



UNHCR
The UN Refugee Agency

Annual Results Report

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Ukraine

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Section 1: Context and Overview

1.1 Changes to the Operational Context

The invasion of Ukraine by Russia in February 2022 caused the world's fastest growing displacement crisis since World War II, and dramatically changed the operational context and strategic direction for UNHCR in Ukraine. The operation's focus on durable solutions for the displaced and war-affected persons in Luhanska and Donetska oblasts and protection and solutions for the stateless and refugee and asylum-seeking populations rapidly shifted to a country-wide emergency response. UNHCR relocated its personnel and offices from areas under constant bombardment and opened new offices in central and western Ukraine. Major operational hubs were established in Vinnytsia and Dnipro to support the forcibly displaced population, while UNHCR maintained presence in Luhansk and Donetsk. Humanitarian access was however severely restricted in the areas under the temporary military occupation of the Russia Federation, impeding the delivery of material assistance and protection services to those most in need. Protection monitoring expanded from the former "contact line" to country-wide, and UNHCR partners set-up a regular presence at Ukraine's border crossing points with EU Member States and Moldova to provide support to those seeking safety and refuge abroad. The population in need of humanitarian assistance rose from 2.9 million in the 2022 Humanitarian Response Plan to 17.7 million in the Flash Appeal (March-December 2022). By the end of 2022, 5.9 million Ukrainians were estimated to be internally displaced (IOM DTM Round 11) and 7.9 million refugees from Ukraine were recorded across Europe.

Massive devastation and the destruction of civilian infrastructure made life unbearable for millions of people and severely disrupted critical services, including healthcare, education and social protection services. As part of the inter-agency response, UNHCR scaled up its programmes for protection, shelter, non-food items and multi-purpose cash, in line with its existing leadership of the Protection and Shelter/NFI Clusters. UNHCR also activated the Camp Coordination and Camp Management Cluster to support the government's response for persons living in collective sites.

To support the Government of Ukraine in its lead role in responding to the needs of its people, UNHCR worked closely with central and local authorities, including the Ministries of Foreign Affairs, of Reintegration of the Temporarily Occupied Territories, of Social Policy, and of Communities and Territorial Development, the State Migration Service, and the State Border Guard Service. UNHCR signed Memoranda of Understanding with three key Ministries in mid-April 2022 to strengthen coordination and ensure alignment of UNHCR's activities with Government social programmes, which helps reinforce national systems and mitigate potential dependence on humanitarian aid. UNHCR's co-leadership of the UNCT Durable Solutions Steering Committee, in line with UNHCR's wider strategy and coordination with the Government, has helped incorporate sustainable and durable solutions in the humanitarian response from the beginning.

1.2. Progress Against the Desired Impact

1. Impact Area: Attaining Favorable Protection Environments

Newly displaced and conflict affected people in Ukraine access protection services in accordance with their specific needs through a coordinated and inclusive humanitarian response.

Refugees and stateless persons have access to a fair procedure to determine their status in line with international and regional protection standards; conflict-affected persons and IDPs exercise their rights without facing discrimination.

Indicators	Population Type	Baseline (2022)	Actual (2022)
1.1 Proportion of individuals seeking international protection who are able to access asylum procedures.	Refugees and Asylum-seekers	64.94%	71.56%
1.2 Proportion of PoC who are able to move freely within the country of habitual residence. [GCR 2.1.2]	Refugees and Asylum-seekers	46.54%	100.00%
1.2 Proportion of PoC who are able to move freely within the country of habitual residence. [GCR 2.1.2]	Stateless Persons	17.68%	17.68%

The protection situation in Ukraine has deteriorated due to the war, particularly for those living in areas close to the front line or difficult the access. Protection risks have increased, including family separation, restricted freedom of movement, loss of civil status and housing, land and property documentation, and acute psychosocial distress. Multiple forms of gender-based violence have been reported, with high insecurity and risks for women and girls on the move, at border crossing points, transit/collective centres, and in bomb shelters. This includes reports of intimate partner violence, sexual exploitation and abuse, sexual harassment, sexual violence (including war -related sexual violence), and economic abuse. The war increased gender and intersectional vulnerabilities and inequalities, with marginalized groups at heightened risk, including LGBTIQ+, minorities, people with disabilities and people living with HIV/AIDS. The Government of Ukraine, UNHCR and Protection Cluster partners rapidly expanded their programming (and geographical coverage) to reach 7.3 million persons with protection services. UNHCR increased staffing for the Protection Cluster at national and field levels to strengthen coordination. Improved information management, protection training and revisions to the Protection Cluster's protection monitoring tool help improve the understanding of protection risks and strengthened the protection response.

UNHCR and partners provided protection services to 1.2 million people, including legal assistance, information on rights and entitlements, and psycho-social support, child protection services, and support for gender-based violence. Technical and material support was provided to the State Border Guard Service (to facilitate access to asylum abroad and return to Ukraine, as well as to the Ministry of Social Policy to support access to government assistance programmes and services.

Services for refugee status and stateless determination were disrupted from February to June due to the closure of some State Migration Services offices because of the security situation, including in the capital Kyiv. UNHCR and partners effectively advocated for protection procedures to resume, while also providing legal consultations and representation. This enabled several refugees and stateless persons to access protection status, residency, identity, and other documentation, and government services in line with national legislation. The recognition rate for refugees was similar to 2021 (24%) and 66 stateless persons had their status documented in 2022. Due to parliament's focus on issues related to the war, UNHCR was unable to advance a number of planned legislative reforms with the Government, including the reform of the national asylum legislation.

2. Impact Area: Realizing Rights in Safe Environments

Newly displaced and conflict-affected people in need in Ukraine access emergency humanitarian assistance.

Refugees and asylum-seekers, as well as conflict-affected persons, benefit from a protection-centred and participatory humanitarian response, which addresses protection risks in an AGD-sensitive manner with a particular focus on those with specific needs.

Indicators	Population Type	Baseline (2022)	Actual (2022)
2.2 Proportion of PoCs residing in physically safe and secure settlements with access to basic facilities	IDPs	99.18%	70.00%

UNHCR and partners provided multi-purpose cash and other material assistance to 2,585 refugees and asylum-seekers. As the war exacerbated existing vulnerabilities among these groups, introduced unrestricted cash assistance for a six-month period to help refugees and asylum-seekers cope with the shocks associated with the war and build their resilience.

UNHCR assisted more than 164,000 vulnerable internally displaced and war affected people with emergency shelter and housing support. Emergency shelter materials, including tarpaulins, wood and nails, provided a quick solution to homes impacted by missile attacks. Over 5,400 families were assisted with house repairs, including roofs and windows, which allowed them to remain or return to their homes in areas without imminent threat of shelling. This shelter assistance has been a key aspect of winter assistance, helping to reduce thermal losses, and more substantially it has contributed to durable solutions. UNHCR further helped improve and Collective Centres, ensuring that over 9,000 sleeping spaces were available for the most vulnerable displaced people.

UNHCR worked with financial service providers and a local NGO partner to deliver cash assistance to nearly 1 million people. Enrolment was conducted in 14 oblasts through centres or mobile teams. In line with Cash Working Group guidance, UNHCR initially operated an unrestricted cash programme to support IDPs during the initial period of their displacement until they could register for and receive GoU assistance. From June onwards, following revised CWG guidance, UNHCR targeted people with specific protection vulnerabilities and conducted de-duplication prior to payment. Eligible internally displaced people received UAH 2,220 per person per month for three months, which is aligned with the national social protection system. Under a Memorandum of Understanding with the Ministry of Social Policy, and following a Cabinet decision, UNHCR received referrals of vulnerable people to its cash programme from the government. To meet increased costs associated with winter, a top-up of UAH 6,660 per person was disbursed to over 400,000 people in heavily affected regions.

UNHCR and its partners assisted internally displaced people hosted in collective sites across the country with care and maintenance interventions, including window installation, procurement of boilers and water treatment systems, installation of ramps for people living with disabilities, and small repair work. UNHCR supported community groups involving representatives of internally displaced people, collective site administration, and NGOs to strengthen the interaction between stakeholders and ensure participation in decision-making.

UNHCR provided 1.78 million people with essential items such as blankets, bed linen, towels, kitchen sets, and hygiene kits, including NFIs for the winterization response like thermal blankets, quilts, thermos flasks and heaters.

3. Impact Area: Empowering Communities and Achieving Gender Equality

Strengthened communities of UNHCR's persons of concern foster social cohesion and address specific needs, with women increasingly in leadership roles in community groups.

