



UKRAINE: QUARTERLY OPERATIONAL UPDATE

JANUARY-MARCH 2024

Yurii is a resident of Oskil village in Kharkivska oblast in east Ukraine. He lives on his own and his house was damaged in an attack in 2023. Through the pilot project "Workshop on Wheels", launched by UNHCR and local NGO partner Angels of Salvation this year, a mobile team of professional construction workers helped Yurii replace seven windows and a door in his house. © Angels of Salvation/Oleksii Hutnyk

OPERATIONAL CONTEXT

Over two years since the start of the full-scale invasion of Ukraine, humanitarian needs remain alarmingly high among the affected population, with **14.6 million people** estimated to be in urgent need of humanitarian assistance and protection in 2024. Since the beginning of the year, people across Ukraine have suffered from massive waves of aerial attacks which have killed and injured civilians and damaged houses and critical infrastructure. Ongoing hostilities in frontline and border communities in the north, south and east of the country continue to impact civilians and require evacuations. From January-March 2024, a total of 9,700 attacks were [recorded](#) across Ukraine. Meanwhile, in total since the start of the full-scale invasion in February 2022 until March 2024, the UN Human Rights Monitoring Mission in Ukraine has [recorded](#) 31,366 civilian casualties, including 10,810 people killed and 20,556 injured.

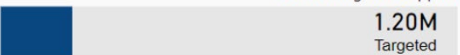
UNHCR is providing **immediate protection and assistance** to people living in impacted areas while supporting the **early recovery and durable solutions** for displaced people, returnees, and war-affected people remaining in their homes.

RESPONSE FIGURES AT A GLANCE

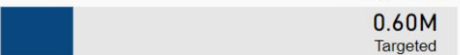
455,966 Multi-sectoral services delivered to people in need in 2024

PEOPLE REACHED BY SECTOR

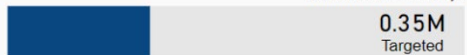
Protection 188,254
Received protection information, counselling, and support



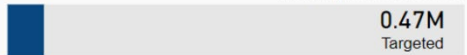
Multi-purpose cash assistance 95,181
Supported with multi-purpose cash and/or cash for winter energy needs**



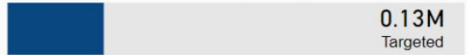
NFI 109,094
Reached with essential items, including in hard-to-access areas by humanitarian convoys



Shelter/Housing 37,132
Received emergency shelter and housing support, including in collective sites



Collective sites 26,305
Supported with safe access to multi-sectoral services in collective sites, including winterization support




* The targets are subject to the receipt of the funding requirements
**Figures may be adjusted as they are subject to reconciliation and verification

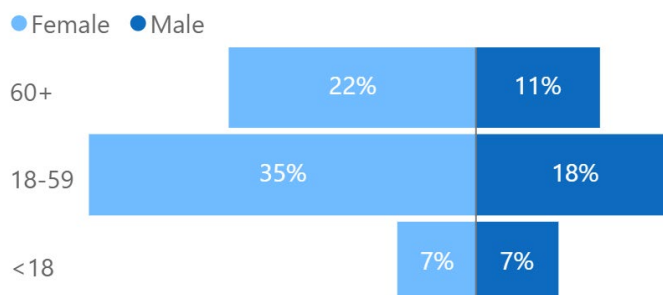
4.32 million people reached with UNHCR assistance in 2022 (24 February - 31 December 2022)	14.6 million people in need of humanitarian assistance and protection in 2024 (source: HNRP)	8.5 million people targeted for humanitarian assistance in the 2024 Humanitarian Needs and Response Plan	2.7 million displaced and other war-affected people aimed to be reached by UNHCR with different forms of assistance and services in 2024**
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AGE, GENDER & DIVERSITY BREAKDOWN

