

Annual Results Report

2023

Ukraine

Acknowledgements

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- 4.1 - Lessons Learned and Future Outlook

Section 1: Context and Overview

1.1 Changes to the Operational Context

The ongoing full-scale invasion and war in Ukraine continued to result in high levels of civilian casualties, forced displacement, and humanitarian and protection needs among the population. Nearly 6 million Ukrainians remain displaced abroad as refugees, while an estimated 3.7 million are currently internally displaced. Based on a multi-sectoral needs assessment, the 2023 Humanitarian Needs and Response Plan found that 17.6 million people need humanitarian assistance. As part of a collective UN effort to assist 11 million war-affected people, UNHCR reached 2.63 million people in need with crucial protection and assistance. With active hostilities largely confined to the frontline in eastern and southern Ukraine, return and early recovery were evident in much of the central and western parts of the country, as well as in areas newly reclaimed by the Government. It is estimated that 4.8 million refugees and internally displaced persons (IDPs) have returned home since the start of the Russian full-scale invasion of Ukraine. Of these, an estimated 1.4 million refugees have returned from abroad, while 900,000 have remained for periods in excess of three months. UNHCR's regular intentions surveys found that approximately 80 percent of refugees and IDPs remain interested in eventual return, with safety and security, housing, and access to basic services and jobs as key enablers of sustainable return. The scale of war-related damage is enormous—and continues to influence UNHCR's operational role and prioritization in the sectors of emergency shelter and housing, protection and legal counselling, psychosocial support and community-based approaches to early recovery, in cooperation with partners. The third Rapid Damage and Needs Assessment, undertaken jointly by the Government, the World Bank and the UN, estimates direct damages at \$152 billion, with damaged or destroyed homes accounting for over \$56 billion alone. This also included the extensive damages caused by the destruction of the Kakhovka Dam in June 2023, which resulted in significant environmental damages and humanitarian needs.

UNHCR continued implementing a 'solutions from the start' approach to the humanitarian response, leveraging its leadership of the Protection, Emergency Shelter and Non-Food Items, and Camp Coordination and Camp Management (CCCM) Clusters and co-leadership of the Community Planning for Durable Solutions and Recovery Steering Committee and Working Group, to promote sustainability and local leader- and ownership, self-reliance, dignity, early recovery and solutions for those displaced, as well as returnees. In areas closest to the frontlines, UNHCR reached populations impacted daily by hostilities via 'last mile deliveries' of lifesaving assistance via interagency convoys. Access to people remaining in areas temporarily occupied by the Russian Federation remained extremely limited. Moreover, UNHCR continued to provide access to protection and solutions for a small number of refugees, asylum seekers, and stateless persons within Ukraine.

The political context in Ukraine remained largely stable, with the Government continuing to prioritize efforts to achieve a just and lasting peace and to accelerate policy and governance reforms. In June, the European Council granted Ukraine EU candidate status, and in December 2023 formally voted to open accession negotiations.

In alignment with the Government's National Recovery Plan and the UN's Transitional Framework, UNHCR has been working closely with the Ministries of Restoration, Reintegration of the Temporarily Occupied Territories, Social Policy, Education, the State Border Guard Service and the State Migration Service to complement services and inform law and policy reforms. UNHCR prioritized a decentralized approach—and worked directly with oblast and hromada authorities to implement programmes and to enhance local accountability and leadership. This has helped contribute to rebalancing a well-documented tendency toward centralized authority under martial law. UNHCR's operational presence in eight sub and field offices and field units also ensured close collaboration with regional and local authorities, contributing to enhanced efficiency, transparency, and impact at the local level. To formalize collaboration with the Government of Ukraine and regional authorities, UNHCR has signed 4 Memoranda of Understanding (MoUs) with line ministries, and a further 18 MoUs with regional state administrations.

1.2. Progress Against the Desired Impact

1. Impact Area: Attaining Favorable Protection Environments

Persons of concern enjoy access to fair and efficient procedures and complaints and feedback mechanisms, and benefit from effective and inclusive national protection mechanisms

Indicators	Population Type	Strategy Baseline	Actual (2023)
1.1 Proportion of people seeking international protection who are able to access asylum procedures	Refugees and Asylum-seekers	71.56%	35.95%
1.2 Proportion of people who are able to move freely within the country of habitual residence	Stateless Persons	17.68%	17.24%

The humanitarian crisis in Ukraine remains a protection crisis. Gross violations against civilians, including grave violations against children, have exposed millions to increased trauma and mental health issues. The 2023 Multi-Sectoral Needs Assessment (MSNA) showed that protection needs remain high due to the war, particularly for those living in occupied territories and areas close to the front line Internally Displaced Persons (IDPs) living in collective sites (115,000 individuals) are also among the most vulnerable. Protection risks include attacks on civilians and civilian infrastructure, family separation, 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, and in transit/collective centres. The war has deepened pre-existing gender and intersectional vulnerabilities and inequalities, with marginalized groups at heightened risk, including LGBTIQ+, minorities (including the Roma), people with disabilities and people living with HIV/AIDS. The capacity of the Government to meet the protection needs of its people and provide social services has been negatively impacted by: (i) the extent of damage and destruction of social protection facilities; (ii) the shortage of social workers; and (iii) increased needs for social services in areas hosting vulnerable IDPs with complex needs. Despite these challenges, the Protection Cluster, led by UNHCR, and its partners continued to expand their programming (and geographical coverage) to support the Government to reach 8 million people with protection services (12% older people; 3% people with disabilities). As Cluster lead, UNHCR helped improve protection information management, protection training, and revise the Protection Cluster's protection monitoring tool This in turn strengthened partners understanding of protection risks and enhanced the overall protection response.

Complementing the national response, UNHCR and its partners provided protection services to 1.48 million people, including legal assistance, information on rights and entitlements, psycho-social support, child protection services and support for survivors of gender-based violence. Technical and material support was provided to government entities to enhance the protection environment, including:

- 1) the State Border Guard Service, to facilitate access to asylum abroad and return to Ukraine;
- 2) the Ministry of Social Policy, to support access to government assistance programmes and services;
- 3) the Ombudsperson's Office, to effectively monitor and advocate for people's access to rights; and
- 4) the Ministry of Justice, to support access to documentation, including birth registration.

Refugee status and stateless determination procedures resumed in mid-2022, resulting in a small number of refugees and stateless people obtaining protection status and documentation. However, many asylum-seekers and people with an undetermined nationality continued to face challenges in accessing these procedures and protection inside Ukraine. Due to parliament's continued 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

IDPs, conflict-affected persons, Refugees, asylum-seekers and Stateless persons have access to protection-centred and participatory humanitarian response with a particular focus on those with specific needs.

Indicators	Population Type	Strategy Baseline	Actual (2023)
2.2 Proportion of people residing in physically safe and secure settlements with access to basic facilities	IDPs	70.00%	71.15%
2.3 Proportion of people with access to health services	Refugees and Asylum-seekers	61.78%	79.75%

In 2023, UNHCR helped ensure that displaced and war affected people had greater access to protection-centered and participatory humanitarian assistance by providing shelter and housing support (e.g., home repairs, collective sites), cash assistance and in-kind assistance (shelter and NFIs), prioritizing those with specific needs or vulnerabilities, like older people and people with disabilities. Supporting localization remained a priority for UNHCR. Out of 29 implementing partners in Ukraine, 20 were national non-government organizations. UNHCR also worked with 447 community-based organizations and local initiative groups to strengthen their capacities, helping to ensure displaced and war-affected people were engaged in the design and delivery of UNHCR's assistance.

During UNHCR's post-distribution monitoring and other qualitative assessments, internally displaced persons (IDPs) and war-affected people stated that cash was their preferred modality of assistance. In line with this, UNHCR worked with financial service providers and a local NGO partner to deliver different types of cash assistance to over 900,000 vulnerable newly displaced and war affected people and returnees in 22 oblasts, including multi-purpose cash assistance (MPCA) for IDPs and returnees, one-off winter cash payments, and winter top ups to MPCA entitlements, in addition to support for rent payments and cash for shelter repairs. As a member of the Cash Working Group (CWG) and in line with the Inter-Agency Standing Committee guidelines, UNHCR provided MPCA of 6,660 UAH per capita to IDPs, war affected, and returnees based on socio-economic vulnerability and protection criteria. Based on a Humanitarian Country Team decision in October 2023, UNHCR revised the transfer value to 10,800 UAH per person to account for the widening gap between the available income of displaced households and the CWG's minimum expenditure basket. Cash payment requests continued to go through an internal deduplication process, as well as deduplication with other CWG members. UNHCR also provided cash assistance to 506 vulnerable refugees and asylum-seekers.

