

# Operational Update

01-31 May 2018

**Biometric registration of refugees:** On 31 May, UNHCR started a biometric registration and verification exercise in Odesa together with NGO partners.

**Access to pensions for IDPs:** UNHCR partner R2P won an important case regarding pensions in the administrative chamber of the Supreme Court.

**Legal Assistance:** In May, UNHCR and its partners provided primary legal assistance to more than 1,400 people.

## KEY INDICATORS

159

The UNHCR hotline managed by R2P received **calls from 159 persons** during the reporting period.

47

UNHCR organized training sessions in central and western Ukraine for some 47 IDP communities.

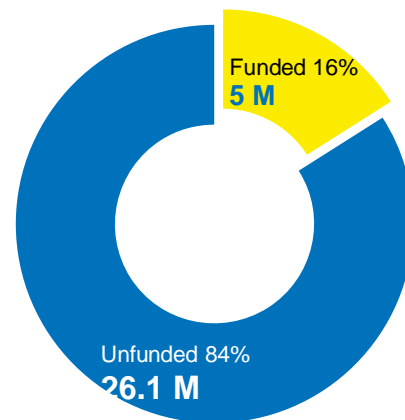
43

In May, UNHCR partner R2P conducted **43 monitoring visits to five checkpoints** on the line of contact to survey people crossing and provide counselling.

## FUNDING (AS OF 13 JUNE)

USD 31.1 M

requested for Ukraine

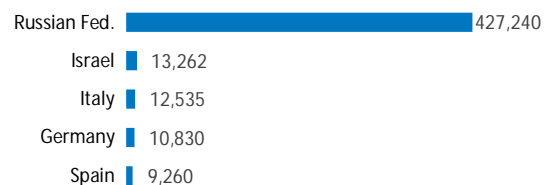


On 31 May, the President of the Republic of Estonia, H.E. Kersti Kaljulaid, met with conflict affected persons in Chasiv Yar, near the contact line, in a Proliska Community Center. Photo: UNHCR

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

1.8 million\*\*\*

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



\* Residing more permanently in government-controlled areas (GCA).

\*\* Estimated number of conflict-affected persons living along the line of contact in GCAs and non-government controlled areas (NGCA).

\*\*\* Source: 2018 Humanitarian Response Plan (HRP).

\*\*\*\* Source (external displacement): Russian Federation (as of December 2016), Israel (as of July 2017): respective government authorities, UNHCR. EU Countries: EUROSTAT (as of February 2018).

External displacement data refers to the total number of asylum applications by Ukrainians (first time applications) in the top five receiving countries since the beginning of the Ukraine situation in January 2014.

## Operational Context

During reporting period, the security situation in eastern Ukraine deteriorated, with increased use of heavy weapons and the targeting of civilian areas, while the fighting remained concentrated in established hot spots. On 5 May, guided missiles landed in the area of Hnutove checkpoint on the line of contact causing damage to civilian cars, though no civilian casualties were reported. UNHCR's NGO partner Proliska reported difficulty gaining humanitarian access to some of the affected areas. On 22 May, one child was killed and three others wounded when a grenade carried by one of the children exploded on board a school bus. The incident highlights the risk posed by explosive remnants of war in eastern Ukraine. The OSCE Special Monitoring Mission (SMM) [reports](#) 128 civilian casualties, including 29 fatalities, since the beginning of the year. During May, OHCHR recorded 61 civilian casualties (12 killed and 49 injured), the greatest monthly casualty rate in 2018. As of 7 June, there are 1,509,938 registered IDPs according to the Ministry of Social Policy (MoSP), an increase of 7,919 since 3 May. UNOCHA's [Humanitarian Snapshot](#) provides an overview of the humanitarian situation.



