



UKRAINE: QUARTERLY OPERATIONAL UPDATE

JUNE 2024

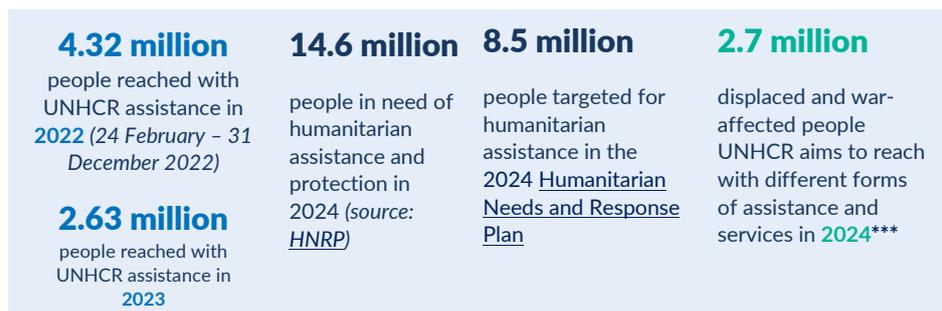
Volodymyr and his wife Tatiana were evacuated from the village of Vovchansk in Kharkivska oblast on 30 May 2024 by UNHCR's partner Proliska. The couple was brought to the humanitarian transit centre for evacuees, which was quickly established in Kharkiv city as a new Russian ground offensive across the northern border with Kharkivska oblast resulted in thousands of people being evacuated from affected villages. © UNHCR/Nikola Ivanovski

OPERATIONAL CONTEXT

Large-scale Russian attacks continue across Ukraine, with a sustained targeting of energy infrastructure. According to latest estimates, Ukraine has lost more than 60% of its energy generation capacity, with potentially dire consequences on the quality of everyday life in Ukraine as winter approaches. Rolling power outages are now a common occurrence across the country and will likely worsen in the coming months. Aerial attacks and shelling continue to impact civilians, particularly in frontline and border communities in the north, south and east of the country. The UN Human Rights Monitoring Mission in Ukraine (HRMMU) reported that at least 174 civilians were killed and 690 were injured in Ukraine in May 2024, the [highest number](#) of civilian casualties in a single month since June 2023. More than half of these casualties occurred in Kharkivska oblast, where Russian armed forces launched a new ground offensive on 10 May.

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

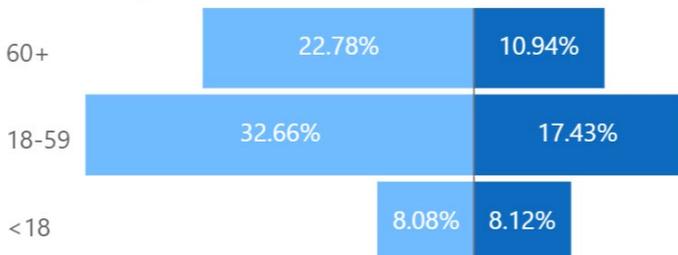


*** People may receive multiple forms of assistance and services

AGE, GENDER & DIVERSITY BREAKDOWN



● Female ● Male



* The targets are subject to the receipt of 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.