UNHCR further strengthened its collaboration with line ministries. Building on the Memoranda of Understanding with the Ministry of Social Policy (MoSP) and with the Ministry of Reintegration from April 2022, data sharing agreements were signed with the MoSP, the National Pension Fund and the Ministry of Reintegration. This enabled UNHCR to assist IDPs and other war-affected people with specific vulnerabilities referred by these ministries.

Given the massive destruction of property caused by the war, in order to support access to safe shelter for war affected people, IDPs and returnees, UNHCR provided emergency shelter, durable housing, and accommodation to nearly 250,000 people. This included rental market support, upgrades to poor housing stock and refurbishment of collective centres:

1. Emergency shelter – 172,483 people were supported with kits and materials to make immediate repairs to their war-damaged homes, including social facilities (schools, clinics etc.). This allowed people to have access to safe shelter and remain in their homes if they wished to do so.
2. Durable housing – 59,451 returnees and war affected people were assisted through the provision of durable housing – either through repair of existing homes or by new core-homes. In total, UNHCR repaired 20,078 houses and apartments using contractors, and providing materials, cash assistance and gift-cards. This assistance enabled people to stay or return home and offered a longer-term solution for families to rebuild their lives and stay within communities.
3. Accommodation for IDPs – 15,226 IDPs were supported to find suitable accommodation while they were displaced allowing them access to safe shelter.

UNHCR further strengthened its collaboration with the Ministry of Territorial Communities and Infrastructure Development by signing a Memorandum of Understanding on 'Ukraine is Home' – a collaborative framework spearheaded by UNHCR as cluster lead agency - to promote complementarity and linkages between government initiatives in support of home repairs and restorations.

To help address the basic needs of internally displaced people, returnees, and other war-affected people, especially those on the frontlines or subject to attacks in other locations, UNHCR assisted 575,000 people with non-standard non-food items (NFIs) in 2023, helping them replace destroyed household items and

particularly vulnerable persons to cope with the harsh Ukrainian winter. Throughout the year, UNHCR began gradually shifting towards cash assistance instead of in-kind assistance with NFIs and will continue in this direction in 2024. This aligns with the result of the 2023 post-distribution monitoring, where 66 percent of respondents state they would prefer cash as opposed to other types of assistance.

In 2023, UNHCR and partners increasingly focused on ensuring protection minimum standards in collective sites were met. Over 40,800 IDPs benefited from different forms of support in 546 collective sites. UNHCR further supported the Government of Ukraine to develop and adopt Resolution 930, which sets out minimum standards for collective sites, including on security of tenure and availability of complaints and feedback mechanisms.

4. Impact Area: Securing Solutions

Persons of concern achieve sustainable solutions through support to government measures to support return and integration

Indicators	Population Type	Strategy Baseline	Actual (2023)
4.1 Number of refugees who voluntarily return in safety and dignity to their country of origin	Refugees and Asylum-seekers	0	0
4.3a Number of stateless people for whom nationality is granted or confirmed	Stateless Persons	354	257
4.3b Number of refugees for whom residency status is granted or confirmed	Refugees and Asylum-seekers	33	40

To inform durable solutions programming for displaced people, UNHCR continued to leverage solutions data obtained through comprehensive assessments, such as the 2023 Return Intention Survey, protection monitoring and profiling of internally displaced persons (IDPs). As Ukraine enters 2024, the scale of displacement remains immense, with around 3.7 million people displaced within Ukraine and an estimated 6.3 million recorded as refugees abroad. Approximately 111,500 IDPs are still residing in collective sites, which often comprise non-traditional housing stocks that are not only inadequate, but also lack security of tenure. While most refugees and IDPs express a desire to return to their places of origin in the future, the immediate plans for return vary. In May 2023, approximately 14% of refugees and 15% of IDPs reported plans to return permanently within the next three months, while a significant proportion, about 62% of refugees and 67% of IDPs, express a desire to return in the future. Barriers to return and reintegration include security concerns, lack of access to basic services, jobs and/or housing in their places of origin or displacement. Despite the challenging circumstances, some refugees and IDPs are opting to return, increasing pressure to quickly re-establish local services and livelihoods. In frontline regions in eastern and southern Ukraine, the situation remains precarious due to ongoing hostilities and security threats, damaged housing and civil infrastructure, and lack of employment options. At the same time, these regions are also hosting large numbers of displaced people. Central and western oblasts are more stable, with better access to social and administrative services. However, housing and job opportunities remain limited for returnees and IDPs in these regions. The situation is particularly challenging for IDPs with specific vulnerabilities who live in collective sites. They often lack family support networks where they are displaced and do not have a stable source of income. This makes it difficult to find a job and alternative accommodation outside of the collective sites.

In line with UNHCR's mandate for IDPs, UNHCR contributed to policies and practices relating to the rights and participation of IDPs, at both national and local levels. In 2023, the Government of Ukraine, with support from partners like UNHCR, initiated and adopted several important laws and policies, such as the Strategy of the State Policy on Internal Displacement (until 2025), and the legislation on compensation for housing damaged or destroyed due to the war. In addition to leading the Protection, Emergency Shelter/NFI, and Camp Coordination and Camp Management clusters, UNHCR participated in the RC/HC and Government-led 'Community Planning for Durable Solutions and Recovery Steering Committee' and co-chaired the Working Group with the same name during its first 6 months.

UNHCR has promoted a 'durable solutions from the start' approach and has helped advance the humanitarian-development peace nexus by working in complementarity with humanitarian, recovery and

development actors to support community-based recovery and solutions. For example, working together with UNDP, IOM, local authorities and other partners, UNHCR implemented protection and housing programmes in an area-based pilot in Ivankiv and Mukachevo, with plans to scale up in 12 additional locations throughout Ukraine in 2024. As part of the high-level Steering Committee chaired by the Ministry of Social Policy and UNICEF, UNHCR is also providing support at policy and technical levels for the Perehid Initiative which aims to guide the transition of humanitarian cash programmes to an inclusive shock-responsive social protection system. UNHCR provides technical assistance on inclusion through the secondment of a Senior Social Protection Officer to the Technical Assistance Facility, responsible for formulating evidence-based recommendations to the Committee.

UNHCR focused on providing different forms of individual assistance to refugees, people granted complementary protection and asylum-seekers with the aim of helping them to integrate in Ukraine, and continued to provide legal assistance and organize information campaigns for stateless persons and persons with an undetermined nationality, including Roma communities. Increased collaboration with the Council of Europe and the Ombudsperson's Office on a pilot project to provide documentation to Roma communities is promising, with potential to expand the project in 2024 to additional locations in support of Roma communities accessing identity documentation, a key enabler for improving their access to government services and protection programmes.

Other Core Impact Indicators

Country	Indicator	Population Type	Strategy Baseline	Actual (2023)
Ukraine	3.1 Proportion of people who have the right to decent work	Refugees and Asylum-seekers	61.78%	71.35%
Ukraine	3.2a Proportion of children and young people enrolled in primary education	Refugees and Asylum-seekers	100.00%	100.00%
Ukraine	3.2b Proportion of children and young people enrolled in secondary education	Refugees and Asylum-seekers	100.00%	90.00%
Ukraine	3.3 Proportion of people feeling safe walking alone in their neighbourhood after dark	IDPs	62.00%	83.74%

1.3 Challenges to Achieving Impacts

The war has 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 frontline. Tailored approaches were required to respond to the enormous needs (14.6 million people – approximately 40% of the population living in Ukraine – will need humanitarian assistance in 2024), including provision of cash where markets were operational, in-kind assistance to heavily damaged areas, and direct deliveries to very high-risk areas through inter-agency convoys. Due to the dire security situation, it was challenging to conduct protection assessments and deliver protection counselling and advice to people in many of the hard-to-reach areas. Despite this, UNHCR sought to ensure the presence of protection staff on all interagency convoys and provided protection information and services through remote modalities (i.e., telephone hotlines and social media) and mobile teams. UNHCR further collaborated with a large network of community-based groups to deliver protection assistance. This ensured greater efficiency and participation of affected people in the response. In 2023, UNHCR supported 447 community-based organizations, facilitating outreach to people in need. New partnerships with organizations working with people with disabilities and people living with HIV/AIDS established in 2023 should support UNHCR to improve access and outreach to these vulnerable populations in 2024.

