

EU Consulates and ID

A resource for homelessness services
supporting EU nationals

Let's end homelessness together

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Produced by

Innovation and Good Practice Team

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Feedback, corrections and suggestions

We welcome your feedback on our publications. Please email: tasmin.maitland@homelesslink.org.uk

Supporting EU nationals to get ID

Homeless EU nationals often get their ID stolen or lost when they become homeless. However, having valid ID will be necessary to achieve most of the possible routes off the street, mainly to access employment, claim benefits, access housing, accessing health services, returning to home country or making an immigration application. Therefore, services should aim to support EU clients to replace their national ID.

The main issues to consider are:

- Making an appointment on their behalf as a charity in order to expedite the regular appointment process and requesting a fee exemption due to destitution or an exception on the supporting documents required when necessary. Please note that it might often be necessary to send more than one email before receiving a reply and that not all consulates will provide emergency appointment or fee exemptions. Consulates tend to make exceptions only on a case by case basis, so presenting the difficult circumstances of the individual is important- see table below.
- Finding funds to pay consular fees and related costs such as passport photos – some forms of ID might be free of charge for some nationalities – see table below. You could use unrestricted funds or apply for a grant – see grant information below.
- Ensuring the client has the necessary information or documents to make the application and asking for exemptions when relevant. Using a 'referee' to confirm their identity might be possible in some cases. In other cases, it might be helpful to support the client in contacting their family members in the Home Country to get birth certificates or other documents.
- Supporting clients with travel expenses when necessary.
- Accompanying clients to the consulate when advocacy is required due to clients' support needs.

Grants

Turn2us

Turn2us is a national charity that helps people in financial hardship to gain access to welfare benefits, charitable grants and support services. They have an online grant search engine:

<https://grants-search.turn2us.org.uk/>

The Vicar's Relief Fund

The Vicar's Relief Fund (VRF) provides small crisis grants of up to £350 to support people who are at risk of, or currently, experiencing homelessness or are vulnerably housed, to establish and maintain their tenancies. Applications include funding ID and rent deposits.

www.smitfc.org/our-grants/

Acts 435

Acts 435 is a website managed through a network of churches and local charities that allows people to give money directly to others in need.

<https://acts435.org.uk/>

EU Consulates in the UK

Please note that information is accurate as of March 2019 but might change over time – please check with the relevant consulate before taking action.

COUNTRY	AUSTRIA
Contact details	<ul style="list-style-type: none"> o london-ob@bmeia.gv.at Tel: 020 7344 3250 Fax:020 7344 0292 o Integration and Foreign Affairs. Emergency service number: +43 1 90115-4411
Address Website	<ul style="list-style-type: none"> o Austrian Embassy London, 18 Belgrave Mews West, London SW1X 8HU o www.bmeia.gv.at/en/austrian-embassy-london/service-for-citizens/
Assistance for vulnerable nationals	<ul style="list-style-type: none"> o They can potentially provide fee exemptions and other support depending on the individual case. They might also be able to help with: o Repatriation loan or other financial support o Information on and/or assistance in raising the necessary funds o Contact details for doctors, hospitals, lawyers and translators o Support in organising the repatriation transport of sick, injured and deceased Austrians o Finding family/ friends back in Austria through local ministries. o Forwarding urgent messages to affected persons and their relatives o See more on: www.bmeia.gv.at/en/austrian-embassy-london/service-for-citizens/emergencies-abroad/
Applying for ID	<ul style="list-style-type: none"> o It is possible to apply for a travel document (emergency passport) an ID card and a passport. Processing times are about 1-2 days. o More information on Emergency Passports: www.bmeia.gv.at/en/austrian-embassy-london/service-for-citizens/emergencies-abroad/loss-of-passport/ o More information on ID cards: www.bmeia.gv.at/en/austrian-embassy-london/service-for-citizens/identity-papers-and-other-documents/austrian-id-card/ o More information on Passports: www.bmeia.gv.at/en/austrian-embassy-london/service-for-citizens/identity-papers-and-other-documents/passport/
Country information and Brexit	<ul style="list-style-type: none"> o www.bmeia.gv.at/en/austrian-embassy-london/service-for-citizens/healthcare-social-affairs/ o www.bmeia.gv.at/en/austrian-embassy-london/service-for-citizens/moving-to-austria/ o Information on Brexit: www.bmeia.gv.at/oeb-london/service-fuer-buergerinnen/brexit/
COUNTRY	BELGIUM
Contact details	<ul style="list-style-type: none"> o General: London@diplobel.fed.be 020 7470 3700 o For passports: londonpassports@diplobel.fed.be 020 7470 3780 (Monday to Friday 2pm-5pm) o For emergencies: 077 10 703 639
Address Website	<ul style="list-style-type: none"> o 17, Grosvenor Crescent, London SW1X 7EE o Honorary consulates in the UK: https://unitedkingdom.diplomatie.belgium.be/en/address-and-opening-times o http://unitedkingdom.diplomatie.belgium.be/en/honorary-consulates

