

## UKRAINE

### UNHCR OPERATIONAL UPDATE

November 2016

### HIGHLIGHTS

- **Situational overview:** During the reporting period, the security situation in eastern Ukraine seriously deteriorated.
- **Protection concerns:** Freedom of movement across the line of contact remains a primary concern. The suspension of social and pension payments to IDPs until verification of their residential address takes place is an ongoing concern.
- **Legislation update:** Two draft laws were registered amending laws relating to electoral participation. The laws, if adopted, would improve access to elections for IDPs and residents of the non-government controlled areas.
- **Assistance provided:** In October, UNHCR provided non-food items (NFIs) and emergency shelter assistance to more than 2,300 people. UNHCR and its partners provided over 19,500 legal, information and psychosocial consultations to IDPs and people of concern.



A woman rides a bicycle by an old wooden house wrecked by fighting in the town of Stanytsia Luhanska near the line of contact. Amid continued conflict in eastern Ukraine, villages and towns situated in the conflict area have, to a greater or lesser degree, been cut off by a combination of bad roads, fear, danger and simple remoteness. Many of the mostly older population living in the areas feel abandoned. Some are too ill, too poor or too stubborn to move and now live in places with few public services. Decreased access to transport has made it difficult for older persons to collect their pensions, food and medicine. At the same time, the presence of landmines and unexploded ordnance has made it hard for people to collect wood for the winter from forests. To mitigate these factors, this winter UNHCR with the help of partner organizations will deliver coal and winter non-food items to 5,000 households near the line of contact. *Photo: UNHCR Ukraine/John Wendle/Luhansk region*

### KEY FIGURES

**76 per cent**

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

**36 per cent**

of people crossing the line of contact are concerned shelling

**38 per cent**

Travel to visit relatives

**32 per cent**

are concerned about difficult conditions while queuing at checkpoints

**20 per cent**

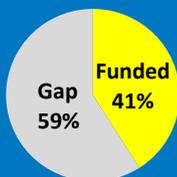
of people travelling by car were unable to cross due to long queues

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

### FUNDING

**USD 42.3 million**

requested for 2016



### PRIORITIES

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

## UPDATE ON ACHIEVEMENTS

### Operational Context

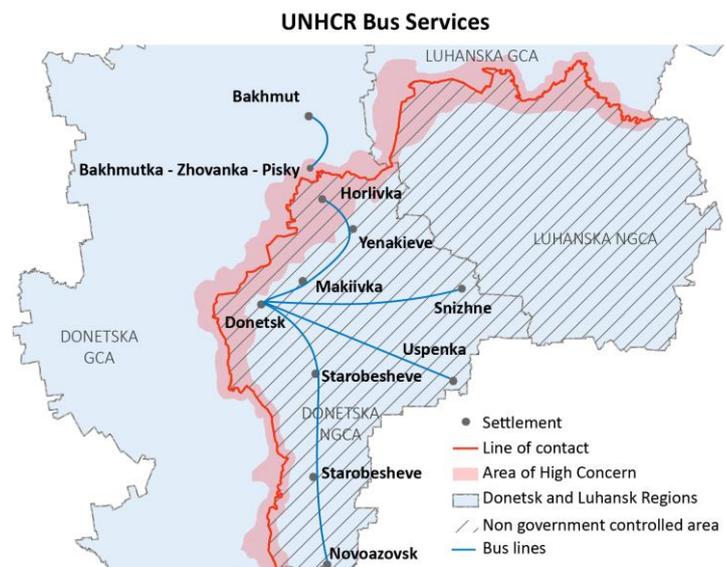
The security situation along the line of contact has seriously deteriorated during the reporting period. The OSCE SMM [reports](#) over 1,000 ceasefire violations daily with recent spikes of over 2,000. Shelling was concentrated at hotspots in the Donetsk airport-Yasynuvata-Avdiivka area, near Horlivka, on the Debaltseve-Svitlodarsk road, east and northeast of Mariupol and in western Luhansk region. The presence of explosive remnants of war (ERW) and landmines continues to pose a threat in areas near the line of contact, with frequent reports of civilian casualties. UNOCHA's [Humanitarian Dashboard](#) provides an overview of the humanitarian situation.

Freedom of movement across the line of contact is a primary concern. Shorter winter operating schedules of the checkpoints has led to long queues with waiting times of up to 4-6 hours and more people staying overnight at checkpoints. Checkpoints are now open from 0700 to 1700. Delays mainly occur at government-controlled checkpoints due to lack of capacity of control points. The prolonged waiting times increase the exposure of civilians to risk from the conflict and the adverse weather. Worsening weather conditions make the situation of those waiting to cross at checkpoints particularly difficult, with current low temperatures of around -4 C. Lack of toilets and access to drinking water remains a problem at all checkpoints. UNHCR is winterizing its weather shelters constructed at checkpoints to improve conditions for those waiting at checkpoints.

