

# KOMPASSET – assisting homeless migrants

Kæmnervej 1, 2400 København NV. Tlf. 2335 6281/ 2479 2520.

## STATISTICS KOMPASSET KIRKENS KORSHÆR, 2019-2020

This document concerns the statistics from Kompasset's various services and covers an extraordinary period of 2019 and the first half of 2020. Kompasset is made up of a daily homeless shelter with counselling in Copenhagen NV, a mobile counselling team centered in Vesterbro and Indre By and an emergency shelter open in both Kompasset and Hellig Kors Church between October and March. Statistics for the emergency shelters are covered in more detail in the Kompasset Night Services report<sup>1</sup>. The numbers reported here do not tell the entire story of homelessness amongst migrants in Copenhagen as they only cover the people that make use of Kompasset's services.

Like all other homeless services in Denmark, both Kompasset and those who access Kompasset, have been deeply affected by the Corona virus. This has translated into a steep reduction in overall numbers of people using the services and a scaling back regarding what could be offered, especially during the period March – May. During the day, Kompasset reduced opening hours, limited its offers and furloughed staff, while at night the shelter was prolonged until the end of May to cover need. Strict border controls based on one's relationship to Denmark have further reduced numbers and limited the access of both mobile EU citizens and Non-EU citizens to their normal survival mechanisms in the country. As Denmark slowly opens again, a number of people who access our services have since reported that they remained for longer periods in their home country or country of residence as a result of the virus. These controls have meant that those with severe health issues, both mental and physical, have been unable to leave and have remained reliant on private/charitable services. As a result, the level of counselling offered by Kompasset has not been affected.

### Conclusions from the period 2019-1. half year 2020:

- ***Significantly less Third Country Nationals have used Kompasset's services since the start of 2020***
- ***There has been a rise in the number of women***
- ***Number of counselling sessions has not changed despite less service users in 2020***

### OVERVIEW KOMPASSET NV AND OUTREACH

Kompasset's goal, across all services, is to offer care, closeness, guidance and build relationships to who do not have access to full rights under Danish law. In 2019, **68** new people a month accessed help via Kompasset NV (day and Night) or Outreach, resulting in a total of **818** new users for the year. This is an increase of almost 100 from the previous year and was particularly apparent in May, because of the forthcoming festival season, that provided an important source of income for both mobile EU and Non-EU citizens alike. The first half of 2020 saw a significant drop in new people accessing our services, with only **206** new people registered in our registration system by the end of June – **34** new people a month. The obvious reason for this reduction is the 'lockdown'

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<sup>1</sup> Please contact Kompasset for a copy of the report.

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of Danish society between March and May and the border restrictions put in place at this time (and beyond), a result of which meant people either left for home or did not return. The numbers of daily visitors to Kompasset has also been hit by the virus-imposed restrictions – from **62** in 2019 to **47** in the first half of 2020.

Month	Number of new users registered in Kompasset day, Outreach and Kompasset Night Shelter (from October 2019)		Average number of visits to Kompasset NV	
	2019	2020	2019	2020
January	58	29	48	55
February	86	56	60	59
March	49	48	62	53
April	61	23	63	41
May	103	23	76	36
June	70	27	78	38
July	14	-	47	-
August	66	-	61	-
September	60	-	63	-
October	102	-	59	-
November	87	-	64	-
December	63	-	60	-
<b>I alt</b>	<b>2019: 818</b>	<b>1. half year 2020: 206</b>	<b>Av 2019: 62</b>	<b>Av 1. half year 2020: 47</b>

### COUNSELLING SERVICE AND HIGHLIGHTED ISSUES

In Kompasset NV and Outreach we meet people with numerous kinds of different problems that require some form of counselling. In 2019 the counselling service undertook **3317** consultations, while in the first half of 2020 we have undertaken **1829** different conversations. This is an increase from the same period last year, despite the significant decrease in individuals attending Kompasset. Across both 2019 and the first half of 2020, health issues have again been a dominant theme in counselling sessions, with **142** individuals having been counselled **629** times in 2019 and **144** individuals counselled **478** times in 2020. These numbers reflect the difficulties people face in accessing appropriate healthcare, particularly amongst those suffering mental health issues Kompasset is often the first port of call in such cases, leading to referral or accompaniment to the correct health service. In 2020, the corona virus situation has meant that those healthy enough to leave have left, and those with least resources, especially people requiring psychological or physical assistance, have remained. Mental health has been a particular focus during 2020 in Kompasset and consultations regarding referrals to or assistance with such issues make up **29%** of all health-related conversations. In the past year Kompasset's services have seen a decrease in the number of counselling sessions with third-country nationals, from **139** in 2019 to just **24** in the

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first half of 2020. This follows a stable amount of counselling relating to EU citizens' rights, in which there were **435** job related sessions and **238** registration-based conversations in 2019. In 2020, we have already had **343** job counselling sessions and **168** on the registration process. This follows a strengthening of our Extra Mile program and an improved working partnership with the Salvation Army project Step by Step.