Assistance for vulnerable nationals	<ul style="list-style-type: none"> ○ In exceptional circumstances they can issue 1 month emergency passport to travel back or a normal passport free of charge ○ They can issue ID documents even if the individual has no ID supporting documents at all- by checking their national database. ○ They can help liaise with Belgium red cross and contacting family or friends
Applying for ID	<ul style="list-style-type: none"> ○ In exceptional circumstances: a temporary passport can be issued https://diplomatie.belgium.be/en/services/services_abroad/belgian_passport/event_emergency ○ Applying for a passport: Need to be registered with consulate then book an appointment online, then complete Dutch or French application. ○ For the appointment; you need to bring old passport + completed application form + special envelope should applicant want to receive passport by post. ○ Cost: £71.25 for a passport for an adult, £33.25 for a passport for a minor. Payment at time of appointment and by card only. ○ Should be ready within 10-15 working days. Pick up/ delivery available ○ For further information: https://unitedkingdom.diplomatie.belgium.be/en/consular-services/belgian-passport ○ For ID cards: Register with the embassy, then complete French or Dutch application. Recommended to complete application by post. Cost: £19. Processing time around 6 weeks. ○ For further information: https://unitedkingdom.diplomatie.belgium.be/en/belgians-in-the-uk/eid
Country information and Brexit	<ul style="list-style-type: none"> ○ Information about Brexit: https://diplomatie.belgium.be/en/brexit ○ Information on social security while abroad: https://diplomatie.belgium.be/en/services/services_abroad/social_security
COUNTRY	BULGARIA
Contact details	<ul style="list-style-type: none"> ○ Vasil Asenov, Head of Social Labour Affairs, v.asenov@bulgarianembassy.org.uk , 020 75841960 ○ consular@bulgarianembassy.org.uk 020 75813144
Address Website	<ul style="list-style-type: none"> ○ Bulgarian Embassy, Consulate Section, 186-188 Queen's Gate London SW7 5HL ○ http://bulgarianembassy-london.org/
Assistance for vulnerable nationals	<ul style="list-style-type: none"> ○ Establish contact with family members ○ Linking with social service and medical team to support on arrival. ○ Can give a temporary passport (usually issued for 3-6 months, exceptionally for 12 months) can be used to return to Bulgaria, but also to prove identity to access employment, for example, while the ID card or passport is issued ○ Generally, if the previous passport is lost, damaged or destroyed or if it is not returned within 3 months after the expiration of its validity, a fine is imposed. However, an exception could be made for homeless individuals. In any case, a declaration should be made explaining what happened and the person's circumstances. A supporting letter from a charity needs to be provided.
Applying for ID	<ul style="list-style-type: none"> ○ ID cards cost £28.50. The applicant has to provide a copy of birth certificate or copy of previous ID. Otherwise, 2 Bulgarian witnesses should confirm their identity.