In October, UNHCR facilitated the establishment of bus services in northern Donetsk and the non-government controlled area of Donetsk as part of an initiative to improve freedom of movement by connecting remote areas (see map). Those served included students, older people and people with specific needs. UNHCR Mariupol Field Office visited the villages of Nevelske and Granitne to conduct a needs assessment with local residents and activists. Public transportation is greatly needed in the area, though security concerns prevent transport companies from launching bus services in the areas.

The risk of eviction of IDPs from collective centres remains an important concern. On 3 October, some 55 IDPs were evicted from the Kuialnyk sanatorium collective centre in Odesa city. Some of the IDPs returned to the non-government controlled areas despite the fact that some reported that their homes have been destroyed or damaged. At present, there are some 270 such collective centres housing over 10,000 people with around 700 IDPs at risk of eviction and further displacement. UNHCR advocates for sustainable housing solutions for IDPs housed in temporary collective centres.

On 10 October, UNHCR signed a Letter of Understanding with the Ministry for Temporarily Occupied Territories and Internally Displaced Persons. The letter establishes a framework for collaboration and coordination aimed at maximizing the capacity of UNHCR and the Ministry to assist IDPs.



### External Displacement

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

*Data source: Respective national asylum authorities*

## Achievements



### Protection Cluster

- The Protection Cluster led by UNHCR, conducted a protection monitoring mission to the Sviati Gori collective center in Svyatohirsk, where IDPs with disabilities who had been evicted from a sanatorium in Odesa had been relocated. Despite authorities' promises for a free and dignified relocation, the IDPs were made to pay for transportation, leaving them with no resources. Moreover, conditions at the collective center in Svyatohirsk are inadequate, with no heating or elevator, no place to store food and insufficient hot water. Following a call for help from the Protection Cluster numerous partners swiftly agreed to respond to the pressing needs.
- The Protection Cluster participated in field consultations in Kramatorsk, Sievierodonetsk and Donetsk city in preparation for the Humanitarian Needs Overview and took part in the Humanitarian Needs Response workshop organized by UNOCHA.
- On 26 October, the Cluster published a thematic note on [Protection Considerations for People living along the Contact Line \[pdf\]](#) containing key protection concerns and recommendations.
- More information on Cluster activities can be found in the October [factsheet \[pdf\]](#).

### Achievements, Impact and Identified Needs

- On 21 October, draft law no. 5305 "On amending the Law of Ukraine on State Registry of Voters" (concerning improvement of some provisions) was registered. The draft aims to simplify the process of changing the voting station (place of voting) without the need to change place of residence registration. The explanatory note to the draft suggests that this shall simplify access to participation in national elections or referenda for residents of non-government controlled areas.
- On 26 October, draft law no. 5310 "On amending certain legal acts to ensure transparency and improvement of the State Electoral Registry" was registered. The draft suggests personal access to data for each voter. Such an access will allow online changes of data related to participation in elections, including a voting address. The service shall improve access to political rights for different categories of individuals, including internally displaced persons, low mobility individuals and citizens of Ukraine who live abroad temporarily. The draft suggests the possibility for IDPs to participate in local elections. At the same time, personal data contained in the Registry may be shared with the National Anti-Corruption Bureau, the State Investigation Bureau and the Ministry of Defence.
- During the reporting period, UNHCR and its partners provided over 24,500 consultations to IDPs and people of concern. In the government controlled area of Donetsk region, UNHCR partner the Right to Protection (R2P) provided 3,861 legal consultations, 758 information consultations and documentation assistance for 361 cases, including 66 court cases. Kharkiv Station provided 1,966 general information consultations, 586 legal consultations, 831 psychosocial consultations, social consultations were provided to 862 people and employment consultations to 138 people. UNHCR partner Slavic Heart provided information assistance to 1,090 people, 738 legal consultations, 669 psychosocial consultations, 2,079 social consultations and 287 employment consultations. Proliska provided 4,057 information consultations and assisted 1,286 people with individual case management. In all cases, the majority (between 57-89 per cent) of consultations were provided to women. Main concerns included humanitarian assistance, housing, employment, winterization, reinstatement of social assistance, civil documentation, crossing the line of contact, inheritance, guardianship, family issues, anxiety and depression.
- In central and western Ukraine, UNHCR partner CrimeaSOS provided 807 legal consultations and secondary legal assistance in 192 cases in central and western Ukraine.
- In the non-government controlled area of Donetsk, UNHCR partner Maximal provided 1,265 information consultations, 362 legal consultations, 454 psychosocial consultations, 312 social consultations and 47 visits by mobile teams. Five psycho-correctional events were held with 93 children participating. Partner NGO MOST provided 281 information, 183 psychosocial consultations, 24 legal consultations and professional development training to 266