The war has had a profoundly negative impact upon the capacity of communities to support individuals and families, including persons with specific needs. However, the first line of responders, local volunteers and civil society organizations, have come together to support their neighbours. UNHCR has prioritized cooperation with and support for local actors, who have played a critical role in humanitarian aid since the beginning of the war, and whose sustained capacity is a key component of meeting human needs both

during and after the war.

Some 200 community groups were supported through capacity-building initiatives and to implement small scale projects like information hubs, awareness-raising campaigns, social and cultural events, and psychosocial and recreational activities. Such initiatives have prioritized people with specific needs and have also helped to strengthen social cohesion among internally displaced people and host communities in Ukraine. Just over 50% of the community groups supported were led by women. This has positively contributed to gender equality through increased engagement of women and girls in decision-making roles and supporting improved access of women and girls to humanitarian assistance.

More than 1,000 people from community associations were trained to help increase outreach to war-affected populations (e.g. communities with difficulties accessing humanitarian support, and groups at risk of exclusion or neglect, such as Roma, LGBTIQ+, youth or older persons). UNHCR also supported the participation of displaced communities in local or territorial Internally Displaced People councils, where displaced people themselves advocate with authorities for their own rights.

UNHCR increased efforts to ensure that the voices of individuals and communities shape humanitarian and solutions programming. This included the implementation of post-distribution monitoring exercises for non-food items and cash, organizing participatory assessments, and conducting Intention Surveys for internally displaced people, jointly with the World Bank. UNHCR has also leveraged other sources of information, including feedback and response mechanisms like the Helpline/calls and dashboard, partner feedback mechanisms, complaint boxes), as well as protection monitoring, to ensure that programming reflects protection gaps and challenges as prioritized by affected people.

4. Impact Area: Securing Solutions

Persons of concern to UNHCR integrate locally through sustainable housing, decent work and building of social ties with host communities.

Indicators	Population Type	Baseline (2022)	Actual (2022)
4.3a Number of stateless persons for whom nationality is granted or confirmed.	Stateless Persons	354	92
4.3b Number of refugees for whom residency status is granted or confirmed.	Refugees and Asylum-seekers	187	46

As a result of the war, the majority of the 5,000 refugees and asylum-seekers recorded in Ukraine sought safety outside the country. UNHCR continued to assist refugees and asylum-seekers to integrate locally, both through provision of direct support and advocacy with relevant stakeholders.

In 2022, UNHCR Ukraine has stressed the importance of complementarity and coordination between humanitarian, early recovery and reconstruction initiatives in Ukraine, to support meaningful solutions for those impacted by the ongoing full-scale war. UNHCR has been a key agency in establishing the Durable Solutions Steering Committee, under the leadership of the Resident Coordinator/Humanitarian Coordinator in line with the UN Secretary General's Action Agenda, promoting area-based programming that will create sustainable and dignified solutions that will not only allow many to remain in their homes but will also promote the conditions needed for return, and will focus on promoting multistakeholder solutions for the needs communities identify. Recognising the acute need for housing solutions, UNHCR, in its role as a convener, has engaged with a variety of stakeholders including the Government of Ukraine, International Financial Institutions and national entities, to promote and support sustainable housing solution discussions that speak to both technical needs as well as legislative and policy concerns. This includes an expansion of UNHCR's own shelter programming to include durable solutions as well as emergency response delivery. Given the economic impact of the war in Ukraine, UNHCR has engaged with local government and partners to identify economic opportunities for those displaced and to promote a stronger role for the private sector to be engaged with displaced communities.

UNHCR continued its business and livelihoods grant programme in 2022. UNHCR urged the government of Ukraine to include refugees, asylum-seekers and stateless persons into the National Recovery Plan when providing feedback on the first draft, and successfully advocated to ease the legal requirements for asylum-

seekers to access work.

1.3 Challenges to Achieving Impacts

The war caused several safety and logistical challenges including suspended air travel, damage to transport infrastructure, the presence of unexploded ordinance, and intense hostilities around a shifting contact line. Tailored approaches were required to respond to the needs, including provision of cash where markets were operational, in-kind assistance to heavily damaged areas, direct deliveries through UNHCR and inter-agency convoys where possible. Protection information and services were also provided through remote modalities (telephone hotlines and social media), mobile teams, and in collaboration with community-based groups for greater efficiency and outreach in the response.

UNHCR and partner staff and offices were relocated from areas under constant bombardment in the east, which affected planned activities in Donetsk, Luhanska and Zaporizka oblasts. UNHCR had to rapidly expand its network of offices, warehouses, and pre-position supplies, and partnerships in different parts of the country where there was previously limited or no operational presence. This allowed UNHCR to deploy to places like Kherson city 72 hours after Ukrainian forces regained control.

In October, attacks on energy infrastructure intensified, disrupting public services including water, electricity, health care, education, and social protection. Disruptions to electricity and connectivity also challenged the capacity of UNHCR and partners to deliver and enroll persons for multi-purpose cash assistance. This necessitated the procurement of generators and other devices to support internet connectivity and business continuity.

The war has negatively affected access to livelihoods, and disrupted market stability particularly in southern and eastern oblasts. As a result, people needed cash assistance to meet their basic needs for temporary shelter, and to repair their homes. The 30% drop in Ukraine's pre-war employment, huge inflation, damage to housing and civilian infrastructure, disruption of public services and the demands on the Government of Ukraine's social protection system challenge the path to durable solutions and could result in prolonged displacement.

The situation has impeded UNHCR and partners from reaching people with supplies in areas under the temporary military control of the Russian Federation. Continued advocacy at the global level is required to ensure access to those most in need.

The focus of the Government of Ukraine on the war meant that proposed reforms to asylum legislation did not advance. Suspension of diplomatic relations between Ukraine and the Russian Federation hindered confirmation of nationality procedures that affected statelessness determination procedures. Relocation and temporary suspension of government services, including those of the State Migration Services and the Ministry of Justice, delayed access for refugees, asylum-seekers and stateless persons to protection procedures (such as refugee and statelessness determination) and important identity documents that supported their freedom of movement, access to services and to solutions.

1.4 Collaboration and Partnerships

UNHCR's response was closely coordinated with local authorities and priorities agreed with local actors, including national NGOs, and affected communities. Within the inter-agency response, including through the 2022 Flash Appeal and Humanitarian Response Plan, UNHCR led the

Protection, Shelter/Non-Food Items, and Camp Coordination and Camp Management (CCCM) Clusters and co-chaired the Durable Solutions Steering Committee with IOM, OCHA, and UNDP, under the Resident Coordinator/Humanitarian Coordinator leadership.

To respond to the emergency, the Clusters expanded geographical coverage and established field-presence to coordinate the response among partners, working closely with authorities to avoid duplication and identify critical gaps. UNHCR activated the CCCM Cluster to support the Government's response for people living in collective sites, helping to map the sites and improve the coordination of services. The Protection Cluster expanded its membership and set up five hubs country-wide. UNHCR's Cluster leadership and development of a new Protection Monitoring Tool helped shape the protection response. The Shelter/Non-Food Items Cluster expanded its presence from Lviv to Dnipro, Vinnytsia, and Kyiv and set up technical working groups for Collective Sites, Repairs, Damage Assessment, Winterization, Housing Land and Property, and Cash for Rent. The Government of Ukraine maintains a strong lead role in responding to the needs of its population. To support the Government and strengthen coordination, UNHCR signed Memoranda of Understanding with three key Ministries—, , and . This has helped ensure alignment of UNHCR's activities with Government social programmes, to further reinforce national systems, minimize duplication and mitigate potential aid-dependency, while supporting sustainable and durable solutions from the start. To solidify collaboration for assistance and activities at the oblast level, UNHCR has also signed Memoranda of Understanding with Oblast State Administrations in Chernihiv, Khmelnytsky, Kyiv, Odesa, Mykolaiv, Zakarpattia and Zhytomyr, with more underway. At the July 2022 Ukraine Recovery Conference in Lugano, Switzerland, the Government of Ukraine presented a draft national recovery plan. 24 sector working groups were set-up on the key priorities including EU integration, economic recovery and development, restoration and development of infrastructure, energy security, public administration, digitalization, anti-corruption policy, social protection. UNHCR is a member of 11 sector working groups and co-leads the group focused on Returns with IOM.

