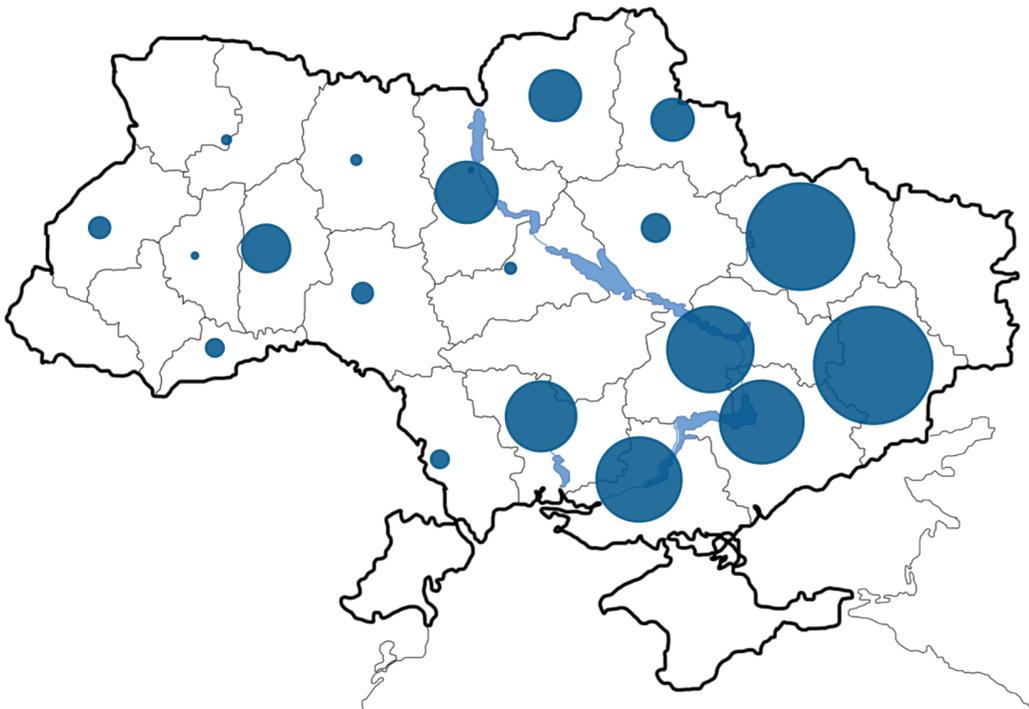
- In May, the humanitarian situation in front-line areas, such as Marinka and Lymanska hromada of Donetsk oblast, rapidly deteriorated due to intensified hostilities. Widespread destruction decimated access to food, water and other essential services, forcing people to rely heavily on humanitarian aid and the support from volunteer groups to survive.
- During May, **UNHCR contributed to nine UN interagency convoys with critical items** such as solar lamps and hygiene kits to support people in areas close to the front line, in Donetsk, Kharkivska, Khersonska, and Zaporizka oblasts.
- UNHCR is actively prepositioning NFIs to enhance its readiness to quickly respond to urgent and increased humanitarian needs.** Items such as blankets, mattresses, solar lamps, jerry cans, and sleeping bags intended for 140,000 individuals are pre-positioned across the country in key locations/warehouses and are ready for rapid mobilization, including to the east, when required. Overall, UNHCR has a contingency plan to support up to 760,000 newly displaced and war-affected people in case of new shocks.
- UNHCR has commenced winterization planning** by analysing Post Distribution Monitoring results, collaborating with Field and Sub-Offices, as well as clusters, to determine necessary stocks and proposed activities. This includes cash, NFIs, and shelter assistance including house repairs and insulation, to ensure the **timely delivery of winterization support ahead of the upcoming heating season.**