*On 31 May, UNHCR opened a shelter for SGBV survivors in Vinnytsia region in the framework of peaceful coexistence projects. The shelter is the first centre in the region to offer integrated psychosocial services, and is supported by Vinnytsia regional administration that provided a two-story building for the center. The opening ceremony was attended by the Deputy Minister of Social Policy, Ms. Iryna Lutsenko MP, the Deputy Representative of UNFPA, and senior officials from Vinnytsia regional administration. Photo: UNHCR*

## Achievements



### MULTI-SECTOR RESPONSE TO REFUGEES AND STATELESS PERSONS

#### Assistance to refugees and asylum seekers

- During the reporting period, UNHCR conducted **25 counselling sessions** directly to persons of concern on medical and social issues and about **50 counselling sessions** on livelihoods and self-reliance.
- On 31 May UNHCR started a **biometric registration and verification exercise** in Odesa together with NGO partner Desyate Kvitnya and Right to Protection. This exercise will continue until the end of June and will cover all asylum-seekers, refugees and persons granted complementary protection who are registered with UNHCR in Odesa region.
- UNHCR provided the first cash of **self-reliance grants** for **six refugees**.
- During April UNHCR legal partners conducted **16 visits** to SMS offices (eight visit in Kyiv and eight in Odesa). As a result of these visits, UNHCR's legal partners supported the processing of **29 asylum-seekers**.
- In May, UNHCR assisted in the case of resettling a refugee from Afghanistan to Canada.
- During 21-24 May, UNHCR partner the Right to Protection (R2P) organized and conducted paralegal training for active representatives of the Arabic-speaking refugee and asylum seeker community from Syria and Iraq. Topics covered included the state asylum procedure, access to benefits, employment, and other subjects enabling participants to assist others from their community by providing advice and support. UNHCR protection staff were present to reply to questions from participants.
- For more information on UNHCR's work with refugees and asylum seekers in Ukraine see the [Refugee and Asylum Seekers Update \[pdf\]](#).

#### Assistance to statelessness persons

- UNHCR Ukraine works with three NGO partners providing support to stateless persons, conducting advocacy, and policy development.
- For more information on UNHCR's work with stateless persons in Ukraine see the [Statelessness Update \[pdf\]](#).



### PROTECTION

#### Protection Cluster

- The Protection Cluster led by UNHCR, issued an advocacy note on the protection concerns of people displaced from Crimea. It is estimated that out of more than 1.5 million IDPs, 30,000 are from Crimea, of which approximately half are Crimean Tatars. During the first quarter of 2018, 576 new IDPs from Crimea were registered by MoSP. Key protection concerns include freedom of movement, access to documentation, access to banking services, social benefits and pensions, as well as issues concerning cultural rights, and freedom of religion.

- The Cluster undertook a mission to non-government controlled areas (NGCA) where training on mainstreaming protection was conducted for 10 partner organisations. Protection Working Groups were held in the NGCA of Donetsk and Luhansk regions.
- The Age and Disability Working Group chaired by HelpAge International, launched a report '[Missing Millions: How Older People with Disabilities are Excluded from Humanitarian Response](#)' [pdf]. The report highlights key protection concerns older people with disabilities face in humanitarian crises, including barriers to accessing social protection, health and rehabilitation services, as well as food and other essentials. Older people with disabilities often experience insecurity and discrimination; threats to dignity and independence; social isolation and loneliness; as well as risks to mental health. This report is particularly relevant to Ukraine, given that older people constitute 30 per cent of those in need of humanitarian assistance.
- The Protection Cluster is concerned with the impact on the civilian population of the escalation of hostilities in eastern Ukraine, which has seen an increase in civilian casualties and destruction of housing. Increased shelling has led to the evacuation of children from some areas and left people homeless when their houses have been damaged and destroyed.
- More information on Cluster activities is available in the [May fact sheet](#) [pdf].