	<ul style="list-style-type: none"> ○ Passport cost £38.50 and they can take up 3 months to be issued (temporary passport could be requested while waiting for this) ○ Temporary passports usually cost £61.50 and are issued in 5 working days. It is possible to have it issued on the same day if the person presents in the early in the morning and it cost £ 45. ○ More information: www.routeshome.org.uk/wp-content/uploads/2016/03/Bulgaria.pdf
Country information and Brexit	<ul style="list-style-type: none"> ○ Information about Brexit: http://bulgarianembassy-london.org/brexit/ ○ www.routeshome.org.uk/country/bulgaria/
COUNTRY	CROATIA
Contact details	<ul style="list-style-type: none"> ○ conlon@mvep.hr 020 7387 1144 (Monday to Friday 9-10). ○ Office of the Ambassador: 020 7387 1471 ○ For emergencies: 0776691 2458
Address Website	<ul style="list-style-type: none"> ○ Croatian Consulates & Embassies, 21 Conway Street, London, W1T 6BN ○ http://uk.mvep.hr/en/consular-information/consular-section/
Assistance for vulnerable nationals	<ul style="list-style-type: none"> ○ Travel document can be free for those in financial difficulty. ○ The Passport fees could be exempted at the discretion of the Ambassador. ○ For both travel document and passport, if the person has no documents, they can confirm their identity with the Ministry of interior (unless it is a first passport). ○ They can help linking with Croatian social services.
Applying for ID	<ul style="list-style-type: none"> ○ Do not issue ID cards at the consulate ○ Passport (under 21 – £ 50, over 21 – £67) applications can be submitted in person at the Embassy during working hours, no appointment needed. ○ Passport applicants must provide proof of an address in the UK. They could accept the address of a homeless charity if there is written evidence. ○ More information here: http://uk.mvep.hr/en/consular-information/croatian-passports/
Country information	<ul style="list-style-type: none"> ○ www.routeshome.org.uk/country/croatia/
COUNTRY	CYPRUS
Contact details	<ul style="list-style-type: none"> ○ hclconsular@mfa.gov.cy / cyprusinuk@mfa.gov.cy 020 7321 4100 (Telephone lines open 14:00-16:00 daily) ○ For emergencies: 020 7321 4100 (during working hours 9.00-4.30 pm)
Address Website	<ul style="list-style-type: none"> ○ High Commission for the Republic of Cyprus to the United Kingdom of Great Britain and Northern Ireland, 13 St James' Square, London SW1Y 4LB ○ Honorary Consuls in UK: www.mfa.gov.cy/mfa/highcom/london.nsf/All/3A62C31648CF200280257B790050D312?OpenDocument ○ www.mfa.gov.cy/mfa/highcom/london.nsf/hcrcl05_en/hcrcl05_en?OpenDocument
Assistance for vulnerable nationals	<ul style="list-style-type: none"> ○ Information not found.
Applying for ID	<ul style="list-style-type: none"> ○ Emergency travel documents (about £20): www.mfa.gov.cy/mfa/HighCom/london.nsf/All/15277B71573A131F80257B79004FD8EE?OpenDocument#3

	<ul style="list-style-type: none"> o ID cards (about £20): www.mfa.gov.cy/mfa/HighCom/london.nsf/All/1ED3C96EA3A3D0A180257B79004FFAB8?OpenDocument o ID cards are needed to apply for a passport.
Country information	<ul style="list-style-type: none"> o www.mfa.gov.cy/mfa/HighCom/london.nsf/All/9B89C3292B310E0B80257B790050BAB9?OpenDocument
COUNTRY	CZECH REPUBLIC
Contact details	<ul style="list-style-type: none"> o consulate.london@embassy.mzv.cz 020 7243 7931 (Monday to Friday 9am-12pm) o Viceconsul, 020 7243 7919 o Consular officer 0207 243 7915
Address Website	<ul style="list-style-type: none"> o Embassy of the Czech Republic 26 – 30 Kensington Palace Gardens, London W8 4QY (Entrance on Bayswater Rd, Door No. 28) o www.mzv.cz/london/en/visa_and_consular_information/contacts/index.html
Assistance for vulnerable nationals	<ul style="list-style-type: none"> o Contacting family: consulate will try to make contact or via the police. o Travel documents: consulate can provide emergency travel documents. Free mostly for victims of crime but it can be discussed case by case.
Applying for ID	<ul style="list-style-type: none"> o Need to request an appointment by email. o Emergency travel documents normally cost £14 o A passport cost £41. For a passport, applicants need to have a certificate of citizenship and a birth certificate. A new certificate of citizenship and a new copy of BC cost £10 each. o If no documents are available, someone with an EU passport will need to confirm their identity. o www.routeshome.org.uk/wp-content/uploads/2016/03/Czech-Republic-2.pdf (some information might be out of date) o www.mzv.cz/london/en/visa_and_consular_information/consular_information/czech_passport/index.html
Country information	<ul style="list-style-type: none"> o www.routeshome.org.uk/country/czech-republic/
COUNTRY	DENMARK
Contact details	<ul style="list-style-type: none"> o lonamb@um.dk 020 7333 0200 (Tuesday, Wednesday. Friday 14.00- 15.00) o Consular Officer 020 7333 0293
Address Website	<ul style="list-style-type: none"> o 55 Sloane Street, London SW1X 9SR o http://storbritannien.um.dk/en/ o Consulates in other cities in the UK: http://storbritannien.um.dk/en/travel-and-residence/other-consular-matters/danish-consulates-and-vice-consulates-in-the-uk/
Assistance for vulnerable nationals	<ul style="list-style-type: none"> o Case by case might be able to arrange for a fee exemption o Can help contacting family and other authorities or charities in Denmark o Can confirm identity through a CPR number if the person has no supporting documents
Applying for ID	<ul style="list-style-type: none"> o For Emergency passports and passports see: o http://storbritannien.um.dk/en/travel-and-residence/danish-passports-and-travel-documents/ or