UNHCR leveraged partnerships with government, UN, and private donors to raise funds for the operation to meet and, in some cases, exceed its targets. UNHCR communicated and kept donors abreast of the needs and of UNHCR's strategy with donor briefings, field trips to show the needs and impact of their support, and regular comprehensive operational updates and thematic factsheets on key intervention areas, including cash and housing assistance. Emphasis was put on communicating the needs, results, impact, and providing donor visibility through social media channels and web page. UNHCR's local website is in English and Ukrainian, and all communication is translated ensuring a wider reach.

UNHCR worked with 17 partners, including 12 national NGOs and 5 international NGOs to ensure implementation of protection interventions, shelter, and distribution of NFIs. To empower internally displaced people and help build their capacity, UNHCR also implemented Grant agreements with three internally displaced people-led organizations in Ukraine.

Section 2: Results

2.1. Outcomes and Achievements

1. Outcome Area: Access to Territory, Reg. and Documentation

Inclusive social and other protection services are available to displaced and conflict-affected communities.

Indicators	Population Type	Baseline (2022)	Target (2022)	Actual (2022)
1.1 Proportion of refugees and asylum seekers registered on an individual basis.	Refugees and Asylum-seekers	100.00%	100.00%	100.00%

Progress Against the Desired Outcome

Legal assistance was a key component of UNHCR's programming reaching over 217,000 internally displaced and war-affected people on multiple issues due to forced displacement, destruction of property, disrupted family links and obtaining documentation to access government assistance programmes and services.

Legal consultations focused on the registration of internally displaced people as proof of displacement and to establish a change in address to enable access to social benefits, including for persons with disabilities, and pensions. The most problematic issue (30% of all consultations) was assignment of state pension for the first time if a person's work experience was acquired in territories currently under the temporary military control of the Russian federation. Replacement of lost or damaged documents represented 7% of requests, including issuance of passports for displaced children where one or both parents lacked documents or were missing or dead. Freedom of movement mostly concerned crossing international borders. Suspension of contracts at enterprises in areas under the temporary military control of the Russian Federation hindered internally displaced people seeking employment in the areas of displacement. Housing, land and property (16% of requests) issues included confirming damages and inheritance.

Legal services are provided: (1) in person in offices of partners; (2) by mobile teams in collective sites and transit points; and (3) through hotline/social media. Through the Protection Cluster, UNHCR set up the Legal Aid Working Group to coordinate the work of legal assistance partners and develop information materials on legal topics to ensure coherence and harmonization.

Psychosocial support (PSS) was a significant component of UNHCR's protection response reaching 114,393 people in areas of displacement in western, central and eastern oblasts through mobile services or helplines, community events, group sessions or individual consultations. Mobile teams comprised social workers for case management, PSS counsellors and psychologists. Services such as recreational activities, group emotional support activities, and psychological consultations were a key implementation modality to increase outreach. As a result of their work, PSS teams observed changes in behaviour with people starting to adapt faster to new environments, overcoming communication barriers more easily, making plans, feeling more confident, and decreasing their level of anxiety. Psychological first aid was provided to people in transit areas, and to those coming from active war zones. Participatory assessment results in November found younger adults (18-22 years old) welcomed the PSS provided as being adapted to the age, gender, and individual circumstances.

PSS partners worked closely with public social services in communities, particularly to refer those with longer-term and mental health needs. UNHCR's PSS response was critical in filling gaps, for example in Vinnytska oblast, which only had one regional PSS brigade and two municipal brigades. UNHCR mobile PSS teams were the only services for many people in need in remote rural areas. UNHCR partners also

provided social accompaniment support to facilitate access to other services, including transportation for people with disabilities and for those living in remote areas.

The General Protection Case Management (GPCM) Task Force, co-led by UNHCR and TGH, with input from IOM, DRC and HelpAge, developed an Inter-agency Toolkit and standard operating procedures. This provided operational guidance to protection actors on minimum standards, principles, steps and procedures needed for effective, individual-centred and rights-based approaches to case management services for people with specific needs and to ensure a harmonized approach. TGH and UNHCR facilitated three trainings to build the capacity of caseworkers and case management supervisors on protection case management reaching a total of 82 participants from five Protection Cluster partners.

Challenges to Achieving Outcome

UNHCR's November 2022 participatory assessment was conducted with communities in Ukraine. Focus group discussions and interviews were held with internally displaced persons, returnees and other people affected by the war, as well as key informants among civil society organizations, local and oblast authorities. The assessment highlighted that there is a limited understanding of how psychologists can help or of the value of the various forms of psychosocial support. While some participants welcomed collective activities as a means of dealing with painful thoughts, others questioned the relevance of group activities for adults and thought only individual consultations were meaningful. UNHCR and partners will need to overcome these barriers in order to ensure that those most in need of PSS understand the importance of accessing partner services. PSS partners worked according to their own PSS methodologies, with insufficient cross-fertilisation and quality control. A review of UNHCR PSS response will be planned in 2023, with the aim of ensuring a more systematic consistency with international humanitarian PSS standards, including with relation to the WHO-led Mental Health and Psychosocial Support Working Group with a view to ensuring common minimum standards and quality.

The quality of protection case management has improved in 2022 with the rolling out of the inter-agency Case Management Toolkit. The roll-out will require additional resources in 2023, with more training required to reach a broader number of UNHCR and partner protection staff.

2. Outcome Area: Status Determination

Persons of concern have access to efficient refugee status determination (RSD) and protection processes.

Indicators	Population Type	Baseline (2022)	Target (2022)	Actual (2022)
2.1 Average processing time (in days) from registration to first instance asylum decision (disaggregated by individual and group procedures).	Refugees and Asylum-seekers	540.00	365.00	365.00
2.2 Proportion of individuals undergoing asylum procedures who have access to legal advice or representation.	Refugees and Asylum-seekers	100.00%	100.00%	100.00%
2.3 Proportion of individuals undergoing asylum procedures who have access to an effective appeal mechanism after first instance rejection of their claim.	Refugees and Asylum-seekers	100.00%	100.00%	100.00%

Progress Against the Desired Outcome

As a result of the war, the majority of the 5,000 refugees and asylum-seekers recorded in Ukraine sought safety outside the country. UNHCR partners continued to support those who remained, providing legal assistance to more than 1,700 people at different stages of the asylum process. In line with martial law provisions introduced on 24 February, 12 State Migration Service (SMS) regional refugee departments suspended their work until May 2022. Due to advocacy by UNHCR and its partners, the SMS gradually resumed asylum procedures between June and October and in 2022, the SMS registered 254 asylum-seekers and granted refugee status to 20 people and offered complementary protection to 26 people. The recognition rate of 24% was similar to previous years. Some 70% of asylum-seekers assisted by UNHCR could register their asylum claim with the SMS.

Partners represented asylum-seekers in courts and organized judicial trainings jointly with the National School for Judges resulting in 92 court decisions in favour of asylum-seekers, including seven decisions that obliged the SMS to grant protection status to applicants from Afghanistan and Syria. More than 300 refugees and asylum-seekers approached UNHCR partners for new registration and received legal assistance, including in two Migrant Custody Centres in Mykolaiv and Volyn regions. Legal advice was also provided remotely and through social media channels, like the partner Telegram channel “Refugee helper” and UNHCR’s Help page.

UNHCR revised its legal assessment procedures and created a partner joint eligibility committee to review new applications. Most newly registered asylum-seekers were Russian nationals who were long-time residents of Ukraine and who were unable to regularize their stay because their volunteer activities or political opinion would expose them to risk should they return to the Russian Federation.

In close coordination with offices in neighbouring countries, UNHCR and partners helped asylum-seekers and people granted protection in Ukraine who had fled after 24 February to access assistance or protection in countries of asylum or to return to Ukraine if they expressed a wish. UNHCR supported three Ukrainian asylum judges to attend the International Association of Refugee and Migration Judges Regional European Conference in Slovenia in September, enabling them to exchange expertise and new developments in asylum jurisprudence.

According to SMS data, 6,176 stateless persons were legally living in Ukraine. The biggest number of stateless persons was registered in Donetsk 904; Kyiv 798; Kharkiv 681; Dnipro 509; Mykolaiv 366; and Kherson 242. Between 2014-2022, the SMS “established” Ukrainian nationality for 2,382 (139 in 2022) and processed Ukrainian nationality (“a citizen of Ukraine” is stamped in the passport) for 549 (23 in 2022) former Union of Soviet Socialist Republics (USSR) nationals. UNHCR partners provided legal assistance to all cases.

Between 2014-2022, nearly 4,000 stateless people (213 in 2022) acquired Ukrainian nationality. With legal support from UNHCR partners, 60 stateless people acquired nationality via simplified procedures and 11 via naturalization. UNHCR and partners will increase awareness to those who obtained Temporary Residence Permits under the Law on Immigration Provisions to continue the process and apply for naturalization even after the stipulated period.