 **65% Female**
35% Male

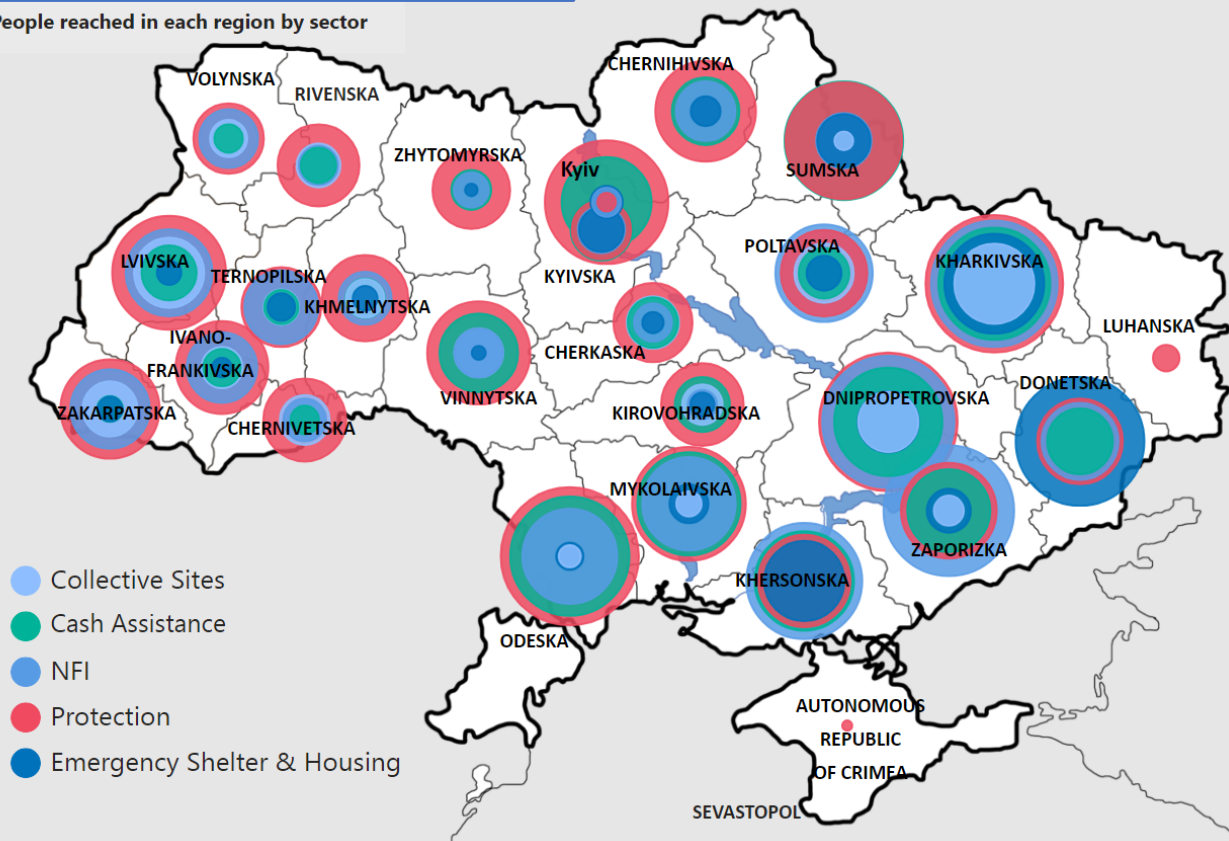
 **36,953** services to people with disabilities

