UNHCR
The UN Refugee Agency

MONTHLY OPERATIONAL UPDATE

Ukraine
November 2023

The UNHCR Director of the Regional Bureau for Europe, Philippe Leclerc (centre), was in Ukraine at the end of November to see first-hand the impact of the war on people and communities. © UNHCR

OPERATIONAL CONTEXT

The **UNHCR Director of the Regional Bureau for Europe, Philippe Leclerc**, undertook his first mission to Ukraine from 26 November-1 December, visiting areas in Dnipropetrovska, Khersonska, Kyivska, Mykolaivska, Odeska and Zaporizka oblasts to see first-hand the impact of the war on people and communities, as well as to meet with authorities. Speaking from Kyiv at the end of his visit, Mr. Leclerc called for sustained support for Ukrainian civilians affected by the war.

Severe snowstorms hit Ukraine towards the end of November, with the southern oblasts of Mykolaivska and Odeska among the worst affected. The Ukrainian authorities reported that at least 10 people died and over 20 people were injured, including children.

Attacks by the Russian Armed Forces on civilian infrastructure and civilians appear to have increased. Repeated attacks particularly in the south and east continue to kill and injure civilians. Meanwhile, Kyiv and Kyivska oblast sustained the largest drone attack of the war on 25 November, injuring a number of civilians.

2.53M People reached with assistance between January to November 2023*

Protection Received protection information, counselling, and support**

Cash assistance Supported with multi-purpose cash and/or cash for winter energy 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

Collective sites 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
**Also includes calls to hotlines

KEY FIGURES

4.3M people reached with UNHCR assistance in **2022** (24 February - 31 December 2022)

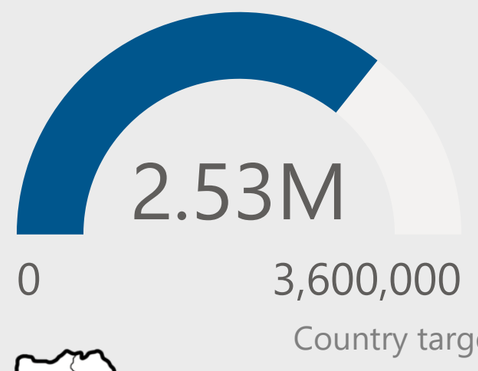
17.6M people in need of humanitarian assistance and protection in 2023 *(source: OCHA)*

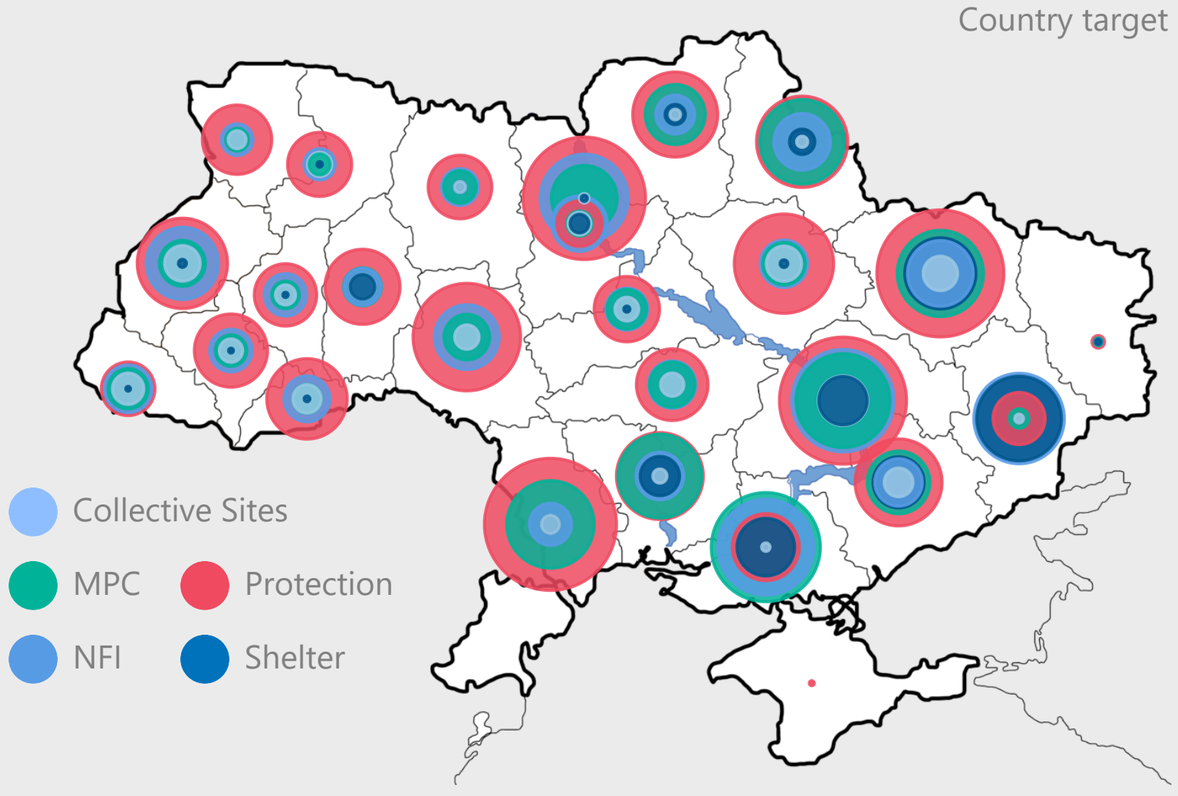
11.1M people targeted for humanitarian assistance in the Humanitarian Response Plan