From April 2022, UNHCR and partners expanded legal assistance across the country reaching 15 oblasts in total. Over 4,600 people benefited from legal consultations and over 1,000 received legal assistance with birth registration, nationality, etc. Some 160 people were assisted with birth registration and 96 people had their nationality confirmed. Partners made 23 advocacy interventions, 7 strategic litigation cases, and organized 13 training events to capacitate 216 officials.

Challenges to Achieving Outcome

Following the resumption of the work of the State Migration Service (SMS) at regional and central level during the summer of 2022, the service suspended UNHCR partner monitoring in Kyiv and only partially renewed partner monitoring in Odesa. The SMS also suspended the case work assistance from UNHCR staff in the headquarters of the SMS. This limited the ability of UNHCR and partners to monitor access to efficient and quality asylum procedures and to invest in the capacity building of the SMS.

Due to the security situation and limitations on access to the SMS, UNHCR advocacy on access to the asylum procedure was limited. Some 30% of new asylum seekers (mainly nationals of the Russian Federation) assisted by UNHCR have not succeeded in having their applications registered by the SMS, including from places of detention.

The achievements at judicial level remained limited, as judicial review by courts has been delayed, including because of systematic interruptions by air alarms and electricity cuts.

Of the 568 SMS territorial units in 24 regions of Ukraine, around 120 units are conducting statelessness determination procedures. From May 2021, 1,028 (291 in 2022) applications were registered by the SMS. The more limited number of applications can be explained by the suspension of the statelessness determination procedure during February to May 2022, temporary military occupation of new regions/districts in southern and eastern parts of Ukraine, and electricity cuts caused by the increase in missile/drone attacks on civilian and energy infrastructure after October 2022. From June to December, SMS units in different regions orally refused to admit stateless determination applications from people who originate from the Russian Federation or Belarus and who do not have the consulate certificate on absence of nationality.

3. Outcome Area: Protection Policy and Law

National legal and policy frameworks are adopted and implemented in line with international and regional standards to protect the rights of people of concern to UNHCR in Ukraine.

Indicators	Population Type	Baseline (2022)	Target (2022)	Actual (2022)
3.1 Extent national legal framework is in line with the 1951 Convention and/or its 1967 Protocol.	Refugees and Asylum-seekers	Adequate	Adequate	Adequate
3.2 Extent national legal framework is in line with the 1961 Convention on the Reduction of Statelessness.	Stateless Persons	Not Adequate	Adequate	Adequate

Progress Against the Desired Outcome

The national asylum legal framework remained unchanged by several legal acts regulating martial law. While Ukraine has not announced any reservations to its obligations under the 1951 Refugee Convention, UNHCR and partners addressed gaps in practical implementation of the national asylum system, including denied access to asylum procedures and documentation, as well as a draft amendment to the Refugee Law which, if passed, would negatively impact access to the territory and the asylum procedure. UNHCR and partners supported initiatives to improve access to social protection for refugees and asylum seekers and achieved success with the adoption of law No. 5795 on Employment of Foreigners and Stateless Persons in Ukraine in October 2022. The law abolished minimum salary requirements to obtain work permits for foreigners (including asylum seekers). In addition, partner advocacy resulted in asylum-seekers being included in the draft by-law of the Ministry of Social Policy as a category to receive state social benefits. Interventions by UNHCR and partners in the July 2022 Parliamentary hearings on the protection of rights and freedoms resulting from the war resulted in UNHCR contributions being included in Recommendations to Government. The document included provisions that people granted protection status in Ukraine should have equal rights to freedom of movement, while appropriate mechanisms for their return to Ukraine should be developed.

On 20 May, amendments to the law ‘ On Free Legal Aid’ came into force. Accordingly, persons without ID are entitled to secondary legal aid in court proceedings on confirmation of legal facts related to issuance of ID documents. Persons with an undetermined nationality are eligible to receive legal representation on: (1) establishing the fact of birth/confirmation; (2) establishing Ukrainian nationality; (3) Identification and Identity Setting. Despite this positive legal development, Free Legal Aid Centres (FLACs) demand written SMS/Civil Registry rejections to represent the applicant. Individuals orally rejected by SMS/Civil Registry cannot access FLAC representation. On 1 July, the Parliament adopted law No2345-IX “ On issues of confirming

facts during martial or emergency law and on temporary occupied territories”, which introduces a simplified procedure for establishing the facts of birth or death of a person within the territory subject to martial law or state of emergency. On 3 September, the Ministry of Justice adopted Order No 3734/5 “ On streamlining relations on state registration of birth during martial law” . It establishes the distant birth registration for those born within territories newly occupied by the Russian Federation. Around 100 children benefited from the procedure. On 28 October, the Council of Ministers (CoM) adopted Resolution No 1220 “ On introduction of amendments to some CoM resolutions on the processing of documents which certify identity and confirm the Ukrainian citizenship” . The amendments allow conduct of the identification and identity setting via video conference if the witness (one relative, including a former spouse or two neighbours above 14 years of age) cannot be present in person at the SMS. In October, the CoM adopted three more Resolutions No 1185, 1201 and 1202, aimed at improvement of: (1) issuance of passports for traveling abroad; (2) issuance of return certificates for Ukrainian nationals and stateless persons recognized in Ukraine; and (3) extension of validity of expired Ukrainian paper passports/identification documents, and resident permits for third country nationals (except Russian nationals) and stateless persons during the martial law period.

Due to the displacement caused by the invasion of the Russian Federation in February, the Government of Ukraine reviewed legislation pertaining to internally displaced people to: (i) increase registration capacity for internally displaced people by introducing digital instruments and expanding functionality of local authorities; (ii) increase financial assistance to internally displaced people, expanding eligibility to people from occupied territories, areas of active fighting and whose housing was destroyed; (iii) ensure registration of Recovery Plan; (vi) elaborate administrative procedures for registration of births and deaths; and (vi) assess destruction and damage to private property; (iv) initiate the review of the internally displaced people Integration and Durable Solutions Strategy; (v) initiate work on the National draft legislation on compensation for damaged and destroyed property. Through its engagement with Office of the Ombudsperson, Parliament, and multiple ministries, including Memoranda of Understanding with three Ministries, UNHCR and its partners contributed to elaborating these legal initiatives and policies.

Challenges to Achieving Outcome

UNHCR was unable to operationalize its strategic priority to advocate for the adoption of a new refugee law in line with international standards in part because of changes to key counterparts instrumental in advancing legislative change. The Head of the Parliamentary Human Rights Committee and author of the draft Refugee law 3387 was appointed as Ombudsperson with a new set of priorities. The draft law was removed from Parliament’s agenda. Due to shifting priorities because of the war, UNHCR reduced its advocacy aimed to include refugees and asylum-seekers in economic opportunities and social protection. Thus, no achievements were made in the legal framework regulating access to free state medical assistance for asylum-seekers, specifically children.

UNHCR published its comments to the draft law No. 7475 “On Amendments to Certain Laws of Ukraine on the Protection of the State Border of Ukraine” and shared them with the Chairman of the Parliamentary Committee on National Security, which included amendments to the Refugee Law introducing new grounds for non-admission to the territory and to the asylum procedure for international protection applications made at the border. The proposed provisions do not foresee examination of the individual circumstances of the case or the possibility to appeal decisions. While UNHCR has published its comments to the draft and shared them with the Chairman of the Parliamentary Committee on National Security, UNHCR could not secure a meeting with the Parliamentary Committee, and the draft law was submitted for the second reading with the problematic provisions included.

Given the suspension of diplomatic relations between Ukraine and the Russian Federation, and the inability of applicants to present a Consular Certificate on Absence of Nationality, the State Migration Service cannot decide upon the cases of 150 Statelessness Determination Procedure applicants whose nationality was not verified via the consulate of the Russian Federation. Upon request from the State Migration Service, UNHCR advocated for establishing a remote nationality verification procedure. In consultation with the UNHCR office in Moscow, which raised the matter with their counterparts from the Ministry of Interior, it was suggested that, in the absence of available consular services of the Russian Federation in Ukraine, the procedure could be undertaken through a third party, such as the Ombudsperson in Ukraine and in Russia. This will be explored in 2023.