 **157,711** services to older people



SECTOR RESPONSE OVERVIEW

People reached in each region by sector

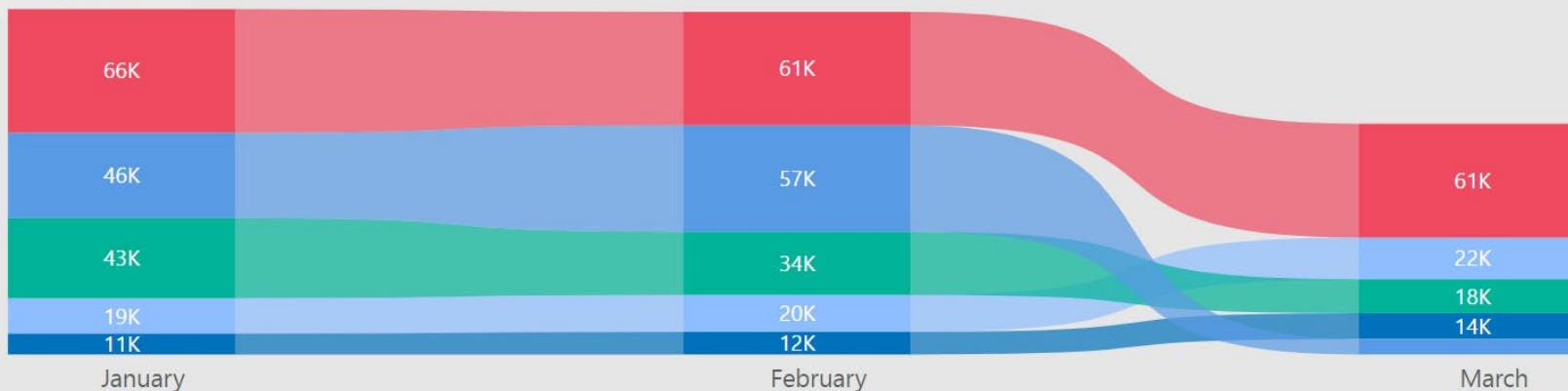


WORKING WITH PARTNERS

Since Russia's escalation of the war in 2022, UNHCR has strived to design and deliver its programmes in ways that help to address immediate needs, while simultaneously strengthening and reinforcing the national and local capacities to respond and support sustainable solutions. UNHCR has concluded Memoranda of Understanding (MoU) with four Government Ministries and with 18 Regional Oblast Administrations.

UNHCR prioritizes partnerships with local partners, including national NGOs and community-based organizations in affected areas. In 2024, UNHCR is working with 20 partners, including 16 national partners, to deliver assistance and strengthen civil society. Regarding the latter, UNHCR is also supporting some 450 community-based organizations and initiatives to promote local participation, prioritization of needs, and to link people to critically needed assistance and protection.

People reached each month by sector



OPERATIONAL HIGHLIGHTS: Q1

- High Commissioner's visit to Ukraine:** The UN High Commissioner for Refugees, Filippo Grandi, [visited](#) Ukraine from 19-25 January 2024 – his fourth visit since the start of the full-scale Russian invasion. He visited Odesa, Kryvyi Rih, Dnipro, Kharkiv and Kyivska oblast, reaching some of the most destroyed and damaged parts of Ukraine, and met with people who have been affected by the war as well as with government officials. He appealed in the strongest terms for continued support to the people of Ukraine.
- Emergency response:** As attacks across the country escalated at the beginning of 2024, UNHCR and NGO partners have continued to respond to the needs of affected people by providing emergency shelter kits (ESKs) to enable quick repairs of damaged homes; psychosocial support to recover from the trauma of missile strikes; legal consultations to replace lost documents, or access entitlements, including financial compensation for damages; and emergency cash assistance or essential items to help meet immediate needs. Between January-March 2024, over 5,800 people were enrolled to receive emergency cash in the amount of UAH 10,800 to help them replace lost assets or repair damages immediately following attacks. UNHCR and partners also provided emergency shelter assistance to over 27,000 individuals (almost 14,000 families). Over 180 civilian infrastructure facilities were supported with emergency shelter materials (including educational, medical, administrative and heritage buildings).
- Winterization response:** Between 1 September 2023 and 29 February 2024, UNHCR and partners assisted over 1 million vulnerable, displaced and war-affected people with specialized winter support. Assistance included cash support for winter energy needs, essential winter items such as quilts and warm clothing, rapid thermal kits to insulate homes, heaters, care and maintenance

services in collective sites, and generators to help communities stay warm. The cash response included winter cash assistance to over 130,000 low-income pensioners enrolled by the Pension Fund across the country, which was delivered thanks to [close cooperation with the Ministry of Social Policy](#), and contributed to the implementation of the Cabinet of Ministers Resolution No. 1173 of 7 November 2023 "On the Implementation of a Pilot Project to Provide Additional Support to the Population for the Purchase of Solid Household Stove Fuel in 2023-24".