Emergency Shelter and Housing

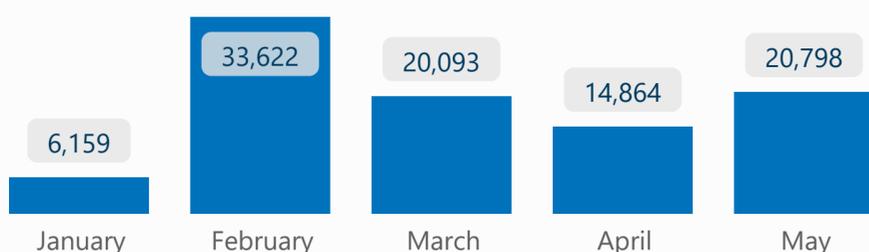


UNHCR delivered more than 30 trucks of vital building materials to communities in need, especially those close to the front line in Khersonska oblast, in close coordination with the oblast authorities.
©UNHCR

UNHCR's shelter and housing programme supports people impacted by the war through three activities: (i) emergency shelter for those with immediate needs in areas directly impacted by shelling and attacks (ii) repairs and housing solutions that can help people return to their homes, where possible and (iii) improvement or creation of accommodation in collective sites for IDPs who cannot live at home.



People reached by Month



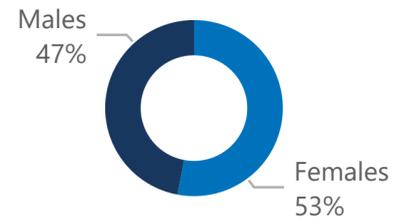
EMERGENCY SHELTER AND HOUSING: KEY FIGURES

 **95,536** Reached as of May 2023

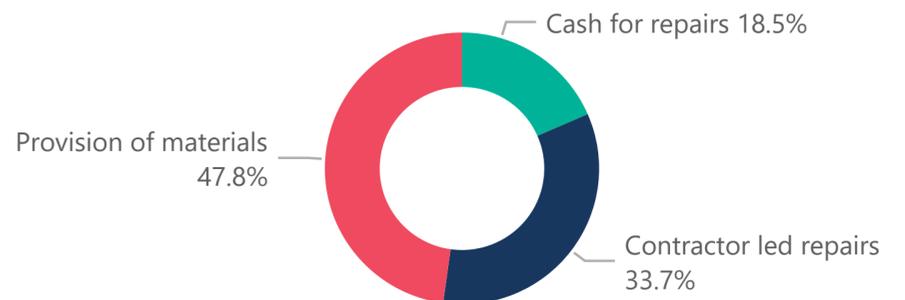
 **76,518**
Individuals supported by ESKs

 **3,923**
Sleeping spaces created/improved

 **13,979**
Individuals benefitting from repairs



Beneficiaries of repairs by modality



Highlights:

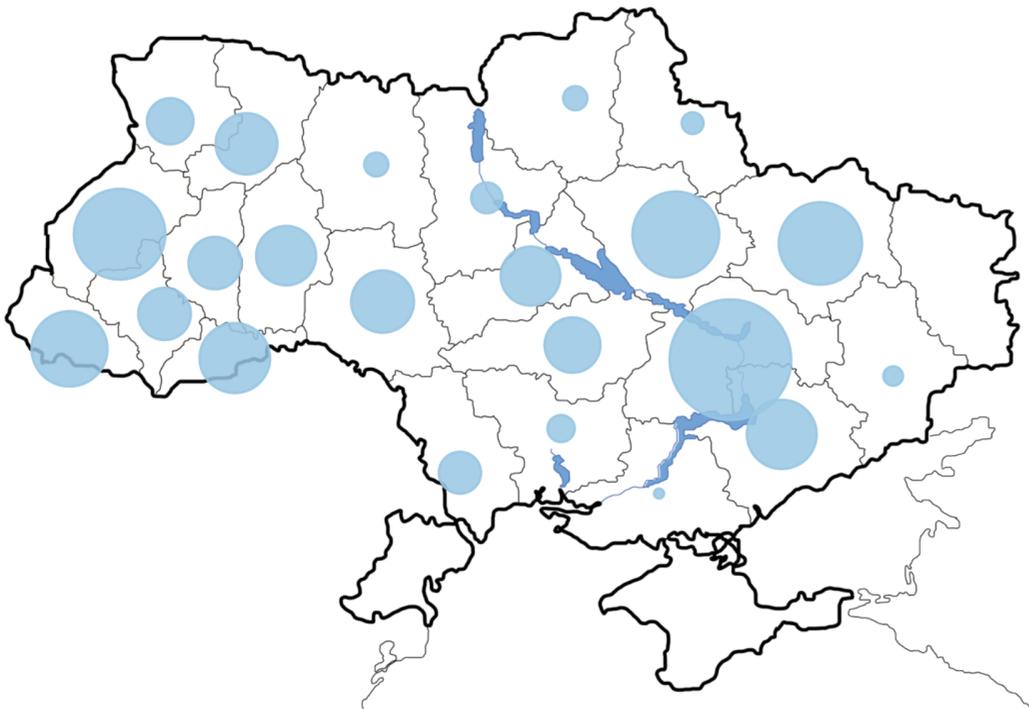
- UNHCR continues to support the Government's plans to **improve the accessibility and dignity of living conditions in collective sites (CSs) hosting of IDPs**, often with high vulnerabilities. So far this year, **11 collective sites** have been renovated across the country while in May, **a further three** were completed in Cherkaska and Zakarpatska oblasts.
- Another key component of UNHCR's support to IDPs who cannot return home is the **'Preferred Housing Solutions' programme for IDPs**, through which IDPs living in CSs are helped to find their preferred medium-term solution, whether that is to remain in a dignified CS, access the private rental market, live with a host family, or be assisted to repair their house, if they feel safe and confident to return home.
- UNHCR is also working closely with the authorities to identify ways in which the **social housing stock can be expanded for IDPs**. The World Bank estimates that out of 1.4 million damaged accommodation units, nearly 500,000 units are completely destroyed; thus, the increasing of medium to long-term housing stock is critical in **preventing the exacerbation of the housing crisis in Ukraine**.
- **UNHCR continues to deliver essential construction materials to those most in need**. During May, construction materials worth over US\$ 1 million for self-repairs were delivered in Kharkivska, Khersonska, Khmelnytska, and Mykolayivska oblasts, consisting of materials most in demand, including non-asbestos, Ukrainian-made roofing panels, wooden boards, and fixings, which enables owners to fix houses immediately by themselves.
- **Emergency assistance to areas that suffer damage due to shelling or missile strikes remains crucial**. In May, emergency shelter kits (ESKs) were sent to regions such as Chernivetska, Kirovohradska, Ternopil'ska, and Zhytomyr'ska oblasts, to help seal damaged buildings through the temporary repair of roofs, windows, and walls.

Collective sites

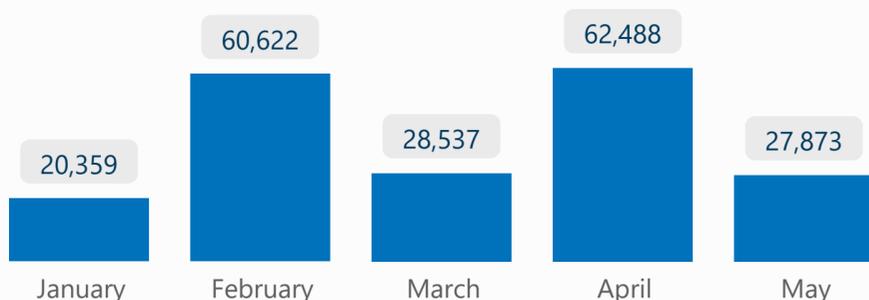


The inauguration of the new bike point for IDPs in Kovaleve village, Poltavaska oblast as part of an IDP community-led project supported by CCCM teams. ©Right to Protection

UNHCR provides support to the management of collective sites to ensure protection services are accessible, inclusive, and community-based and works to improve the quality of life and dignity of IDPs during displacement. As part of the CCCM response, conditions and needs in collective sites will be closely monitored. Socio-economically or otherwise vulnerable IDPs are likely to remain in collective sites until they consider their area of origin is safe for return, and they will have access to basic services there.