There are no regulations regarding movement towards territories beyond the control of the Government of Ukraine, even where the security situation would allow. Termination of employment with enterprises remaining in territories under the temporary military control of the Russian Federation is only possible through court applications making it difficult for those displaced persons to apply for new official employment or unemployment benefits. Issues requiring policy and legal solutions include access to temporary and social housing, prevention of eviction from collective centres, specific procedures to recognise education of returning refugee children and children who studied in territories under the temporary military control of Russia.

4. Outcome Area: Gender-based Violence

Public service providers, humanitarian partners, civil society organisation, the military and communities are enabled to prevent, mitigate and respond to GBV and SEA by mainstreaming it across all.

Indicators	Population Type	Baseline (2022)	Target (2022)	Actual (2022)
4.1 Proportion of PoC who know where to access available GBV services	IDPs	4.85%	15.00%	4.85%

Progress Against the Desired Outcome

By the end of 2022, the Humanitarian Response Plan estimated that 1.3 million people were in need of gender-based violence prevention, risk mitigation, and response services, but only 31% received assistance according to the gender-based violence Sub Cluster.

UNHCR worked with five national LGBTIQ+ and Women-Led Organizations - Rokada, Insight, Neemia, The Tenth of April and Proliska - to implement gender equality and gender-based violence programming that promoted localization, inclusion, and access to targeted services for persons in need. Gender-based violence programming was expanded in Chernivitsi, Dniprovka, Kyivska, Lvivska, Vinnytska, and Zakarpatska oblasts. 88,000 people were reached with gender-based violence awareness-raising activities and referral mechanisms through 16 Days of Activism campaigns, training and information, education, and communication materials.

Safety audits conducted in 47 collective centres with 647 respondents through Key Informant Interviews and focus group discussions highlighted the lack of privacy and gender segregation of WASH facilities as well as the needs of men, women, boys, and girls, including the elderly and persons with disabilities that called for multi-sectoral responses. Dignity kits were given to 5,362 women and girls of reproductive age to help meet basic needs and mitigate the risk of gender-based violence. Cash assistance and materials like blankets and solar lamps were distributed to 2,050 women at risk living in collective centres to help address needs and mitigate risks linked to emergency accommodation.

UNHCR trained 386 UNHCR partners, and state service providers, including gender-based violence and other actors, on mainstreaming gender-based violence risk mitigation, safety audits, the pocket guide, and case management enhancing their capacity and knowledge to deliver. In collaboration with local Departments of Social Protection and partners, namely Intersos and Insight, UNHCR provided material assistance, renovated sanitation facilities, and created sleeping areas in regional and crisis rooms safe shelters, which promoted psychosocial well-being and dignity of survivors in four safe shelters in

Challenges to Achieving Outcome

Chernivetska, Lvivska, and Vinnystska oblasts.

The escalation of the war required strategic planning, reprioritization of activities and resources. Prior to February, few partners had expertise in GBV, operating with limited capacity and restricted geographical coverage. Expansion of GBV programming required further efforts in strengthening existing partners as well on identification of new ones. Targeted advocacy campaigns (dissemination of information materials, community mobilization, and participation in gender-based violence prevention, risk mitigation, and response) are required to overcome stigma and reluctance to access gender-based violence prevention and response services. Sustainable solutions for internally displaced people, particularly with regards to integrated socio-economic assistance and livelihood opportunities, are needed to mitigate the risks of gender-based violence within collective centres and for other forcibly displaced populations. Case management processes must be strengthened to ensure quality and timely access to multi-sectoral response services to gender-based violence survivors. Limited socio-economic assistance among affected populations, overcrowded living conditions and alcohol abuse within the collective centres results in increased risks of intimate partner violence.

5. Outcome Area: Child Protection

IDPs and conflict-affected children are empowered and access specialized and quality services provided by government and non-government child protection actors.

Indicators	Population Type	Baseline (2022)	Target (2022)	Actual (2022)
5.1 Proportion of children at heightened risk who are supported by a Best Interests Procedure.	IDPs	33.84%	70.00%	56.61%
5.2 Proportion of children who participate in community-based child protection programmes	IDPs	52.00%	90.00%	58.09%

Progress Against the Desired Outcome

In 2022, more than 3.3 million displaced and war affected children inside Ukraine were in need of protection. As a result of forced displacement, many children were separated from their families and left at heightened risk of violence, abuse, neglect or exploitation. The war in Ukraine exposed hundreds of thousands of children in the country to severe psychosocial distress and potentially traumatic experiences, which was magnified by displacement, loss, family separation, and disruptions in their protection environments. With state social service systems overstretched, affected children and families across the country needed critical protection and social services to ensure their care and protection and facilitate their access to specialized services and care in line with their best interests. In response, UNHCR and its national and international NGO partners scaled up efforts to support the Government of Ukraine in providing critical humanitarian services to protect and promote the rights of internally displaced and war-affected children in Ukraine.

To respond to the diverse needs of children at heightened risk identified through its activities and its engagement with communities, UNHCR and partners scaled up its case management programming to identify and protect at-risk children and families by facilitating their access to critical social services and humanitarian support at the local level. When necessary, case workers addressed barriers to assistance and coordinated with state child protection authorities to ensure that children at high risk (including unaccompanied and separated children) received appropriate care and protection. The impact of these activities was enhanced through UNHCR's cash and non-food item assistance, and winterization support to vulnerable households with children, foster families caring for unaccompanied or separated children, and unaccompanied children over the age of 16. UNHCR's comparative advantage in the field of Child Protection is linked to its strong presence in the field and its community-based protection activities which

use an area-based approach to identify individuals at heightened risk living in collective centres, as well as urban and rural areas.

To promote a consistent, systematic, contextualized and harmonized approach to child protection amongst humanitarian partners, UNHCR has taken an active leadership role in the Child Protection Areas of Responsibility Strategic Advisory Group and Case Management Task Force supporting the development of Inter-Agency Tools and Operational Guidance for Humanitarian Actors on the Provision of Case Management. To build the capacity of UNHCR and its partners, UNHCR facilitated nine trainings on child protection and children's rights, reaching 320 protection staff.

The war and displacement placed children, families and communities under significant psychological and social stress. For children, adverse conditions such as being exposed to violence, separated from their parents, the loss of loved ones, displacement and disruption of usual routines, can interfere with cognitive, emotional, social and physical development. To respond to their psychosocial needs UNHCR and partners reached 29,347 children with focused and community-based individual and group psychosocial support (PSS) activities. Focused PSS activities aimed to provide emotional support through structured conversations with individuals and/or groups, while community-based activities provided children with a safe and protected environment to participate in organized group activities to play, socialize, learn, and express themselves, promoting their psychosocial wellbeing and resiliency.

Challenges to Achieving Outcome

The child protection (and related education) needs across Ukraine go beyond the capacity of UNHCR and would require far more resources and capacities that exist within the Education Cluster and Child Protection Sub-Cluster. As such, UNHCR Ukraine is working within its capacities as the Protection Cluster lead, and a member of the Child Protection Sub-Cluster, coordinating with relevant UN, civil society, and government stakeholders to protect children and respond to their needs.

While UNHCR and its partners have made significant progress the protection needs of children across Ukraine remain high and further efforts are needed to: (1) mainstream child protection across programmatic activities; (2) expand child protection activities to all affected oblasts; and (3) build the capacity of UNHCR partner staff on child protection case management and community-based child protection, recreational and psychosocial support activities as the majority of partner staff have limited experience and expertise in the field of child protection.

7. Outcome Area: Community Engagement and Women's Empowerment

Communities have greater capacity for mutual support, advocacy for their rights and promoting women's leadership.

IDPs and conflict affected people, including women, girls and older persons are consistently consulted and participate in local-level decision making and the response.