947,326 Multi-sectoral services delivered to people in need in 2024

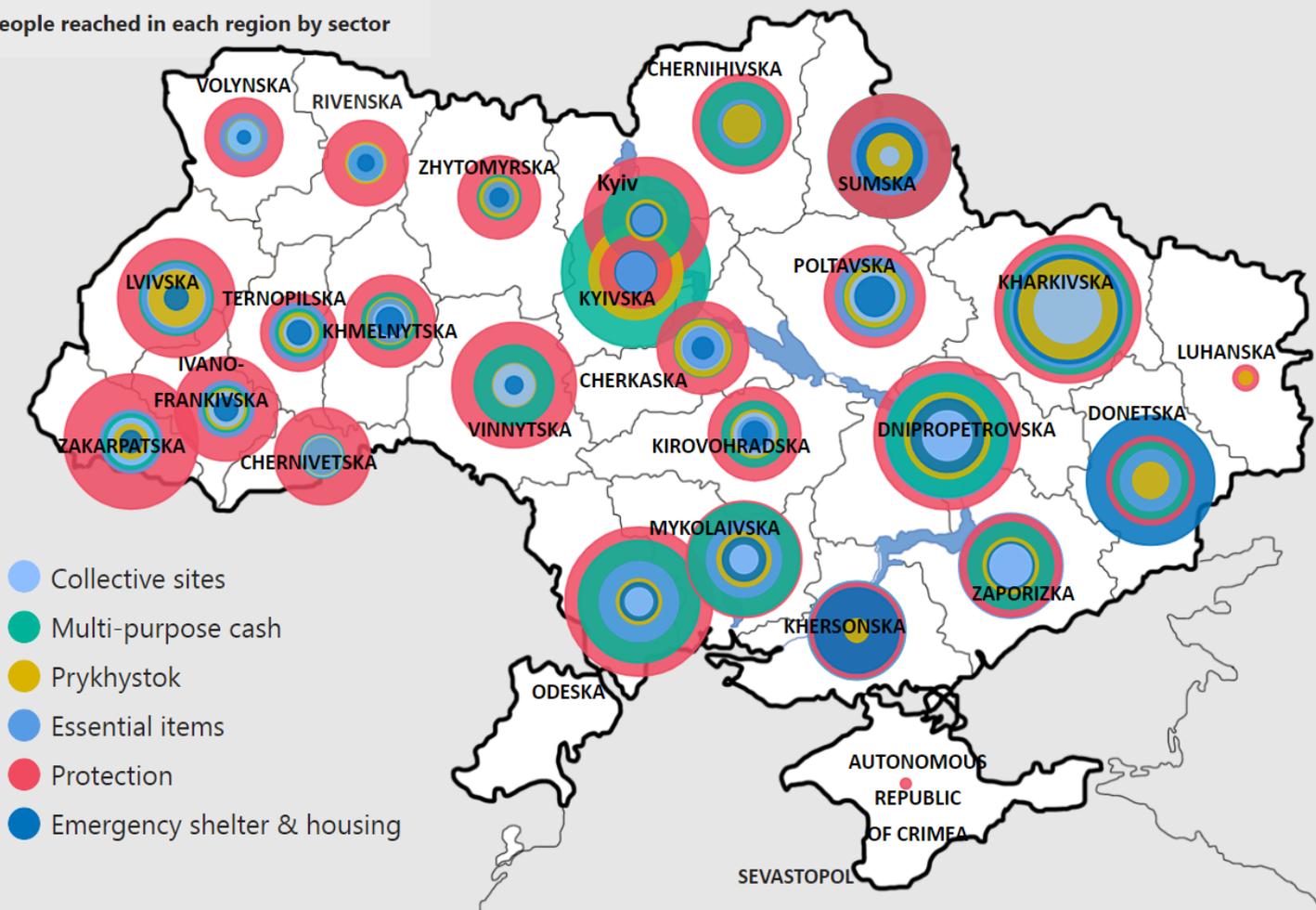
PEOPLE REACHED BY SECTOR (JAN-JUNE 2024)*



SECTOR RESPONSE OVERVIEW

WORKING WITH PARTNERS

People reached in each region by sector



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 19 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.