Access to territories occupied by the Russian Federation remained extremely challenging, which affected planned activities in Donetsk, Luhanska, Khersonska and Zaporizka oblasts. The situation has impeded

UNHCR and partners from reaching people with protection support and supplies in territories occupied by the Russian Federation. Continued advocacy at the global level is required to ensure access to those most in need. UNHCR continued to expand partnerships in different parts of the country where there was previously limited or no operational presence.

Attacks on energy infrastructure continued in 2023, and while they caused disruptions to public services including water, electricity, health care, education, and social protection, the disruptions were mitigated by improved air defense capacities of the Government, the Government's capacity to rapidly repair energy infrastructure, and the 2022 UNHCR and other partners' investments in the procurement of generators and other devices to support internet connectivity and business continuity.

The massive damage to housing and civilian infrastructure, disruption of public services and markets, as well as the demands on the Government of Ukraine's social protection system also present major challenges to durable solutions and could result in prolonged displacement. This has particularly affected southern and eastern oblasts, where these factors are preventing refugees and internally displaced persons from returning, even though they may wish to do so, as they would not be able to rebuild their homes and lives in a sustainable way in these areas. Linked to this, the need for cash assistance to meet their basic needs, for temporary shelter, and to repair their homes was onerous. While the economy has begun a modest recovery, estimated at 3.5 percent growth in 2024, unemployment still stands at 16%, roughly double the pre-war rate, impacting access to livelihoods. With the Government of Ukraine's focus on the war and addressing the enormous needs, opportunities to develop an integration strategy for refugees or to introduce legislative changes that would reduce and prevent statelessness were limited. The formal opening of EU accession negotiations in December 2023 may however, result in renewed attention to asylum in 2024. Suspension of diplomatic relations between Ukraine and the Russian Federation continued to hinder confirmation of nationality procedures that affected statelessness determination procedures. The temporary suspension of government services due to electricity cuts and air raid sirens, 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). Consequently, access to important identity documents was also delayed, which affected their freedom of movement, access to services and to solutions.

1.4 Collaboration and Partnerships

The Government of Ukraine continued to exercise strong leadership over the humanitarian response—and coordination with the UN interagency community. UNHCR's humanitarian and early recovery activities were developed to align with government plans and services, and to integrate a strong solutions orientation in all aspects of delivery. To ensure alignment with national and local priorities and complementarities, avoiding the creation of parallel systems, UNHCR has concluded MOUs with four line-Ministries and with 18 regional oblast administrations to cement this approach. To foster sustainability and local ownership, UNHCR worked primarily with local NGO partners in 2023 - 20 out of 29 funded partners were Ukrainian. To enhance its reach and impact, UNHCR works with 447 community-based organizations and local initiative groups. UNHCR continued to lead the Protection, Emergency Shelter/NFI and Camp Coordination and Camp Management (CCCM) Humanitarian Clusters. As prospects for solutions and early recovery emerged in 2023, UNHCR also served as co-chair of the Working Group on Community Planning for Durable Solutions and Recovery.

UNHCR activated the Protection Cluster in 2014, with the beginning of the armed conflict in Donbas. Following the start of the full-scale war in February 2022, it expanded its activities to cover all of Ukraine, with 204 member organizations and three distinct Areas of Responsibility (AOR): Gender-Based Violence AOR led by UNFPA; Child Protection AOR led by UNICEF; and Mine Action AOR led by UNDP. In addition, Technical Working Groups have been established, including: (1) Housing, Land and Property; (2) Legal Aid; (3) Age and Disability; and (4) Anti-Trafficking. In 2023, the Protection Cluster launched a service mapping system, "Services Advisor Platform," featuring services implemented by 73 organizations in over 1970 service locations from Protection, Shelter, CCCM clusters, and Cash Working Group. Furthermore, the Protection Cluster provided a wide range of operational guidance to its partners and conducted advocacy interventions, including the issuance of the Guidance Note on Pensions for IDPs. Localization remained high on the agenda of the Protection Cluster in 2023, with national NGOs constituting almost 56% of the members of the cluster and a national NGO, Right to Protection, serving as co-chair of the Protection

Cluster together with UNHCR.

Likewise, the Shelter/NFI Cluster, with four established hubs in each geographic region of Ukraine and 107 member organizations—including many national partners, continued to expand its reach and activities in 2023. The Cluster team, with technical support from UNHCR, developed a Shelter Information Damage Assessment and Response Database (SIDAR) to improve coordination, enhance decision-making and foster transparency and accountability—as well as to ensure alignment and complementarity with Government programmes, such as the Ministry of Restoration’s ‘e-recovery’. SIDAR is also a cornerstone of Ukraine is Home, UNHCR’s collaboration with the Ministry of Restoration to ensure access to compensation, home repairs and other housing solutions for those affected by the war—and to ensure complementarity with the government registry of damaged and destroyed homes. Ensuring adequate housing standards remained a key Cluster objective in 2023, with members working to ensure linkages to longer-term responses including house and apartment repairs, improvements to communal areas of multi-story buildings, transitional rental support, collective centre refurbishment, humanitarian repairs to social service centres, and the provision of rapid prefabricated housing.

In 2023, the CCCM Cluster, comprised of 18 partners under the leadership of UNHCR, played a pivotal role in enhancing living standards and advocating for lasting solutions of IDPs who remained in collective sites. Among key achievements, CCCM partners reached 130,292 individuals across 2,456 collective sites (out of 2,600) through a range of support and refurbishment activities, distribution of essential items, and awareness-raising sessions. In 2023, CCCM Cluster advocacy, together with the Ombudsman Office of Ukraine, achieved a major legislative accomplishment with the passage of Resolution 930, which addresses the basic human rights of those in collective site and established mechanisms for a protective environment and minimum standards in collective sites.

Through the Community Planning for Durable Solutions and Recovery Working Group, UNHCR collaborated with the Government and development actors to develop area based approaches aimed at addressing protection, inclusion, recovery, durable solutions and social cohesion of people and communities across Ukraine. This collaborative effort promotes a nexus approach that bridges humanitarian assistance with recovery and development processes. In this context, UNHCR and the UN Development Programme (UNDP) have created a framework to ensure joint and complementary initiatives to foster durable solutions, support local economic recovery and access to services.

Section 2: Results

2.1. Outcomes and Achievements

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

Persons of concern have access to inclusive social and other protection services.

Indicators	Population Type	Strategy Baseline	Target (2023)	Actual (2023)
1.1 Proportion of refugees and asylum seekers registered on an individual basis	Refugees and Asylum-seekers	100.00%	100.00%	35.95%
1.2 Proportion of children under 5 years of age whose births have been registered with a civil authority	Others of Concern	34.89%	45.00%	37.99%
1.3 Proportion of people with legally recognized identity documents or credentials	IDPs	85.00%	85.00%	99.29%

Progress Against the Desired Outcome

In 2023, ongoing hostilities and the destruction of the Kakhovka Dam resulted in some new displacements and/or evacuations. As a result, there was an increased demand for legal aid to support war-affected people to replace and restore documents. For instance, up to 70% of all households in need of compensation after the Kakhovka Dam destruction lacked documents confirming property rights to access compensation and housing schemes. At the same time administrative services and infrastructure needed to restore documents were damaged or disrupted, while the large-scale displacement drastically reduced the capacity of legal aid centres and courts to respond to the increased needs. Helping replace/restore documentation was a priority for UNHCR to enable people to apply for compensation, access their rights, social protection benefits/services, and government and humanitarian assistance programmes. UNHCR provided in-kind assistance and capacity building to support the national systems – notably through free legal aid centres, social protection departments, the Ministry of Foreign Affairs (to support Consular Services abroad), State Border Guard Service (SBGS), State Migration Service (SMS) and Civil Registry Departments. In total UNHCR reached 92,220 people (74% women and 24% older persons) with different forms of legal assistance, including 3,292 people with court representation. Half of all court representations involved the restoration of personal documents including birth and death registration, followed by access to social benefits and pensions (30%) and housing land and property (HLP) rights (14%). Over 60% of court cases were successful, with people obtaining the necessary documents or having their rights recognized.

Additionally, UNHCR partners provided almost 183,000 legal consultations, including:

- 28% on social benefits, internally displaced persons (IDPs) allowances and pensions.
- 23% on access to adequate housing and other HLP issues, in particular to support documentation of property rights in rural areas.
- 9% relating to freedom of movement, notably documents needed to cross the border to seek international protection.
- 9% on personal documentation, including IDP registration, including for persons who were born or died in occupied territories or in areas of active hostilities.

