

UKRAINE EMERGENCY

UNHCR Delivery Updates

12 March 2025

Liudmyla, 73, and Oleksandr, 64, speak with UNHCR at a transit centre in Pavlohrad city in Dnipropetrovska oblast, after being evacuated from their respective home areas in Donetsk oblast in February 2025. The centre is providing a safe hub for newly displaced people, where UNHCR, and local NGO partner Proliska, are providing evacuees with clothing, cash assistance to buy essentials, hygiene kits, legal aid and psychosocial support. © UNHCR/Nikola Ivanovski

KEY FIGURES:

1.7 million

multi-sectorial services delivered to people in need in 2024*** (in addition to 4.3 million people reached in 2022 & 2.6 million people in 2023)

12.7 million

people in need of humanitarian assistance and protection in 2025 (source: HNRP)

6 million

people prioritised for humanitarian assistance in the 2025 Humanitarian Needs and Response Plan

2.7 million

multi-sectorial services UNHCR aims to provide to internally displaced, returnees, and war-affected people in 2025***

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

OPERATIONAL CONTEXT & HIGHLIGHTS:

- Monday 24 February marked three years since the Russian Federation launched its full-scale invasion of Ukraine. The UN Secretary-General issued a [statement](#) in which he reaffirmed the urgent need for a just, sustainable and comprehensive peace. Also marking the grim milestone, UN High Commissioner for Refugees Filippo Grandi [urged the world](#) to remember Ukraine's displaced and war-affected people and called for continued support to Ukraine.
- Largescale aerial attacks continued to impact civilians and civilian infrastructure across Ukraine. The [UN HRMMU reported](#) that at least 123 civilians were killed and 567 injured in Ukraine in February 2025, with short-range drones causing the highest number of casualties. This constitutes a 35% increase compared with February 2024. In addition, attacks across the country on 7 March reportedly killed 21 civilians and injured many more, making it [one of the deadliest days so far this year](#). Most of the casualties occurred in Donetsk oblast, including in the town of Dobropillia, where a Russian attack killed 11 civilians and injured 47, including seven children.
- Mandatory evacuations continue from areas of Donetsk oblast, where intense hostilities are ongoing. 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.
- A new [Rapid Damage and Needs Assessment \(RDNA4\)](#) was published in February by the Government of Ukraine, the World Bank, EU and UN. It estimates that as of 31 December 2024, the total cost of reconstruction and recovery in Ukraine will be \$524 billion over the next decade. Direct damage in Ukraine has now reached \$176 billion, an increase from \$152 billion in the RDNA3 of February 2024.
- UNHCR provides immediate protection and assistance to war-affected people while supporting early recovery and durable solutions for displaced persons, returnees, and war-affected people remaining in their homes.

WORKING WITH PARTNERS:



2025 RESPONSE in NUMBERS*:

(Delivered with partners from 1 January–28 February 2025
For the 2024-25 winter response, see pg.4)

181,521

Multi-sectorial services delivered to people in need in 2025

Protection

88,299

Received protection information, counselling, and support



0.90M Targeted

Shelter/Housing

16,153

Received emergency shelter and housing support



0.37M Targeted

Cash Assistance

44,844

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



1.10M Targeted

Collective Sites

11,815

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



0.04M Targeted

Essential Items

20,410

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

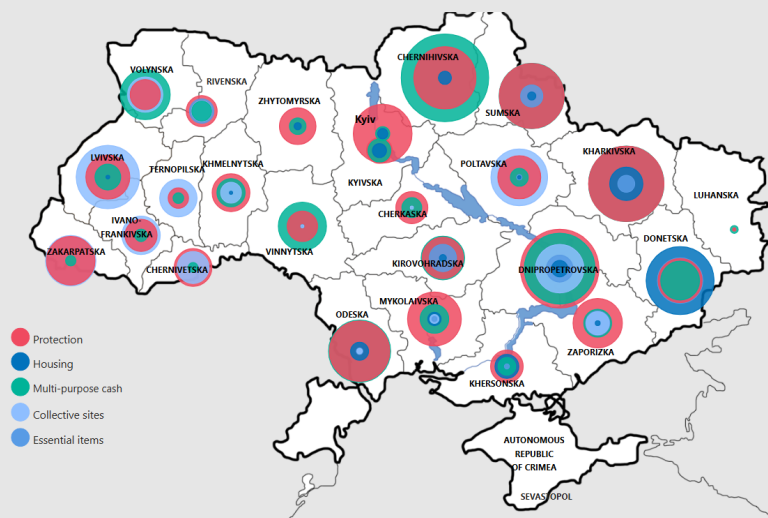


0.25M Targeted

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

Sources: UNHCR Ukraine Partner Reporting Portal (ActivityInfo);
Contact: UkraineInfoManagement@unhcr.org