<sup>1</sup> [International Protection Considerations Related to the Developments in Ukraine – Update III](http://www.refworld.org/docid/56017e034.html)  
<http://www.refworld.org/docid/56017e034.html>

persons. UNHCR partner Donbas Development Centre provided 62 legal consultations and ran 60 workshops on professional and personal skills improvement for 467 persons. A further 30 persons attended courses on construction. In the non-government controlled area of Luhansk, UNHCR Protection Unit provided 30 legal consultations and 32 telephone consultations.

## Shelter and Non-food Items (NFIs)

### Emergency Shelter and NFIs Cluster

- The Shelter Cluster, led by UNHCR and co-chaired by People in Need (PiN), has contributed to the draft Humanitarian Needs Overview in preparation for the 2017 Humanitarian Response Plan. Based on the Cluster damage database containing over 21,000 addresses in the governmental-controlled area, activities in 2017 will involve repairs and structural retrofitting. Planned activities also include lifesaving winterization through provisions of winter clothing, heating fuel, insulation of premises and institutions. Nine agencies have begun coordinated winterization assistance distributions. An initial assessment is expected by the end of November to ensure the identification of remaining gaps.
- The Cluster published a [technical essay on the housing situation in Ukraine \[pdf\]](#) highlighting relevant recommendations for establishing durable shelter solutions in the context of the crisis in Ukraine.

### Achievements, Impact and Identified Needs

- During the reporting period, UNHCR NFIs and shelter materials were provided to over 2,300 people. In government-controlled areas, Kharkiv Field Office distributed NFIs to 423 people in Svyati Hory, Svyatohirsk and Kodema in northern Donetsk. UNHCR partner Adventist Development and Relief Agency (ADRA) provided light and medium shelter assistance to 194 households. UNHCR partner People in Need (PiN) provided shelter assistance to 69 households in the area. Mariupol Field Office provided NFIs and emergency shelter material to NGO Vozrozhdenie for distribution to 78 families in Avdiivka. ADRA provided light and medium shelter assistance to 151 households in Hirnyk, Krasnohorivka and Mariinka, near the line of contact. In the non-government controlled area of Donetsk, PiN completed emergency, light, medium and heavy repairs to 141 homes. UNHCR provided 50 NFI sets to partner NGO Maximal for distribution to vulnerable people in Donetsk city. NGO partner Donbas Development Centre distributed emergency shelter assistance to a school and kindergarten in Donetsk city as well as residents of three districts. In the non-government controlled area of Luhansk region, UNHCR provided shelter materials to 22 homes in Heorhiivka, 56 homes in Velyka Verhunka and 31 homes in Novosvitlivka. A construction company sub-contracted by UNHCR repaired 40 homes belonging to vulnerable people.