Counselling themes	Number of individuals that received help 2019	Number of counselling sessions pr. theme 2019	Number of individuals that received help 1. half year 2020	Number of counselling sessions pr. theme 1. half year 2020
Accompaniment and help to contact authorities	148	420	86	272
Clarification of rights to stay/work NON EU citizens	129	139	17	24
Complaint about police	20	41	5	12
Everything job related, incl. CVs, EU citizens	175	435	100	343
Health, mental and physical, incl. addictions	142	629	144	479
Help to find housing	14	23	7	21
Help to repatriation	24	47	14	25
Judicial case	64	208	21	66
Labor law violation	11	14	4	5
Lost ID	21	29	12	20
Registration process, incl. opening of bank account	108	238	55	168
Ticket	211	414	80	142
Other	316	625	139	252

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### NATIONALITY, GENDER AND AGE

**From the start of 2019 until mid-2020, 56 different nationalities were represented at Kompasset.**

The majority are from nations within the EU, with EU citizens representing **79%** of all service users in 2019. In the first half of 2020, this increased dramatically to **90%**, more than likely a result of restricted border controls both within and from outside the EU. As demonstrated in the table below, the group of non-EU nationals, typically dominated by people from Nigeria with long- or short-term stay in another EU country, falling from **11%** to **2%** in the past 6 months. Although it is difficult to draw definitive conclusions from the effects of the corona virus pandemic, there has been a steady rise in Danish nationals accessing our service, from **3%** in 2019 to **5%** in the first half of 2020. Services users from Eastern Europe remain the dominant groups accessing assistance from Kompasset's day and night shelters, counselling and outreach offers. People from Romania are again the most well represented group, making up over **60%** of all people met by Kompasset, while there has been a small increase in people from Poland, going from **4%** in 2019 to **7%** 2020. In the first half of 2020 the majority of the small number of third-country nationals with residence in an EU country have surprisingly come from within Denmark. **44%** have had residence based on a pending asylum application or a European spouse living or working in Denmark. This may reflect that job centers and public administration operated with significantly reduced capacity between March and June 2020. In 2019, the majority of third-country nationals had residency in Italy, **56%**, while those with residency in Denmark made up **15%**.

In relation to gender, Kompasset witnessed a rising number of women accessing our services, particularly reflected via Outreach. Across the services in 2019 women made up **12%** of all people who accessed Kompasset, while in the first half of 2020 this increased to **14%**. In the first half of 2020, women made up **27%** of all Outreach connected service users, a **7%** jump from the previous year.

Corona virus' other apparent impact has been reflected in the age of those accessing Kompasset. There has been a **5%** increase in people between the ages of 18-25 from 2019 to the first half of 2020, with almost the same drop reflected in those aged between 25 and 50. This last age group, 25-50 remains again the largest group seeking assistance from Kompasset's services, with **71%** of all people falling into this category.

Nationality	Percent of Kompasset service users 2019	Percent of Kompasset service users 1. half year 2020
Romania	60 %	61 %
Nigeria	11 %	2 %
Poland	4 %	7 %
Spain	2 %	3 %
Ghana	3 %	1 %

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Denmark	3 %	5 %
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Gender	2019	2020 (1.half year)
Men	88%	86%
Women	12%	14%
Trans	0 %	0 %

Age intervals	2019	2020 (1.half year)
18 – 25	12 %	17 %
25 – 50	75 %	71 %
>50	13 %	12 %

KOMPASSET OFFERS THE FOLLOWING SERVICES TO HOMELESS AND UNREGISTERED MIGRANTS

Kompasset Nordvest:

- Day shelter, coffee, tea and basic food/capacity to warm own food
- Day rest in a bed
- Storage of personal property and documents in lockers and safe box
- Access to computer and internet, mobile charging and possibility to receive post
- Warm shower
- Information and clarification of rights, possibilities and impossibilities in Denmark in 12 different languages
- Guidance in job search, applications and CVs
- The Extra Mile program offering individual mentorship with a focus on employment
- Support through the process of registration in Denmark
- Help to complain about police and authorities
- Accompaniment to hospitals, social services, police and other authorities
- Danish classes
- Opportunity to join weekly laundry trip and bike workshop.
- Sale of street magazines Illegal and Strada together with organization seller cards
- Assistance to book flights home

There are 11 day staff members including the leadership team and a number of multilingual volunteers and interns.

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### Kompasset Night Shelter:

Kompasset Night Shelter was open for the first time in 2019, running from 6th October 2019 until 31<sup>st</sup> March 2020 with 36 available places. The resulting corona situation meant that the shelter was open for a further 2 months until 31 May 2020, providing a further 25 places. There were 6188 sleeps provided during this period, an average of 26 sleeps per night open.

### Hellig Kors Night Shelter:

Kompasset together with Hellig Kors Kirke continued their partnership to run a 40 bed night shelter in the church from 6<sup>th</sup> October 2019 until 31<sup>st</sup> March 2020. This was prolonged with a further 30 places resulting from corona virus lockdown until the end of April 2020. There were 4599 sleeps provided during this period, an average of 28 sleeps per night open. Further Night Shelter statistics can be found in the Kompasset Night Services Report.

### Kompasset Outreach:

Outreach consists of 2 staff members and an intern working across Copenhagen but mainly concentrated in Vesterbro/Indre By. Their focus is on EU citizens that do not have contact or have not had contact with Kompasset. They offer a number of services such as accompaniment, relation work, referral to legal and health services as well as linking Kompasset to many of our social work partners. Outreach is often the first point of contact for potential service users and retains a large network, having had contact with over 300 people since the beginning of 2019.

### COLLECTION OF DATA IN KOMPASSET

Kompasset, across all services operates on the basis of consent to register name, age, gender, nationality and their current housing situation. Some use Kompasset's services once, while others maintain a longer connection. Journal entries are only made on those who access the counselling services over a longer period of time. From this we are able to chart which themes are of most concern to service users. Those accessing Night Services will be registered via the same path from October 2019.

Contact us for further information on our data policy.

Kompasset, October 2020 Contact: [n.crofts@kirkenkorshaer.dk](mailto:n.crofts@kirkenkorshaer.dk) eller tlf. 2335 6037