People reached by Month



CCCM: KEY FIGURES

 **75,474** Reached as of May 2023

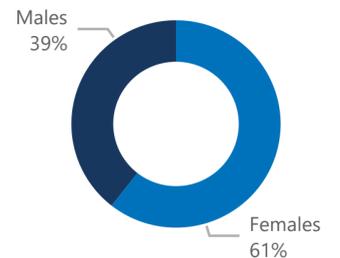
 **3,567** Site assessments conducted & recorded

 **75,474** People residing at sites supported with CCCM services

 **4,047** Individuals trained

 **7,520** Individuals participated in awareness raising sessions

 **20,835** Individuals benefitting from care and maintenance and community-led activities



Highlights:

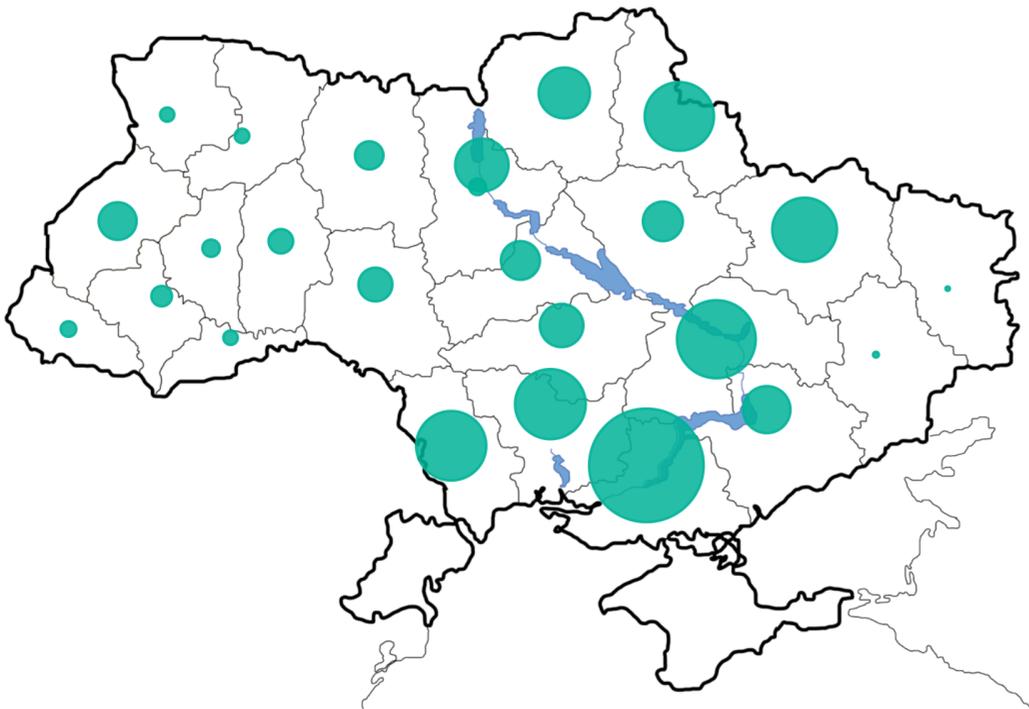
- **UNHCR and partners' CCCM teams maintain regular presence in 517 collective sites in Ukraine to monitor needs and respond with assistance through various CCCM activities.** In May, 200 collective sites were supported with **care and maintenance interventions**, including improving internet access, electrical network repairs, lighting fixture replacements, and installation of mosquito nets, as well as distribution of household items, improving the living conditions for more than 11,400 IDPs residing in the sites.
- One of the issues observed in May is the **possible eviction or relocation of residents in collective sites from primary educational facilities** in the coming months. Such risk was identified prominently in cities such as Dnipro, Kryvyi Rih and Zaporizhzhia as well as in Ivano-Frankivska and Zakarpatska oblasts. CCCM teams continue advocating for alternative solutions such as social housing programmes or relocation of IDPs to those facilities which meet the minimum standards of collective sites.
- CCCM teams continued to provide **awareness-raising opportunities and workshops for residents in collective sites addressing crucial topics** such as mental well-being, human trafficking risks, fire safety, prevention of gender-based violence, community integration, and employment opportunities.
- On 19 May, the **IDP community-led "Bike point" project** was launched in Poltavaska oblast. This initiative establishes bicycle storage points to connect a collective site in Kovaleve with Velyko Rublivska village, located six kilometres away, to foster social cohesion opportunities. The CCCM team organized a joint bike ride involving residents from both communities, with the participation of the Patrol Police, who provided road safety advice to participants.