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

2,533,666





UNHCR
The UN Refugee Agency

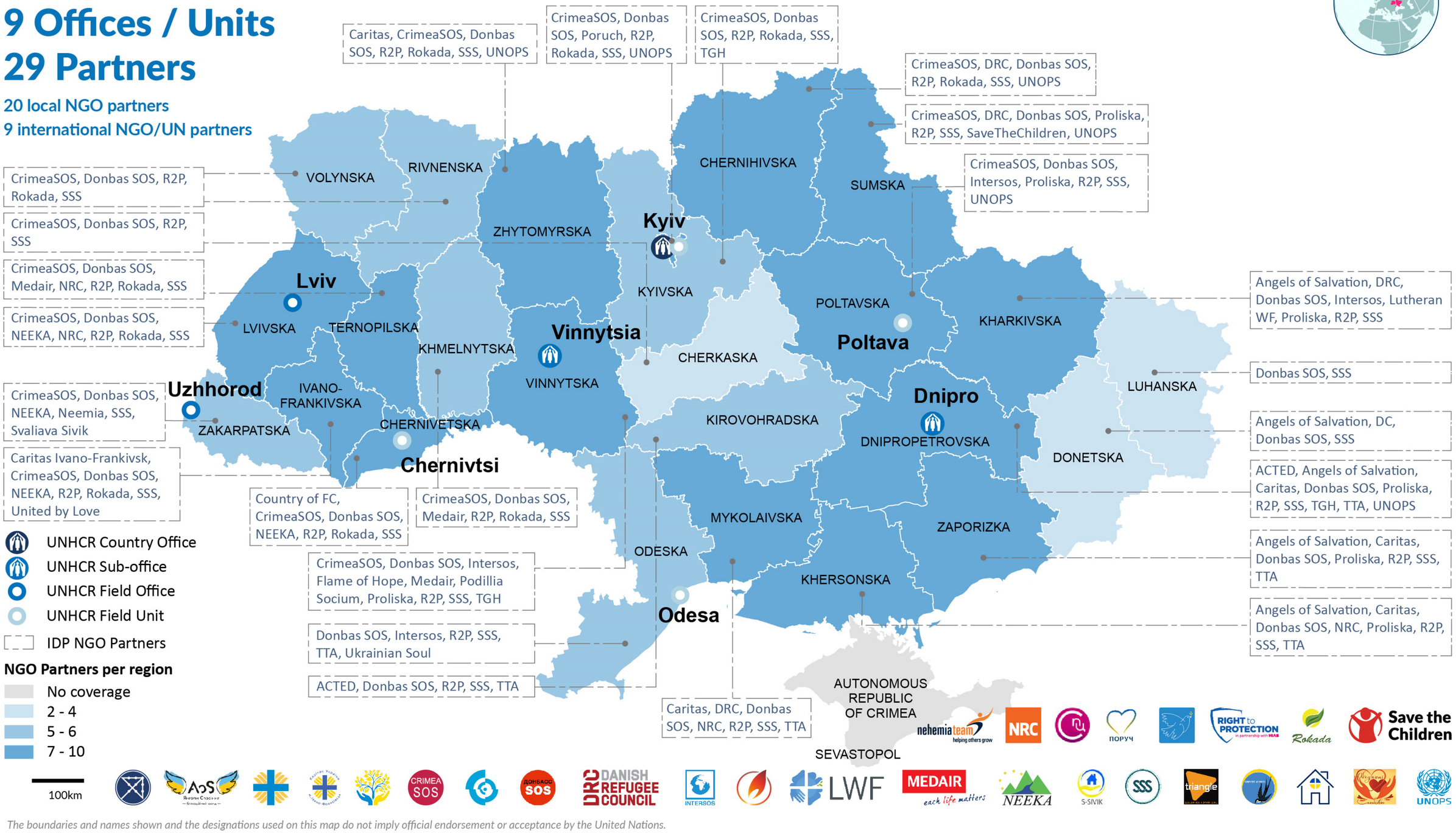
UKRAINE

UNHCR Presence and Coverage

as of 09 Oct 2023

9 Offices / Units
29 Partners

20 local NGO partners
9 international NGO/UN partners



The boundaries and names shown and the designations used on this map do not imply official endorsement or acceptance by the United Nations.

Date: 09 Oct 2023 **Source:** UNHCR **Author:** UNHCR - Kyiv **Feedback:** stovpovy@unhcr.org **Filename:** Presence and Coverage ENG

WINTERIZATION RESPONSE

***The winterization response remains one of UNHCR's priorities**. In coordination with the Government of Ukraine, and contributing to the broader Ukraine Winter Response Plan (updated September 2023), UNHCR's winterization response is targeting **900,000 vulnerable, displaced and war-affected people** between 1 September 2023 and 29 February 2024. **Strengthened protection referrals**, with a particular focus on psychosocial support and legal assistance to support access to key civil and housing, land and property documentation to support solutions from the start, accompany UNHCR's winterization response.*

Figures represent people reached with partners as of 30 November 2023.
Figures are subject to data cleaning and retro-active corrections may occur.

NOVEMBER HIGHLIGHTS:

- **Cash for winter energy needs**: As of end-November, over **463,600** people with specific vulnerabilities have received cash support in the amount of UAH 6,660 per person to help cover additional costs associated with winter. A significant number of these families are also benefiting from UNHCR's multi-purpose cash assistance programme.

- **Shelter/housing**: Keeping homes warm is one of the priorities for people in war-affected areas of Ukraine as temperatures drop. Distributions of rapid thermal kits (RTK) through partners continued in November, with over **3,000** people receiving a RTK so far. Families living in older homes or whose houses were damaged because of the war can use RTKs to substantially improve heating conditions in their houses. These kits consist of items traditionally used by people in Ukraine to improve home insulation, including reflective insultation screens, transparent plastic sheeting for window repairs, foam draft blocker, and building tape. The kit helps reduce heat lost by homes, making homes easier and cheaper to keep warm, while also bringing positive environmental impacts. Over **1,000** heaters have also been distributed so far to help families stay warm as temperatures drop.

Hundreds of families in Kyivska oblast have received RTKs with insulation materials so they can seal their homes from the cold.
© UNHCR/Iryna Tymchyshyn

Protection services

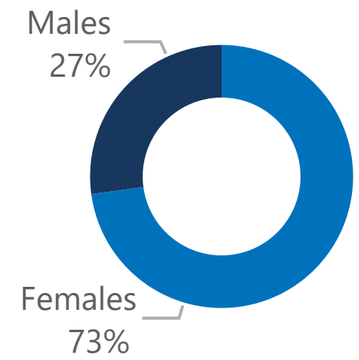
PROTECTION: KEY FIGURES

1,368,452 Reached as of November 2023

95,182
Individuals receiving PSS/PFA

170,074
Legal consultations provided

3,375
Persons received targeted GBV services



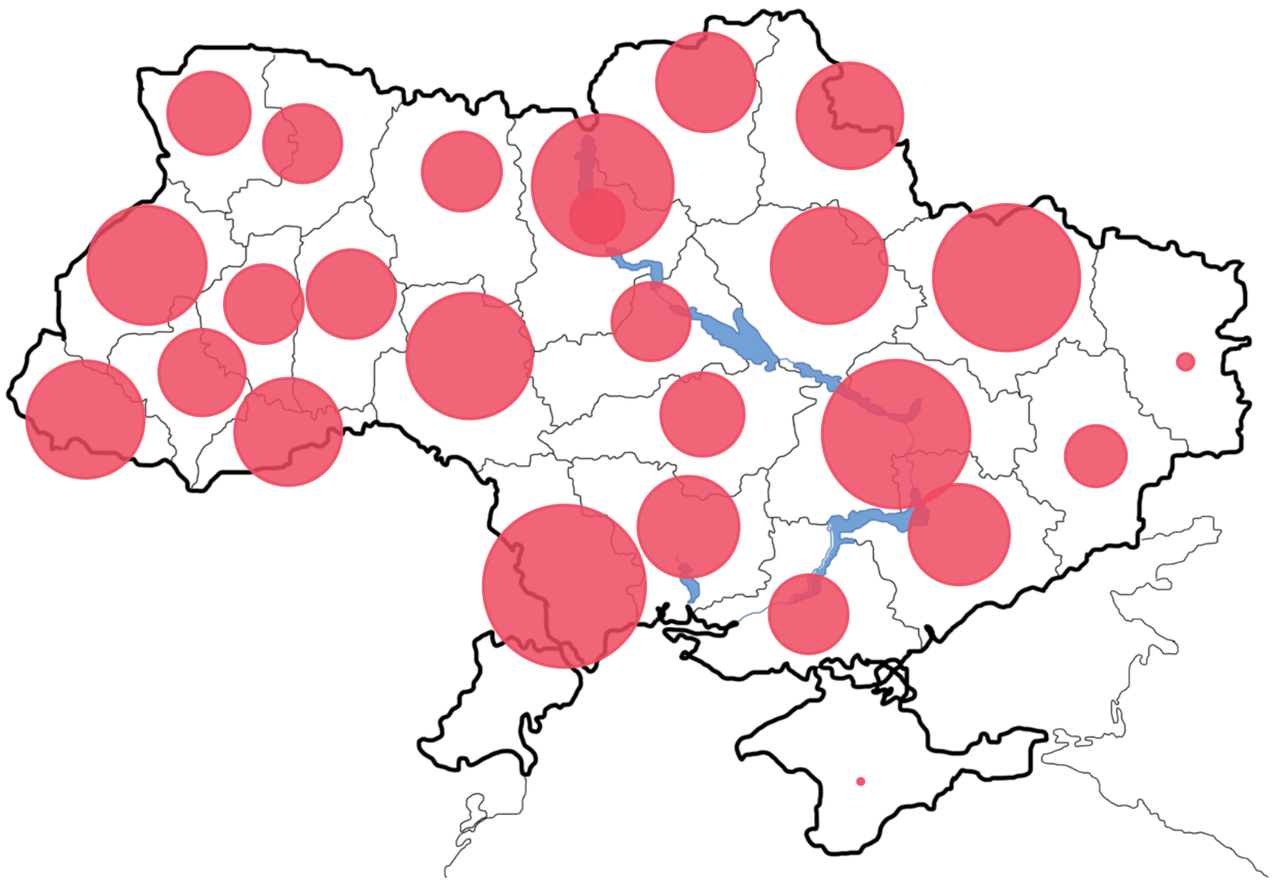
30,073
Individuals supported with case management services