Legal services are delivered through various channels to ensure accessibility. These include in-person consultations with lawyers at offices or via mobile teams, as well as assistance through partners' helplines, and even social media platforms such as Telegram chatbots. UNHCR plays a crucial role by chairing the Legal Aid Working Group under the Protection Cluster. In this capacity, UNHCR coordinated the work of 26 organizations, sharing promising practices, as well as developing information materials on key protection topics, such as disability confirmation, birth and death registration, confirmation of property rights, access to social benefits, among others.

UNHCR and partners continued to ensure that asylum-seekers had access to the asylum procedure and documentation. More than 50 monitoring visits were made to two Migrant Custody Centres (MCC) to provide legal counselling and court representation to detained asylum-seekers, protecting them from refoulement. These interventions also resulted in the release of three asylum-seekers. To monitor asylum-seekers' access to the refugee status determination procedure, UNHCR further facilitated a joint visit to the MCC in Volyn region together with the Ukrainian Parliament Commissioner for Human Rights (Ombudsperson). Close cooperation with other international actors, including IOM was also ensured. Specialized legal assistance for stateless persons and people with an undetermined nationality was further expanded by UNHCR and partners to 15 of Ukraine's 24 regions. This support reached 17,091 undocumented people, who received specialized legal consultations, while 2,303 people received legal assistance, and a further 304 people received court representation; 422 people obtained a birth certificate or its duplicate; 276 people were assisted to confirm their nationality; 108 Stateless Determination Procedure (SDP) applicants were represented, of whom 74 were recognized as stateless persons; and 1,309 people participated in training on prevention and reduction of statelessness.

2. Outcome Area: Status Determination

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

Indicators	Population Type	Strategy Baseline	Target (2023)	Actual (2023)
2.1 Average processing time (in days) from registration to first instance asylum decision	Refugees and Asylum-seekers	365.00	365.00	365.00
2.2 Proportion of people undergoing asylum procedures who have access to legal representation	Refugees and Asylum-seekers	100.00%	100.00%	100.00%
2.3 Proportion of people 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 full-scale war, the majority of the 5,000 refugees and asylum-seekers recorded in Ukraine before 24 February 2022 fled the country to seek international protection abroad. UNHCR with partners continued to support those who remained, providing legal assistance to more than 750 people at various stages of the asylum process in 2023. Through the work of three legal partners, UNHCR closely monitored access to the asylum procedure and quality and timely refugee status determination (RSD). In the Odesa region, UNHCR's partner provided advisory support for RSD to the regional State Migration Service (SMS).

From January to September 2023, the SMS registered 98 asylum-seekers, granted refugee status to eight people and complementary protection to 32 people. The recognition rate of 23%, is in line with that of previous years. Only 36% of asylum-seekers assisted by UNHCR were able to officially apply for asylum with the SMS. In 2023, most asylum-seekers assisted by UNHCR were Russian nationals who were long-time residents of Ukraine and unable to regularize their stay in Ukraine, while being unable to return to the Russian Federation because their volunteer activities or political opinion would expose them to real risk of harm. New asylum applications were registered by nationals of Belarus and Central Asian countries (Tajikistan, Turkmenistan and Uzbekistan). Government statistics on the total number of asylum applicants, recognitions and rejections were unavailable at the time of reporting.

More than 167 refugees and asylum-seekers approached UNHCR partners for legal assistance, including from two Migrant Custody Centres (MCC) in Mykolaiv and Volyn regions. Legal advice was also provided remotely and through social media channels, such as through the partner Telegram channel "Refugee helper" and UNHCR's Help page.

UNHCR legal partners conducted judicial trainings jointly with the National School for Judges. UNHCR supported three Ukrainian asylum judges to attend the International Association of Refugee and Migration Judges Annual Conference, enabling them to exchange expertise and new developments in asylum

jurisprudence. This included participating in the seminar organized by UNHCR jointly with the Supreme Court. This work contributed to ensuring that asylum-seekers have access to an effective appeal mechanism after first instance rejection of their claim and resulted in 53% of first instance rejections being overturned in favour of asylum-seekers on appeal, including two decisions that obliged the SMS to grant complementary protection status to applicants from the Russian Federation and Uzbekistan. Further, 15 court decisions found that the SMS wrongfully denied access to the asylum procedure to Russian and Belarusian applicants. Continued cooperation and referrals of asylum seeker applications to the Government's Free Legal Aid Centres (FLACs) resulted in a number of successful court decisions where representation was provided by FLAC lawyers, thereby strengthening the national system.

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	Strategy Baseline	Target (2023)	Actual (2023)
3.1 Extent national legal framework is in line with the 1951 Convention and/or its 1967 Protocol	Refugees and Asylum-seekers	Progressing towards alignment: 70-89 points	Broadly aligned: =90 points	Progressing towards alignment: 70-89 points
3.2 Extent national legal framework is in line with the 1961 Convention on the Reduction of Statelessness	Stateless Persons	Progressing towards alignment: 70-89 points	Progressing towards alignment:	Progressing towards alignment: 70-89 points

Progress Against the Desired Outcome

In 2023, UNHCR and partners monitored developments related to asylum access and the quality of Refugee Status Determination (RSD) procedures in Ukraine. During this period, UNHCR expressed concerns to the Government Ukraine about unfavorable amendments to the Refugee Law adopted by parliament in February 2023. Despite these challenges, there were some noteworthy achievements in improving access to asylum procedures. Notably with litigation support from UNHCR's partner, four asylum-seekers who were previously unable to register their asylum claims with the State Migration Service (SMS), were able to register their asylum applications and received asylum seeker certificates following court decisions made in their favour. In 2023, UNHCR and its partners advocated for the inclusion of refugees and asylum-seekers in economic opportunities and social protection safety nets, with a particular focus on children. This support involved advocating for amendments to several by-laws that regulate access to social benefits for individuals granted complementary protection. The progress achieved was in part due to close collaboration between UNHCR, its partners and the office of the Ukrainian Parliament Commissioner for Human Rights (Ombudsperson). Additionally, considering that Ukraine was granted candidate status for accession to the European Union, UNHCR engaged in discussions with the European Commission to align Ukrainian national law with the EU asylum acquis.

In 2023, UNHCR and partners played an active role in developing and implementing bylaws concerning access to birth certificates and the first identity document for late applicants abroad. In January 2023, the Council of Ministers (CoM) introduced legislation which enables Ukrainian embassies/consulates in certain countries to access the Ministry of Justice's (MoJ) State Register of Civil Acts. As a result, refugees gained access to certain types of civil status documents while abroad, thereby reducing the need to travel back to Ukraine to obtain such documents. Other CoM resolutions facilitated access to certain procedures, such as the Identity Setting Procedure, for individuals abroad. Notably these procedures were streamlined by introducing the use of videocalls, eliminating the necessity to provide evidence in-person. In December, the CoM adopted an Action Plan for the implementation of the National Roma Strategy 2030, which will support UN and UNHCR advocacy on inclusion and non-discrimination, including on legal protection and documentation. UNHCR and partners strengthened the capacity of 1,309 officials (FLAC lawyers, Civil Registry and State Migration Service staff, National Police and local administrations). These officials participated in 47 training events on policies and procedures related to documentation, nationality, and prevention of statelessness.

Furthermore, UNHCR worked closely with the Government of Ukraine and other partners to develop and

implement laws and bylaws concerning the access of internally displaced persons (IDPs) to national assistance and recovery programmes. For example, through the Housing Land and Property Working Group, under the Protection Cluster led by UNHCR, UNHCR was instrumental in helping ensure that individuals who had self-repaired their homes were also eligible for Government compensation for damaged property. Additionally, UNHCR engaged in joint advocacy with the Office of the Ombudsperson, the Camp Coordination and Camp Management Cluster, IOM and the Council of Europe, to establish a new resolution mandating the registration of, and minimum standards in collective sites housing IDPs. Previously collective sites were run in an ad hoc and informal manner without proper oversight. UNHCR was further involved in initiating a resolution supported by the Ministry of Reintegration to introduce volunteer IDP councils as advisory bodies at oblast and local level. This engagement will improve the participation of IDPs in decisions affecting their lives and futures.

UNHCR continues to engage a variety of stakeholders on new legal developments, in addition to chairing the Legal Aid Working Group under the Protection Cluster. Through its legal partners, it undertakes strategic litigation in higher level national and regional courts, to positively influence legal norms concerning war-affected people in Ukraine.

4. Outcome Area: Gender-based Violence

Access to sustainable and specialized services to GBV survivors and persons at risk of GBV available.