UNHCR's overall response made up 76 per cent of the Shelter/NFI Cluster's winterization response and 82 per cent of the cash for winter energy needs delivered collectively in the period between September 2023 and February 2024. An interagency review of the 2023-24 winterization response, including the response under the Shelter/NFI Cluster led by UNHCR, led to the following main recommendations: start interagency winter planning earlier in the year, including through dedicated consultations with the Government; enhance coordination between cluster and non-cluster operational partners; and highlight the importance of timely and flexible funding from donors. UNHCR has started outlining operational plans that will contribute to the upcoming interagency 2024-25 winterization response. Concerns are mounting about the situation during this coming winter due to the extensive damage being caused to energy infrastructure.

- International Women's Day (IWD):** UNHCR and partners involved over 1,600 people (1,420 women and 200 men) in activities organized across 14 oblasts to mark IWD (8 March 2024). A forum on *Empowering women-led community-based organizations* gathered over 400 people to share information on how to fundraise for women-led initiatives and how to manage projects. A survey among participants found that 96 per cent improved their knowledge of project work in communities.

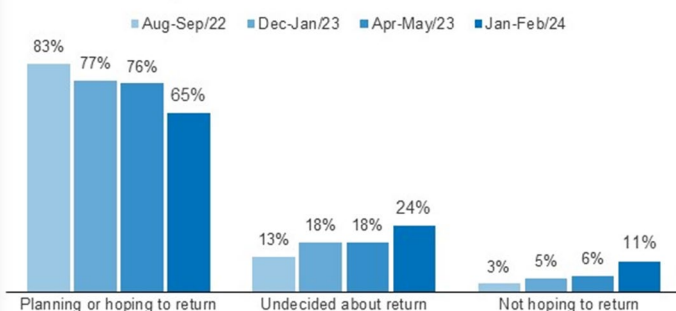
IN FOCUS THIS QUARTER

LIVES ON HOLD: INTENTIONS AND PERSPECTIVES OF REFUGEES, REFUGEE RETURNEES AND IDPS FROM UKRAINE

Based on interviews undertaken between January and February 2024 with some 9,384 Ukrainian refugees, 12,200 internally displaced people (IDPs), and 2,790 refugee returnees, *Lives on Hold #5*, finds that while the majority of Ukrainian refugees and IDPs surveyed (65 and 72 per cent respectively) still expressed a desire to return home one day, the proportion has continued a modest decline since the first round of surveys was undertaken in mid-2022, with more expressing uncertainty due to the ongoing war.

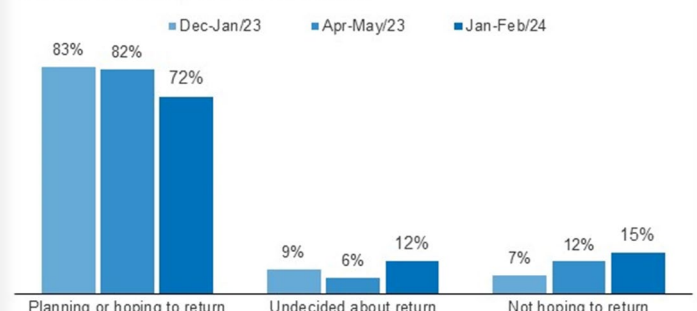
REFUGEES INTENTIONS TO RETURN

Evolution of results by date of data collection



IDPS INTENTIONS TO RETURN

Evolution of results by date of data collection



Respondents cited the prevailing insecurity in Ukraine as the main factor inhibiting their return, while other concerns included a lack of economic opportunities and housing. Amongst refugee returnees interviewed in Ukraine, more than half – 55 per cent – reported that there were fewer job opportunities than they thought there would be, especially in the south and east of the country. Approximately half of refugee returnees interviewed said they were currently working (compared to 39 per cent among IDPs), while only 27 per cent reported being able to cover all or most of their basic needs. These findings underscore the imperative—and urgency—to redouble early recovery programmes to rebuild homes, social infrastructure and services and support local economic development. Read the summary report [here](#).

