

UKRAINE

UNHCR OPERATIONAL UPDATE

December 2016

KEY FIGURES

81 per cent

of people crossing the line of contact are concerned about long queues at checkpoints

55 per cent

of people crossing the line of contact are concerned about shelling

41 per cent

Travel to visit relatives

37 per cent

are concerned about difficult conditions while queuing at checkpoints

14 per cent

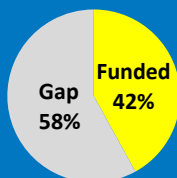
of people travelling by car were unable to cross due to long queues

Source: Foundation.101 crossing the line of contact survey (November 2016)

FUNDING

USD 42.3 million

requested for 2016



PRIORITIES

- Leading the Protection and Shelter/NFI Clusters.
- Supporting the Government of Ukraine on IDP and refugee/asylum issues.
- Advocacy on freedom of movement, humanitarian access, and other concerns.
- Provision of humanitarian assistance, especially near the line of contact.

HIGHLIGHTS

- **Situational overview:** During the reporting period, the security situation in eastern Ukraine remains volatile.
- **Protection concerns:** Freedom of movement across the line of contact remains a primary concern. The suspension of social and pension payments to IDPs pending verification of their residential address is an ongoing concern.
- **Legislation update:** Parliament considered three important draft laws relating to the prevention and combat domestic and gender-based violence.
- **Assistance provided:** In November, UNHCR provided non-food items (NFIs) and emergency shelter assistance to more than 2,700 people. UNHCR and its partners provided over 8,000 legal, information and psychosocial consultations to IDPs and other people of concern.



On 20–24 November, the UN High Commissioner for Refugees, Mr. Filippo Grandi, visited Ukraine to assess at the situation of internally displaced people and the conflict affected population. This was the first time in twenty years that a High Commissioner has visited Ukraine, where conflict has divided the country and displaced more than two million people within the borders and to neighboring countries. During his visit, Mr. Grandi witnessed the growing humanitarian challenges in towns and villages near the line of contact in eastern Ukraine as harsh and bitter winter conditions set in.

Photo: UNHCR Ukraine/John Wendle/Donetsk region/November 2016

UPDATE ON ACHIEVEMENTS

Operational Context

The security situation along the line of contact continued to deteriorate during the reporting period. The OSCE SMM [reports](#) an increased use of weapons proscribed by the Minsk Agreements. Hostilities remain concentrated in the areas of Donetsk airport-Yasynuvata-Avdiivka; Novozvanivka, Kalynove, Veselohorivka and Troitske; west of Horlivka; south-east and east of Svitlodarsk; and areas east and northeast of Mariupol. The parties to the conflict continued to endanger civilians by shelling populated areas and areas close to crossing points on the line of contact. The presence of explosive remnants of war (ERW) and landmines continues to pose a threat in areas near the line of contact, with frequent reports of civilian casualties. UNOCHA's [Humanitarian Dashboard](#) provides an overview of the humanitarian situation.

Freedom of movement across the line of contact remains problematic, with long queues and average waiting times of around 4 hours reported at crossing points on the line of contact. Reasons for delays at crossing points include lack of staff and equipment to manage the number of people waiting to cross. The State Border Guard Service intends to deploy an additional 40 staff to ease congestion at checkpoints. Worsening weather conditions make the situation of those waiting to cross at checkpoints particularly difficult, with current low temperatures in eastern Ukraine of around -10 C. Reduced winter operating hours increase the exposure of civilians to risk from the conflict and adverse weather. UNHCR has provided winterized weather shelters for those waiting to cross at all operational checkpoints.

In November, there was a further decrease in the number of organizations authorized to work in non-government controlled areas of Donetsk region. This will make it more difficult to deliver assistance to those in need.

The suspension of state social assistance payments and pensions to IDPs remains a primary concern. IDPs remain concerned with the fact that home visits, which are mandatory for allocation and reinstatement of social payments and pensions, are delayed for between three weeks to couple of months. Local Departments of Social Protection confirm that inspections take longer than the 15 days envisaged due to lack of staff and transportation. The suspension of pensions and social assistance pending verification of residential addresses has affected some 500,000-600,000 IDPs, of which around half have not yet had their entitlements reinstated. UNHCR continues to advocate for the Government to reinstate social assistance and pensions to IDPs.