Indicators	Population Type	Strategy Baseline	Target (2023)	Actual (2023)
4.1 Proportion of people who know where to access available GBV services	IDPs	15.38%	15.00%	9.67%
4.3 Proportion of survivors who are satisfied with GBV case management services	IDPs	100.00%	100.00%	100.00%

Progress Against the Desired Outcome

According to the 2023 Internal Displacement Monitoring Centre report on “Gender Dynamics in Internal Displacement”, women, particularly internally displaced persons (IDPs), face specific risks and financial challenges in Ukraine. Some 17% of IDP women reported difficulties accessing livelihoods, compared to 10% of their male counterparts. The demographic profile of the displaced population contributes to their heightened risk of exposure to gender-based violence (GBV). Women also make up 50% of those living in collective sites. As highlighted in the Multi-sector Needs Assessment (MSNA), an estimated 53% of households in need of humanitarian assistance are headed by women, and female-headed households living in rented accommodation are more likely to be unable to afford rent and utilities than male-headed households (i.e. 20% for women, 13% for men). Households most affected by economic challenges include older people and people with disabilities, which increase their exposure to GBV, including Sexual Exploitation and Abuse (SEA).

According to the GBV Area of Responsibility (AoR), an estimated 3.6 million war-affected people require urgent access to GBV prevention, risk mitigation, and response interventions. GBV was prevalent among war-affected people before the full-scale invasion, with IDP women reporting a higher prevalence of GBV in comparison to non-displaced women since 2014.

UNHCR’s GBV programme was organized around 5 pillars in 2023:

- **Response:** UNHCR and its partners provided GBV case management through mobile teams in 18 oblasts. Most reported cases were related to Intimate Partner Violence. UNHCR also trained 1,112 GBV case workers to enhance the quality of services to survivors.
- **Prevention:** UNHCR developed a GBV Awareness Toolkit to strengthen awareness of GBV and contribute to behaviour change surrounding GBV. UNHCR and partners reached more than 30,000 people through awareness-raising campaigns. Awareness sessions on access to GBV services were conducted in 23 women and girls’ safe spaces/community centres supported by UNHCR.
- **Risk Mitigation:** UNHCR conducted GBV/Camp Coordination and Camp Management Safety Audits in 90 collective sites. The audits were shared with Clusters to inform and advocate for GBV risk reduction, resulting in better lighting systems in collective sites and improved information on Protection/GBV Services

and referral pathways.

- Capacity building: UNHCR and partners trained 858 individuals in government services, NGOs, UN agencies, and community groups on GBV response and prevention. GBV technical training packages were adapted and translated for the local context, including: GBV Case Management, GBV in Emergencies, Mainstreaming GBV, and Basic GBV Prevention and Response.
- Coordination: UNHCR is a member of the GBV AoR, the Anti-Trafficking Task Force, and the Gender in Humanitarian Action (GiHA) Task Force. In these fora, UNHCR focused on promoting survivor-centred principles, providing technical guidance, capacity building, and gender mainstreaming. UNHCR participates in the national Framework for Cooperation on Conflict-Related Sexual Violence (CRSV) that is chaired by the Office of the Commissioner for Gender Equality Policy, and its four working groups: (1) Trafficking in persons; (2) Holistic assistance to victims of CRSV; (3) Access to Justice and Accountability; (4) Compensation and Reparation.

5. Outcome Area: Child Protection

Prevention and response services for children and adolescents provided

Indicators	Population Type	Strategy Baseline	Target (2023)	Actual (2023)
5.1 Proportion of children at heightened risk who are supported by a Best Interests Procedure	IDPs	56.61%	60.00%	56.69%
5.2 Proportion of children who participate in community-based child protection programmes	IDPs	58.09%	60.00%	57.46%

Progress Against the Desired Outcome

The war has had a devastating impact on the development and well-being of hundreds of thousands of children in Ukraine. Children have been exposed to physical risks and severe psychosocial distress that has been exacerbated by displacement, loss, family separation, social and economic stressors and disruptions in their protection environment. With more than 3 million children inside Ukraine in need of protection in 2023, UNHCR and its partners continued to scale up efforts to prevent and respond to the needs of forcibly displaced, war-affected and returnee children and families at heightened risk in areas where the government required support.

UNHCR and the broader Child Protection Area of Responsibility (CP AoR) supported efforts to ensure that children at heightened risk receive process-oriented humanitarian and/or government child protection case management services to promote their care and protection. With an estimated 100,200 children in Ukraine at heightened risk, the CP AoR reached 62,400 of them with humanitarian child protection case management. To promote children's well-being, development and resiliency, the CP AoR provided 1,723,692 children forcibly displaced and war-affected children with community-based protection, psychosocial and recreational activities.

UNHCR made significant contributions to these achievements, reaching 54,687 children with community-based individual and group psychosocial support (PSS) activities. Through regular, structured, and guided community-based recreational and PSS group activities, children have been provided with opportunities to play, socialize, learn new skills, and promote self-expression. This involved diverse types of activities, including recreational, sports, religious, artistic, cultural, movement-based, peer-to-peer and/or life skills activities. Children and caregivers who participated in community-based protection, recreational and PSS activities also received child-sensitive information on child rights, emerging protection issues, identified risks in communities, and on the availability of critical government and humanitarian services. As part of UNHCR's commitment to ensure that forcibly displaced children are safe where they live, learn and play, UNHCR partners established and maintained 124 child friendly spaces and safe spaces in 2023. UNHCR partners provided mobile case management and social assistance to 8,787 vulnerable and at-risk children and families. These services were extended to people residing in war-affected areas and previously occupied territories, border and transit points, as well as rural and remote areas of displacement. These areas have experienced significant disruptions in state child protection and social services due to the war. Trained caseworkers assessed the needs of children and caregiver at heightened risk. They provided

direct support, including information, psychosocial and emotional support, monitoring, case planning and referrals to essential services. I These services included birth certificates and civil documentation for children at risk of statelessness. To enhance linkages and complement the national child protection system, UNHCR and its partners worked closely with communities, civil society, and state child protection and guardianship authorities at the local level. These joint efforts helped identify, protect and promote the rights of children experiencing family separation or suspected child abuse. This was further facilitated through mandatory reporting.

As part of advocacy, capacity building, and system strengthening, UNHCR provided extensive support to the CP AoR to: (1) finalize and roll-out Operational Guidance (SOPs) for humanitarian partners on the provision of child protection case management and CPIMS+ in Ukraine; and (2) improve the quality and efficacy of community-based child protection, recreational and psychosocial support activities through evidence-based methodologies. In partnership with Save the Children, UNHCR trained 211 caseworkers on child protection case management and 156 Mental Health and Psychosocial Support practitioners on the “TeamUp” and “I Support my Friends” methodologies to promote child wellbeing and resiliency.

As part of its commitment to ensure that all sectors contribute to improving outcomes for children, UNHCR facilitated five child protection mainstreaming trainings for UNHCR and partner staff. These trainings involved staff from the Camp Coordination and Camp Management, and Shelter clusters as well as field staff. These trainings helped equip them to safely identify and re-direct vulnerable and at-risk children and families to child protection actors for necessary support and assistance. Additionally, these trainings enhanced participants understanding of how to consider the needs of children in their planning and activities. Furthermore, as part of UNHCR’s cross-border programming, 169 border guards were trained on the identification and referral of children at risk and Unaccompanied and Separated Children.

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

Persons of Concern are consistently consulted and participate in local-level decision making and the response.

Indicators	Population Type	Strategy Baseline	Target (2023)	Actual (2023)
7.2 Proportion of people who have access to safe feedback and response mechanisms	IDPs	73.28%	80.00%	83.04%
7.2 Proportion of people who have access to safe feedback and response mechanisms	Refugees and Asylum-seekers	70.00%	75.00%	100.00%
7.3 Proportion of women participating in leadership/management structures	IDPs	75.00%	75.00%	68.68%
7.3 Proportion of women participating in leadership/management structures	Refugees and Asylum-seekers	47.17%	50.00%	21.43%
7.1 Extent participation of displaced and stateless people across programme phases is supported.	IDPs	Limited: ≤39 points	Moderate: 40-69 points	Moderate: 40-69 points
7.1 Extent participation of displaced and stateless people across programme phases is supported.	Refugees and Asylum-seekers	Moderate: 40-69 points	Extensive: =70 points	Moderate: 40-69 points
7.1 Extent participation of displaced and stateless people across programme phases is supported.	Stateless Persons	Limited: ≤39 points	Moderate: 40-69 points	Moderate: 40-69 points

Progress Against the Desired Outcome

In 2023, UNHCR and partners continued growing a network of 447 community-based organizations (CBOs) and local initiative groups of which 69 per cent were women-led. UNHCR and partners provided material support to CBOs trainings on how to fundraise, on establishing a social media presence, on accounting for nonprofit organizations and strategic planning. These activities aimed to strengthen their institutional

capacity so that displaced and affected communities can advocate for themselves. Mini-grants (direct financial support) and community-based initiatives (in-kind support) were focused on priority protection areas, including building social cohesion, the protection of people with disabilities, youth and children. Through 190 projects implemented in 2023, UNHCR and partners reached an estimated 15,000 people of different ages and groups. UNHCR also had partnership agreements directly with 6 CBOs, including one organization working specifically with LGBTIQ+ individuals.