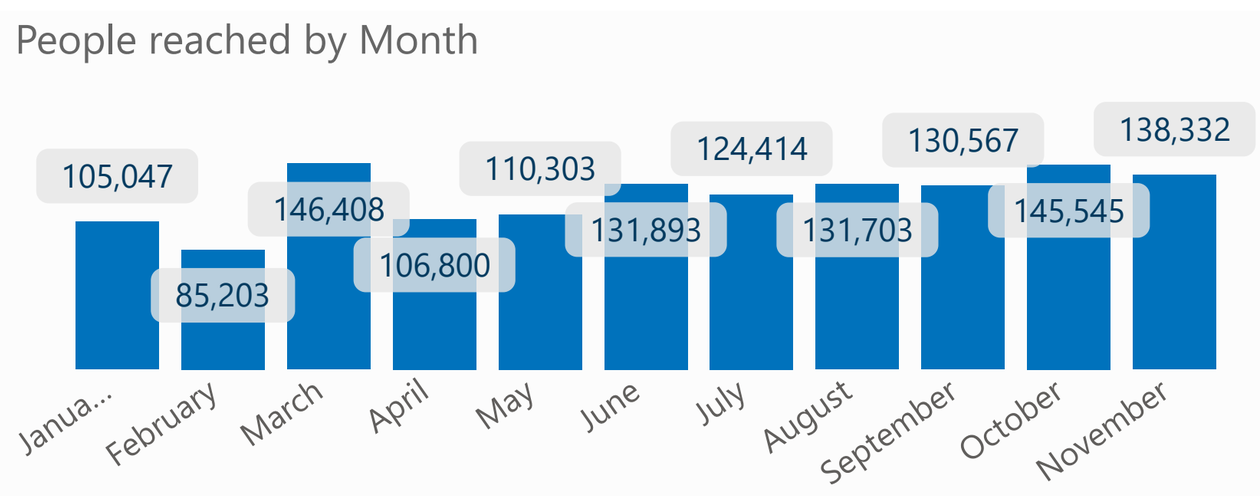
5,089
Supported with other protection services

1,356,215	9,199	3,038
IDPs and war-affected population	Stateless	Refugees & asylum seekers

Ukrainian artists are using mural art to unite displaced and host communities. Two murals were completed in November in collaboration with Artolution and with the support of UNHCR's local partner Rokada. Read more here. © UNHCR/K. Rudakova

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.





Highlights:

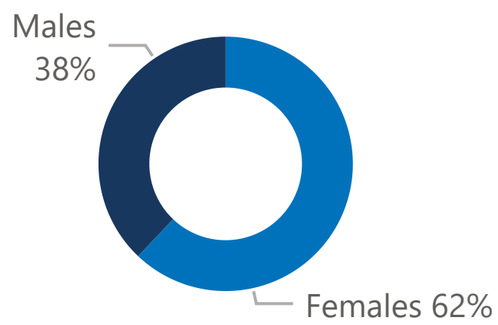
- Over 400 people gathered at the **Internally Displaced Persons (IDP) Councils Forum** held in Kyiv from 1-3 November to work on joint approaches for support, adaptation and integration of displaced people into local communities. UNHCR co-organized the event jointly with its local partner Stabilization Support Service (SSS) and IREX under the patronage of the Ministry of Reintegration of Ukraine. The forum was opened by Deputy Prime Minister and Minister for Reintegration of the Temporarily Occupied Territories of Ukraine Iryna Vereshchuk. It sent a strong signal of support to IDP Councils as critical platforms for the participation of displaced people in decisions that affect them. The Special Rapporteur on the human rights of internally displaced persons, Paula Gaviria Betancur, and experts of the IDP Protection Expert Group also attended to learn from Ukraine's good practices and share global experiences on supporting the participation and inclusion of displaced people.
- Starting on 25 November, UNHCR and partners organized a series of events across 18 regions in Ukraine to mark the **16 Days of Activism Against Gender-Based Violence**. The events aimed to generate awareness on gender-based violence and foster community mobilization within diverse groups such as adolescent girls, boys, women, men, Roma/ Crimean Tatar individuals, and people with disabilities. Since January, UNHCR and partners have reached more than **17,000 people** (77% women) through awareness-raising sessions to support the prevention of gender-based violence.

Cash assistance

CASH ASSISTANCE: KEY FIGURES

739,944 Reached as of November 2023

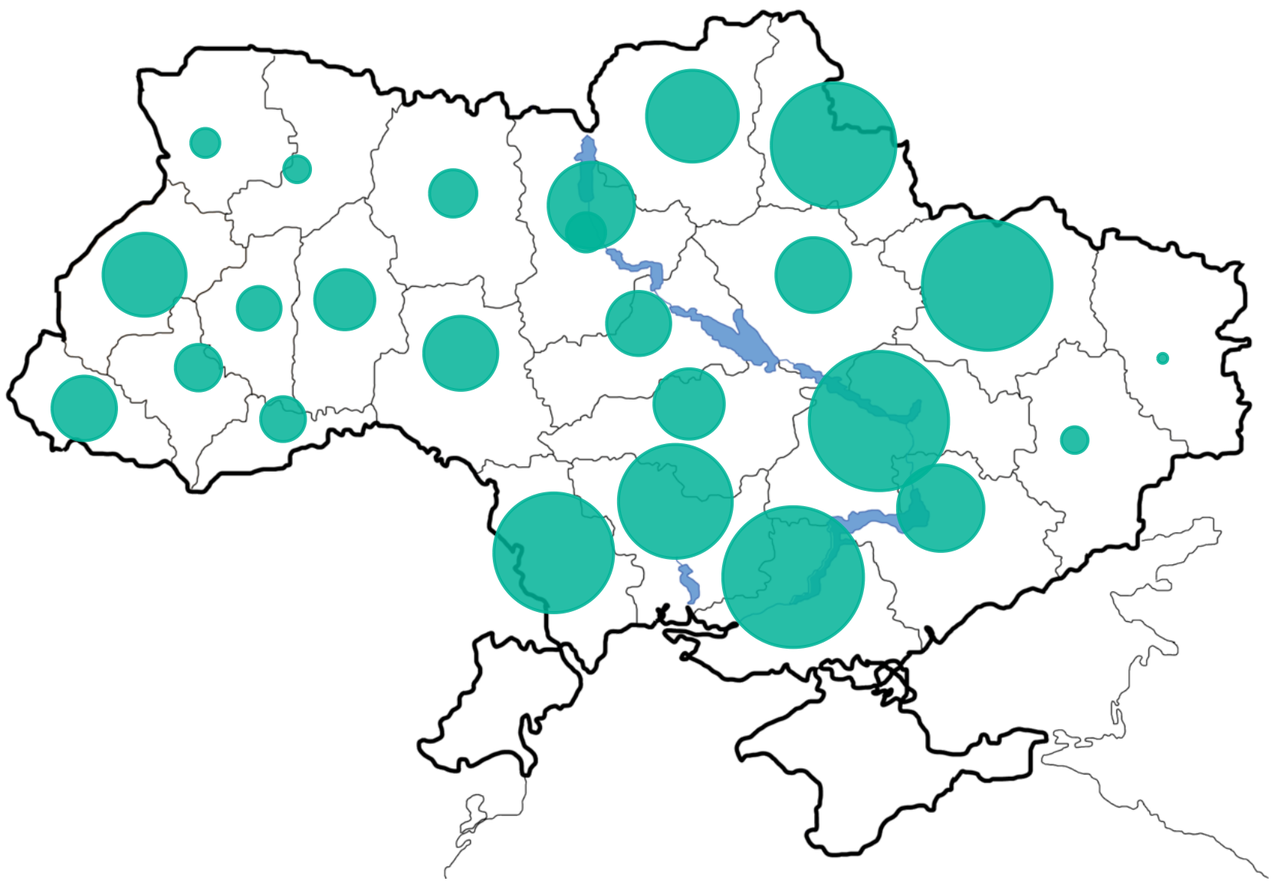
$192.4M
disbursed so far to assist IDPs and war-affected people (all cash modalities)