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

- UNHCR partner R2P won an important case regarding pensions in the administrative chamber of the Supreme Court. The case was brought to the Supreme Court under a special procedure whereby the court rules on an "exemplary case" that then serves as a precedent for lower courts deciding cases in similar circumstances. The case involved an IDP who was deprived of her pension because she remained in NGCA for more than 60 days. The Supreme Court ruled that an individual holds a property right in his/her pension. The Supreme Court also noted that IDP registration is not a legal status and is not a basis for restricting access to rights.
- In government-controlled areas (GCA) of eastern Ukraine, UNHCR partner R2P provided **primary legal assistance to 1,536 IDPs and conflict-affected persons**, and **individual protection counselling to 1,990 persons**, while Tenth of April provided primary **legal assistance to 165 persons**, and Proliska provided **protection consultations to 1,808 persons**. The UNHCR hotline managed by R2P received **calls from 159 persons**. During May, the Norwegian Refugee Council (NRC) provided **legal assistance to 104 persons**. Main legal concerns of the beneficiaries included humanitarian assistance, social assistance, pensions, civil documentation, IDP registration, freedom of movement, employment, as well as Housing, Land and Property (HLP) issues.
- UNHCR organized **training sessions in central and western Ukraine for some 47 IDP communities**. Organized jointly with NGO partners CrimeaSOS and Tenth of April, the training events covered social entrepreneurship and project management to improve the self-reliance of these community organizations.
- In non-government controlled areas (NGCA) of Donetsk region, UNHCR and its NGO partners provided **protection counselling to some 950 persons**, including three SGBV survivors. UNHCR NGO partners facilitated workshops and community meetings for 235 people on subjects including parenting, protection advice, health, and SGBV awareness. In the NGCA of Luhansk region, UNHCR provided **protection consultations to 31**

**persons.** Main concerns of those assisted included humanitarian assistance, social assistance, assistance to persons with specific needs, crossing the line of contact, HLP, employment, and civil documentation.

- In May, UNHCR partner R2P conducted **43 monitoring visits to five checkpoints** on the line of contact to survey people crossing and provide counselling. R2P protection monitors surveyed **2,319 persons: 1,512 women (64%) and 807 men (35%)**. More than half of the respondents (56 per cent) were over 60 years old. The main reasons given for crossing included visiting relatives, checking on property, avoiding the suspension of social and pension payments, withdrawing cash, and resolving issues related to civil documentation. Persons surveyed at Hnutove and Maiorske checkpoints expressed increased concern due to intensified hostilities in the area. Waiting conditions also caused more concern due to increasing temperatures.
- On 8 May 2018, UNHCR together with Proliska supported a community initiative in Popasna assisting veterans of World War II. The initiative mobilized local youth to conduct home visits to veterans in need of assistance. The initiative supports peaceful coexistence and improves community cohesion. The launch of the initiative took place at Popasna town hall and was attended by 22 veterans. 13 veterans unable to attend the launch due to poor health received home visits. The Head of Popasna Town Veteran's Organization thanked UNHCR on behalf of the veterans and wished the Agency success in its work.



## SHELTER AND NFIS

### Shelter and NFIs Cluster

- The Shelter Cluster led by UNHCR and co-chaired by People in Need (PiN), held sub-national meetings in Sloviansk (covering the northern Donetsk area) and one in Sievierodonetsk (covering the GCA of Luhansk region).
- The Cluster continues to track new damage to residential property. In April, the International NGO Safety Organisation (INSO) reported 157 inhabited houses in GCA and NGCA of Luhansk and Donetsk regions as conflict-damaged. The majority of damaged homes are in the NGCA of Donetsk region (70 per cent of the total during the first four months of 2018).
- The Cluster held a one-day workshop for shelter partners to agree on guidelines to regulate four typical situations faced by shelter agencies. The workshop was hosted by UNHCR Field Office Sloviansk and attended by 7 international shelter agencies.
- The Cluster met with ACTED in Sloviansk to discuss Cluster responsibilities in case of emergency linked to the inter-agency rapid assessment (IARA), and ACTED's project aimed at improving local authorities' preparedness in responding to emergencies and mitigating risks.