OPERATIONAL HIGHLIGHTS: Q2

- Kharkiv emergency response:** To receive and support many of the highly vulnerable evacuees from areas affected by the new Russian ground offensive in north Kharkivska oblast in May 2024, a transit centre was immediately set-up in Kharkiv city by the authorities and humanitarian organizations, including UNHCR and our national NGO partners Proliska and Right to Protection (R2P). Evacuees received different types of humanitarian assistance such as basic relief items to help provide some immediate comfort, psychosocial support, legal aid for example to register as an internally displaced person (IDP) or to replace lost documents, cash assistance, and support to find available accommodation options. As of end-June, UNHCR's partner R2P had enrolled **over 3,000 evacuees** and **1,685 people who self-evacuated** for emergency cash assistance, helping families cope with the shock of their situation and meet their most urgent needs.
- Winter response planning:** With Ukraine's energy infrastructure crippled by continued aerial attacks, the coming winter is expected to be extraordinarily challenging for people. To mitigate the risks of further displacement and harm and enable people to stay safe and warm in their homes, UNHCR launched a multi-faceted winter response plan. It builds upon UNHCR's impactful winter response effort last year—which reached over 1 million people with winter cash assistance, home insulations and other forms of support. As part of the [inter-agency response](#), and pending receipt of sufficient funds, UNHCR aims to provide cash assistance to **600,000 especially vulnerable people** to help them cope with the additional costs and hardships of winter. UNHCR also plans to support alternative energy generation capacity, through the provisions of generators and power stations, and will again provide thermal kits, insulation materials for homes, and other critical items to keep people warm. For more information, see [UNHCR's winter response plan for 2024-25](#) [here](#), and the key findings of [UNHCR's post-distribution monitoring of the 2023-24 winter response](#) [here](#).

- Marking 30 years of UNHCR's presence and work with and for the people of Ukraine:** On World Refugee Day, 20 June, UNHCR gathered partners, donors and [authorities](#) in Kyiv and launched a [photo exhibition](#) to celebrate 30 years of support to and partnership with the people of Ukraine. The exhibition will now tour around the country. Other events marking World Refugee Day across Ukraine included audio-visual exhibitions featuring stories of forced displacement, games and activities for children, awareness campaigns, and roundtable events bringing together IDP Councils, NGOs, and authorities.
- Legal aid:** Ukraine's legal system makes free legal aid an indispensable part of the humanitarian response, by enabling durable solutions to displacement for the millions of displaced Ukrainians. During the first half of 2024, UNHCR and local NGO partners [provided over 81,500 legal consultations benefiting over 50,000 people with legal assistance](#). This support enables people to access Government social assistance and services, personal documentation, and recover their housing, land and property rights. It makes an important difference in the lives of people – for example, a child born in the temporarily occupied territories who receives a birth certificate is no longer at risk of statelessness; an older couple in Lviv that fled from Mariupol can access their pensions; a young man with a disability receives social assistance and services; a widow obtains the property title for her home in a de-occupied area; an asylum-seeker can access the national asylum system and receive an official document.
- Border monitoring:** UNHCR and its local NGO partners R2P, NEEKA, and The Tenth of April, conduct border monitoring at 30 crossing points between Ukraine and Hungary, Moldova, Poland, Romania, and Slovakia. Border monitors provide information, legal assistance, protection counselling and social support to people leaving Ukraine who seek international protection as well as to those who are returning to Ukraine. During the first half of 2024, **nearly 8,000 people received support at the borders**. Overall, during the first half of 2024, there was a greater outflow than inflow to Ukraine. The highest net outflow to date was recorded in June, likely related to summer vacation and seasonal work abroad. For more information, see the June border monitoring snapshot [here](#).

IN FOCUS THIS QUARTER

UKRAINE IS HOME: UNHCR LAUNCHES DIGITAL PLATFORM WITH UP-TO DATE INFORMATION FOR DISPLACED PEOPLE

UNHCR launched its innovative ["Ukraine is Home"](#) platform, where Ukrainians who have fled the full-scale invasion by the Russian Federation and become internally displaced or refugees abroad, can find practical and updated information about rights, entitlements, and access to services—to help them make well-informed decisions regarding voluntary return or continued stay in host communities or countries. Users can find guidance on accessing the Government's compensation mechanisms for destroyed or damaged homes, and eligibility requirements when applying from abroad; personal documents to obtain before and bring when returning to Ukraine; and access to free legal aid and cash assistance provided by UNHCR and its local partners, amongst other guidance. More information on key topics of interest is continuously being added. The Ministry of Foreign Affairs has worked closely with UNHCR to provide links and information on consular services in host countries, which are often crucial for refugees considering voluntary return.