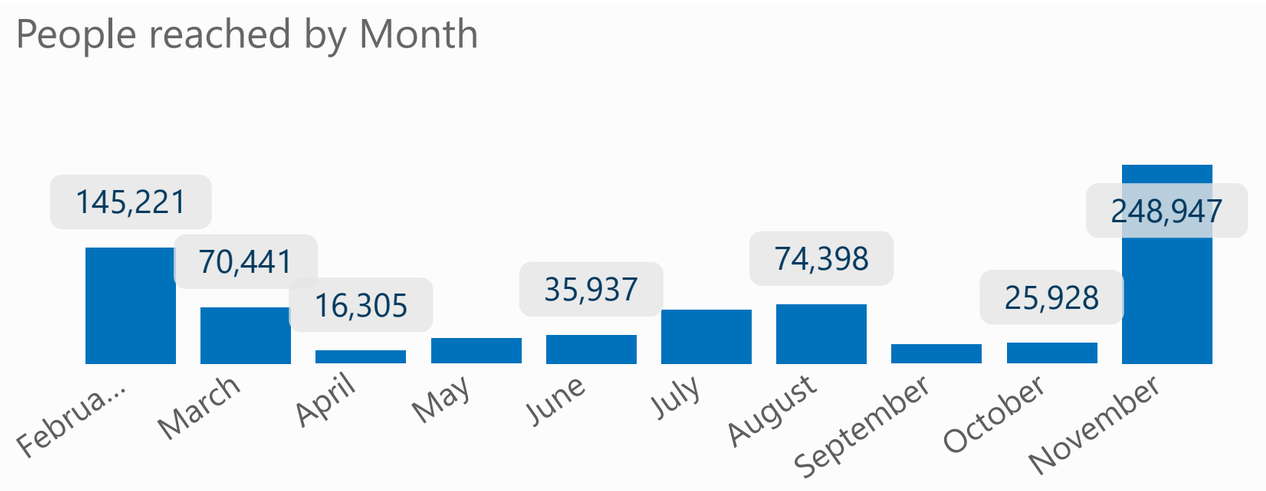


18
oblasts with active cash enrolment through centres and/or mobile teams with combined protection screening and services

Internally displaced families, returnees and people with specific vulnerabilities are enrolled by our local partner Right to Protection to receive multi-purpose cash assistance at a centre in Lviv. © UNHCR

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.





Highlights:

- In 2023, UNHCR has so far distributed cash assistance to **739,944** war-affected and internally displaced families, returnees, and people with specific vulnerabilities to help cover the costs of basic items like food, medicines, clothes, accommodation and utilities, as well as to cover winter energy needs. This includes **538,950** people who have benefited from a three-month multi-purpose cash assistance payment, as well as **463,627** people who received cash support to help cover additional costs associated with winter. The latter includes a significant number of families with specific vulnerabilities who benefited from both programmes.
- UNHCR continues to provide cash assistance for **shelter repairs** and **rental support** to support access to sustainable housing options. In November, 411 families were supported with cash for shelter repairs and 407 families received cash assistance to help cover rent.
- In November, **104 refugee families** remaining in Ukraine received multi-purpose cash assistance to help them cover their basic needs and rent.
- According to a **post-distribution monitoring exercise** in August 2023, multi-purpose cash assistance provided 57% of respondents with the ability to cover half or more of their priority needs. It also reduced households' financial burden for 91% of the respondents, reduced their feeling of stress (82%), and improved their living conditions (85%), all at least to a slight degree.

