

NRC's operations in Ukraine

Humanitarian overview

Eight years of conflict in the east of Ukraine escalated into a full-scale war on 24 February 2022, causing death, destruction and displacement for millions of people across the country. Some 12.7 million people (over 30 per cent of the population) are estimated to be in need of humanitarian assistance in 2025, including 2.8 million internally displaced people and 9.9 million people who have returned or remained home.

Throughout 2024, escalating hostilities and strikes on civilian infrastructure exacerbated already dire humanitarian conditions. Indiscriminate aerial attacks continued across the whole of Ukraine, resulting in a sharp increase in civilian casualties and widespread damage to energy infrastructure. Homes, schools and hospitals continue to be targeted, alongside strikes on energy facilities, as well as ports and grain infrastructure. The fighting has also intensified along Ukraine's frontlines, continuing to create new displacement and further deteriorating needs for those remaining there.

The most vulnerable displaced and conflict-affected people are still in need of safe housing, protection services and livelihoods support, among other needs. Displaced people in rural areas are also struggling to access services. Many of those in need of assistance live in areas beyond the control of the Ukrainian government, where the response is limited due to widespread access constraints.



Photo: Ingrid Prestetun/NRC

Our core activities



Education



Information, counselling
and legal assistance (ICLA)



Livelihoods
and food security



Protection
from violence



Shelter
and settlements



Water, sanitation
and hygiene (WASH)

NRC in Ukraine

Established	2014
International staff	41
National staff	328

Our areas of operation

Country office:

- Kyiv

Area offices:

- Kyiv
- Odesa
- Dnipro
- Lviv

Field offices:

- Chernihiv
- Shostka
- Mykolaiv
- Kherson
- Kharkiv
- Zaporizhzhia



Our activities in detail

The Norwegian Refugee Council (NRC) has been present in Ukraine since 2014. Since the escalation of the conflict in February 2022, we have been responding to the needs of displaced and conflict-affected people across Ukraine in collaboration with national partners.



32,567 people reached in 2024 ▼

Education

The programme helps children and youth affected by war and displacement with access to quality, safe and inclusive learning, and participation. In addition to ensuring the Better Learning Programme contributes to the wellbeing of children and teachers, we also rehabilitate damaged schools and support partners in engaging youth in activities within communities.

In 2024, NRC supported 32,567 students and teachers with access to quality, safe and inclusive learning opportunities relevant to their psychosocial, emotional and cognitive development and needs.



26,907 people reached in 2024 ▼

Information, counselling and legal assistance (ICLA)

In 2024, we provided information, counselling and legal assistance, directly and through partners, on IDP registration, legal identity, housing, land and property, employment law and procedures and access to essential services to 26,907 internally displaced and conflict-affected people in Ukraine.

We also delivered capacity building and operational support to key stakeholders, to strengthen the institutional legal protection response. Through our digital platform Kobli, we facilitated access to up-to-date legal information, across the country. We conducted advocacy efforts to promote the rights of internally displaced people (IDPs) and we chaired the housing, land and property technical working group.



161,601 people reached in 2024 ▼

Livelihoods and food security (including cash assistance)

In 2024, NRC assisted 17,774 people through food and livelihood support to meet immediate needs, while working with local authorities to improve the employability of internally displaced and conflict-affected people. We provided 143,827 people with cash assistance to cover emergency basic needs.



6,526 people reached in 2024 ▼

Protection from violence

Our protection and site management activities are focused on supporting individuals and communities against protection risks in communities and collective sites, and enhancing their safety and resilience. In 2024, we reached 6,526 people under the protection programme.



37,671 people reached in 2024 ▼

Shelter and settlements

In 2024, we provided emergency shelter kits and vouchers for construction and household products, as well as for items designed to give better shelter protection during the winter. We assisted in light and medium repairs of houses damaged by hostilities and provided rental assistance to conflict-affected people. NRC also started programmes to repair community infrastructure, and working with partners to provide sustainable energy infrastructure for communities.



50,006 people reached in 2024 ▼

Water, sanitation and hygiene (WASH)

Some 50,006 individuals benefited from improved access to water and sanitation.

Advocacy

We advocate to ensure that the war-affected communities inside Ukraine have safe and unhindered access to humanitarian assistance, services and solutions to repair their lives, houses and businesses. Through crucial communication on humanitarian assistance, we contribute to ensuring the right to information for displaced people and others affected by the war.

NRC in Ukraine is dedicated to enhancing the rights of internally displaced people (IDPs) and those affected by conflict, while also creating a supportive legal and political environment for humanitarian operations. NRC in Ukraine actively promotes durable solutions that offer long-term stability and recovery for displaced individuals, ensuring they have access to essential services, rights, and opportunities for sustainably rebuilding their lives. NRC constantly advocates for principled, flexible humanitarian financing to enable rapid support to first responders and local initiatives, aiming to mitigate the conflict's impact and support sustainable recovery.

Partners

NRC is collaborating with relevant national and local government bodies. NRC coordinates with regional and local authorities in Ukraine and has MoUs with regional administrations and with local authorities at the *hromada* (municipality) level in the regions in which NRC operates. NRC is working with national and local organisations to support programme implementation, including Right to Protection, Angels of Salvation, Youth Platform, Teach for Ukraine, Center for Social Partnerships "Perspective", Helping to Leave, Peaceful Heaven of Kharkiv, Energy Act for Ukraine Foundation and Chuhuyiv Human Rights Group.

Our donors

We are grateful for the generous support from our donors:

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