UNHCR is not actively promoting return to Ukraine at this time, as the war continues. At the same time, the majority of Ukrainian refugees and IDPs interviewed in UNHCR's [periodic intention surveys](#) maintain a hope and intention to return to their homes, and thousands of Ukrainians continue to cross back and forth over the borders with neighbouring countries every day – some to return permanently and others to visit family or friends. Many of them are searching for objective information on key topics, like access to housing compensation, job opportunities and assistance available, to inform their decisions and prepare for return. The top five preferred means of receiving such information are by phone call/helpline (32%), Telegram (32%), face-to-face (28%), official websites (26%), and Viber (25%). Through the *Ukraine is Home* portal, UNHCR combines access points and information to/from these communication tools to provide up-to-date information on such topics and listens to Ukrainians' feedback on other areas of relevance to help them make free and informed decisions on return. See more [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 [2022-2024 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 and its Areas of Responsibility (AoRs) consist of 133 reporting partners. The Protection Cluster operates through five coordination hubs and is targeting 3 million people in need of specialized protection responses in 2024.

- **Changes in payments of IDP allowance:** Following the entry into force of the amendments to the Cabinet of Ministers [Resolution 332](#) on 1 March, the Protection Cluster launched a dedicated tool for partners to monitor the impact of these changes. The first [overview of findings](#), based on over 3,000 responses from partners, was issued in May. While partners will continue awareness raising, counselling, legal assistance and referrals in relation to the IDP allowance, it is key for development actors to expedite long-term rental and employment support. The Protection Cluster also worked with the Ministry of Social Policy (MoSP) to strengthen referrals of IDPs affected by the allowance cuts to employment centres and social protection mechanisms.
- **Support to evacuees:** In light of increased evacuations and new arrivals of IDPs to collective sites, the need to ensure barrier-free accommodation and specialized care services for people with limited mobility has become even more pressing. Upon request of the MoSP, **CCCM Cluster** has supported the UNHCR-funded secondees and coordinated with partners in identifying collective sites that meet accessibility standards, and sites that could quickly be brought up to standard. These efforts to better serve evacuees with limited mobility are complemented by the **Protection Cluster**, which is coordinating with partners to link evacuees in collective sites with required care services, including people evacuated from social care institutions. The Protection Cluster also developed a tool to assess partners capacity to provide home-based care and assisted living support to support MoSP.
- **Guidance:** Following a Peer-to-Peer Workshop, the Protection Cluster issued [Guidance on Humanitarian Evacuations of Civilians in Ukraine with Special Considerations for Children](#). The guidance builds on lessons learned, and intends to provide partners and other humanitarian actors with the guiding principles and recommended actions to be taken prior, during and after engaging in humanitarian evacuations. Specific attention is given to considerations for children and their care-givers living in areas under mandatory evacuation orders, as well as recommendations for the evacuation of people with low or reduced mobility and people with disabilities.
- For more information and updates, see the [Protection Cluster Ukraine Quarterly Newsletter No 1](#), published June 2024.

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.

- **Winterization response planning:** In Q2, the SNFI Cluster made significant strides in improving SNFI support amidst ongoing attacks. One key achievement was finalizing the [Winterization Technical Working Group \(TWIG\) document](#), which includes comprehensive guidelines to prepare for the upcoming winter. It provides a structured approach to addressing the needs of vulnerable populations during harsh weather conditions. Additionally, the Shelter Cluster collaborated closely with the Government of Ukraine to collect settlement-level needs data using standardized templates, ensuring a consistent and thorough assessment of vulnerabilities across various regions. This collaboration has allowed for better identification of needs and the development of targeted interventions to support those most at risk during the winter months. The Cluster also hosted a [Winter Lessons Learned workshop](#), which aimed to evaluate past winterization efforts and integrate these insights into future strategies and more efficient winterization plans.
- **Guidance:** SNFI Cluster released the [Standard Operating Procedures \(SOP\) for emergency response](#) for all priority oblasts, ensuring a coordinated and efficient reaction to emergencies across the region. In addition, the updated [Rental Market Initiative \(RMI\) document](#) aims to provide guidance for rental assistance programmes and ensure that they are responsive to the current market conditions and the needs of those affected by displacement.
- With the objective of **ensuring that gender-specific needs are addressed in all shelter interventions**, a new Gender Focal Point was appointed from ACTED, and the Cluster participated actively in CARE's rapid gender analysis.
- Participation in the **Energy Coordination Group (ECG)** and the **Cash, Accountability to Affected Populations (AAP)**, and **Housing, Land, and Property (HLP)** working groups facilitated a comprehensive approach to addressing shelter needs.