Essential items

NON-FOOD ITEMS (NFIs): KEY FIGURES

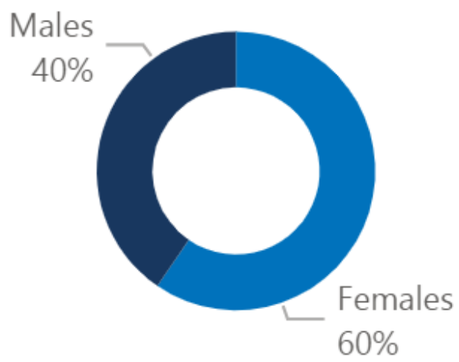
702,900 Reached as of November 2023

548,391
Individuals receiving standard NFIs

303,740
Individuals receiving hygiene kits

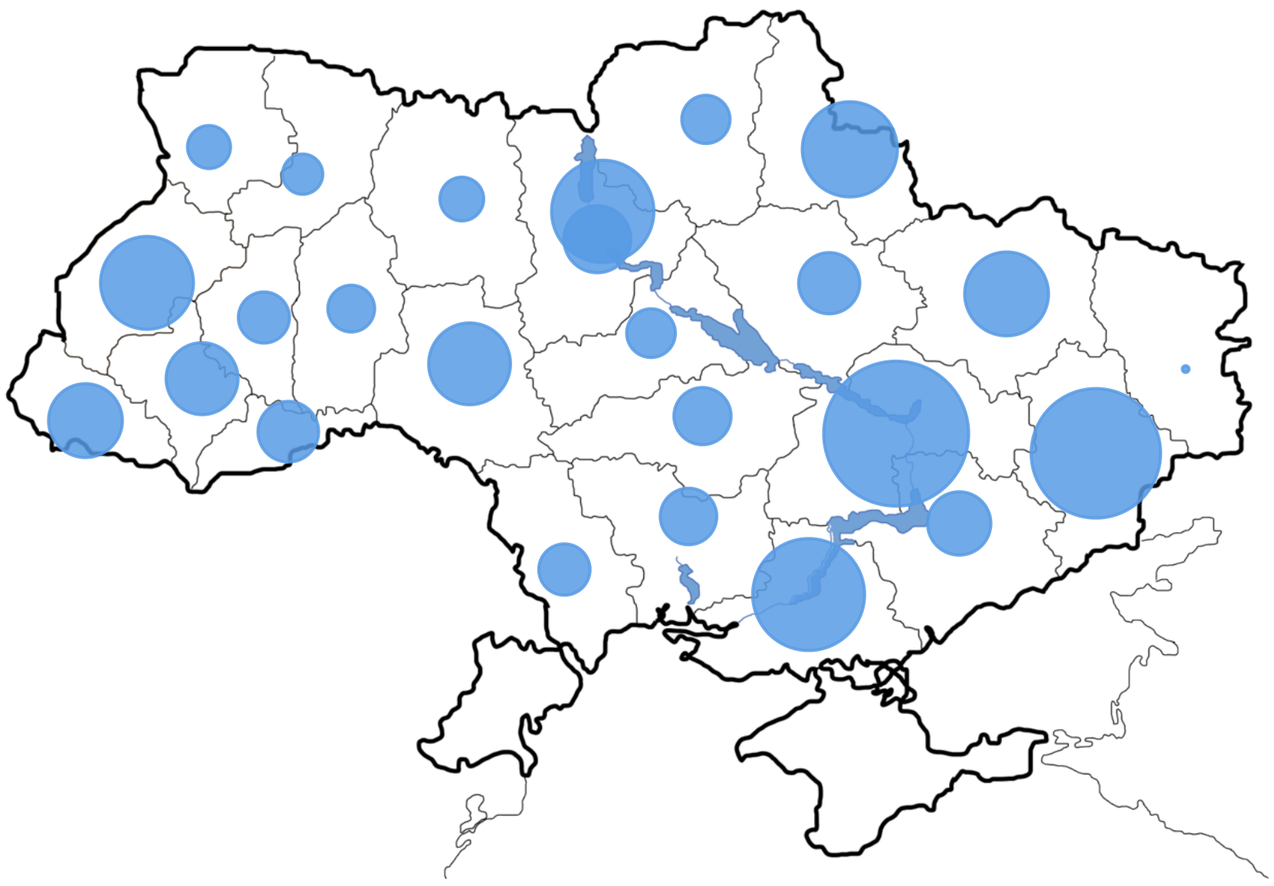
169,231
Individuals receiving other items

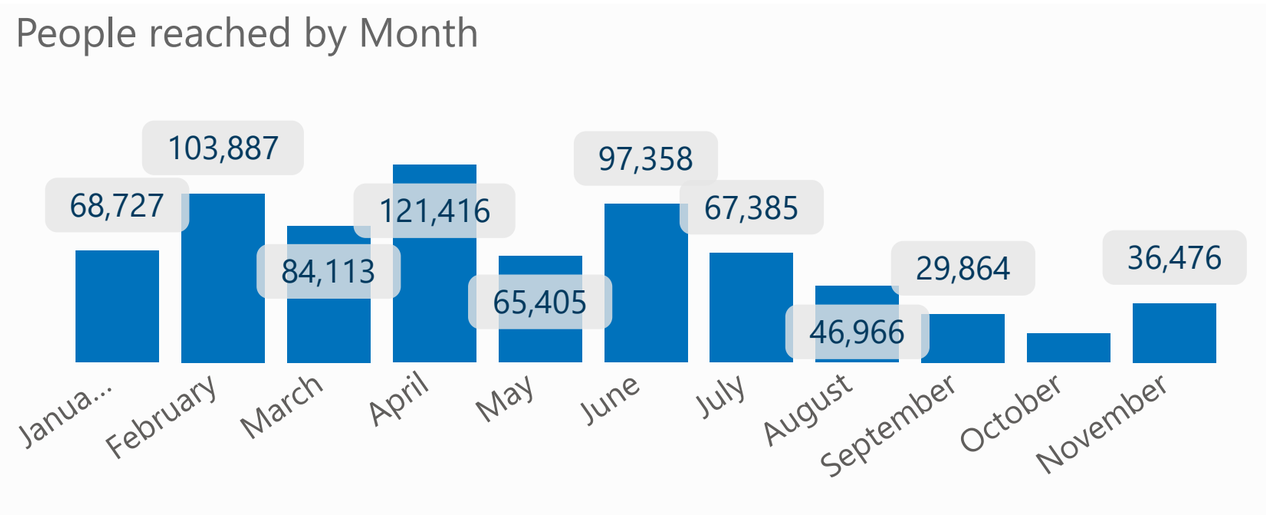
207,797
Individuals receiving non-standard NFIs



An interagency convoy to Kurylivska hromada in Kharkivska oblast, east Ukraine, delivered essential items to people living in frontline communities. © UNHCR

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.





Highlights:

- **As temperatures drop, humanitarian assistance to frontline communities remains vital.** During November, UNHCR contributed essential items to three interagency convoys. This includes two convoys to Donetska oblast (Marinka/Vuhledar and Chasiv Yar) and to one to Kharkivska oblast (Kurylivska hromada) to deliver essential items for people living in frontline communities. Through these three convoys, UNHCR delivered a total of 1,700 tarpaulins, 37 rolls of plastic sheeting, 1,000 thermal blankets, 1,000 solar lamps, and 1,000 sleeping bags. As of end-November, there have been 100 UN interagency convoys to frontline communities in Ukraine this year, of which UNHCR has contributed to 90.