On 21-24 November, the High Commissioner visited Ukraine on a four-day mission. Mr. Grandi was joined by the Director of UNHCR's Europe Bureau, Mr. Vincent Cochetel. Following meetings in Kyiv with UNHCR staff, UN and NGO partners, donors and senior Ukrainian Government officials, including with President Petro Poroshenko, the delegation travelled to northern Donetsk and the non-government controlled area of Luhansk region. During the field visit, the High Commissioner seized the opportunity to meet and talk to displaced and affected communities, observe UNHCR's activities, and meet with partners and staff. At the end of his visit, Mr. Grandi issued an appeal to all parties involved in the conflict in Ukraine to improve freedom of movement at checkpoints for people living near the line of contact and to allow humanitarian aid to reach hundreds of thousands of people displaced in government and non-government controlled areas.

External Displacement

UNHCR continues to monitor the refugee situation in neighbouring countries. According to government sources in receiving countries, the total number of Ukrainians seeking asylum or other forms of legal stay in neighbouring countries now stands at 1,481,377, with the majority going to the Russian Federation (1,154,212) and Belarus (148,549). In other neighbouring countries, 286 Ukrainians sought asylum in Moldova, 80 in Romania, 71 in Hungary and 26 in Slovakia. As of 1 September, since the beginning of the crisis, in the top five receiving countries of the European Union there were 7,967 applications for international protection in Germany, 7,267 in Italy, 5,423 in Poland, 3,176 in France and 2,742 in Sweden.

Data source: Respective national asylum authorities

Achievements



Protection

Protection Cluster

- The Protection Cluster led by UNHCR, finalized its contributions to the Humanitarian Needs Overview (HNO) and Humanitarian Response Plan (HRP) process. 41 projects were submitted, with 29 accepted. The funding requirement is for \$ 42.6 million, with 2.9 million people in need, of whom the HRP will target 2.1 million. As the conflict moves into its fourth year, the lack of integration for many IDPs continues to present serious protection concerns, which the Protection Cluster will seek to address through a focus on durable solutions and capacity building of local actors. Protection actors will carry out protection and human rights monitoring, advocate for non-discriminatory access to services; documentation and counselling on housing, land and property (HLP) rights, and strengthen referral pathways and community-based protection mechanisms. Protection actors will also focus on improving access to justice for the affected population, as well as ensuring non-discriminatory access to social benefits and pensions. The suspension of social payments, including pensions, to IDPs was a major protection concern in 2016 and will remain at the centre of the protection cluster's advocacy in 2017.
- The Cluster undertook a mission to Mariupol and Dnipropetrovsk, where it held protection working group meetings, met with protection partners and led a training session on protection mainstreaming for non-protection actors, including NGOs and civil servants working closely with IDPs and the conflict-affected population.
- More information on Cluster activities is available in the November [factsheet \[pdf\]](#).