	<ul style="list-style-type: none"> o http://storbritannien.um.dk/en/travel-and-residence/danish-passports-and-travel-documents/passport-extensions-and-emergency-passports/
Country information	<ul style="list-style-type: none"> o www.skift-a-kasse.dk/the-ultimate-guide-to-unemployment-insurance-in-denmark/
COUNTRY	ESTONIA
Contact details	<ul style="list-style-type: none"> o The phone line 020 7838 5388 for consular information is open: Monday: 2-5 pm / Tuesday to Friday: 10am - 13pm o Consul.London@mfa.ee/ london@mfa.ee
Address Website	<ul style="list-style-type: none"> o Estonian Consulate, 44 Queen's Gate Terrace, Kensington, London SW7 5PJ o https://london.mfa.ee/estonian-embassy-in-london/ o Honorary consulates in different cities.
Assistance for vulnerable nationals	<ul style="list-style-type: none"> o Information not found.
Applying for ID	<ul style="list-style-type: none"> o Emergency travel document is free. o National ID Card and Passport can be applied for by post or email: https://london.mfa.ee/estonian-passports-and-id-cards/ o www.routeshome.org.uk/wp-content/uploads/2016/03/Estonia.pdf (some information might be out of date)
Country information	<ul style="list-style-type: none"> o www.routeshome.org.uk/country/estonia/
COUNTRY	FINLAND
Contact details	<ul style="list-style-type: none"> o sanomat.lon@formin.fi or consulate.lon@formin.fi 020 7838 6242 (Monday and Thursday 9.00–10.00) o For emergencies: +358 9 1605 5555
Address Website	<ul style="list-style-type: none"> o 38 Chesham Place, London SW1X 8HW o https://finlandabroad.fi/web/gbr/frontpage o Honorary consulates in the UK: https://finlandabroad.fi/web/gbr/honorary-consulates
Assistance for vulnerable nationals	<ul style="list-style-type: none"> o Transfer funds to help those in distress. o Help victims of sudden illness, accidents and crimes so that they can get the medical care or other immediate assistance they need o Grant a temporary passport for repatriation (to replace a passport which is outdated or which has been lost, stolen or destroyed) o Help those in distress or crisis situations, or those taken into custody, to get in touch with their next of kin o See more on: https://finlandabroad.fi/web/gbr/in-distress-abroad
Applying for ID	<ul style="list-style-type: none"> o They can issue temporary passports, ID cards and passports: https://finlandabroad.fi/web/gbr/applying-for-a-passport-or-an-identity-card
Country information and Brexit	<ul style="list-style-type: none"> o Information on Brexit: https://finlandabroad.fi/web/gbr/brexit2
COUNTRY	FRANCE
Contact details	<ul style="list-style-type: none"> o Social affairs department: social.londres-fslt@diplomatie.gouv.fr o General: ecrire.londres-fslt@diplomatie.gouv.fr 020 7073 1200 Monday to Thursday 2pm to 5pm