CLUSTER RESPONSE

UNHCR's humanitarian response is based on the needs and priorities set out in the [2024 Ukraine Humanitarian Needs and Response Plan](#) (HNRP) 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 is on the Steering Committee of the **Community Planning for Durable Solutions and Recovery** and its **Working Group**.

PROTECTION CLUSTER

The Protection Cluster consists of 104 partners and operates through five coordination hubs and is targeting 3 million people in need of specialized protection responses in 2024.

- **Achievements:** As of March 2024, over 90 partners reached around 480,000 people with protection services such as protection counselling, psychosocial support, legal assistance, and transportation. This also includes support to people affected by the intensified strikes across Ukraine including in Dnipropetrovska, Kharkivska, Kyivska, Lvivska, Odeska, and Sumska oblasts.
- **Evacuees from frontline areas:** To support authorities in delivering essential services for people with low mobility evacuated from the frontline areas, the Protection Cluster – in coordination with the Ministry of Social Policy - initiated a mapping of humanitarian partners' capacity to provide home-based care and assisted living services, and to conduct an individual assessment to determine if an older person or person with disability requires support. The Protection Cluster is also mapping the evacuation orders issued in Dnipropetrovska, Donetska, Kharkivska, Khersonska, Mykolayivska, Sumska, and Zaporizka oblasts, so as to have a clearer understanding of potential and ongoing evacuation movements to plan the protection response.
- **Changes in payments of IDP allowance:** In March 2024, the Protection Cluster launched a new reporting tool for protection partners to monitor the impact of changes in the payment of IDP allowance ([Resolution 332](#)). Key findings of the monitoring tool include: the risk of return to unsafe areas or moving to a collective site by IDPs affected by the allowance changes has so far been limited; top risks reported both by eligible and non-eligible IDPs are the inability to cover basic needs and eviction from rented accommodation; and 25 per cent of IDPs reported difficulties in the re-application process (e.g. due to long queues or lack of information). For more information, including recommendations and follow-up by partners, read the update [here](#).

SHELTER & NFI CLUSTER

The Shelter and NFI (SNFI) Cluster coordinates 145 active partners across four coordination hubs, targeting 3.9 million people in 2024 with NFI kits, emergency shelter and housing repairs.

- **Response overview:** From January-March 2024, Shelter/NFI Cluster partners responded to the needs of people affected by intensified strikes across Ukraine, particularly in Kharkiv, Dnipro and Zaporizhzhia, and implemented standard operating procedures to enhance coordination among partners delivering emergency assistance. In addition, the Eastern Hub conducted regular monitoring missions to Kharkivska and Zaporizka oblasts, focusing on the critical distribution of solid fuel and emergency building repairs. The Northern Hub emphasized contingency planning and emergency repair initiatives. In the south, partners responded to attacks on critical infrastructure that led to acute shortages in services, including in Mykolaiv and Odesa. In the West, partners provided NFIs to new IDPs as well as emergency repairs following attacks.
- **Achievements:** Shelter Cluster partners distributed emergency shelter kits to approximately 55,000 individuals and facilitated light and medium repairs for around 26,000 people. As part of the winter response, partners provided heating appliances to 57,000 individuals and winter energy support to 204,000 people, with 75,000 people receiving winter NFI assistance. In total, 571,000 individuals received support through Cluster partners during January-March 2024.
- **The Cluster engaged in several capacity-building activities**, including NEAT+ (assessment tool) training, housing reform consultations, and national meetings, to bolster its strategic and operational frameworks. Meanwhile, the **Technical Working Group on Adequate Housing** published its findings in a [position paper](#), which delineates the effectiveness of Shelter Cluster activities in Ukraine and their potential role in establishing a long-term approach to addressing the needs of affected populations.