Achievements, Impact and Identified Needs

- The Ministry of Temporarily Occupied Territories and Internally Displaced Persons (MTOTIDP) has established a working group comprising of representatives of central state authorities, deputies, international organizations and civil society. In order to carry out targeted work, the group is divided into five thematic sub-groups covering: Improvement of the legal situation of IDPs, the functioning of state authorities and local self-government in IDP-related areas; confirmation of civil documents and contracts, registration of legal facts; social and economic rights of IDPs; access to education; and housing, restitution and compensation. UNHCR is represented in the working group and will directly contribute to the work of at least of two of the sub-groups. Through its partners, UNHCR is represented in all sub-groups.
- During the reporting period, UNHCR partners provided over 8,900 consultations to IDPs and people at risk of displacement. In the government controlled area of Donetsk region, UNHCR partner Kharkiv Station provided 1,072 general information consultations, 376 legal consultations, 381 psychosocial consultations, social consultations were provided to 462 people and employment consultations to 127 people. UNHCR partner Slavic Heart provided information assistance to 238 people, 63 legal consultations, 54 psychosocial consultations and 91 social consultations. Proliska provided 1,454 information consultations and assisted 95 people with individual case management. In all cases, the majority (between 65-86 per cent) of consultations were provided to women. Main concerns included humanitarian assistance, medical concerns, housing, humanitarian assistance, winterization, reinstatement of social assistance, civil documentation, crossing the line of contact, family issues and anxiety. CrimeaSOS provided 652 legal consultations and 257 social consultations. Norwegian Refugee Council (NRC) provided 50 information sessions, 362 counselling sessions and legal assistance in 25 cases.
- In the non-government controlled area of Donetsk, UNHCR partner Maximal provided 270 information consultations, 235 legal consultations, 276 psychosocial consultations, 153 social consultations and 25 visits by mobile teams. In addition, the mobile team with social workers assisted 137 persons with specific needs, IDPs and older people. Four psychosocial events for children were held with 45 participants. Partner NGO MOST provided 152 information and 115 psychosocial consultations. Some 250 persons attended professional development training sessions organized by the NGO. UNHCR partner Donbas Development Centre (DDC) provided 55 legal consultations and ran 39 workshops on professional and personal skills improvement for 601 persons. The NGO assisted 60 community groups including youth, associations and local organizations in improving their organizational capacities through a co-working space. A further 90 persons attended courses on construction. In the non-government controlled area of Luhansk, UNHCR Protection Unit provided 41 legal consultations and 45 telephone consultations.

Shelter and Non-food Items (NFIs)

Emergency Shelter and NFIs Cluster

- The Shelter Cluster, led by UNHCR and co-chaired by People in Need (PiN), has published an [online map](#) showing winterization coverage. This year's winterization activities have four objectives: personal insulation, heating, shelter insulation, and heating for communal facilities and infrastructure.
- Shelter partners participated in a training provided by NRC on the importance of housing, land, property tenure considerations to have in mind when implementing shelter projects. Shelter partners received an introduction to the key vocabulary of tenure. They also engaged in practical exercises on how to create a tenure project timeline within their shelter project timelines.
- The demand for social housing and durable shelter solutions for permanent stay has increased in the past few months, as noted during the humanitarian response planning process. The Terms of Reference for the Cluster's Permanent Housing Technical Working Group were updated to encompass a discussion on social housing for IDPs. Partners convened on 17 November to discuss many of the critical aspects that permanent housing projects will entail. In December, partners will convene to discuss the three main components required in such projects: technical construction, beneficiary selection and legal challenges. Information about this and related resources are available [online](#).
- A worrying trend of lack of affordable housing and involuntary evictions from collective centres has put pressure on the Cluster to monitor the current status of collective centres. The Shelter Cluster team has identified subnational partners who would be in a position to update the monitoring framework with the critical indicators needed for durable solutions and to support programming during 2017.

Natasha Parkhomenko and her husband Vasily sleep in this one-room cellar on their property because it costs less to heat in the winter. A mortar crashed into the roof of their house last year. The family has made rudimentary repairs, but Natalia says if the winter bites, they'll be cold. All the windows were broken and the air whistles in. The storage cellar where they live now is a gloomy four square meter underground room; cramped for a family of seven. Here the family took shelter when there was shelling and here they'll stay with their home-made stove if the temperature really drops. "If there's not enough heat, we'll come here," she said, "because the room is smaller and it heats up more quickly." Read more about winter needs in villages near the line of contact: [For many along Ukraine's division line, cold is also an enemy.](#)