CCCM CLUSTER

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

- **Coordination tools:** The Cluster rolled out a [CCCM Referral and Escalation System](#) designed to facilitate multi-sectoral referrals to address needs and gaps related to services and infrastructure in collective sites. The tool aims to support emergency programming and implement minimum legislative standards in collective sites while ensuring better targeting and prioritization of the response. As a follow-up, the CCCM Cluster conducted information sessions for CCCM actors to promote the tool and ensure better accountability.
- **Kharkiv emergency response:** In May, following intensified hostilities and increased displacement from the border areas of Kharkivskaya oblast, the CCCM Cluster, jointly with partners, facilitated the accommodation of over 1,000 evacuated people in 39 collective sites. The evacuees included vulnerable groups from rural areas, such as older people and those with limited mobility. CCCM partners conducted monitoring visits to collective sites to assess needs and facilitate multi-sectoral referrals, including for multipurpose cash assistance, WASH, protection, food security, and shelter, to ensure the most acute needs are met.
- **Monitoring:** The CCCM Cluster, in cooperation with the REACH Initiative and partners, conducted a twelfth round of [Collective Site Monitoring](#) focusing on the collective sites' compliance with the minimum standards outlined in [Resolution 930](#) on the functioning of collective sites. The results found that, on average, collective sites met 74% of the specified indicators for accommodation capacities. In addition, the vast majority (80%) of site managers reported that residents commonly stay in the site for about one and a half years or longer, while most site managers reported that only a few (up to 25%) of the working-age site residents were employed.

STORIES FROM THE FIELD



Mykola and Nataliia’s home in the town of Hostomel, Kyivska oblast, which they had lived in for 58 years, was destroyed at the start of Russia’s full-scale invasion in February 2022. The family was displaced for two years in Poland. They have a daughter, who remains abroad.

The family received a ‘core home’, or pre-fabricated house, which was installed on their own land this year, enabling them to return home and providing them with a foundation to rebuild their lives and recover in their local community. “We are so happy that we finally got help and now we can live in this new home on our own land. [...] Now we have a house, and our daughter can visit and stay with us. We miss her a lot,” said Nataliia.

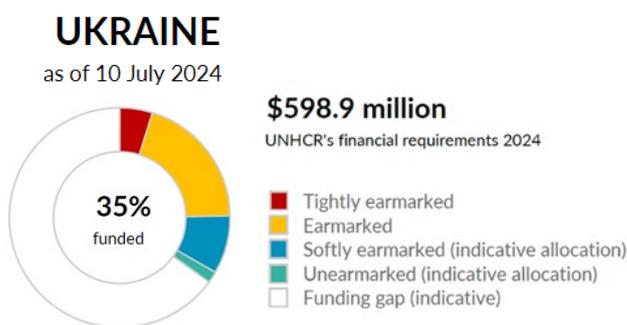
In 2023, UNHCR installed 99 core homes for families whose homes were completely or almost fully destroyed. This year, UNHCR is working on the installation of 300 core homes in central, eastern and southern Ukraine.

Mykola and Nataliia outside their home in Kyivska oblast, destroyed at the beginning of the full-scale Russian invasion in February 2022. A new core home has now been installed next to the site. ©UNHCR/Oleksii Barkov

KEY PUBLICATIONS THIS QUARTER

- UNHCR Ukraine Winter Response Plan 2024-2025
- UNHCR Ukraine: Key Findings Post Distribution Monitoring Winter Response 2023-2024
- UNHCR Ukraine Operational Updates: [12 April 2024](#); [13 May 2024](#); [10 June 2024](#); [12 July 2024](#)
- UNHCR Ukraine Protection Response Update #2 – June 2024
- UNHCR Ukraine Border Monitoring Snapshot - June 2024
- UNHCR Ukraine Shelter Factsheet - June 2024
- UNHCR Ukraine Cash Assistance Factsheet - June 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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