### Shelter Achievements, Impact, and Identified Needs

- In GCA of Donetsk region, UNHCR partner Proliska distributed **emergency shelter kits to 114 households and two medical facilities**.
- In the NGCA of Donetsk region, UNHCR together with an NGO partner facilitated the delivery of **22 tonnes of UNICEF-provided hygiene kits** to vulnerable persons. In the

NGCA of Luhansk region, UNHCR distributed UNICEF-provided **hygiene kits to 62 vulnerable persons** and UNICEF **educational kits to four families**.

## Working in partnership

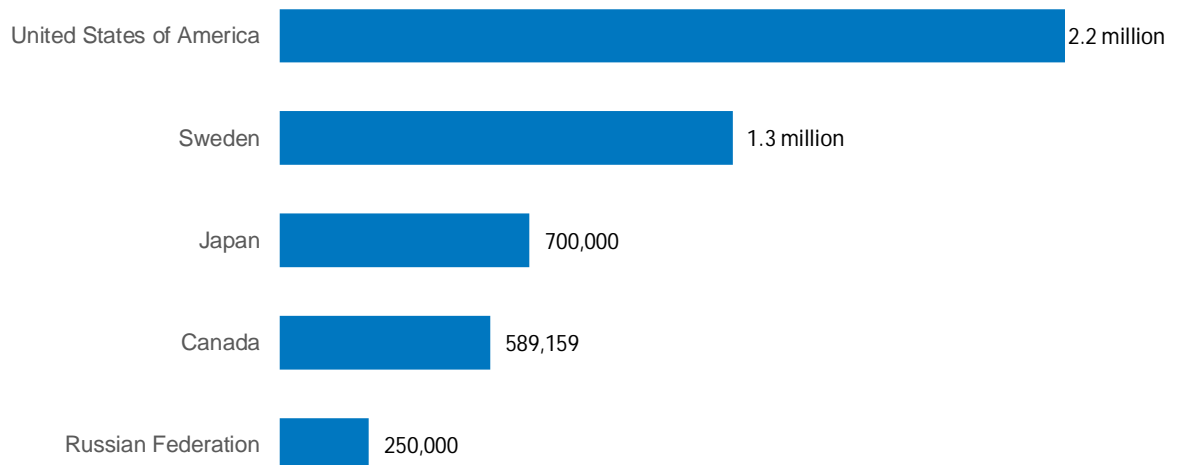
The humanitarian response to displacement in Ukraine is a coordinated effort by the Government, international organizations, national and international NGOs. In providing support to persons of concern, UNHCR works closely with the Government of Ukraine. In the case of IDPs, on 10 October 2016, UNHCR signed a Letter of Understanding with the [Ministry for Temporarily Occupied Territories and Internally Displaced Persons](#) establishing a framework for collaboration and coordination aimed at maximizing the capacity of UNHCR and the Ministry to assist IDPs. UNHCR works together with [11 NGO partners](#) providing support to IDPs through protection and legal assistance, policy development and capacity building and the distribution of emergency shelter materials and non-food items. UNHCR leads the Protection Cluster and Shelter/Non-food Item (NFI), Cluster, the latter being co-chaired together with [People in Need](#).

## Financial Information

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

### EARMARKED CONTRIBUTIONS | USD

Earmarked contributions for the operation amount to some **US\$ 5.0 million**.



**BROADLY EARMARKED CONTRIBUTIONS | USD**

Major donors of broadly earmarked contributions that can potentially be used for this operation due to their earmarking to a related situation or theme, or to the region or sub-region.

United States of America 28.7 million | Private donors Spain 7.1 million | Private donors Australia 3.8 million

**UNEARMARKED CONTRIBUTIONS | USD**

Major donors of unearmarked contributions.