Achievements, Impact and Identified Needs

- During the reporting period, UNHCR NFI and shelter assistance was provided to over 2,700 people. In government-controlled areas, UNHCR partner Adventist Development and Relief Agency (ADRA) carried out light and medium repairs for 42 households near Mariupol. DRC distributed shelter materials to 18 households. In northern Donetsk, ADRA carried out light and medium repairs for 102 households. UNHCR partner People in Need (PiN) provided shelter assistance to 66 households in the area. In non-government controlled areas of Donetsk region, PiN conducted 26 light and medium repairs to homes and assisted a further 708 households in apartment blocks. UNHCR provided 200 NFI sets comprising of bedding, kitchen utensils and plastic sheeting to Maximal for distribution to vulnerable people in Donetsk city. UNHCR also provided emergency shelter material to DDC for distribution in the area. In the non-government controlled area of Luhansk region, UNHCR distributed winterization kits to 49 families in Velyka Verhunka village. UNHCR also provided shelter materials to 72 households in the area. In 2016, as of mid-November, UNHCR has provided 1,799 emergency repairs, 1,195 light repairs, 897 medium repair and 81 heavy repairs. A total of 3,972 buildings have been repaired assisting some 5,600 households.

UNHCR partner organizes creative events on SGBV prevention among youth

UNHCR partner the Right to Protection together with local NGO Smile of the Child organized a series of outreach events in Zaporizhzhia region to raise awareness about SGBV and its prevention among school children. Nearly two hundred children attended the event at an entertainment center in the town of Berdyansk, where they were invited to participate in an interactive quest. The outreach event included dancing, a DJ competition and quizzes for youngsters. *Photo: NGO Smile of the Child*



Ukraine: UNHCR Presence



128 Staff in 8 Offices / Hubs

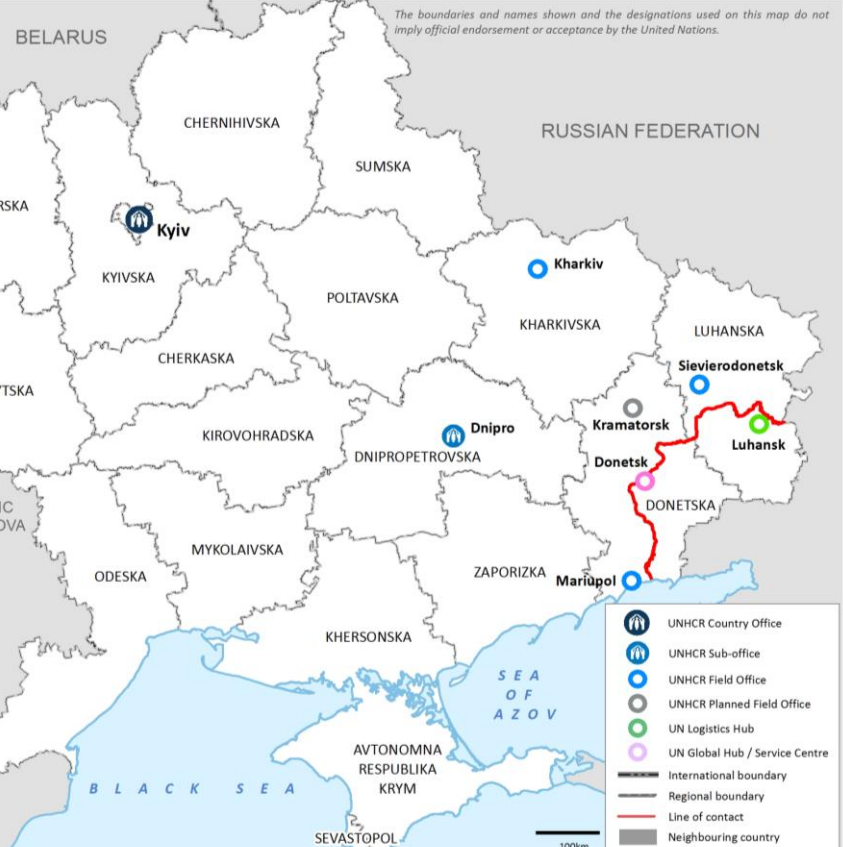
22 Partner Organizations
covering western, central and eastern Ukraine

Assistance to refugees and asylum seekers

- Desyate Kvitnya
- Faith, Hope, Love
- NEEKA
- Right to Protection (R2P)
- Rokada
- World