Indicators	Population Type	Baseline (2022)	Target (2022)	Actual (2022)
7.1 Proportion of PoC who participate meaningfully across all phases of the OMC.	Refugees and Asylum-seekers	51.42%	70.00%	70.00%
7.2 Proportion of PoC who have access to effective feedback and response mechanisms.	Refugees and Asylum-seekers	57.40%	65.00%	70.00%
7.3 Proportion (and number) of active female participants on leadership/management structures.	IDPs	75.00%	75.00%	75.00%

Progress Against the Desired Outcome

Through its community mobilization response, UNHCR assisted a total of 200 community groups to develop their capacity and implement initiatives or projects benefitting their members, in particular people with specific needs. Small in-kind or cash grants supported 85 community projects identified by the communities themselves, which were selected with priority given to protection-oriented projects. Projects included the creation of information hubs, awareness raising campaigns, social and cultural events psychosocial and recreational activities for children, youth, or older people. This also helped to strengthen social cohesion with host communities,

UNHCR initiated the establishment of a network of community outreach facilitators in displaced, return or other war affected communities. A total of 190 facilitators were recruited and supported communities in 18 oblasts. These facilitators received an induction training in-person or online, focusing on UNHCR's mandate and response in Ukraine, Code of Conduct and Protection from Sexual Exploitation and Abuse, as well as child protection. Facilitators were supported to identify children at risk, and take immediate actions, in particular making appropriate referrals, and to support recreational or other community-based activities. At the end of the year, UNHCR recorded the involvement of facilitators in the management of child-friendly spaces, the organisation of community events, including for youth, and the referral of individuals with specific needs. Through its partners, UNHCR also provided training to 1,040 people actively engaged in community associations or initiatives on organizational development, so as to consolidate the capacities of communities to grow and become protection partners. Training focused on fundraising, grant writing, humanitarian aid accounting and other topics. Through this approach, UNHCR reached communities which faced difficulty accessing services or humanitarian support, in particular in territorial communities remote from provincial capitals, or from groups at risk of exclusion or neglect, such as Roma, LGBTQ+, youth or older persons. Most of the community groups supported were led by women.

Host communities displayed a remarkable solidarity and provided essential material support to displaced people. Through its community mobilization, UNHCR helped communities progressively focus on the protection of people at risk of neglect or with special needs.

UNHCR supported the participation of displaced communities in local or territorial internally displaced people councils, where internally displaced people can advocate with authorities for their rights. Meetings were held with members of internally displaced people councils in 11 oblasts to discuss their needs and advise on their cooperation with authorities.

Challenges to Achieving Outcome

Community structures that UNHCR had supported until 2022 were disrupted in the early phase of the war. At the same time UNHCR partners also struggled to focus on support to community structures given the focus on responding to emergency needs, in particular the immediate material needs of displaced and war affected people, including non-food items, multi-purpose cash and shelter). As a result, the support to community groups regained momentum in the second part of the year.

The mobilization of displaced communities for their own protection was challenging due to the expectation among communities (both host and displaced) that displacement would be of short duration and that return would be possible rapidly. This perception contributed to a delayed commitment of communities in several areas to invest in the areas where people were displaced.

8. Outcome Area: Well-Being and Basic Needs

Persons of concern with heightened risk can meet their basic needs in an efficient and dignified manner.

The government is supported and enabled to provide protection and essential services to the most vulnerable people displaced due to a conflict in Ukraine in coordination with UN agencies and local actors.

IDPs and conflict affected people with heightened risk can meet their basic needs in an efficient and dignified manner.

Progress Against the Desired Outcome

Following needs assessments and close coordination within the SNFI cluster, 1.78 million IDPs, returnees and war-affected people, including in newly liberated areas, received UNHCR standard and non-standard non-food items, such as bedding, clothes, kitchen sets and hygiene kits. To meet the specific needs for winter, items like thermal blankets and heaters were provided. These relief items addressed urgent needs and reduced the long-term vulnerability of the affected population. Some 280 generators of different capacity were procured for supporting heating points and government institutions.

UNHCR assisted 987,000 individuals with multi-purpose cash. Priority was given to the most vulnerable, meeting at least one of the protection vulnerability criteria and/or with income less than UAH 5,400 per person per month. Of the people reached, some 34% were women, 17% were men (18-59 years), 13% were girls and 14% were boys (0-17 years), 15% were older women and 7% were older men (60 years+). Between 1 September and 15 December, eligible people also received a top-up of UAH 6,660 per person to meet increased costs associated with winter.

To improve conditions at border crossing points, UNHCR provided the State Border Guard Service with: i) rub halls, refugee housing units and latrines to provide shelter and facilities for people waiting to receive counseling; ii) information boards with important legal and social information for persons crossing the border; and iii) generators and solar lamps so border crossing points continued functioning during power cuts. Five large rub halls were transferred to the State Emergency Service in Zaporizhzhia oblast for people transiting through areas outside of governmental control.

To enhance registration capacity for internally displaced people, UNHCR supported the Departments of Social Policy and 132 social protection institutions with office equipment, stationery, and furniture. UNHCR supplied 39 generators to administrations and social protection institutions in six Oblasts and 300 solar lamps to the state enterprise "Information Center" under the Ministry of Social Protection (MoSP).

UNHCR worked closely with the MoSP and the Ministry of Regional Development (MoRD) to ensure coordination. UNHCR received referrals from MoSP of over 350,000 vulnerable registered internally displaced people to assist with multi-purpose cash. Upon request of the Government, UNHCR supported over 39,000 households under the country-wide cash for hosting scheme called Prykhytostok.

UNHCR prioritized assistance to those asylum-seekers and refugees from more than 20 nationalities who remained in Ukraine because the national law and policy framework does not adequately protect their social and economic rights, and they do not have access to the same level of humanitarian and government support as Ukrainian nationals.

Some 2,585 refugees and asylum-seekers received psychosocial support, counselling on employment and self-reliance, social accompaniment for state medical assistance and enrollment of children in kindergartens and schools. In September, UNHCR updated its refugee assistance standard operation procedures and introduced multipurpose cash assistance for a six-month period (replacing other forms of material assistance) to help deal with the shocks associated with the war and build their resilience. Following a verification exercise, multi-purpose cash assistance was provided to 360 of the most vulnerable refugees, people with complementary protection status, and asylum-seekers. Some 30% of the people assisted were women and children. Events were also organized to prevent and raise awareness of gender-based violence, and support was provided to refugee community groups, as well as livelihood counseling and Ukrainian language training.

Challenges to Achieving Outcome

Due to the security situation, UNHCR was unable to complete renovations to a Temporary Accommodation Center (TAC) for refugees in Odesa, which were intended to help improve reception conditions for asylum seekers. However, a number of preparatory steps were taken in the last quarter of 2022, and if the situation remains stable, UNHCR will complete the renovation in 2023. To mitigate the risk of electricity cuts due to the attacks on energy infrastructure, UNHCR allocated two powerful generators to two TACs in Zakarpattya region. Legislative reforms improving access to the labor market for asylum-seekers in September 2022 had limited impact because the documentation provided to asylum-seekers are not considered identity documents and cannot be used to formalize relationships with an employer.

Considering the persistent supply chain and logistical challenges, UNHCR will consider gradually shifting towards cash assistance instead of in-kind NFI assistance, starting from the western part of the country, away from the front lines, where goods are available in the market.

Markets, including for food and essential items, bank branches and ATMs, remained largely functional across the country. However, delivery of cash assistance was challenging in some remote communities and areas, because of constant attacks, which affected access to markets. Additionally, some people in need of assistance, such as older people, may not have had access to or were less comfortable with digital technology at the level needed to receive the most common forms of cash transfers. Under these conditions, people tended to prefer in-kind assistance, delivered in-person.

9. Outcome Area: Sustainable Housing and Settlements

People can live in their own homes that are restored to a habitable state in secure and safe areas.

IDPs and conflict affected people at heightened risk can meet their shelter needs.

Progress Against the Desired Outcome

UNHCR's first activities focused on providing emergency shelter support for those forced from their homes and for those living in damaged houses. On request from the Government, UNHCR supported internally displaced people in 129 collective centres through small scale work to improve their immediate living conditions creating and improving sleeping spaces: bathrooms and kitchens, heating systems, repair of windows, and light construction works. For those that chose to stay or returned immediately, emergency construction materials were provided in the first few months of the response. These enabled homeowners to repair damaged roofs, doors and windows and seal their homes in preparation for the winter.

In August, UNHCR finalised its procurement of Cluster approved Emergency Shelter Kits consisting of ten items. These full kits provided broader support for families with everything needed to rapidly repair their homes. In order to adjust to the needs, key items, including tarps and structural wooden boards, were supplied individually. This approach reduced waste and focused on the needs. By year end, UNHCR had supported nearly 100,000 individuals with emergency shelter support.

At the beginning of the war, hundreds of thousands of people were accommodated in transit and collective centres. To assess the needs and improve the living conditions in collective centres UNHCR and partners conducted six rounds of collective site monitoring exercises, over 3,000 collective site assessments, and safety audit exercises in ten oblasts. Based on findings, recommendations were disseminated to the managers and authorities in charge of the sites and fed into the development of collective management systems. This included support to establish the code of conduct, standard operation procedures, a legal framework for IDPs to be hosted in different types of sites, feedback and response mechanisms, information sharing systems, referral systems, capacity building on management and community participation for managers and local authorities, and care and maintenance interventions. Overall, UNHCR provided direct support to 415 collective sites in 10 oblasts, reaching more than 140,000 individuals.