Shelter and Housing

EMERGENCY SHELTER AND HOUSING: KEY FIGURES

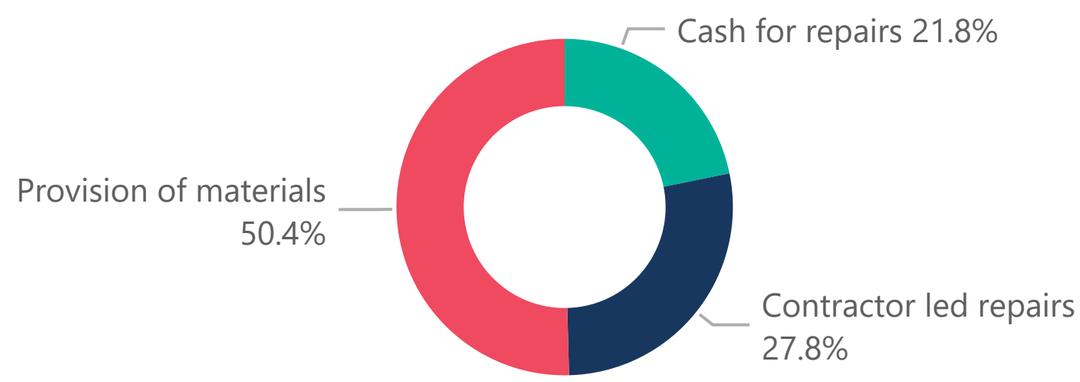
223,806 Reached as of November 2023

165,039 Individuals / 80,042 Households supported by ESKs

50,441 Individuals / 17,921 Households benefitting from repairs

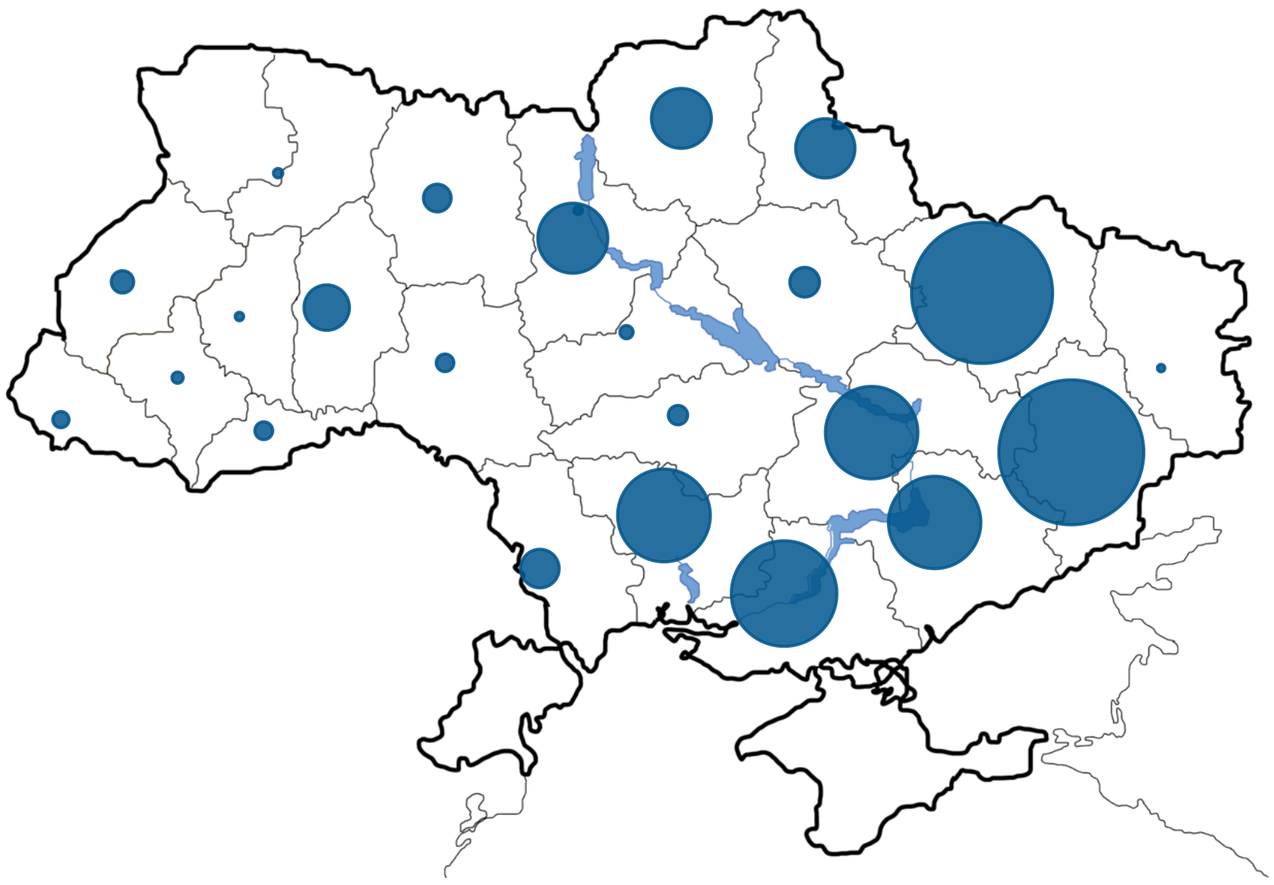
7,016 Sleeping spaces created/improved

Beneficiaries of repairs by modality

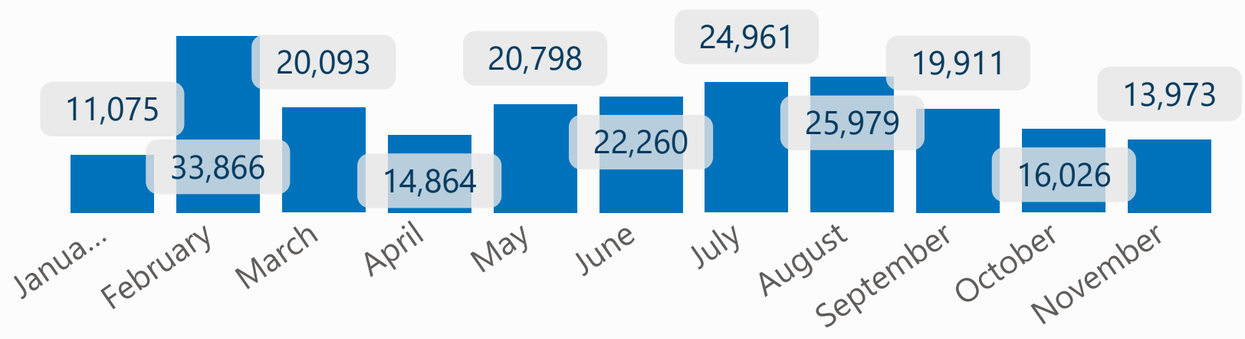


Nataliia Kruhlova together with her children stands in front of their house which UNHCR has helped to repair in Velyka Danylivka, Kharkivska oblast. Read more here. © UNHCR/Oleksii Barkov

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



Highlights:

- UNHCR has now distributed **over 100,000 Emergency Shelter Kits (ESKs)** since the start of the full-scale invasion of Ukraine in February 2022. These kits are designed to seal damaged houses, apartments and facilities from the wind, rain and snow and therefore stop further damage to the internal finishings and furniture. Distributions take place all over the country, responding to people living in communities close to the frontlines whose homes were damaged by shelling, as well as people in Ukraine whose homes were damaged due to long range missile and drone strikes. The ESK materials can also be used to seal social infrastructure including schools and dormitories.
- In Khersonska oblast in the south, UNHCR's local partner Angels of Salvation started the first **deliveries of construction materials** following house-to-house damage assessments. In total 70 households were supported. Work will continue into the next year to ensure this hard-to-reach area which has suffered significant destruction is supported.
- The last of the households under UNHCR's **rental market initiative** were registered and enrolled in November, bringing the total number of families supported to **over 1,100.** These families are part of UNHCR's larger programme of alternative housing solutions which aims to help displaced families find the right housing solution for them, often helping them move out of collective sites. UNHCR combines its legal, case work, protection and housing support to achieve the objective of better long-term housing for those who cannot return home yet.

Collective sites

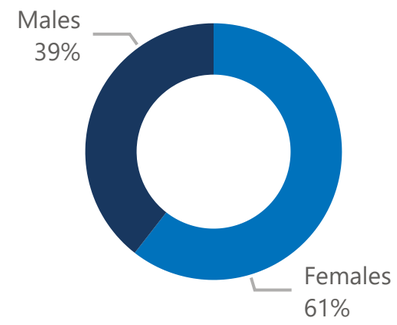
Displaced people in a collective site in Zakarpatska oblast attended an awareness session organized by our local partner NEEKA on the prevention of gender-based violence and delivery of first aid. © NEEKA