CCCM CLUSTER

The CCCM Cluster coordinates 15 UN and NGO partners across four hubs, with the aim of supporting 157,000 people in collective sites in 2024.

- **Preparedness:** The CCCM Cluster developed a [preparedness plan](#) to address potential new displacement from frontline and border regions which outlines guiding principles, minimum actions, and standard operating procedures for accommodating increased demand in collective sites. Additionally, a process to update the Master List of collective sites is underway to ensure up-to-date information on vacant spaces available for newly displaced or evacuated people.
- **Evacuations and new displacement:** CCCM Cluster and partners assisted local authorities in receiving evacuees, identifying needs, and providing appropriate support. In the east, authorities opened additional transit facilities in Kharkiv, where CCCM assessments were conducted, and referrals facilitated. In addition, joint missions to Izium and Kramatorsk were conducted to identify and address needs in collective sites and transit centres. In the west, the CCCM Cluster aided government-led evacuations in Rivne and Volyn, coordinating necessities like NFIs and cash assistance.
- **Site closure and evictions:** Efforts are ongoing in the West to identify sites facing closure or eviction risks, with proactive measures to be taken to assist affected residents in finding alternative accommodation and mitigate protection risks. Mapping and monitoring of education facilities in Lvivska oblast is also underway to inform advocacy for responsible closure and consolidation, particularly in Drohobych and Sambir raions.
- **Achievements:** From January to March 2024, CCCM partners supported over 37,000 IDPs across 525 collective sites in 22 oblasts. Key activities included supporting safe and participatory site management, distribution of essential items, and supporting community-led activities to improve living conditions and address needs of vulnerable groups.

STORIES FROM THE FIELD



Lidiia, 69, at her house in Horenka village, Kyivska oblast, which UNHCR helped repair. © UNHCR/Alina Kovalenko

From the very first days of Russia's full-scale invasion, the village of Horenka in Kyivska oblast came under massive attack. It was occupied for more than a month, resulting in the destruction of a significant part of the village and causing damage to almost 200 private homes and buildings.

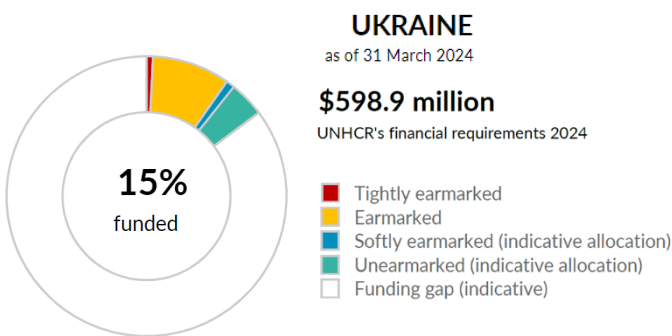
"Thank God, our house survived, even though it was left 'wounded'," says Lidiia. When the hostilities began in Horenka, Lidiia and her relatives managed to evacuate to the south. But as soon as she was able to, she returned home and UNHCR has since supported her in rebuilding her house, including fully replacing the roof and helping repair some windows.

"I am so happy to be able to live in my house, sleep in my bed, eat from my dishes. I am extremely grateful to the whole world for helping Ukraine. What happened is not your fault, but you were here to support us in the most difficult times."

KEY PUBLICATIONS THIS QUARTER

- UNHCR Ukraine 2024 Programme Summary
- Lives on hold #5: Intentions and Perspectives of Refugees, Refugee Returnees and IDPs from Ukraine
- UNHCR Ukraine Operational Updates: [12 January 2024](#); [26 January 2024](#); [23 February 2024](#); [12 March 2024](#)
- UNHCR Ukraine Shelter Factsheet (31 March 2024)
- UNHCR Ukraine Cash Assistance Factsheet (31 March 2024)

FINANCIAL UPDATE 2024



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

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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