

# Operational Update

01-31 January 2018

**Situational overview:** The security situation in eastern Ukraine progressively deteriorated, with four civilian fatalities recorded during January.

**Protection concerns:** Freezing temperatures winter conditions; UNHCR continued implementation of its winter assistance plan.

**Assistance provided:** In January, UNHCR provided winterization, non-food items (NFIs), and shelter assistance to more than 6,600 people.

## KEY INDICATORS

**785**

IDPs and conflict-affected persons received **legal assistance** from UNHCR partners in 2018.

**1,400**

households in the non-government controlled area of Donetsk region received **4,211 tonnes of coal** from UNHCR in 2018.

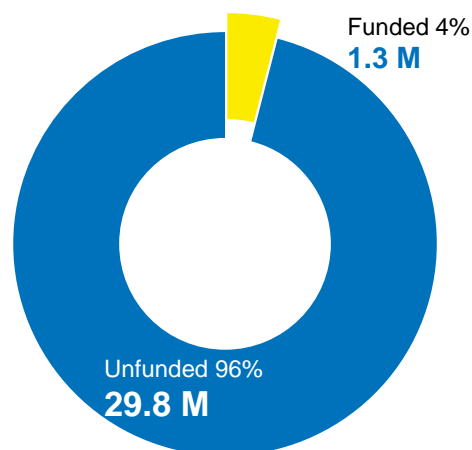
**800**

households in government-controlled areas received **winter cash assistance** in 2018.

## FUNDING (AS OF 20 FEBRUARY)

**USD 31.1 M**

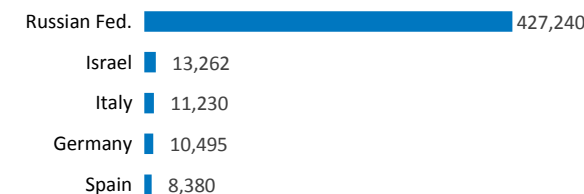
requested for Ukraine



## INTERNALLY DISPLACED PERSONS (IDP)\* AND CONFLICT-AFFECTED PERSONS\*\*

**1.8 million** \*\*\*

### ASYLUM SEEKERS FROM UKRAINE\*\*\*\*



\* Residing more permanently in government-controlled areas (GCA).  
 \*\* Estimated number of conflict-affected persons living along the line of contact in GCAs and non-government controlled areas (NGCA).  
 \*\*\* Source: 2018 Humanitarian Response Plan (HRP).  
 \*\*\*\* Source (external displacement): Russian Federation (as of December 2016), Israel (as of June 2017): respective government authorities, UNHCR. EU Countries: EUROSTAT (as of October 2017).  
 External displacement data refers to the total number of asylum applications by Ukrainians (first time applications) in the top five receiving countries since the beginning of the Ukraine situation in January 2014.



UNHCR supports Veselka TV, an IDP community initiative.  
 Photo: UNHCR/Vira Shelest

## Update on Achievements

### Operational Context

During January, ceasefire violations progressively increased despite the parties to the conflict recommitting to the ceasefire on 27 December. On 21 January, small arms fire hit a bus during daylight hours at a crossing point on the line of contact at Olenivka (NGCA) leading to civilian casualties, including one fatality. Although there are no indications that the attack represents a trend, there is nonetheless an increased risk to civilians and humanitarian staff travelling across the line of contact. To date, [OSCE reports](#) 14 civilian casualties since the start of the year, including four fatalities. In January, the State Border Guard Service (SBGS) recorded some 936,200 crossings of the line of contact. UNHCR completed the delivery of winterization materials to the SBGS for the winterization of five checkpoints on the GCA side of the line of contact. UNOCHA's [Humanitarian Bulletin](#) provides an overview of the humanitarian situation.



*Prior to the conflict in eastern Ukraine, Sergiy Sanzharovskiy, aged 44, was employed and able to support his family as well as his parents. Due to the conflict, Sergiy lost his job and his recently built house. Despite these setbacks, he is optimistic and actively looking for new employment. His main concern is that his village, located near the line of contact, is cut off from other cities and towns by damaged roads and poor mobile phone coverage. Sergiy's family now depend on humanitarian aid. In winter 2017-18, the UN Refugee Agency and its partner NGO Proliska assisted the family with coal for heating.*  
Photo: UNHCR/Tania Bulakh