UNHCR supported the establishment of, and provided capacity building for, over 100 IDP councils – to ensure the active participation of displaced people in decisions affecting them at local and regional levels. UNHCR also organized a national forum of IDP Councils in collaboration with the Ministry of Reintegration to share promising practices and develop recommendations to strengthen IDP Councils with local authorities and civil society organizations.

In 2023, through its partners, UNHCR filled critical protection gaps in 23 oblasts by identifying and supporting 32,866 forcibly displaced and war-affected people at heightened risk and those with specific needs. Through the support, individuals were able to access critical services, support and entitlements through mobile protection case management services and social assistance. Caseworkers provided direct support and referrals, monitoring the impact of their interventions, and worked to address protection risks and barriers to critical services. UNHCR and its partners worked in close coordination with authorities at local level to support them in responding to the critical and acute needs of people in war-affected areas. This included areas of active hostilities and previously occupied territories, border and transit points, and rural and remote areas where state protection and social service structures have been disrupted. UNHCR field offices built collaborative relationships and referral mechanisms between humanitarian partners, community members, outreach facilitators and local authorities. In 2023 UNHCR and partners supported a network of 225 outreach facilitators who were able to refer over 25,000 people to services (legal, social and MHPSS).

To improve the efficacy of case management interventions, UNHCR introduced Individual Protection Assistance, providing 837 individuals at heightened risk with cash or NFIs to help address urgent protection risks. UNHCR's partners provided transportation to 5,567 individuals facing protection issues, including those with limited mobility or physical barriers access to critical and lifesaving services and those near conflict areas requiring support with evacuations.

To respond to the significant mental health and psychosocial support needs resulting from the war, UNHCR and its civil-society organization (CSO) partners employed psychologists and social workers to engage and support war-affected people in need of access to community-based mental health and psychosocial support activities. Priority was placed on community and family support, and focused individual counseling and group psychological support provided by trained psychologists. UNHCR and its partners enhanced family and community support by implementing scalable psychological interventions aligned with Ukraine's National MHPSS Roadmap. This included training 15 Ukrainian psychologists in Problem Management Plus (PM+) through collaboration with Médecins du Monde. Additionally, 156 child PSS staff have been trained in TeamUp and I Support My Friends in partnership with Save the Children. UNHCR reached 79,689 individuals (65,109 women; 14,580 men) with community based mental health and psychosocial support activities.

In 2023, UNHCR partners conducted refugee community mapping research, and identified 14 active community organizations comprising asylum-seekers, refugees, and complementary protection holders. A roundtable involving community leaders and government provided recommendations for work in 2024 to strengthen protection and solutions for refugees and others in need of international protection.

8. Outcome Area: Well-Being and Basic Needs

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

Indicators	Population Type	Strategy Baseline	Target (2023)	Actual (2023)
8.1 Proportion of people that receive cash transfers and/or non-food items	IDPs	42.55%	40.00%	22.00%
8.1 Proportion of people that receive cash transfers and/or non-food items	Refugees and Asylum-seekers	100.00%	100.00%	100.00%

Progress Against the Desired Outcome

Multi-Purpose Cash (MPC) assistance remains one of the most efficient, effective and preferred ways to support people in a dignified manner. UNHCR provides targeted and time-limited multi-purpose cash assistance to vulnerable war-affected populations. This assistance aims to address immediate and basic needs while mitigating protection risks. In 2023, UNHCR reached 899,039 individuals in 22 regions with its cash assistance. Priority was given to lifesaving humanitarian assistance including newly retaken areas, evacuees, persons residing close to the front lines. The majority of individuals assisted were from East and Southern regions, along the frontline, where the needs are highest.

UNHCR worked closely with the Ministry of Social Policy, Ministry of Reintegration and the Pension Fund to ensure complementarity with the shock-responsive social protection system. As part of this cooperation, UNHCR provided cash assistance to purchase solid fuel to almost 80,000 households with specific vulnerabilities, including households headed by older persons and households with people with disabilities.

UNHCR post-distribution monitoring shows that multi-purpose cash assistance provided 57% of surveyed beneficiaries with the ability to cover half or more of their priority needs. In addition, as reported by most people UNHCR works for and with, it contributed to reduced feelings of stress and financial burden as well as improved living conditions. Funds provided by UNHCR were most commonly spent on food, health costs, utilities and bills, hygiene items, clothes and shoes.

Following needs assessments and close coordination with the SNFI cluster, 575,000 internally displaced people, returnees and war-affected people, including in newly liberated areas, received UNHCR standard and non-standard non-food items. These items included bedding, clothes, kitchen sets and hygiene kits. By the end of 2023, as part of the 2023-24 winterization response plan, UNHCR helped over 900,000 displaced and war-affected people through the following modalities: cash for winter energy needs, housing and insulation assistance, winterized NFI kits, winter clothing, generators, and winter preparation support to collective sites.

Some 788 refugees and asylum-seekers received psychosocial support, counselling on employment and self-reliance, social accompaniment to access state medical assistance and enrolment of children in kindergartens and schools. UNHCR provided blanket MPC for a 12-month period (replacing other forms of material assistance) to help refugees and asylum-seekers cope with the shocks associated with the war and build resilience. MPC was provided to 506 of the most vulnerable refugees, beneficiaries of complementary protection, and asylum-seekers. 30 per cent of the people assisted were women and children. Progress was also achieved in improving reception conditions for asylum-seekers through renovation of the Temporary Accommodation Center for refugees (TAC) in Odesa, with construction works initiated in Q3 2023. The renovation was the first UNHCR project to be registered as an International Technical Assistance Project with the Cabinet of Ministers.

9. Outcome Area: Sustainable Housing and Settlements

Persons of concern are supported to meet their shelter needs

Indicators	Population Type	Strategy Baseline	Target (2023)	Actual (2023)
9.1 Proportion of people living in habitable and affordable housing	IDPs	83.00%	83.00%	83.94%

Progress Against the Desired Outcome

UNHCR addressed the emergency shelter and housing needs in Ukraine through integrated shelter and Camp Coordination and Camp Management interventions programmes. An integrated approach leveraged the two programmes to amplify impact.

In 2023, there was a significant increase in emergency shelter needs, which reflects the ongoing damage to the housing stock in Ukraine. UNHCR provided emergency shelter assistance to those most affected, by distributing Emergency Shelter Kits (ESKs) and emergency building materials. This assistance was provided primarily to war-affected people and returnees along the conflict line. Across the country, UNHCR further assisted people affected by missile strikes to repair the damages to their homes. In total, UNHCR reached 172,483 people and 927 social infrastructure facilities through the distribution of 87,737 ESKs. Additionally, UNHCR significantly expanded assistance for durable housing. Over 22,000 families received durable housing support through repairs to their homes, as well as the pilot core-homes programmes. In total, 22,078 houses and apartments were repaired, and 99 families provided with modular core-homes, allowing people to remain on their properties. To provide individuals with choice, several different modalities were used, including repairs through contractors, provision of materials, and cash assistance. UNHCR also assisted over 15,000 internally displaced persons (IDPs) with various accommodation support. This included rental market support for more than 1,000 households, repairs to 94 collective sites, as well as repairs to rural houses. In total, UNHCR provided accommodation for 15,226 individuals which includes the finished repair of 94 Collective Sites and 1,059 households enrolled in its rental market initiative.

To address the needs of displaced people residing in Collective Sites, UNHCR supported 669 sites in 18 oblasts of Ukraine through partner mobile teams. The situation in the sites was regularly monitored, including through four rounds of the CCCM Cluster's collective site monitoring. To identify gender-based violence (GBV) and other safety risks in the sites, a nationwide round of Safety Audits was conducted in June 2023, led by UNHCR and partners. The Report and recommendations resulted in a joint CCCM Cluster-GBV Area of Responsibility Action Plan. In total, 40,879 individuals benefited from the improved living conditions in collective sites through care and maintenance interventions (e.g., cleaning, small repairs, etc.). IDPs living in the sites were also supported through awareness-raising and capacity-building activities. Some and 131 community-led projects (support to child-friendly spaces, information and gathering space, educational hubs, and sports outdoor grounds, etc.) were implemented in the Collective Sites supported by UNHCR.