Cash assistance

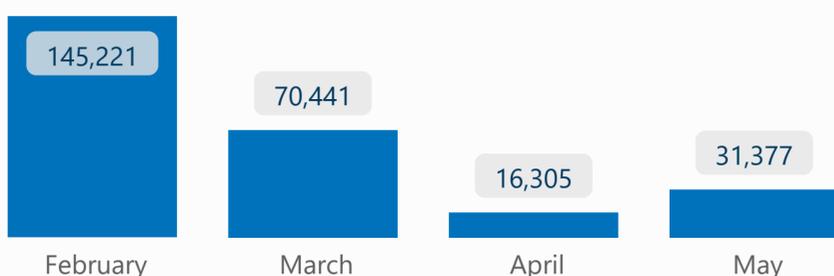


Cash enrolment taking place in Zelenodolsk, Dnipropetrovska oblast to support IDPs and other war-affected people cover their basic needs. ©Right to Protection

Cash assistance remains one of the most optimal means and most requested forms of support among IDPs and other war-affected people. UNHCR is implementing a multi-purpose cash assistance programme that is aligned with the national social assistance programme, enabling vulnerable war-affected, and displaced people and returnees to cover immediate basic needs, in line with the memorandum of understanding [signed](#) with the Ministry of Social Policy in April 2022.



People reached by Month

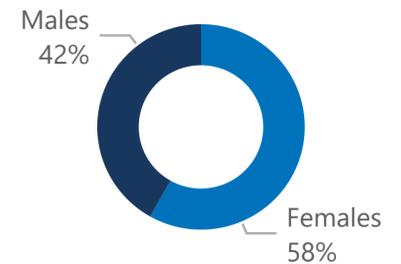


MULTI-PURPOSE CASH ASSISTANCE: KEY FIGURES

 **263,344** Reached as of May 2023

 **\$48.6M**
disbursed so far to assist IDPs and war-affected people

 **17**
oblasts with active cash enrolment through centres and/or mobile teams with combined protection screening and services



Highlights:

- Eligible IDPs, returnees, and war-affected people who enrol in UNHCR's cash programme receive **UAH 2,220 per person per month for a period of three months**, in alignment with the Ukraine Cash Working Group multi-purpose cash (MPC) guidance. In 2023, 263,344 people had been reached with cash assistance by the end of May.
- In May, **194 refugees and asylum-seekers remaining in Ukraine** received their second payment of multi-purpose cash assistance to cover their basic needs.
- UNHCR Ukraine is gearing up for the **second pilot of its digital wallet programme, powered by blockchain payment solution through the Stellar network**. This initiative enables fast, efficient, and secure digital cash distribution to IDPs and other war-affected individuals while ensuring traceability and accountability. The pilot is scheduled for mid-June.
- Based on a cooperation agreement, **UNHCR will receive lists of individuals from UNFPA to deliver cash assistance to an estimated 2,500 war-affected individuals in Ukraine** as part of their Gender-Based Violence Mitigation and Response, and Sexual Reproductive Health programme.

Durable solutions



The Integration Hub in Mukachevo was created as a completely barrier-free space. ©UNHCR

HIGHLIGHTS

- On 9 May, the [“Platform of Joint Actions” Integration Hub](#) opened in the city of Mukachevo to **facilitate the active inclusion of IDPs in decision-making processes within their host community**. The NGO, Mariupol Youth Union, that was relocated to Zakarpatska oblast after the full-scale invasion last year, developed the hub with support from UNDP, UNHCR and the European Union. The hub aims to become a space where locals from Mukachevo, and people who have fled and found safety there, can come together to get to know each other, learn new skills and contribute with their human capital.
- **In close collaboration with IPSOS, UNHCR initiated in May the next IDP and refugee intention surveys.** The main objective of the surveys is to gain insights into Ukrainian refugees’ and IDPs’ return intentions and the factors which influence these decisions. The study aims to inform **advocacy, planning, programming, and decision-making of the Ukrainian authorities and other stakeholders who work on early-recovery and durable solutions**. The launch of the report is planned for the end of June.