## Achievements



### PROTECTION

#### Protection Cluster

- The Protection Cluster led by UNHCR contributed to the 2017 annual Humanitarian Response Plan (HRP) report. In 2017, the Cluster reached 55 per cent of the 1.85 million people targeted through its partners funded under the HRP. Including partners funded outside the HRP, the Cluster reached 62 per cent of the targeted population. The Cluster prioritized advocacy for protection issues relating to access to social assistance and pensions, freedom of movement, birth registration, and protection concerns of persons living near the line of contact. The Cluster prepared 11 monthly factsheets on key protection issues and response, and 4 advocacy notes on suspension of social benefits and pensions, protection for development actors, housing, land and property (HLP), and protection concerns of LGBTI IDPs and conflict-affected persons, used by the Humanitarian Country Team (HCT) and other stakeholders to support advocacy. The Cluster translated IASC Guidelines on Accountability to Affected Populations, as well as notes on Community-Based Protection, and Mental Health and Psychosocial Support, in order to facilitate their use by national humanitarian actors. The Cluster held seven trainings on information management and the 5W process, protection-sensitive interviewing techniques, protection mainstreaming and the IASC Guidelines on Mental Health. The trainings were attended by 141 Kyiv and field-based participants from 68 organizations, with 48 per cent of participants representing national NGOs and government.
- The Cluster discussed advocacy priorities for 2018, deciding on the following key focus areas: mine action, protection of civilians and critical infrastructure, freedom of movement, access to documentation, access to social assistance and pensions, HLP rights, sexual and gender-based violence (SGBV), psychosocial support (PSS), child protection, social cohesion and peace building. Cluster members decided that there should be additional focus on people living near the line of contact, disability inclusion, gender mainstreaming, access to civil documentation, Crimean IDPs, and durable solutions.
- The Protection Cluster is concerned about the continued disruption to mobile phone services in the non-government controlled area of Donetsk region. Persons in the area must resort to internet-based communication to communicate with persons in the government-controlled areas. Lack of mobile connection between the NGCA and GCA further entrenches divisions, and deepens the isolation of people in the NGCA, particularly those with specific needs, who are immobile, and who not cannot maintain links with the outside world. It also hinders people from receiving important

information about verification visits in GCA, which are a prerequisite to receive government social assistance and pensions.

- More information on Cluster activities is available in the [January fact sheet \[pdf\]](#).

### **Achievements, Impact, and Identified Needs**

- On 17 January, the Government adopted a resolution of the Cabinet of Ministers of Ukraine "On Amendments to Item 3 of the Procedure for the Provision of Monthly Targeted Assistance to Internally Displaced Persons to cover Housing Costs, Including Housing and Communal Services", increasing targeted assistance covering living costs, including housing and communal services. Children and pensioners are to receive UAH 1,000 (USD 34) per month, with limits of UAH 3,000 (USD 103) per family, UAH 3,400 (USD 117) per family including a person with disabilities, and UAH 5,000 (USD 172) for families with three or more children.
- At the start of the year, UNHCR Ukraine established a new unit dedicated to durable solutions. The focus of the unit is on access to adequate housing for IDPs and conflict-affected persons. Access to social and affordable housing is a key concern directly affecting IDP integration. Housing is systematically among the top three concerns of IDPs. UNHCR's response is based on facilitation and advocacy, offering a legal support and working with partners, including the Government, to provide affordable housing solutions. The new unit has begun a feasibility study on the use of revolving funds to provide housing for IDPs and conflict-affected persons.
- During January, UNHCR partner NGOs Desyate Kvitnya and Right to Protection (R2P) provided primary legal assistance to 785 IDPs and conflict-affected persons, and individual protection counselling to 1,463 persons. The UNHCR hotline managed by R2P received calls from 99 persons. The NGO also assisted 62 IDPs and conflict-affected persons in eastern Ukraine with Individual Protection Assistance (IPA). Main concerns included civil documentation, family unity, freedom of movement, IDP registration, HLP, social assistance, pensions, inheritance, humanitarian assistance, and legislative developments.
- In the non-government controlled area of Donetsk region, UNHCR and its NGO partners provided protection counselling to over 1,500 persons, including 30 home visits to persons with disabilities and older people, and eight SGBV survivors. UNHCR NGO partners provided capacity development training for 81 people on subjects including personal development, interpersonal communication, personal safety and career advice. UNHCR assisted 70 IDPs and conflict-affected persons in eastern Ukraine with IPA. In the non-government controlled area of Luhansk region, UNHCR provided protection counselling to some 20 persons. Main concerns included winterization, humanitarian assistance, social assistance, pensions, crossing the line of contact, HLP, employment, civil documentation, education, health, and child protection.