COLLECTIVE SITES: KEY FIGURES

95,023 Reached as of November 2023

6,836
Site assessments conducted & recorded

95,023
People residing at sites supported with CCCM services

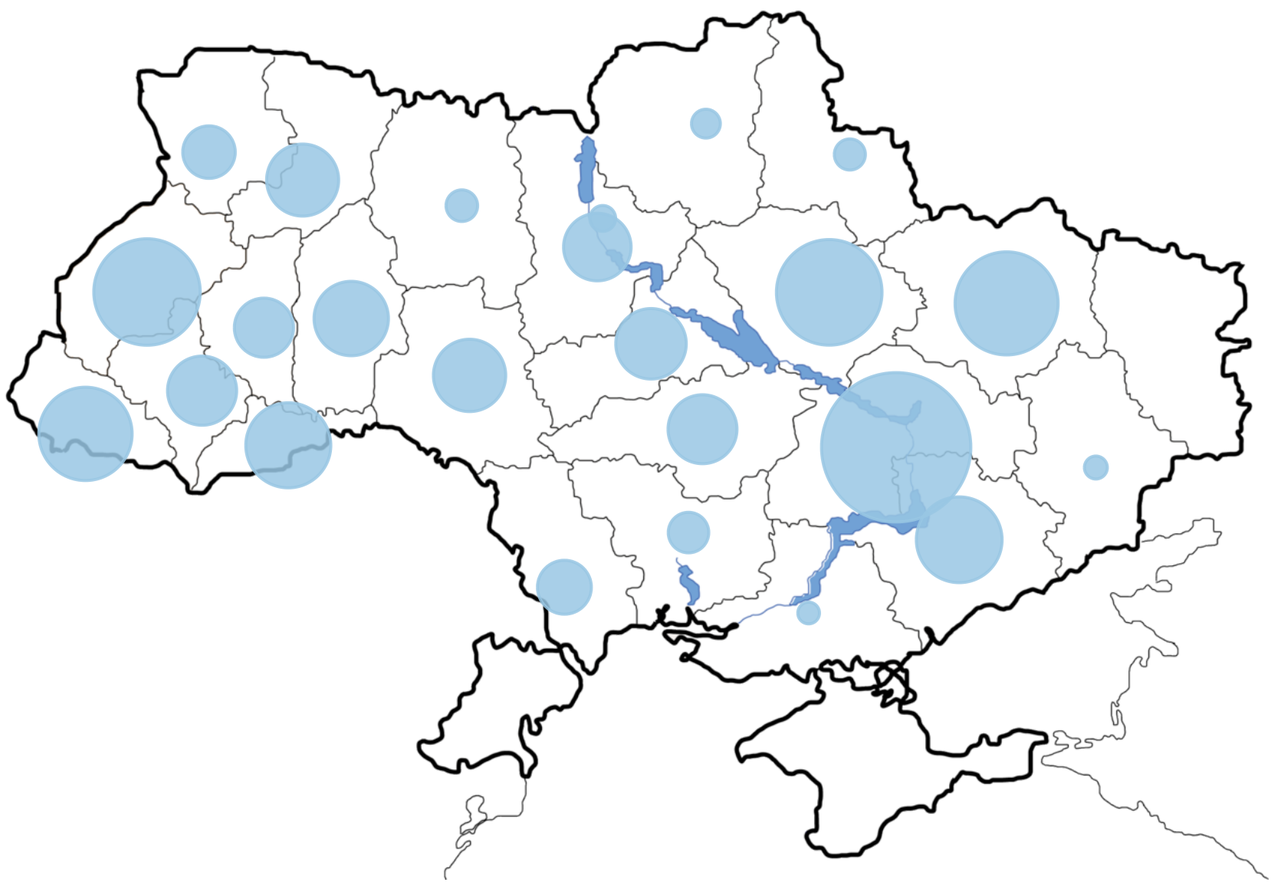


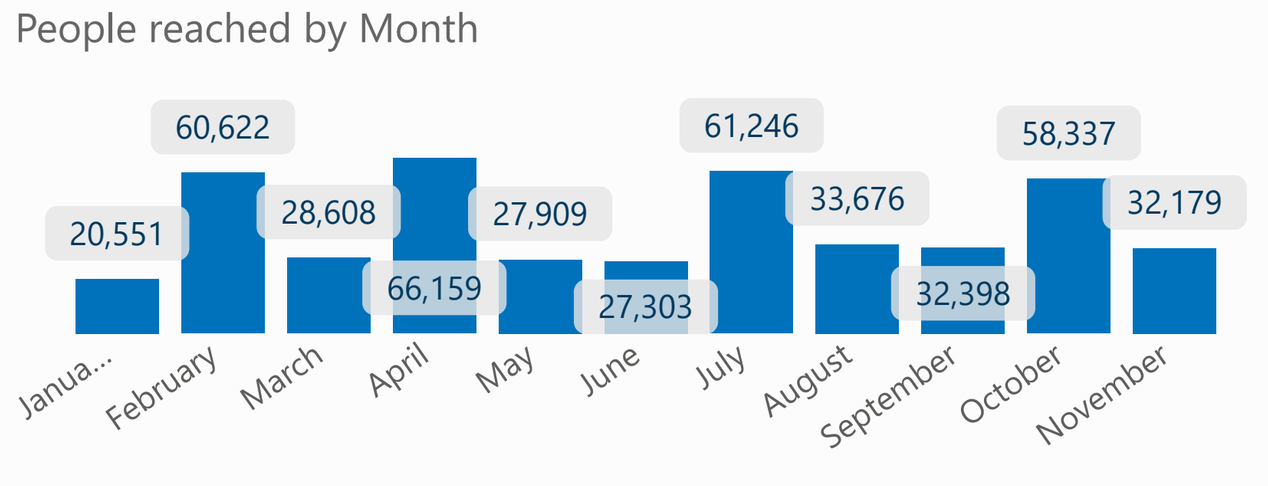
10,709
Individuals trained

22,825
Individuals participated in awareness raising sessions

72,093
Individuals benefitting from care and maintenance and community-led activities

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.





Highlights:

- Partner mobile teams conducted regular visits to collective sites and **support the site administrations** to resolve any site management issues. Site managers in Dnipropetrovska and Kirovohradska oblasts received training from our partner ACTED on how to engage residents in decisions related to site management. Over 60 site managers were trained and received information on how to improve site management, establish cohabitation rules, and refer residents to other partners or government services depending on their needs.
- Camp Coordination and Site Management (CCCM) engineers finalized **care and maintenance works** in 194 collective sites aimed at ensuring minimum standards under Resolution 930. These works include renovating bathrooms and toilets, installing partitions, replacing windows and radiators, repairing common spaces, installing ramps and handrails to improve accessibility, providing fire extinguishers and first aid kits, and providing door locks and handles. An estimated 12,290 people residing in these 194 collective sites will benefit from these improvement works.
- As part of the **16 Days of Activism against Gender-based violence (GBV) campaign,** CCCM partners organized awareness-raising sessions for residents in collective sites together with psychologists aimed at mitigating risks of GBV. In Odeska oblast, for example, our local partner The Tenth of April organized a session on how to respond to instances of domestic violence, including criminal liability for domestic, economic, and psychological violence.

Durable solutions, recovery & development nexus

The UN, Government, civil society and international partners gathered for a workshop on 29 November to discuss community planning for durable solutions and recovery. © UN Ukraine

HIGHLIGHTS

- UNHCR, in its capacity as the **co-chair of the Community Planning for Durable Solutions and Recovery Working Group,** hosted a community recovery workshop on 29 November. The day featured three panels, offering perspectives on recovery in Ukraine from the Government, civil society and international partners. The workshop was opened by the Deputy Minister for Communities, Territories and Infrastructure Development of Ukraine, Oleksandra Azarkhina, who emphasized the need to have communities at the centre of recovery planning, supporting both the future of Ukraine and its immediate resilience in the face of the ongoing war.
- On 15 November, the Chernivtsi Regional Employment Centre and UNHCR co-organized a **regional forum on employment and grant opportunities.** It included sessions on business support programmes and the Government's Ye-robota [Work-Is] platform, educational programmes, and reiterated the need to ensure strong cooperation with humanitarian organizations as an integral part of the activities of the employment service.
- UNHCR together with the Lviv City Council, UNDP, and our local partner Rokada, visited the new **Centre for Relocated Businesses in Lviv.** This project aims to support entrepreneurs forced to move to Lviv due to the war to revive their businesses. With the support of UNHCR, the Centre has done renovation works, installed an air conditioning system, furnished the premises, and ensured bathrooms are equipped for people with disabilities. The Centre is expected to be fully functional from early 2024.