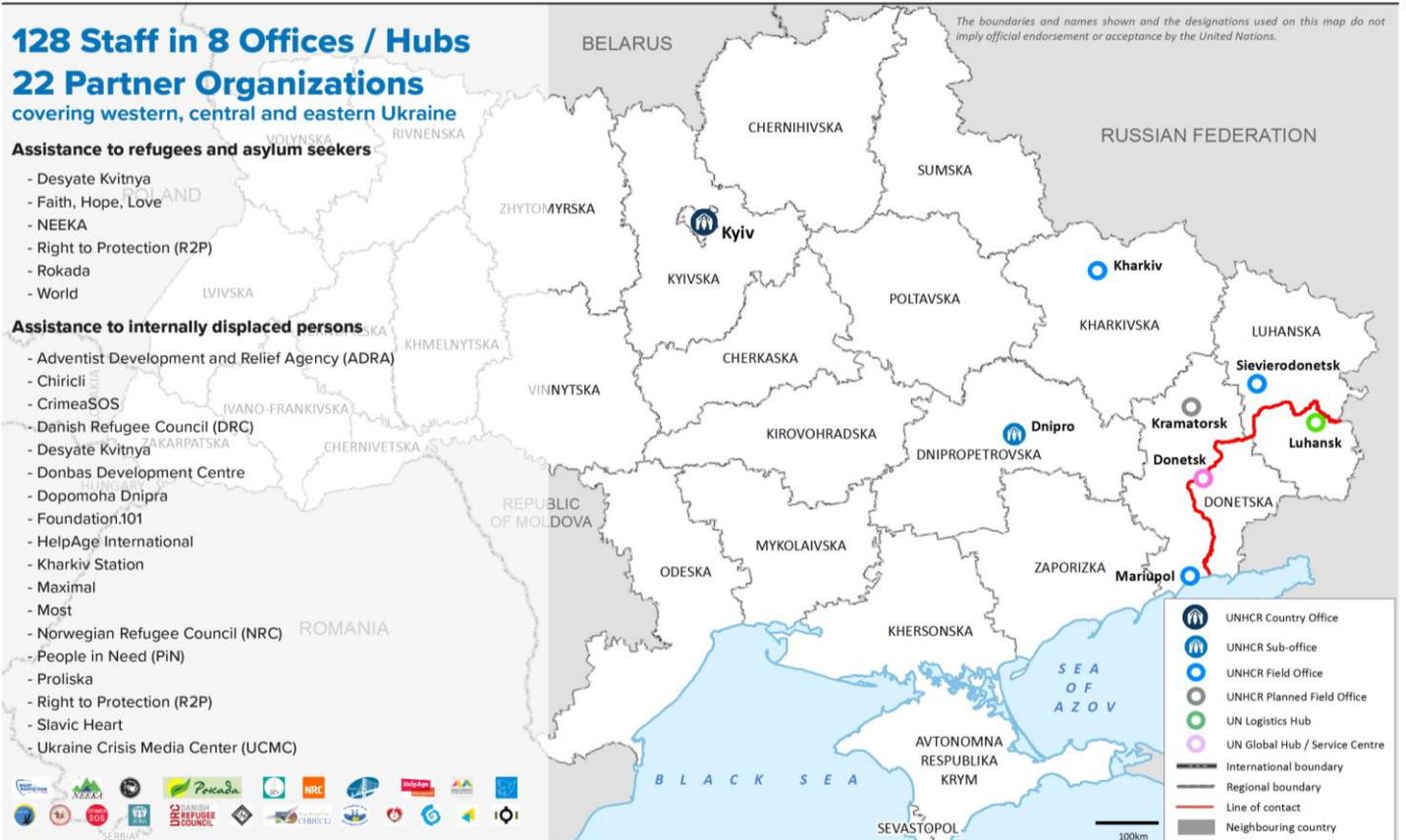
77-year-old Valentyna is happy to move back to her newly restored home in Belbesivka, Donetsk region. Following heavy damage to her house in 2014, she spent nearly two years staying with friends and relatives. Her house is one of 150 buildings renovated by UNHCR partner NGO People in Need in the government-controlled areas of northern area of Donetsk region. The handover of the house took place during the official visit of the Ambassador of Japan in early November. In 2016, Japan has provided USD 1.9 million to the UN Refugee Agency to meet humanitarian needs in conflict affected areas. The funding will help to deliver basic relief items and shelter repairs to 5,000 households. Photo: *UNHCR Ukraine/Artem Hetman/Donetsk Region/November 2016*

## IDP back in business

His new place of residence inspired Sergiy to nurture a winning business idea. Now he runs the first family hair salon in the city. When Sergiy Bobyrev and his family moved to Vinnytsia, he didn't have a clear vision of his professional future. He found out that there were no hair salons for children in the city, and decided to try to realize this idea. So, he rented premises in a shopping mall, worked on its design and repairs and opened a hair salon in December 2014. Visitors of any age are welcome here, but Sergiy's salon became well known because of a very special service for the youngest clients. Children get new haircuts sitting in comfortable and bright armchairs watching their favorite cartoons. After the opening, the administrative work is performed by Sergiy's wife Galyna, while he is focused on advertisement and further development of the family business. In particular, Sergiy explores the opportunities to open a second hair salon in Vinnytsia.



## Ukraine: UNHCR Presence



## Working in partnership

The humanitarian response to the internal displacement situation in Ukraine is a coordinated effort by international organizations, the Government, local and international NGOs. UNHCR works with 16 implementing partners and other partners providing assistance to internally displaced people through protection and legal assistance, policy development and capacity building and the distribution of emergency shelter materials and non-food items. UNHCR leads the Protection Cluster and co-chairs the Shelter and Non-food Item Cluster together with People in Need.

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

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

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

## FINANCIAL INFORMATION

UNHCR is very grateful for the financial support provided by donors, particularly those with un-earmarked and broadly earmarked funds. UNHCR's total financial requirement in 2016 for Ukraine is **US\$ 42.3 million**. Contributions recorded so far represents **41 per cent** of the total financial requirements.

### Donors who have contributed: Funding (in million USD)



#### Contacts:

Nina Sorokopud, Public Information Officer, [sorokopu@unhcr.org](mailto:sorokopu@unhcr.org), Tel: +38 044 288-9710 ext.116

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