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	Strategy Baseline	Target (2023)	Actual (2023)
16.1 Proportion of people with secure tenure rights to housing and/or land	IDPs	83.85%	84.00%	90.96%
16.1 Proportion of people with secure tenure rights to housing and/or land	Refugees and Asylum-seekers	82.45%	82.00%	16.46%
16.1 Proportion of people with secure tenure rights to housing and/or land	Stateless Persons	17.07%	17.00%	11.78%
16.2 Proportion of people covered by national social protection systems	IDPs	85.00%	85.00%	51.76%
16.2 Proportion of people covered by national social protection systems	Refugees and Asylum-seekers	82.45%	65.00%	26.58%
16.2 Proportion of people covered by national social protection systems	Stateless Persons	17.07%	17.00%	25.81%

Progress Against the Desired Outcome

In 2023, UNHCR conducted assessments, including intention surveys, border and protection monitoring, and IDP profiles. These assessments informed UNHCR programming and assisted local authorities and communities to address material and administrative barriers, while also fostering conducive environments for local integration or sustainable return and reintegration.

As part of the Joint IOM-UNHCR Framework for Solutions for IDPs living in Collective Sites, UNHCR piloted IDP Profiling in 10 Collective Sites in the last quarter of 2023. The profiling has helped identify solutions for site residents, which based on their feedback, includes referrals to livelihoods opportunities, shelter repair programmes, enrolment in rental market initiatives, protection case management and among other programmes that will support them to leave the sites. In 2024, UNHCR will leverage the IDP profiling results and its Shelter, CCCM and Protection programmes to accelerate solutions for IDPs in collective sites.

In 2023, UNHCR piloted an area-based approach through programming aimed at supporting local authorities and communities in achieving durable solutions for war-affected and displaced people. As part of this area-based programming, UNHCR targeted a total of 495 local government entities with material and technical support to strengthen the access of IDPs, returnees and war-affected communities to their social and economic rights and to integrate them into national systems and services. UNHCR's area-based interventions included repairing and rehabilitating infrastructure and public services premises in key areas, such as health, education, and energy, as well as community spaces and integration hubs. These interventions were further complemented by UNHCR's Livelihood and Economic Inclusion programming, which provided livelihood and self-reliance support to 800 IDPs across the same locations through mentoring to facilitate access to jobs, reskilling, and business development opportunities. Job fair initiatives were piloted in a few locations to strengthen linkages with the private sector and will be scaled up in 2024. As part of the area-based approach, interventions were identified through consultation and coordination with authorities, communities, and other local stakeholders to ensure a participatory and multi-sectoral approach while building complementarity with the existing programming of UNHCR and other actors within narrow geographic areas. For instance, interventions across two pilot locations (Ivankiv and Muchahevo hromadas), were co-designed in consultation with local administration and implemented jointly by UNHCR, IOM and UNDP as chairs of the Community Planning for Durable Solutions and Recovery Working Group (CPDSRWG) initiative established under the leadership of the RCO to support Ukrainian authorities in achieving durable solutions and early recovery efforts through area-based and community-led methodologies. Building on this success, the approach will be strengthened and scaled up across 12 additional pilot locations in 2024 as part of the CPDSR framework and with a broader group of stakeholders, including UN agencies, INGOs/NGOs, Community-Based Organizations, authorities, and the private sector.

Opportunities to work with the Government to develop an integration strategy for refugees were limited in 2023. As such, UNHCR focused on providing different forms of assistance to help refugees, people granted complementary protection, and asylum-seekers integrate in Ukraine. This included livelihoods and self-

reliance support, assistance in formal recognition of diplomas, language training and assistance in naturalization for refugees. More than 100 refugees were provided with language training and attended speaking clubs in Kyiv and Odesa organized by UNHCR partners. UNHCR further supported 22 recognized refugees to naturalize in Ukraine in 2023.

As a result of a law adopted in September 2022 providing improved access to the labour market for asylum-seekers, UNHCR and partners assisted asylum seekers in Kyiv and Kharkiv to obtain work permits. Some 162 refugees and people granted complementary protection were provided with livelihoods counselling and self-reliance support, including through in-kind livelihood grants.

2.2. Age, Gender and Diversity

To help address protection risks and ensure that war-affected and displaced people in Ukraine were able to access assistance and services in line with their needs and priorities, UNHCR incorporated an Age Gender and Diversity (AGD) approach to its programme. This involved consulting regularly with war-affected and displaced people and engaging them in decision-making that affects their lives. One key aspect of this is the Participatory Assessment (PA) exercise that UNHCR carries out annually to inform prioritization of its assistance. In 2023, the PA consulted more than 1,000 women, men, girls, and boys from diverse backgrounds through 113 focus group discussions, across 18 oblasts. Findings from the 2023 PA, highlighted the need to increase efforts to support integration of IDPs into their communities and to support social cohesion. This could include language classes to support IDP integration efforts, mostly in western and central oblasts. Particular groups were found to face discrimination (e.g. Roma, LGBTIQ+, people with disabilities and internally displaced persons from eastern oblasts). They also expressed the desire to receive support for their integration. Accessibility of services was raised in all discussions held with people with disabilities. The need for ramps and other facilities to ensure access to public services or bomb shelters (e.g. in metro stations) remains widespread. Roma communities also expressed facing challenges in communicating with local authorities. Participants from the LGBTIQ+ community highlighted the stigmatization they face, which has been aggravated by the war. Finally, youth in displaced or war-affected communities reported feeling isolated;

To respond to the intersection protection needs as outlined in the PA, regular protection monitoring, and other feedback mechanisms, UNHCR implemented a number of interventions, including:

- Using intersectional protection vulnerabilities as eligibility criteria for multi-purpose cash assistance;
- Identifying people with specific needs as a key element of needs assessments in the non-food item standard operating procedures;
- Expanding existing protection partnerships that address the needs for psychosocial support (PSS) and psychological first aid, particularly amongst forcibly displaced women, boys and girls. For instance during 2023, 12% of girls, 10% of boys, 17% of older women, and 5% of older men received PSS support;
- Expanding protection partnerships that provide social accompaniment and protection case management, particularly for older people, people with disabilities and other people with specific needs;
- Developing new partnerships to address the protection vulnerabilities of certain groups, such as the creation of Roma Hubs with Community Based Organizations led by Roma people;
- Strengthening partnerships with women-led organizations (69% of the Community-Based Organizations supported were led by women, in comparison with 2022 when 50% were led by women; 1.5% of the CBO are LGBTIQ+); and
- Increased staffing capacity to enhance UNHCR's AGD-inclusive programming, including dedicated UNHCR staffing on child protection, gender-based violence.
- Collecting disaggregated data (age, sex and diversity) in assessments, reporting implementation achievements, and evaluations/post-distribution monitoring exercises to inform assistance;

Additionally, UNHCR and its partners maintain complaints and feedback mechanisms to ensure accountability to the people we serve. This not only ensures that information about assistance is readily available, but also provides a means for affected communities to give feedback on the quality and delivery of assistance, helping to further strengthen programmes. In 2023, UNHCR increased the capacity of a partner, Donbas SOS, to manage UNHCR's main hotline that serves as a feedback and response mechanism. The hotline received over 530,000 calls to which UNHCR and its partner responded.