Assistance to internally displaced persons

- Adventist Development and Relief Agency (ADRA)
- Chiricli
- CrimeaSOS
- Danish Refugee Council (DRC)
- Desyate Kvitnya
- Donbas Development Centre
- Dopomoha Dnipra
- Foundation.101
- HelpAge International
- Kharkiv Station
- Maximal
- Most
- Norwegian Refugee Council (NRC)
- People in Need (PiN)
- Proliska
- Right to Protection (R2P)
- Slavic Heart
- Ukraine Crisis Media Center (UCMC)



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

	UNHCR Country Office
	UNHCR Sub-office
	UNHCR Field Office
	UNHCR Planned Field Office
	UN Logistics Hub
	UN Global Hub / Service Centre
	International boundary
	Regional boundary
	Line of contact
	Neighbouring country

Date: 09 Nov 2016 Sources: UNHCR Author: UNHCR - Kyiv Feedback: InformationManagement@unhcr.org Filename: UNHCR_presence_Eng_v1

Working in partnership

The humanitarian response to the internal displacement situation in Ukraine is a coordinated effort by international organizations, the Government, local and international NGOs. UNHCR signed a Letter of Understanding with the [Ministry for Temporarily Occupied Territories and Internally Displaced Persons](#) establishing a framework for collaboration and coordination aimed at maximizing the capacity of UNHCR and the Ministry to assist IDPs. UNHCR works together with 16 implementing partners and other partners providing assistance to IDPs through protection and legal assistance, policy development and capacity building and the distribution of emergency shelter materials and non-food items. UNHCR leads the Protection Cluster and co-chairs the Shelter and Non-food Item Cluster together with [People in Need](#).

UNHCR implementing partners (IDP operation): [Adventist Development and Relief Agency](#) | [Chiricli](#) | [CrimeaSOS](#) | [Danish Refugee Council](#) | [Desyate Kvitnya](#) | [Dopomoha Dnipro](#) | [Donbass Development Centre](#) | [Foundation.101](#) | [HelpAge International](#) | [Kharkiv Station](#) | [Most](#) | [Maximal](#) | [Norwegian Refugee Council](#) | [People in Need](#) | [Proliska](#) | [Slavic Heart](#) | [Right to Protection](#) | [Ukraine Crisis Media Centre](#)

Key Shelter and Non Food Items Cluster partners: [Adventist Development and Relief Agency](#) | [Caritas Ukraine](#) | [Chesna i Svyata Kraina](#) | [CrimeaSOS](#) | [Danish Refugee Council](#) | [Dopomoha Dnipro](#) | [HIA Hungary](#) | [IOM](#) | [Mercy Corps](#) | [Ministry of Regional Development, Building and Housing](#) | [Ministry of Social Policy](#) | [Norwegian Refugee Council](#) | [People in Need](#) | [Save the Children UK](#) | [Save Ukraine Organization](#) | [State Emergency Service](#) | [Ukrainian Red Cross Society](#) | [UNDP](#) | [Vostok SOS](#) | [World Jewish Relief](#)

Key Protection Cluster partners: [Danish Refugee Council](#) | [Crimea SOS](#) | [Crimean Diaspora](#) | [HelpAge](#) | [IOM](#) | [Norwegian Refugee Council](#) | [OHCHR \(HRMMU\)](#) | [OSCE](#) | [People in Need](#) | [Right to Protection](#) | [Save the Children](#) | [The Ukrainian Parliament Commissioner for Human Rights](#) | [UNICEF](#) | [UNFPA](#) | [Vostok SOS](#)

FINANCIAL INFORMATION

UNHCR is very grateful for the financial support provided by donors, particularly those with un-earmarked and broadly earmarked funds. UNHCR's total financial requirement in 2016 for Ukraine is **US\$ 42.3 million**. Contributions recorded so far represents **42 per cent** of the total financial requirements.

Donors who have contributed:

- Canada
- Denmark
- Estonia
- European Union
- Finland
- Germany
- IOM
- Japan
- Private Donors
- Republic of Korea
- Russian Federation
- Sweden
- United States of America

Funding (in million USD)

A total of **17.9 million** has been contributed

	Funded	Gap	Total Requested
Ukraine	17.9	24.4	42
Belarus	0	0.1	
The Russian Federation	0	0.08	
Rep. of Moldova	0	0.05	
Regional Costs	0	0.05	

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