UNHCR implemented community-led projects aimed at improving the living conditions of internally displaced people and social cohesion with their host communities. In addition, 237 community engagement events were organized, as well as 517 awareness-raising sessions on topics such as employment opportunities, fire safety, conflict resolution, and gender-based violence prevention.

UNHCR addressed the long-term durable housing needs by repairing houses damaged by the full-scale war. Work started in the Kyiv Oblast and quickly expanded to other key regions including Chernihivska and Sumska, using three key modalities; contractor led, cash for repair and materials for repair. In total, UNHCR and its partners repaired 5,435 houses during 2022, with thousands more underway.

In July, UNHCR enhanced its focus on preparing the houses for the upcoming winter to make them as thermally insulated as possible with the understanding that fuel and electricity may be limited. The work, therefore, extended beyond the basic repairs, to include more window replacements and increased insulation work.

UNHCR worked in partnership with the local authorities to identify those most in need of support. Lists of damaged houses were verified and checked by the authorities before handing over to UNHCR. The authorities supported the due diligence process to ensure the mandatory selection criteria were met.

Challenges to Achieving Outcome

Living conditions were challenging for many internally displaced people living in improvised sites such as schools, kindergartens, and hospitals, which are not appropriate for long-term accommodation, especially for people with disabilities, the elderly, or families with children. These worsened from October due to power cuts for long hours.

The Camp Coordination and Camp Management (CCCM) Cluster was newly established in Ukraine, which required training and capacity building for partner staff whilst delivering critical CCCM activities simultaneously. There was also a need to adapt tools and guidance to the unique challenges faced in Ukraine, that appeared in collective sites. These will be further developed in 2023.

16. Outcome Area: Integration and other Local Solutions

Persons of concern exercise their social and economic rights on a non-discriminatory basis and are included in local programmes where they reside.

Indicators	Population Type	Baseline (2022)	Target (2022)	Actual (2022)
16.2. Proportion of PoC covered by social protection floors/systems [SDG 1.3.1].	Refugees and Asylum-seekers	46.55%	47.00%	82.45%

Progress Against the Desired Outcome

As the emergency evolved during 2022, so did displacement patterns, resulting in a picture which is complex and fluid, with waves of new and secondary displacement taking place alongside return, local integration and relocation, as well as pendular movements. To create an environment that allows a dignified and sustainable return or local integration, local authorities and communities require support to address the barriers to return and local integration. While the international armed conflict is still active and volatile in eastern and southern parts of the country, UNHCR has worked closely together with local authorities to address barriers to local integration and return through shelter assistance and repairs provided to war-affected people, institutional and material support to local authorities, cash assistance, and small projects to enhance the self-reliance of displaced people.

To test a joint area-based durable solutions programming approach and methodology, UNHCR, IOM and UNDP, as chairs of the Durable Solutions Steering Committee, identified two pilot locations: Mukachevo and Ivankiv. In both locations, preparations were made to set up area-based coordination groups together with the local authorities, civil society, and private sector to: (i) map the needs and gaps in response to achieve durable solutions: (ii) identify and coordinate interventions to address the needs: and (iii) share information and play a catalytic role with the broader international community. UNHCR, in partnership with the World Bank also launched an Intentions Survey to collect primary data around the profiles, intentions, situation, needs and perspectives of internally displaced people within Ukraine. The aim of which is to ensure the centrality of their voices in durable solutions discussions about their future, as well as to inform evidence-based responses in support of the Government of Ukraine. The Intention Surveys will be conducted regularly to monitor and analyse trends and changes in the situation, and to inform the work of Sectoral Working Group on Refugee and IDP Return under the Government of Ukraine's National Recovery Plan co-chaired by UNHCR. The first survey, conducted in December 2022, will be published in February 2023 simultaneously with the Refugee Intention Survey, produced by UNHCR in refugee-hosting countries using a similar methodology.

By September 2022, asylum-seekers had the right to obtain work permits only in circumstances where they received a job offer with a salary amounting to five (for selected professions only) or ten minimum wages. This requirement became even tougher and less realistic to meet as the minimum salary increased from UAH 4,723 (\$160) in December 2020 to UAH 6,500 (\$230) in January 2021. The Government does not provide financial assistance to asylum-seekers during the asylum procedure. As a result of complex multi-partner advocacy efforts, on 12 October 2022, the President of Ukraine signed the law #5795 on 'Employment of Foreigners and Stateless Persons in Ukraine' that abolished the five and ten minimum salary requirements to obtain a work permit for foreigners, asylum seekers and for applicants for recognition as stateless persons enabling them to apply for a work permit free of charge and without a time limit to access the labour market. Even though many refugees and asylum seekers left Ukraine after the February 2022 invasion, three persons of concern who remained in the country and continued managing their business activities received livelihoods grants to develop their projects, namely providing medical services, producing stone/granite products and developing a sewing workshop.

Challenges to Achieving Outcome

Due to the ongoing international armed conflict, the continued dire humanitarian needs, and the power and energy outages, the process of a well-coordinated local integration or longer-term solutions response is slow. In 2023, UNHCR will seek to leverage its engagement in key coordination fora (National Recovery Plan Sectoral Working Groups, Durable Solutions Steering Committee, UN Country Team and Humanitarian Country Team) and data (IDP Intentions Survey, Cluster data) to support better coordination and inter-agency action on durable solutions.

While UNHCR welcomes the significant improvement with regards to access to work for asylum-seekers, the asylum seeker certificate is still not considered an identification document in Ukraine, which means that the formalization of the relationship between employer and employee will remain challenging. Due to the changed circumstances after February 2022, numerous pilot cooperations with private sector entities were suspended (i.e. IKEA, Glovo, Silpo, UAF). However, the private sector continues to be interested in refugees and asylum-seekers as potential workers subject to simple and practical procedures for their access to legal employment. UNHCR will continue exploring opportunities and negotiate cooperation with the private sector to include persons of concern in corporate trainings, employment and Corporate Social Responsibility programmes, and advocate with UN agencies, (I)NGOs and the government to include refugees and asylum-seekers in their programs and services.

2.2. Age, Gender and Diversity

A participatory assessment in November 2022 in 16 oblasts and Kyiv City enabled a review of UNHCR's response and to inform planning and design in 2023. The assessment was structured along six key areas: (1) Priority concerns – participants raised access to i) adequate housing and utilities and ii) healthcare and medicines; (2) Concerns relating to information, participation in decisions and accountability for assistance; (3) Legal assistance; (4) Psychosocial support; (5) Local integration and livelihoods; and (6) Child protection concerns. The report was presented to the Protection and Camp Coordination and Camp Management (CCCM) Clusters, and the findings included in partner discussions on 2023 partnership agreements.

UNHCR integrated an Age, Gender and Diversity (AGD) approach by

- i) including protection vulnerabilities as eligibility criteria for multi-purpose cash assistance programmes;
- ii) identifying persons with specific needs as a key element of needs assessments in the non-food item standard operating procedures;
- iii) expanding existing protection partnerships that address the needs for psychosocial support and psychological first aid, particularly amongst forcibly displaced women, boys and girls;
- iv) expanding protection partnerships that provide social accompaniment and protection case management, particularly for older persons, persons with disabilities and other persons with specific needs;
- v) developing new partnerships to address the protection vulnerabilities of certain groups;
- vi) partnerships with women-led organizations (50% of the Community Based Organizations supported were led by women); and
- vii) increased staffing capacity to strengthen UNHCR's AGD-inclusive programming, including dedicated UNHCR staffing on child protection, gender-based violence and protection from sexual exploitation and abuse and a deployment on Disability Inclusion.

All UNHCR's partners maintain communication and feedback mechanisms to ensure that information about assistance is readily available. UNHCR provided counselling to 30,000 people on services such as documentation, evacuation, job opportunities, access to social payments, healthcare, humanitarian aid and accommodation, by means of mobile teams in collective sites, train stations, and in areas close to the frontline. UNHCR increased the capacity of Donbas SOS to manage the hotline that served as a feedback and response mechanism as well as information on cash assistance and received 194,183 calls in 2022. As Cluster lead agency, UNHCR helped with mapping services for the Protection, Shelter, and CCCM clusters, which is fundamental to ensuring that affected people have the information about and know how to access services. Feedback from regular post-distribution monitoring are helping to modify programming and will be supplemented in 2023 with third party monitoring.

