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

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|  | **Babelia** | **Age in Spain** | **IOM Spain** |
| Geographical coverage | Alicante province | Catalonia and Balearic IslandsNote: Website & helpline will provide general info to UKNs from any part of Spain | Madrid, Murcia, Almeria & MalagaNote: 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)
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| 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 855Murcia: +34 648 642 543Malaga: *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  | Web form available [here](https://ageinspainresidencyhelpline.beaconforms.com/form/b30e42f0).Email address: residency@ageinspain.org | No web formMailbox (for all regions): uknationalssp@iom.int  |
| Social media platforms | *pending* | *pending* | *pending* |