Coordination



At the signing ceremony of the Memorandum of Understanding between UNHCR and the Chernivtsi Regional State Administration on 30 May 2023. There are about 100,000 IDPs currently registered in the region. ©Chernivtsi Regional State Administration

HIGHLIGHTS

- The Government of Ukraine maintains a leadership role in responding to the needs of its population. During the month, **UNHCR continued to maintain strong coordination with the Government of Ukraine to streamline common efforts** in the areas of temporary accommodation and durable housing solutions, legal aid, and multi-purpose cash assistance for IDPs and other war-affected individuals.
- **UNHCR continues to collaborate with Oblast State Administrations in the humanitarian response and has signed 13 Memoranda of Understanding at the Oblast level as of May 2023**, the most recent with the [Chernivtsi Regional State Administration](#) on 30 May. The MoU solidifies the ongoing cooperation with the Regional State Administration in support of the IDPs impacted by the war to integrate, recover, and rebuild their lives.
- **In close cooperation with the Ministry of Reintegration of the Temporarily Occupied Territories of Ukraine, UNHCR is providing protection assistance to individuals from the territories under the temporary military control of the Russian Federation**, who have come to areas controlled by the Ukrainian Government for various reasons and require state assistance. UNHCR is supporting with legal aid, obtaining identification documents, as well as cash assistance.

Clusters

UNHCR's humanitarian response is based on the needs and priorities set out in the [2023 Ukraine Humanitarian Response Plan](#) and in the 2023-2024 UN Transitional Framework. In addition to leading the **Protection, Shelter and Non-Food Item (NFI), and Camp Coordination Camp Management (CCCM) Clusters**, UNHCR co-leads the Durable Solutions Steering Group with IOM, OCHA and UNDP. UNHCR also leads the Legal Aid Task Force under the national Protection Cluster, co-leads the Accountability to Affected Populations (AAP) Task Force with OCHA, and is a member of the Prevention of Sexual Exploitation and Abuse (PSEA) Working Group.

PROTECTION CLUSTER

- **Protection Monitoring:** The Protection Cluster continues community-level data collection for the [Protection Monitoring Tool Interactive Dashboard](#). In May, 14 partners interviewed 1,735 key informants across 809 hromadas in 23 oblasts. Major protection concerns identified include social tensions and conflicts over access to assistance and livelihoods; lack of compensation mechanisms for damaged or destroyed houses, land and/or property; unlawful occupation of private property; and lack of specialized services for older people and people with disabilities.
- **Government coordination:** The Minister of Social Policy presented a new vision on the mechanism of social protection during the [National Protection Cluster Meeting on 4 May](#), which prioritizes support for people with disabilities, older people, and children. The presented strategy will guide Protection Cluster partners in designing humanitarian activities in the protection area aligned with the Ministry.
- **Information Management:** In May, the Protection Cluster organized information management (IM) workshops covering five hubs in 21 oblasts to allow participants to get familiarized with protection cluster products and IM tools, including the [Service Advisor Platform](#), an online service directory that provides up-to-date information on available humanitarian assistance/services in precise locations across Ukraine.

SHELTER AND NFI CLUSTER

- **Assistance in Eastern Ukraine:** In May, the Shelter Cluster continued to strengthen its strategic planning and coordination efforts while addressing the critical shelter and non-food item (NFI) needs of IDPs and other war-affected people in eastern Ukraine. The Cluster has been working to develop a response preparedness plan for emergency shelter and NFIs, in case of new urgent humanitarian needs, collecting preparedness information from partners, including stock updates and prepositioned activities.
- **Information sharing:** In efforts to enhance transparency and information sharing, a [dashboard](#) based on partner reporting was introduced, which is now updated bi-weekly. To further improve the effectiveness of this tool, capacity-building sessions for partners have been conducted.
- **Collective Achievements:** In May, the SNFI Cluster partners collectively provided ESKs to 40,000 people, NFI provisions to 229,000 people, and non-standard NFIs to 79,000 people. Over 12,000 people were supported with house repairs, 107 people received heavy repairs, and more than 5,300 people were supported through rental assistance support.