A Disability Inclusion Expert (50% UNHCR; 50% Inter-Agency Age and Disability Task Force) supported training to UNHCR and partner staff on disability inclusion, and mapping of Organizations for Persons with Disabilities to enable outreach and engagement. Tip sheets were also developed on disability inclusive programming for Cash, Shelter, and CCCM. A guidance note was developed for the Humanitarian Country Team on giving material assistance to long-term residential care facilities that provide "institutional care" for i) children without parental care (including unaccompanied children) and ii) children and adults with disabilities.

UNHCR and partners disaggregate beneficiary data by age, gender and specific needs. Reporting in ActivityInfo helps to better analyse those who benefit from UNHCR's protection and assistance programmes as well as areas where UNHCR needs to increase its efforts to reach out to those most likely to be left behind.

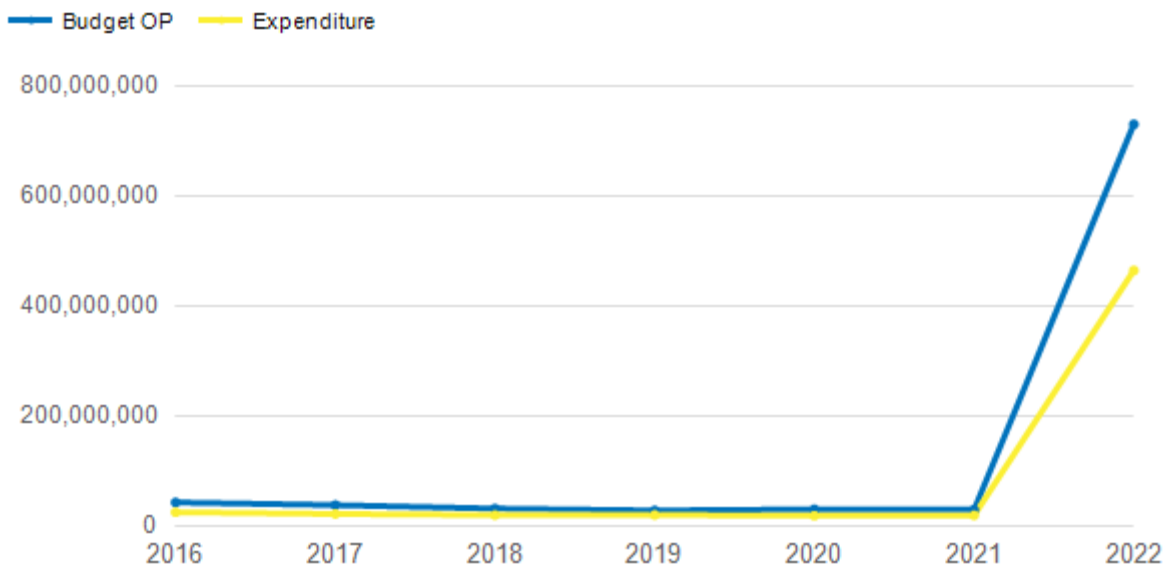
Section 3: Resources

3.1 Financial Data

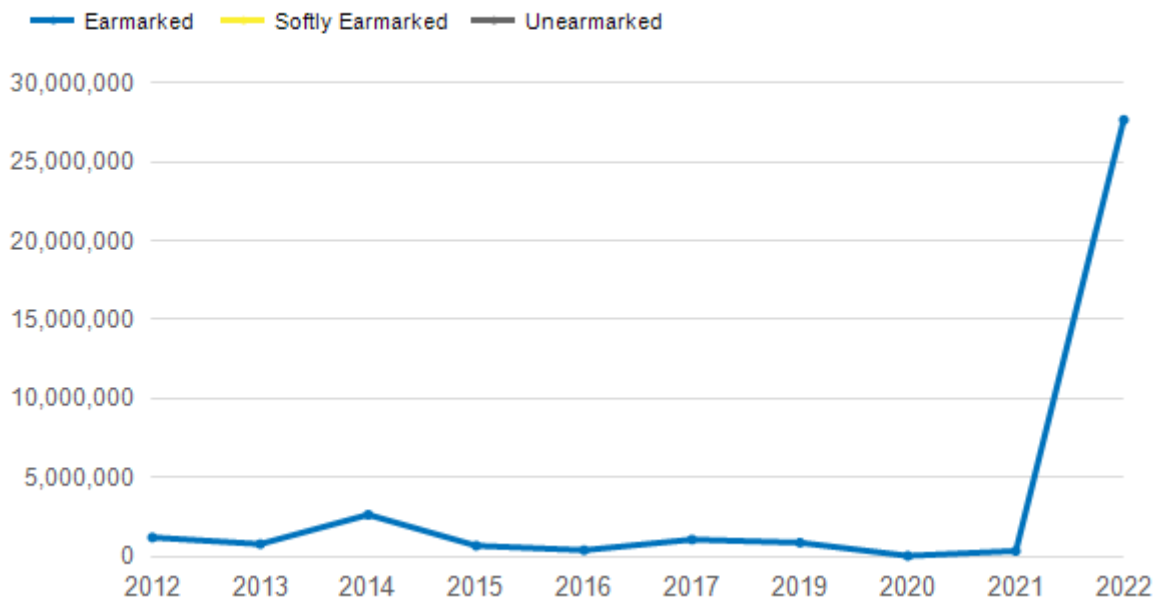
Impact Area	Final Budget	Funds Available	Funds Available as % of Budget	Expenditure	Expenditure as % of Funds Available
IA1: Protect	50,694,588	39,540,027	78.00%	39,926,068	100.98%
IA2: Respond	669,783,113	416,935,532	62.25%	417,828,985	100.21%
IA3: Empower	3,952,960	3,847,047	97.32%	3,847,047	100.00%
IA4: Solve	4,869,339	2,171,576	44.60%	2,171,576	100.00%
All Impact Areas		1,397,786	0.00%		0.00%
Total	729,300,000	463,891,968	63.61%	463,773,676	99.97%

Outcome Area	Final Budget	Funds Available	Funds Available as % of Budget	Expenditure	Expenditure as % of Funds Available
OA1: Access/Doc	29,354,419	23,327,547	79.47%	23,563,406	101.01%
OA2: Status	1,190,185	1,240,240	104.21%	1,252,671	101.00%
OA3: Policy/Law	2,795,566	1,597,284	57.14%	1,599,249	100.12%
OA4: GBV	3,713,605	4,141,373	111.52%	4,257,786	102.81%
OA5: Children	4,713,605	3,199,207	67.87%	3,272,071	102.28%
OA7: Community	12,880,170	9,859,675	76.55%	9,924,476	100.66%
OA8: Well-being	500,452,350	370,574,179	74.05%	371,085,913	100.14%
OA9: Housing	169,330,762	45,997,671	27.16%	46,645,671	101.41%
OA16: Integrate	4,869,339	2,172,432	44.61%	2,172,432	100.00%
All Outcome Areas		1,782,359	0.00%		0.00%
Total	729,300,000	463,891,968	63.61%	463,773,676	99.97%

Budget and Expenditure Trend



Contributions Trend by Type



3.2. Resources Overview

The available funding to UNHCR Ukraine increased exponentially after the when the conflict escalated into a full-scale war on 24 February 2022.

Thanks to the generous support from governmental and private donors, UNHCR was able to prioritize the expansion of the interventions to support the internally displaced and war-affected population in Ukraine. The operation prioritized the provision of emergency support such as shelter, relief items, multi-purpose cash assistance and key protection activities such as community mobilization, border monitoring activities, child protection, prevention and response to gender-based violence, and legal support to the affected population. Multi-purpose cash assistance (MPCA) was scaled-up after the full-scale invasion, with \$246 million disbursed to support the most vulnerable beneficiaries, allowing UNHCR to reach almost 1 million individuals by the end of December. Through the available

resources, UNHCR supported 164,000 individuals with emergency shelter assistance, house repair, and improvement of accommodation. 1.78 million individuals benefited from NFIs assistance in 2022.

UNHCR continued to ensure resources were prioritized for the provision of support to refugees and asylum seekers, and stateless population.

Flexible, softly earmarked funding allowed UNHCR to respond to shifting needs. For example, as newly accessible areas were regained by the Government of Ukraine, UNHCR was able to respond with essential items, protection services, such as psychosocial support, and cash assistance, whilst continuing to cover other planned activities in other parts of the country including emergency shelter and housing.

With available funding UNHCR also quickly expanded its workforce to be able to respond to emergency needs, opened new offices and ensured continuous operational support. UNHCR invested in business continuity in physical office spaces, as well as to enable staff to work remotely in case of infrastructure damage and loss of electricity.



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