Sweden 98.2 million | Norway 42.5 million | Netherlands 39.1 million | United Kingdom 31.7 million | Denmark 25.5 million | Private donors Spain 19 million | Australia 18.9 million | Switzerland 15.2 million | Italy 11.2 million

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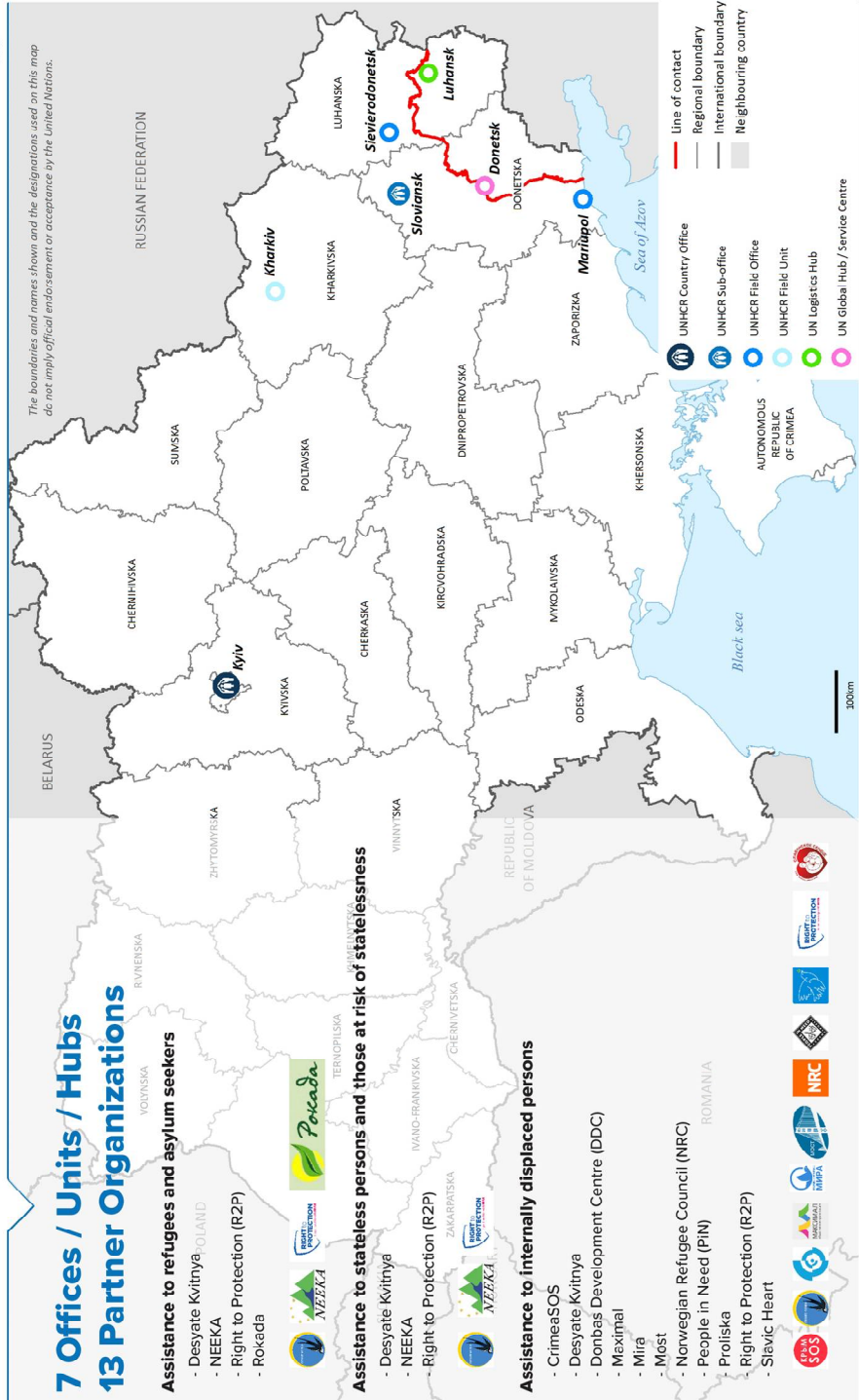
**LINKS**

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

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# Annexes

1.



**Ukraine: UNHCR Presence**



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