**SHELTER AND NFIS****Shelter and NFIs Cluster**

- The Shelter and NFI Cluster led by UNHCR and co-chaired by the NGO People in Need (PiN), has issued its [Annual Report \[pdf\]](#). The document provides figures measuring the Cluster's achievements in 2017 against its four set objectives; one coordination and three operational objectives:
  - Emergency shelter repairs to newly damaged houses and life-saving winterization support (118,589 persons assisted, 116 per cent of the initial target);
  - Light and medium shelter repairs and adequate housing support for IDPs (6,815 households assisted, 32 per cent of the initial target);
  - Structural shelter repairs / reconstruction (22,115 households assisted, 151 per cent of the initial target).
- In 2017, some 19,000 homes received winterization assistance, despite reduced funding for such assistance and the subsequent recommendation to restrict assistance to "critical" cases. The protracted nature of the Ukraine situation means that the needs of the most vulnerable persons increase over time.
- As part of the transitional plan initiated in 2016, the Cluster continues to follow the roadmap towards its expected deactivation at the end of 2018. The transitional plan is based on the current situation characterized by sporadic and isolated emergencies co-existing with recovery and development concerns. Consequently, UNHCR and PiN are reducing Cluster coordination resources and are in the process of revising Cluster services and products. Members of the Cluster advisory group recommend:
  - Reducing the frequency of national-level Cluster meetings and related documents from monthly to quarterly;
  - Reducing the production of technical documents;
  - Increasing the Cluster's links with recovery and development sectors.

**Achievements, Impact, and Identified Needs**

- During the reporting period, UNHCR continued implementation of its winterization assistance plan in eastern Ukraine. In government-controlled areas, more than 800 vulnerable households received one-time unconditional winter cash grants of UAH 7,800 (USD 273) to help meet winter costs such as heating and clothing. Winter cash assistance was distributed by UkrPoshta (the Ukrainian postal service) via post offices following an agreement between UNHCR and UkrPoshta. UNHCR partner Proliska distributed winter jackets to 854 persons. UNHCR provided the Federation of Greek Communities in Ukraine, a UNHCR operational partner, with winter jackets for



distribution to 394 persons. In Luhansk region, UNHCR distributed thermal blankets to 905 persons.

- In the non-government controlled area of Donetsk region, UNHCR provided 4,211 tonnes of coal to 1,407 households (three tonnes per household), while in the non-government controlled area of Luhansk region, UNHCR distributed winter jackets, gloves, and boots to 50 people.
- In addition to winterization assistance, in the government-controlled area of Donetsk region, Proliska distributed emergency NFI kits and other NFIs to 11 households. UNHCR partner PiN completed shelter repairs to 35 conflict-damaged homes.
- In the non-government controlled area of Luhansk region, UNHCR provided 38 households with NFIs. UNHCR also distributed IOM and UNICEF-provided diapers and hygiene kits to 31 persons.

## Working in partnership

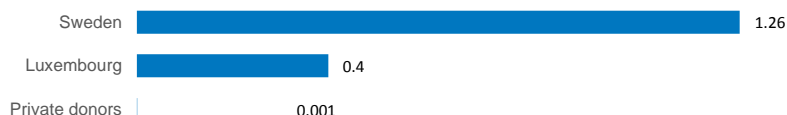
- The humanitarian response to the internal displacement situation in Ukraine is a coordinated effort by the Government, international organizations, national and international NGOs.
- UNHCR signed a Letter of Understanding with the [Ministry for Temporarily Occupied Territories and Internally Displaced 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 [10 partners](#) as well as other operational partners providing support 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](#).

## Financial Information

Total recorded contributions for the operation amount to some **US\$ 1.3 million**, including **US\$ 1.26 million** for the situation.

UNHCR is grateful for the critical support provided by donors who have contributed to this operation as well as those who have contributed to UNHCR programmes with unearmarked and broadly earmarked funds.

### Funding received (in million USD)



## External / Donors Relations

### Special thanks to the major donors of unrestricted and regional funds in 2018

Sweden (98 M) | [Norway \(43 M\)](#) | Netherlands (39 M) | [United Kingdom \(32 M\)](#) | Denmark (25 M) | [Australia \(19 M\)](#) | Switzerland (15 M) | [Italy \(11 M\)](#)

### Thanks to other donors of unrestricted and regional funds in 2018

Algeria | [Bosnia and Herzegovina](#) | Canada | [China](#) | Estonia | [Finland](#) | Germany | [Iceland](#) | Indonesia | [Kuwait](#) | Lithuania | [Luxembourg](#) | Monaco | [Montenegro](#) | New Zealand | [Qatar](#) | Republic of Korea | [Russian Federation](#) | Serbia | [Singapore](#) | Sri Lanka | [Thailand](#) | Turkey | [UN Peacebuilding Fund](#) | United Arab Emirates | [Uruguay](#) | Private Donors

### CONTACTS

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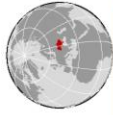
### LINKS

UNHCR Ukraine: [www.unhcr.org.ua/en](http://www.unhcr.org.ua/en) - Twitter: [www.twitter.com/UNHCRUkraine](https://www.twitter.com/UNHCRUkraine)

Facebook: [www.facebook.com/UNHCRKyiv](https://www.facebook.com/UNHCRKyiv) - Flickr: [www.flickr.com/photos/unhcr\\_ukraine](https://www.flickr.com/photos/unhcr_ukraine)

# Annexes

1.