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



Emergency Response

- Response to attacks:** UNHCR and local NGO partners responded to the needs of people affected by aerial attacks across the country, including in Donetska oblast, [Kharkiv](#), [Kryvyi Rih](#), [Kyivska oblast](#), [Odesa](#), [Sumy](#), and [Zaporizhzhia](#). In February, UNHCR, through its local NGO partner Proliska, responded to over 50 attacks affecting civilian homes in **Kharkivska oblast** alone, providing emergency shelter materials and essential items to over 1,200 affected people. In **Donetska oblast**, following the [terrible attack on Dobropillia](#) on 7 March, UNHCR’s local NGO partners provided emergency shelter materials such as OSB boards and tarpaulins to over 780 people. This support will help them quickly cover damaged doors and windows until more sustainable repairs can take place. NGO partners also supported families in Dobropillia with essential items, such as blankets and hygiene kits, and offered psychosocial support and legal aid to those affected. The main topics of legal aid included support to register property and applying for compensation.
- Evacuations and response:** UNHCR and partners supported new evacuees arriving at transit sites in north and east Ukraine with psychosocial counselling, legal aid, and rapid cash assistance to buy essentials. In the last month, authorities issued evacuation orders from

additional areas near the frontline in **Donetska oblast** in east Ukraine. In total from 1 August 2024 to 28 February 2025, authorities estimate that over 162,600 people have left Donetska oblast. Some people have also decided to leave areas near the frontline in **Dnipropetrovska oblast**, although no official evacuation order has been issued. UNHCR continues to monitor the situation closely and is supporting inter-agency preparedness efforts led by local and regional authorities. As part of these preparedness measures, in February, UNHCR and NGO Proliska supplied beds, mattresses, blankets, pillows, towels, and kitchen sets to create 65 sleeping places at a site in Synelnykove, Dnipropetrovska oblast, which has been identified by the authorities as a potential transit site for evacuees. Meanwhile, in **Kharkivska oblast**, more than 800 evacuees passed through the Kharkiv and Izium transit centres in February, where UNHCR and other partners are present and continue providing services.

- Support to frontline communities:** On 4 February, UNHCR participated in a UN inter-agency convoy to frontline hromadas in **Donetska oblast**, assisting the most vulnerable people remaining in the Myrnohrad area. UNHCR contributed 800 solar lamps and 800 blankets.



People still being forced to flee as the war in Ukraine continues

In the last six months alone, more than 200,000 people have been evacuated from frontline areas in the east and north of Ukraine. Many of those being displaced are arriving at transit centres before being helped to find temporary shelter at collective sites.

Serhii Zelenyi was recently evacuated by bus to a transit centre in the eastern city of Pavlohrad after fleeing daily bombardments in his home city of Pokrovsk, Donetska oblast. “It was very difficult in Pokrovsk. Drones were swarming over the city every day,” Serhii said. He was among the last of his neighbours to leave, finally deciding that the constant danger, lack of food, water and electricity was too much to bear.

On arrival in Pavlohrad, Serhii received clothes and rapid cash assistance from UNHCR through its local NGO partners, and is now wondering what he will do next. “I lost everything,” he said, “I need to start again from scratch.” Read more [here](#).

Serhii was evacuated to a transit centre in Pavlohrad on 20 February from the heavily bombed city of Pokrovsk in Donetska oblast. © UNHCR/Nikola Ivanovski

UNHCR and the Ministry of National Unity partner to support forcibly displaced Ukrainians

On 7 March, [UNHCR and the Ministry of National Unity of Ukraine signed a Memorandum of Understanding \(MoU\)](#), establishing a strategic partnership to support Ukrainians who have been forced to flee within Ukraine or abroad maintain connections with their home country and communities, and attain durable solutions. While UNHCR is currently not promoting return to Ukraine as the international armed conflict and attacks continue unabated, and urges hosting States not to induce or pressure refugees to return, UNHCR also recognizes that voluntary return to one's home country is a fundamental right that must be respected.

Through the MoU, UNHCR commits to share its expertise and experience related to voluntary refugee returns and durable solutions, and to expand its support in these areas. Read more [here](#).