Section 3: Resources

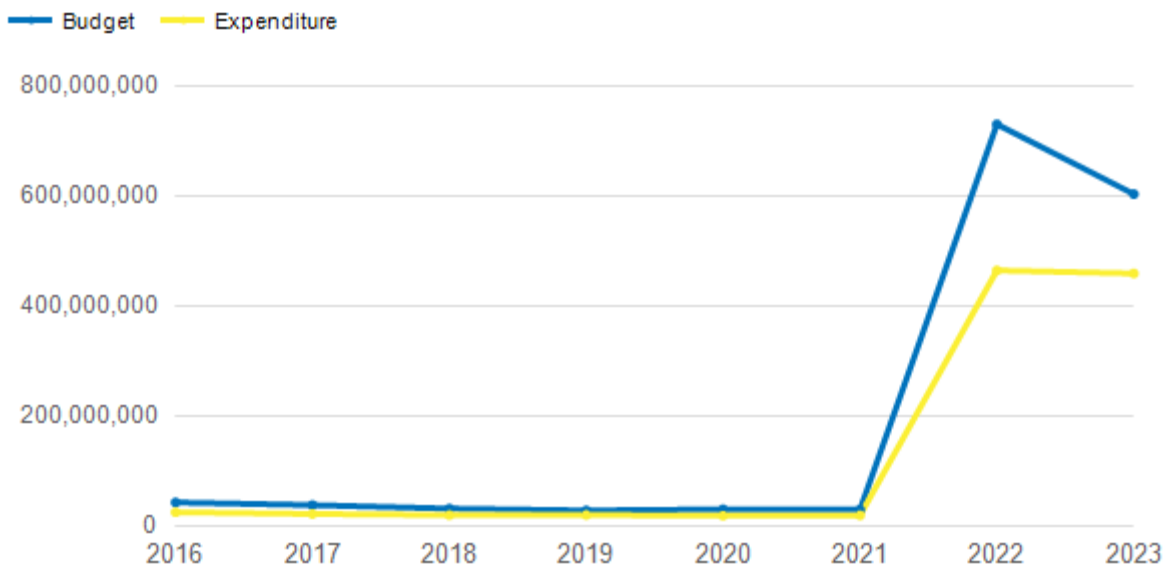
3.1 Financial Data

(Financial figures in USD)

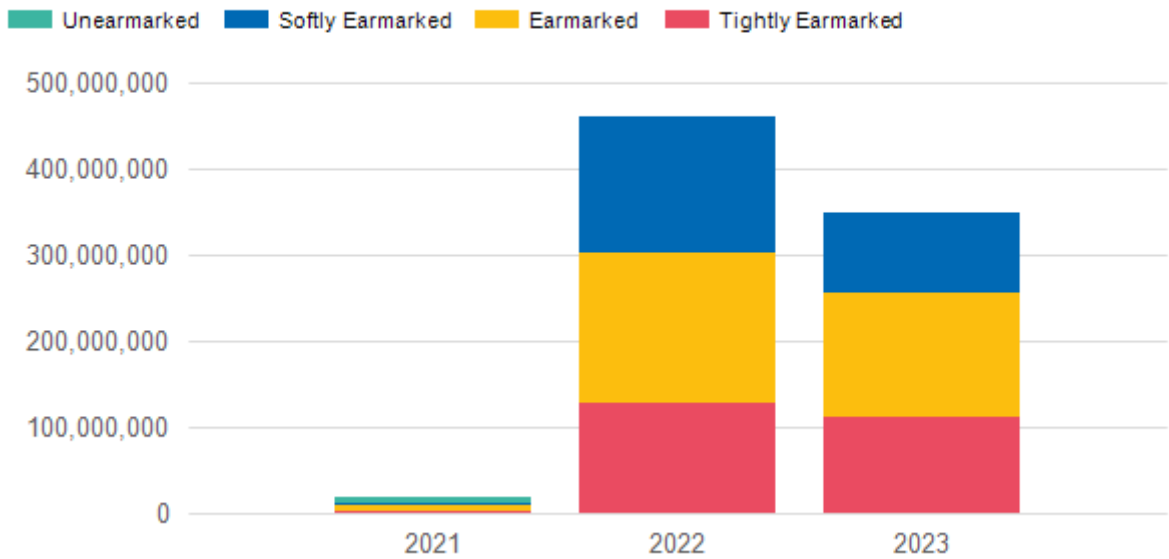
Impact Area	Final Budget	Funds Available	Funds Available as % of Budget	Expenditure	Expenditure as % of Funds Available
IA1: Protect	95,162,531	67,102,214	70.51%	66,837,103	99.60%
IA2: Assist	484,754,170	387,977,323	80.04%	387,977,323	100.00%
IA4: Solve	22,583,300	3,410,400	15.10%	3,410,400	100.00%
All Impact Areas		201,375			
Total	602,500,001	458,691,312	76.13%	458,224,826	99.90%

Outcome Area	Final Budget	Funds Available	Funds Available as % of Budget	Expenditure	Expenditure as % of Funds Available
OA1: Access/Doc	24,429,892	21,570,208	88.29%	21,570,208	100.00%
OA2: Status	181,291	668,089	368.52%	668,089	100.00%
OA3: Policy/Law	4,618,654	3,682,379	79.73%	3,682,379	100.00%
OA4: GBV	7,547,548	4,707,082	62.37%	4,707,082	100.00%
OA5: Children	8,371,046	7,355,393	87.87%	7,355,393	100.00%
OA7: Community	50,014,100	28,853,952	57.69%	28,853,952	100.00%
OA8: Well-being	273,001,859	288,287,744	105.60%	288,287,744	100.00%
OA9: Housing	211,752,311	99,689,579	47.08%	99,689,579	100.00%
OA16: Integrate	22,583,300	3,410,400	15.10%	3,410,400	100.00%
All Outcome Areas		466,486			
Total	602,500,001	458,691,312	76.13%	458,224,826	99.90%

Budget and Expenditure Trend



Contributions Trend by Type



3.2. Resources Overview

With available resources, the operation prioritized shelter/non-food items, multi-purpose cash, and key protection activities, including community mobilization, border monitoring activities, child protection, gender-based violence, and legal support.

UNHCR received strong support for its 2023 programme in Ukraine from government, inter-government and private sector donors, as well as pooled funds. UNHCR’s financial requirements of \$603 million in Ukraine were 75% funded by the end of 2023. This included \$257.6 million in earmarked or tightly earmarked contributions and \$194.1 million in softly earmarked contributions.

Country level funding and flexible funding allowed UNHCR to quickly respond and effectively reprioritize based on the shifting and unpredictable needs in Ukraine. This was particularly the case when the Khakovka Dam was severely damaged, resulting in enormous destruction and humanitarian needs. UNHCR’s ability to mount a rapid and impactful response, together with interagency partners and NGOs, is largely due to

flexible funding from donors.

Section 4: Lessons Learned and Future Outlook

4.1 Lessons Learned and Future Outlook

UNHCR Ukraine's 2023 annual review of its programmes resulted in several important shifts that will be incorporated into the forthcoming multiyear strategy.

In 2023, UNHCR successfully implemented a large-scale multi-purpose cash assistance programme to complement the national social assistance programme given the increased needs for financial support linked to the large-scale forced displacement. This has enabled vulnerable displaced people and returnees to cover their immediate basic needs including winter needs. In the coming years, it is expected that the Government of Ukraine will receive greater bilateral funding and support from international financial institutions to reform the social protection system and make social protection payments, thus reducing the need for humanitarian cash assistance programmes. At the same time, there is growing focus on economic revival and recovery that will hopefully enable displaced people to find longer term solutions in 2024. As such, UNHCR's targets for cash assistance will slightly reduce in 2024 and beyond. The operation will continue to work alongside financial service providers to ensure timely disbursement of cash assistance.

The office's localization strategy and reliance on national partners continues to result in dividends in terms of cost effectiveness, harnessing local knowledge and expertise, and fostering participation of communities. Therefore, UNHCR will continue its support to national partners, including developing the capacity and reach of community-based organizations. This will not only enhance UNHCR's impact in the short-term but will also facilitate the eventual hand-over of international organizations' programmes to national and local partners in the future.

UNHCR's regular surveys of refugee and IDP intentions have provided representative data on the future plans, socio-economic profile of households, and areas of potential return—all useful elements to plan for early recovery. In 2024, UNHCR will deepen longitudinal surveys with people who have returned to better understand challenges and barriers to sustainable return, and to prioritize resources and partnerships accordingly.

In 2023, UNHCR contracted a third-party monitoring service provider to undertake post-distribution monitoring (PDM) and evaluate its multi-purpose cash assistance and shelter/NFIs program. The third-party monitoring covered all parts of Ukraine with a focus on areas with a high concentration of beneficiaries and remote areas, including both urban and rural parts of the country. The PDM was critical to assess the efficiency and effectiveness of the interventions supporting the operation to take corrective actions, draw lessons for future evidence-based programming, and identify and prevent potential corruption and aid diversion. UNHCR also leveraged other sources of information (Helpline calls and the Helpline dashboard, participatory assessment exercise) to strengthen its accountability to affected people and improve its programming.

With no sustainable peace in sight, there will be a continued need for humanitarian assistance, especially emergency shelter in areas close to the frontline, where the needs remain the highest. At the same time there is an increasing need to invest in repairs and provide advice to war-affected and displaced people on housing solutions that can them return and facilitate early recovery, where possible. As part of its shelter and camp coordination and camp management response, UNHCR together with IOM continued assessing sites and supported the management of collective centres to ensure that protection services are accessible, inclusive, and community-based. Repairing and reconstructing lost or damaged homes will remain one of the top priorities for all people displaced due to the war. This is also a crucial element to ensure that they can remain and reintegrate.



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