

# UKRAINE EMERGENCY

## UNHCR Delivery Updates

13 May 2024



Evacuees arrive at a transit centre in Kharkiv city on 12 May 2024. The centre is serving as a hub for receiving people evacuated from frontline areas in Kharkivska oblast and for coordinating humanitarian assistance since the escalation of the security situation on 10 May 2024. © UNHCR/Taras Kutsyk

### KEY FIGURES:

**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 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\*\*\*

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

### OPERATIONAL CONTEXT:

- **Large-scale Russian attacks against urban centres and critical infrastructure continued in April**, with a [new pattern](#) emerging of attacks on the railway system. President Zelenskyy [said](#) that in April the Russian Federation launched over 300 missiles of various types, almost 300 drones and over 3,200 guided aerial bombs. The east, north and south continue to be the most affected regions. The UN Human Rights Monitoring Mission in Ukraine [reported](#) that at least 129 civilians were killed and 574 were injured in Ukraine in April 2024 – with the number of injured civilians increasing significantly for the second month in a row.
- **The ground offensive launched by Russian armed forces in Kharkivska oblast's northern border on the morning of Friday 10 May has led to thousands of people being evacuated and growing humanitarian needs as the security situation deteriorates.** Between 10-13 May, almost 6,000 civilians had been evacuated from their homes through Government-led efforts. Most evacuees have indicated their preference to remain in temporary accommodation in Kharkiv, and to return home as soon as the situation stabilizes. UNHCR is leading the **coordination of the Protection, Shelter/NFI, and Camp Coordination and Site Management (CCCM) Cluster responses.** As part of the interagency response, and complementing the efforts of local and regional authorities, UNHCR and local NGO partners are providing **emergency assistance to both the war-affected population and people fleeing from frontline areas**, including emergency cash assistance, psychosocial support, legal assistance, transportation from frontline areas, and essential items.
- **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.**
- On 16 April, [the EU hosted the Fourth Humanitarian Senior Officials Meeting](#) in Brussels to take stock of the most pressing humanitarian challenges in Ukraine. Key issues discussed were funding for 2024, working with local humanitarian responders, as well as the need for more sustainable solutions for affected communities.

### 2024 RESPONSE in NUMBERS\*:

(Delivered with partners from 1 January–30 April 2024)

**611,773**

Multi-sectoral services delivered to people in need in 2024

**Protection**

264,416

Received protection information, counselling, and support

1.20M Targeted

**Multi-purpose cash assistance**

144,540

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

0.60M Targeted

**NFI**

124,084

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

0.35M Targeted

**Shelter/Housing**

49,512

Received emergency shelter and housing support, including in collective sites

0.47M Targeted

**Collective sites**

29,221

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

0.13M Targeted

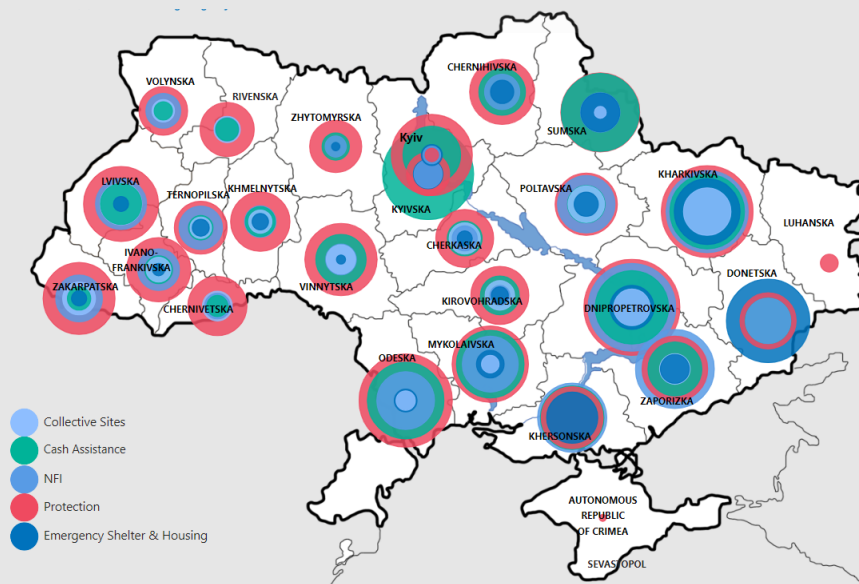
\* The targets are subject to the receipt of the funding requirements