Oleksiy Chernyshov, Deputy Prime Minister – Minister of National Unity of Ukraine, and Karolina Lindholm Billing, UNHCR's Representative in Ukraine, sign an MoU to enhance support to forcibly displaced Ukrainians. © Ministry of National Unity

Protection

- **Capacity building:** In Kharkiv, UNHCR provided capacity building training to more than 40 social workers and staff from the Department of Social Policy and local hromadas. The trainings aimed to ensure that social workers and case managers are equipped to respond to cases of gender-based violence and can guarantee safe, confidential, and effective support.
- **Community engagement:** As part of efforts to promote localization and empower community-based organizations, UNHCR's NGO partner The Tenth of April led a [regional forum](#) on 27 February which brought together 46 community leaders from Odesa, Kherson and Mykolaiv. It was an important space to promote collaboration and support communities towards recovery. Similar forums were held across [other regions](#).

Durable Solutions

- **European Integration Hub opened in Lviv:** On 14 February, together with NGO partner Rokada and the [Lviv City Council](#), UNHCR [opened](#) the first European Integration Hub in Lviv. This will be a space where internally displaced people alongside the local community can access legal aid, psychosocial support, career counselling, as well as administrative services. It will also aim to develop partnerships between the public, government, business, and EU institutions. UNHCR and Rokada contributed to the renovation of the facility, and provided furniture and equipment.
- **New underground schools in Kharkiv:** In February, the Kharkiv City Council, together with UNHCR and the Lutheran World Federation (LWF), inaugurated

classrooms refurbished by UNHCR and LWF in the Railway Lyceum's underground bomb shelter. This contributes to the priority of the Government of Ukraine to create underground schools in frontline regions, enabling children to safely study offline, without constant interruption due to air raid alerts. Read more [here](#).

Cash Assistance

- In January-February 2025, UNHCR distributed cash assistance to over **44,800** newly displaced persons, returnees, and people who have been affected by the war and need this assistance to help cover the costs of basic needs such as accommodation, food, medicines, clothes, and heating. Approximately **\$17 million** has been disbursed so far in 2025.
- This includes around **5,300** people (out of the 44,800 recipients) who 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.
- As part of the **winter response**, over **258,340** people were reached from October 2024 to February 2025 with cash support for additional winter needs. This assistance was delivered 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 part of collective efforts to help people stay safe and warm this winter.



UNHCR's local NGO partner Right to Protection enrolls people to receive emergency cash assistance following an aerial attack in Odesa. © UNHCR/Denis Kovalskii

UNHCR's emergency cash assistance in Ukraine provides rapid relief to families

In 2024, more than 40,000 people in Ukraine received rapid cash assistance from UNHCR – immediately after evacuations from frontline or border areas or in the wake of Russian aerial attacks that damaged their homes – enabling them to address their most urgent needs while supporting the local economies. A recent post distribution monitoring exercise of the rapid cash programme confirmed that cash assistance remains the preferred mode of assistance for affected people – 97% of surveyed recipients were satisfied and 92% reported a seamless process in receiving the support. The evacuees mostly reported spending the cash assistance on food, rent, healthcare, and costs related to relocating to safer areas. Almost two thirds of the families receiving cash after aerial attacks reported using the money primarily for house repairs. 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 has been 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](#) aimed 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 is also supporting alternative energy generation capacity through the provision of generators and power stations; and helped those most in need with insulation of homes and living spaces as well as with essential winter items including blankets.

312,111

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

Winter Response Plan 2024-2025

Cash Assistance

People assisted with cash support for additional winter needs

258,345

47%

550,000 Targeted

Shelter/Housing

People assisted with better-insulated homes and living spaces

20,307

49%

41,400 Targeted

Essential Items

People assisted with essential winter items

33,459

100%

33,600 Targeted

Figures of people reached are as of 28 February 2025. Figures are subject to data cleaning and retro-active corrections may occur.



© UNHCR/Elisabeth Haslund

Olena and Kostiantyn moved to the district of Saltivka in Kharkiv city after Russian shelling destroyed the heating system in their town, Chuhuiiv. Their only option was to move into their son's apartment in Saltivka, which had stood empty since he and his family fled the war. However, they found the apartment was far from liveable. "When we arrived in autumn, all windows in the apartment were damaged. Pigeons were living in here," Olena says. As part the winter assistance programme, UNHCR and its NGO partner the Angels of Salvation replaced all windows and a balcony door in Olena's home, so when the first cold arrived, they were able to stay protected from the freezing temperatures. "Now it is much more comfortable, and with the new windows we are able to stay warm," Olena shares.

UNHCR is supporting a total of 2,400 families in Kharkivska oblast with window replacements to help them stay warm in their homes. The new windows are triple glazed and made with tempered glass, which is not only stronger, but also designed to reduce the risk of shattering into dangerous shards during aerial attacks. Read more [here](#).

FUNDING UPDATE | 2025

UKRAINE

as of 28 February 2025

\$550.0 million

UNHCR's financial requirements 2025

22% funded

- 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.