Coordination

UNHCR and Ukraine's Ministry of Education and Science signed a Memorandum of Understanding to increase cooperation. © UNHCR/Iryna Tymchyshyn

HIGHLIGHTS

- UNHCR signed a Memorandum of Understanding (MOU) with the **Ministry of Social Policy and the Pension Fund of Ukraine,** focusing on the coordination of joint efforts to support people affected by the war, including through cash assistance to purchase solid household fuel during the 2023-2024 heating season. The MOU aims to enhance cooperation around social protection by improving social services, data sharing, and awareness-raising campaigns. It also entails capacity-building support of the Pension Fund and Ministry of Social Policy at the regional and local levels.
- UNHCR and Ukraine's **Ministry of Education and Science** signed an MOU aimed at strengthening cooperation to enable forcibly displaced persons to access dignified accommodation and contributing to access to education amid the ongoing war. UNHCR contributes to these efforts through smaller scale refurbishment of damaged educational facilities; providing emergency shelter kits for schools and kindergartens impacted by strikes and shelling; setting up recreational spaces for children; provision of Chromebooks (laptops); and refurbishment of university dormitories that are currently serving as collective sites for displaced people. The MOU ensures that such dormitories can continue being used as collective sites until the end of martial law plus one year, to give displaced residents some security.

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, and currently co-chairs the Community Planning for Durable Solutions and Recovery Working Group. 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 response:** Over 120 Protection Cluster partners, including child protection, GBV and Mine Action actors, continued to deliver protection services and assistance to displaced people, non-displaced people affected by the war, and returnees. Over 6.2 million people were reached with services or activities through partners, including for example psychosocial support, awareness raising, counselling, legal assistance, referrals to specialized services, individual protection assistance and community-based protection. The highest numbers of people reached were reported in Dnipropetrovska and Kharkivska oblasts in the east of Ukraine.
- **Protection monitoring:** Following the successful launch of the Protection Monitoring Tool at the community level in early 2023, 20 Protection Cluster partners conducted over 20,000 protection assessments across 24 oblasts. Highlights and detailed results are available through the Protection Monitoring Tool Dashboard.
- **Protection strategy:** The Humanitarian Country Team (HCT) endorsed the revised HCT Centrality of Protection Strategy developed by the HCT Protection Strategy Working Group, with participation by the Protection Cluster. The strategy incorporates five advocacy priorities: compensation and reparations, law on collaboration and its impact on Ukrainian citizens living in areas formerly under the temporary occupation of the Russian Federation, birth registration and access to documentation, impact of limited humanitarian access on protection in hard-to-reach areas, and de-institutionalization.

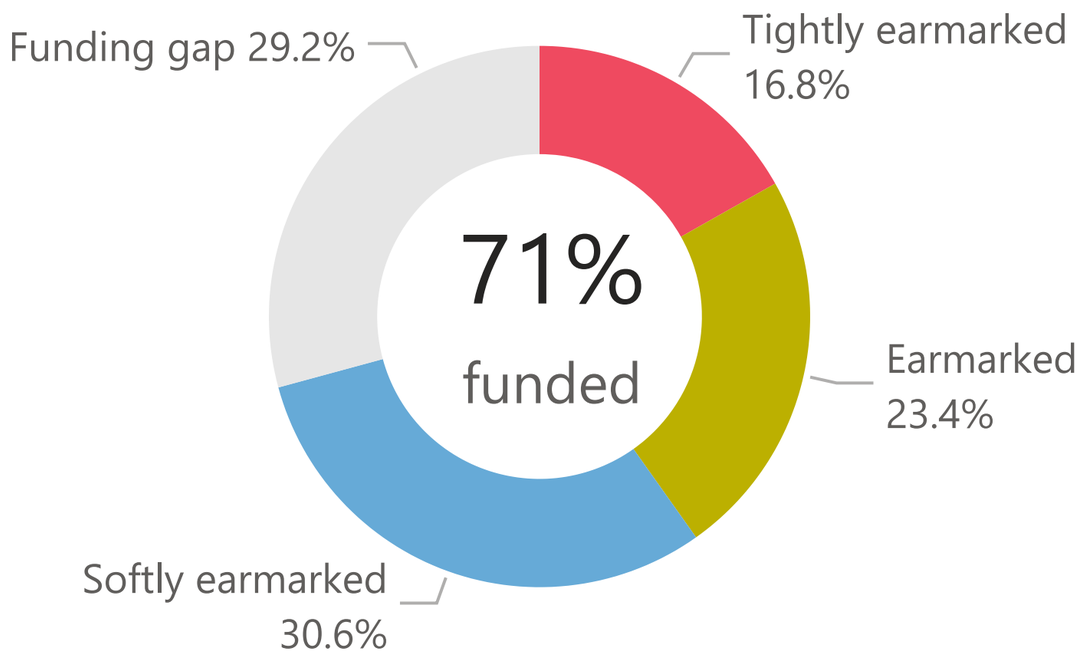
SHELTER AND NFI CLUSTER

- **SNFI response:** In November, Shelter Cluster partners provided repair assistance to 12,000 people, which included 192 heavy repairs. Additionally, 85,000 people received NFIs, and 31,000 people were supported with winter clothing assistance. A crucial aspect of the response this month was supporting 395,000 people with their winter energy needs through cash and in-kind assistance. Non-standard NFI assistance (such as such as refrigerators, cookers, and washing machines, for example) was also provided to 24,000 people.
- **Winterization coordination:** The Cluster focused on winterization assistance and field-level coordination with partners, oblast, and local authorities. This included several meetings at various levels, including with the Vice Prime Minister, where gaps were discussed and addressed.
- **Capacity building:** A capacity-building session was conducted in Kyiv, attended by over 50 people from various organizations, oblast authorities, and Ministry representatives. This session aimed to strengthen collaboration with authorities by enhancing understanding of the Shelter Cluster's structure, roles and tasks.

CCCM CLUSTER

- **Minimum standards in collective sites:** The CCCM Cluster, jointly with REACH, conducted collective site monitoring to assess sites' compliance with the minimum standards for collective site management and maintenance as per the recently adopted Resolution 930. The results showed that, on average, collective sites comply with 65% of the minimum standards, with the lowest rate of compliance in the northern oblasts (60%) and the highest in the west (67%). Key gaps related to lack of disability-friendly infrastructure (58% of sites), lack of disability-friendly sanitation facilities (over 83% of sites), lack of washing machines (81%), and lack of bathing facilities (47%). Almost half of the collective sites reported the need for light and medium repairs. This analysis is informing the Cluster's coordination and prioritization with muti-sectoral partners to bring selected sites up to standards.
- **Solutions for residents of collective sites:** The CCCM Cluster, jointly with REACH, finalized the results of focus group discussions held on the topic of durable solutions for people living in collective sites. The results showed that 78% of households rely on social benefits and humanitarian assistance. Only 35% of working-age people in collective sites are employed. The key reasons for non-employment are caring responsibilities and lack of vacancies. Participants also pointed out that their emotional state and uncertainty prevent them from seeking employment. As a next step, the CCCM Cluster is organizing, jointly with REACH,an interagency analysis workshop to support strategic priorities on durable solutions in 2024.

Financial updates



$602.5M

UNHCR's financial requirements 2023

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

Publications

- Ukraine Situation Winterization Plan 2023-2024
- Lives on Hold: Intentions and Perspectives of Refugees and IDPs from Ukraine #4
- Ukraine Situation: Supporting an area-based approach to durable solutions
- Ukraine Position on Voluntary Return to Ukraine - June 2023

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Contact UNHCR's Hotline 0-800-307-711 for feedback and advice on assistance and services