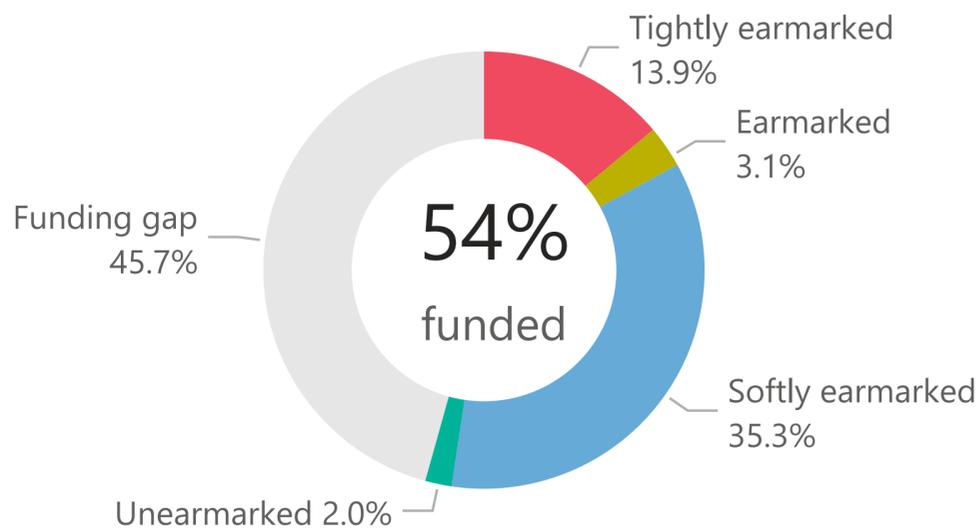
CCCM CLUSTER

- **Advocacy:** On 2 May, the CCCM Cluster, jointly with the Ombudsman Office, conducted a [joint advocacy event on 'Right to Dignity in Collective Sites: humanitarian situation and response'](#) with the participation of key ministries, heads of regional authorities, and the humanitarian community. The event aimed at raising awareness of the challenges faced by IDPs in collective sites and advocating for their rights and needs. The Ombudsman Office presented Minimum Standards for collective site administration and management, developed in collaboration with the CCCM Cluster. These Standards will serve as a reference point for ensuring quality interventions in collective sites.
- **Capacity Building:** UNHCR and the CCCM Cluster jointly organized two-day capacity-building training on 'Induction to the CCCM' in Dnipro (23-24 May) and Lviv (30-31 May). The training targeted 55 humanitarian workers who recently joined CCCM partner organizations. Trainers who completed the Cluster training of trainers in November 2022 provided support and conducted the sessions.
- **Collective Site Monitoring (CSM):** Round 8 of the Collective Site (CS) Monitoring (April - May 2023) surveyed 1,277 CSs where 63,848 people were staying. The results showed that 44% of the CSs did not have rooms separated by gender, and 33% of the CSs reported a lack of infrastructure for people with disabilities. 51% of the CSs reported receiving humanitarian assistance in the 30 days prior to the data collection.

Financial updates

\$602.5M

UNHCR's financial requirements 2023



UNHCR is grateful for the critical support provided by our government donors as well as individuals and the private sector who have contributed to this emergency as well as those who have contributed to UNHCR programmes with softly earmarked and unearmarked funds.



Publications

- ❖ [Lives On Hold: Intentions and Perspectives Of Internally Displaced Persons in Ukraine](#)
- ❖ [Lives on Hold: Intentions and Perspectives of Refugees from Ukraine #3](#)
- ❖ [UNHCR Ukraine Participatory Assessment - November 2022](#)
- ❖ [Ukraine Rapid Damage and Needs Assessment \(RDNA2\)](#)
- ❖ [Ukraine Situation Outcomes of Cash Assistance: Findings from Post-Distribution Monitoring](#)

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