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

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

### WORKING WITH PARTNERS:





**NFI Essential Items &  Housing/Shelter**

- **Immediate emergency response:** UNHCR and local NGO partners continue to respond to the needs of people affected by **daily attacks in Kharkiv**. In response to an attack on 4 April, which killed four civilians including three rescue workers, over 250 people [received](#) immediate support through UNHCR's local partner Proliska. In addition, following the **offensive launched by Russian armed forces in north Kharkivska oblast** on 10 May, UNHCR has scaled up its preparedness and response in the area and is transferring additional core relief items to warehouses in the east to ensure sufficient stocks are available. UNHCR also delivered **10 generators** to the Kharkiv City Council in April in response to the constant attacks on the city's energy infrastructure.
- On 19 April, missile strikes on **Dnipropetrovska oblast** killed eight people and caused extensive damage to residential buildings and civilian infrastructure. In Dnipro city, around 170 affected people [received](#) immediate emergency assistance through our partner Proliska including OSB sheets, tarpaulin and plastic sheeting to help cover damaged buildings, while around 100 people received essential household items or blankets. People also received first psychological aid and legal consultations on how to apply for financial compensation for damaged or destroyed property.
- In response to the constant attacks on different hromadas of **Sumska oblast** in April, UNHCR's local NGO partner [Proliska](#) delivered emergency shelter kits to almost 700 people to quickly cover or repair damaged private houses; provided essential items including blankets, thermoses, or solar lamps to 270 people to help them meet their basic needs; and was on-site to offer psychosocial and legal support to over 200 people. During April, UNHCR's local partner Right to Protection (R2P) also assisted almost 1,000 evacuees (558 families) from four border hromadas in Sumska oblast with emergency cash assistance to help affected people cover accommodation or other basic needs while they find a place to stay.
- Following the terrible attack on **Chernihiv** city on 17 April, which killed 18 people, UNHCR and partners Rokada and R2P [promptly went on-site](#) to provide legal consultations and psychosocial support to families who were still in shock. Within the next days, over 200 affected persons were enrolled to receive emergency cash assistance by our partner R2P, while Rokada provided emergency shelter kits to quickly cover damaged buildings including a city hospital, a research institute, as well as the dormitories and buildings of two educational institutions.



Following the attack on Dnipro on 19 April, UNHCR and local NGO partner Proliska immediately arrived on the site and provided emergency shelter repair kits and warm blankets for the affected families. © UNHCR and Proliska



Repairs of multistorey buildings in Kharkiv city. © UNHCR

## Repairs of multistorey buildings help families become eligible for the state compensation

UNHCR continues to support repairs of homes in the regions most affected by hostilities. In Kharkiv city and Izium (Kharkivska oblast), UNHCR has so far provided construction materials to local authorities to support repairs of common areas in **45 damaged residential buildings**. This is part of a strategic initiative to support the repair and reconstruction of common areas in multistorey residential buildings, as this is a prerequisite for owners of apartments in these buildings to apply for cash support and compensation under the Ukrainian Government's scheme "eVindovlennya" (eRestoration).

As a result, **5,596 families** in Kharkiv city and Izium have now become eligible for the state eVindovlennya programme to address damage to their properties. According to UNHCR's information, so far around **400 families** have already applied, and families continue to return to their homes in these residential buildings. Read more [here](#).

## Protection

- **Support to evacuees in Kharkivska oblast:** Around 3,500 people have arrived at a transit centre in Kharkiv city between 10-13 May, where a high number of extremely vulnerable profiles are being identified, including people with disabilities, older people, and people with mobility constraints. As part of the interagency Cluster response, UNHCR is scaling up the delivery of emergency cash assistance and working with partner R2P to deploy additional protection and enrolment staff to the transit centre in Kharkiv city, as well as to the humanitarian hub managed by R2P, where self-evacuees can be identified, assisted and enrolled for emergency cash or for other needed services. Evacuees are also receiving psychosocial support through the State Emergency Service and UNHCR's local NGO partners Proliska and R2P.
- **Changes in payments of IDP allowance:** In follow-up to the amendments of [Resolution 332](#), the UNHCR-led Protection Cluster launched a tool in March 2024 to monitor the impact of changes in allowance payments intended to support vulnerable internally displaced people (IDPs). Monitoring results so far have found that: the risk of return to unsafe areas or moving to a collective site by IDPs affected by the allowance changes has been limited; the 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). Partners have stepped up efforts in awareness raising, counselling,

referrals and legal assistance to IDPs affected by the policy changes. This is being complemented by further measures by interagency partners as outlined in the latest Protection Cluster update, [available here](#).

