**UKNSF implementing organisations in Spain: essential info**

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|  | **Babelia** | **Age in Spain** | **IOM Spain** |
| Geographical coverage | Alicante province | Catalonia and Balearic Islands  Note: Website & helpline will provide general info to UKNs from any part of Spain | Madrid, Murcia, Almeria & Malaga  Note: Website & helpline will provide general info to UKNs from any part of Spain |
| Overview of service they will provide [currently] | **Information provision:**   * Website (in English) & facebook page to address residency FAQs * Informative leaflet explaining their services * Proactively establishing contact with local organisations/institutions to promote their service   **Practical/tailored support:**   * Helpline & web form * Exploring possibility of submitting batches of residence applications to Alicante police on behalf of UKNs who need help * In person assistance with admin, language, collating & presenting documentation, obtaining padrón, healthcare registration, etc | **Information provision:**   * Website (in English) with info on residency process, useful links, residency process guides (not yet available) * Proactively establishing contact with local organisations/ institutions to promote their service/foster links * Signposting to other relevant partners   **Practical/tailored support:**   * Helpline & web form – providing general info (to all) as well as more detailed 1-1 support delivered through volunteer network (Catalonia & Balearics only) * Complex cases assigned to named volunteer who provides support via call backs, video link or in person | **Information provision:**   * Website (in English) to address residency FAQs * Proactively establishing contact with local organisations/ institutions to promote their service * Signposting to other relevant partners   **Practical/tailored support:**   * Mailbox – open to UKNs across Spain * Helplines – specific helplines for each region. UKNs in any part of Spain can also call helplines for general info * Accompany UKN in person to residency appointment (Madrid, Murcia and Malaga only) |
| Helpline number | +34 865 820 229 | +34 932 20 97 41  (currently open 11am-1pm Mon-Fri) Freephone: 900 015 298 (from Spanish landlines) | Madrid: +34 699 581 855  Murcia: +34 648 642 543  Malaga: *pending* |
| Website | <https://asociacionbabelia.org/> | <https://www.ageinspain.org/residency-helpline> | <https://spain.iom.int/es/support-british-nationals-based-spain-uknsf> |
| Web contact form / email address | Web form available [here](https://uk.asociacionbabelia.org/).  Email address: [info@asociacionbabelia.org](mailto:info@asociacionbabelia.org) | Web form available [here](https://ageinspainresidencyhelpline.beaconforms.com/form/b30e42f0). Email address: [residency@ageinspain.org](mailto:residency@ageinspain.org?subject=Spanish%20residency%20application%20process%20enquiry) | No web form  Mailbox (for all regions): [uknationalssp@iom.int](mailto:uknationalssp@iom.int) |
| Social media platforms | *pending* | *pending* | *pending* |