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

## Ukraine: UNHCR Presence



### 7 Offices / Hubs / Unit

### 14 Partner Organizations

#### Assistance to refugees and asylum seekers

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



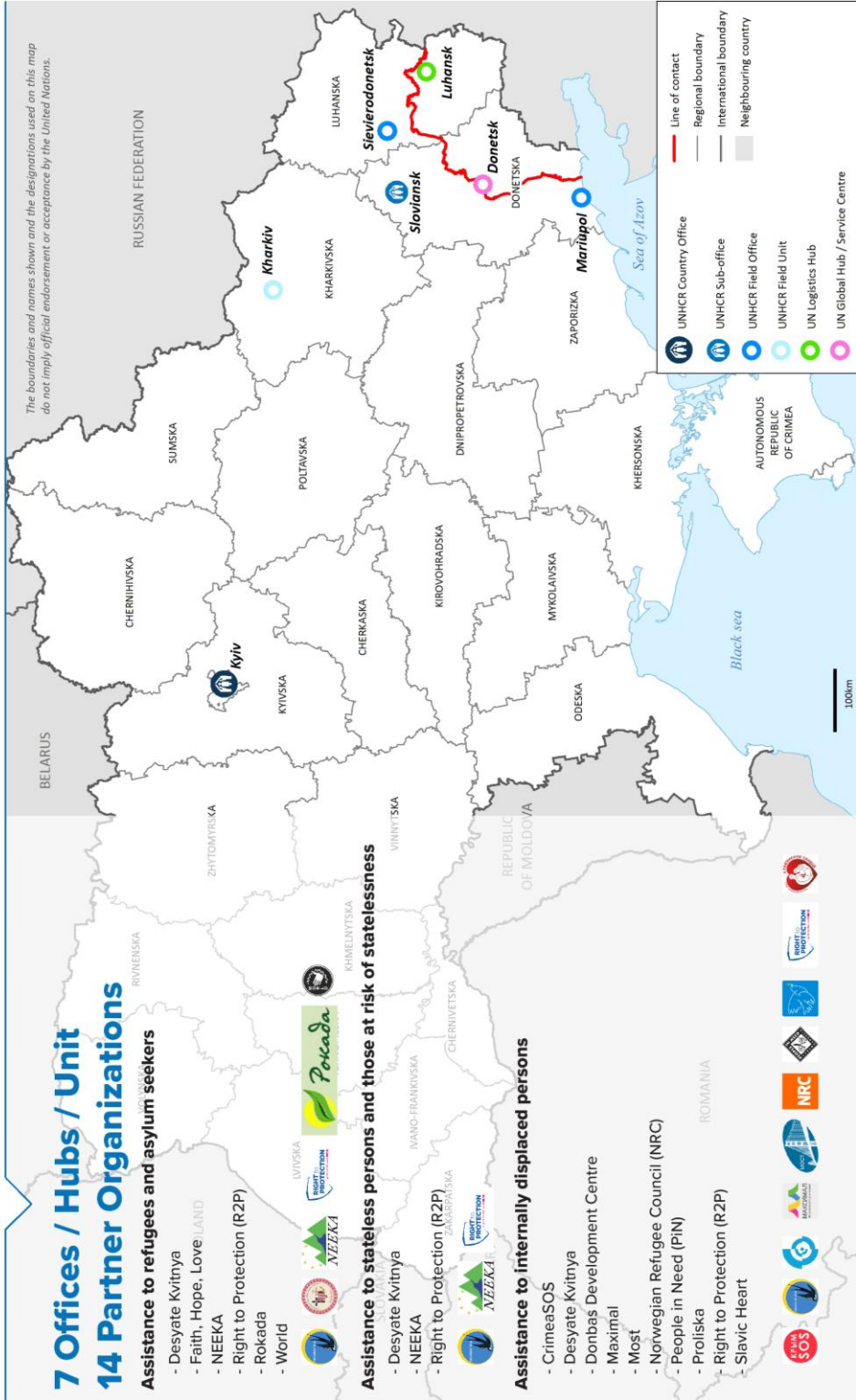
#### Assistance to stateless persons and those at risk of statelessness

- Desyate Kvitnya
- NEEKA
- Right to Protection (R2P)



#### Assistance to internally displaced persons

- CrimeaSOS
- Desyate Kvitnya
- Donbas Development Centre
- Maximal
- Norwegian Refugee Council (NRC)
- People in Need (PiN)
- Proliska
- Right to Protection (R2P)
- Slavic Heart



Date: 04 Jan 2018 Sources: UNHCR Author: UNHCR - Kyiv Feedback: UkraineInfoManagement@unhcr.org Filename: UNHCR\_presence\_EN\_V1