## Cash Assistance

- Between January-April 2024, UNHCR has distributed multi-purpose cash assistance to over **144,500** war-affected people and IDPs, returnees, and people with specific vulnerabilities to help cover the costs of basic items like food, medicines, clothes, accommodation and utilities. Around **\$46 million** has been disbursed so far in 2024 for multi-purpose cash assistance, including emergency cash and cash for winter energy needs.
- As of 3 May, out of the 144,500 people supported through cash assistance programmes in 2024, over **8,000 people** received emergency cash support in the amount of UAH 10,800. This modality allows for the fast delivery of cash assistance following attacks, helping families cope with the shock of the situation and meet their most urgent needs. The emergency cash assistance was delivered to affected people across 23 regions, with the highest number of people reached in Sumska, Donetska, Dnipropetrovska, Kharkivska and Odeska oblasts.
- In addition to the above, over **74,000 families** hosting internally displaced people have so far received cash assistance through the [Prykhystok programme](#) in collaboration with the Ministry of Reintegration of the Temporarily Occupied Territories.



Trainings offered at the Digital Hub will include the drafting of grant proposals and business planning, how to pitch business ideas and startups, and participants will also have an opportunity to network and meet with business representatives. © Rokada

## New Digital Hub for entrepreneurship opens in Chernivtsi

UNHCR, together with NGO partner Rokada, has supported the creation of a new Digital Hub, empowering internally displaced people in Chernivtsi through entrepreneurship, local integration, and innovation. Rokada helped equip the premises of the co-working areas of the new Hub with all necessary furniture, office equipment, electronic devices, and materials for carrying out learning activities. The Digital Hub project is implemented as part of the Business Incubator "Innovation Challenge" at the Yuriy Fedkovych Chernivtsi National University. It supports initiatives for students and entrepreneurs starting their businesses, from creating an idea to its realization. See more [here](#).

## Multiservice space will provide “one-stop shop” support to forcibly displaced and other war-affected people in Kharkiv city

A new multiservice space opened at the beginning of May in Kharkiv city to serve as a “one-stop shop” where displaced and other war-affected people can receive a variety of essential services and support. It was created by local NGO Right to Protection (R2P) with support from UNHCR, and in cooperation with the Kharkiv City Council to help war-affected people receive essential services and support as Kharkiv continues to be attacked on a nearly daily basis. The facility is located underground, also making it safe for people to receive services during the air alerts.

In the space “Svii” (Your Space), people will be able to receive free legal aid, psychosocial support, enrol for cash assistance provided by UNHCR, or career consultations provided by our partner R2P. In addition, people can access administrative and social protection services from the city authorities. It will also host a room where trainings, group counselling and workshops can be organized to support the inclusion of displaced people and help them build new networks in their host community.

With support from UNHCR, R2P has renovated the space and equipped it with furniture and appliances while the city authorities will install a ramp to make the space accessible to people with low mobility.

Since the start of the Russian full-scale invasion, UNHCR and its NGO partners have reached over 480,000 people in Kharkivska oblast with protection services, cash assistance, basic aid items, house repairs, construction materials and support in the collective sites. Read more [here](#).

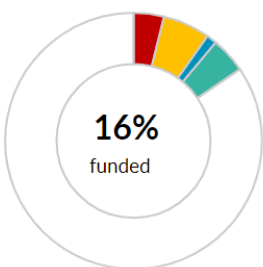


In the newly opened multiservice space, people affected by the war can receive a range of services from UNHCR, its NGO partner Right to Protection, and the city authorities to help them address essential needs. © Right to Protection

### FUNDING UPDATE | 2024

#### UKRAINE

as of 30 April 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 [Ukraine Situation: UNHCR's 2024 plans and financial requirements](#).

#### 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.