Address Website	<ul style="list-style-type: none"> ○ 21 Cromwell Road, London, SW7 2EN ○ Honorary Consuls: https://uk.ambafrance.org/Liste-des-consuls-honoraires ○ https://uk.ambafrance.org/-Vos-formalites-
Assistance for vulnerable nationals	<ul style="list-style-type: none"> ○ The Consulate can link with social and medical services in France. ○ They can also contact family ○ Case by case there might also be other support available
Applying for ID	<ul style="list-style-type: none"> ○ Emergency Travel Documents (Laissez- Passer), 1 year Temporary Passports, ID Cards and Passports are available at the consulate: https://uk.ambafrance.org/-Formalities-
Country information and Brexit	<ul style="list-style-type: none"> ○ www.routeshome.org.uk/country/france/ ○ Information on Brexit: https://uk.ambafrance.org/-Brexit-
COUNTRY	GERMANY
Contact details	<ul style="list-style-type: none"> ○ General line: 020 7824 1300 ○ Online contact form: https://uk.diplo.de/uk-en/home-kontakt-channel ○ Passport line: 020 7824 1426 (Mon – Thu: 11am - 12noon, 1.30pm - 2.30pm Fri: 11am - 12noon) ○ pass@lond.diplo.de
Address Website	<ul style="list-style-type: none"> ○ 23 Belgrave Square, London SW1X 8PZ ○ 16 Eglinton Crescent, Edinburgh EH12 5DG ○ https://uk.diplo.de/uk-en/home-kontakt-channel
Assistance for vulnerable nationals	<ul style="list-style-type: none"> ○ Information not found.
Applying for ID	<ul style="list-style-type: none"> ○ To apply for temporary 1 year passports: https://uk.diplo.de/uk-en/02/pass/temporary-passport ○ For ID cards or passports: https://uk.diplo.de/uk-en/02/pass/passport-over-18-years
Country information and Brexit	<ul style="list-style-type: none"> ○ Information on Brexit: https://uk.diplo.de/uk-en/02/Brexit-Information ○ German Welfare Council (independent charity supporting Germans in the UK) https://www.gwc-london.org.uk/ 02072622463: Can help applying for EUSS, applying for grants, giving advice on benefits or liaising with Consulate in complex cases
COUNTRY	GREECE
Contact details	<ul style="list-style-type: none"> ○ gremb.lon@mfa.gr , consulate@greekembassy.org.uk ○ 020 7313 5600, 020 7313 5609 ○ Head of consular section: athanasios.rizos@mfa.gr ○ Emergency Tel: 0044 7795961519
Address Website	<ul style="list-style-type: none"> ○ Greek Embassy & Consular Department, 1A Holland Park, London W11 3TP ○ Honorary Consuls in the UK: www.mfa.gr/en/greece-bilateral-relations/united-kingdom/united-kingdom--contact-details-for-greek-missions.html ○ www.mfa.gr/uk/en/services/services-for-greeks/
Assistance for vulnerable nationals	<ul style="list-style-type: none"> ○ Emergency travel documents are free of charge. Applicants need a birth certificate (which the Consulate can provide) and photographs and they should report the loss or theft of the ID document. A Greek national must certify the identity of the person in question. ○ Exceptionally able to buy a flight ticket for repatriation of a Greek national

	<ul style="list-style-type: none"> ○ Support to link with support and social services could be provided on a case-by-case basis. ○ They are able to contact family in Greece.
Applying for ID	<ul style="list-style-type: none"> ○ It is possible to return to Greece with an expired Passport ○ Emergency travel documents are free of charge and no appointment is necessary. ○ More information on travel documents, ID cards and passports on www.mfa.gr/uk/en/services/services-for-greeks/passports.html ○ Appointment have to be booked online: www.greekembassy.org.uk/en-gb/Reservations
Country information and Brexit	<ul style="list-style-type: none"> ○ www.routeshome.org.uk/country/greece/ ○ Information about Brexit: https://brexit.gov.gr/
COUNTRY	HUNGARY
Contact details	<ul style="list-style-type: none"> ○ Katalin Vizi – Consul: KVizi@mfa.gov.hu ○ Dr Lajos Olah- Head of the Consulate:- lolah@mfa.gov.hu ○ konz.lon@mfa.gov.hu 020 7235 5218 Emergency: 020 7201 3440
Address Website	<ul style="list-style-type: none"> ○ Embassy of Hungary, 35 Eaton Place, London SW1X 8BY ○ https://london.mfa.gov.hu/eng
Assistance for vulnerable nationals	<ul style="list-style-type: none"> ○ Temporary passport: they can exempt the fee for temporary passport. Valid for 6 months maximum.
Applying for ID	<ul style="list-style-type: none"> ○ Temporary passports (walk in between 9.30 am and 11.30 am) and passports (by appointment): https://london.mfa.gov.hu/eng/page/utlevel-igenylese-nagykoruaknak ○ www.routeshome.org.uk/wp-content/uploads/2016/03/Hungary3.pdf (some parts might be out of date)
Country information	<ul style="list-style-type: none"> ○ www.routeshome.org.uk/country/hungary/
COUNTRY	IRELAND
Contact details	<ul style="list-style-type: none"> ○ Tel: 0207 373 4339 Fax: 0207 373 4589 020 7428 2086 ○ Emergency contact: call 0207 235 2171, and leave a message on the Duty Officer voice mailbox ○ Online contact form www.dfa.ie/irish-embassy/great-britain/contact-us/passport-queries/
Address Website	<ul style="list-style-type: none"> ○ 114a Cromwell Road, London, SW7 4ES ○ https://www.dfa.ie/irish-embassy/great-britain/contact-us/
Assistance for vulnerable nationals	<ul style="list-style-type: none"> ○ Information not found.
Applying for ID	<ul style="list-style-type: none"> ○ www.dfa.ie/irish-embassy/great-britain/passports/
Country information	<ul style="list-style-type: none"> ○ www.routeshome.org.uk/country/ireland/
COUNTRY	ITALY
Contact details	<ul style="list-style-type: none"> ○ 02079365900 consolato.londra@esteri.it ○ For social assistance: sociale.londra@esteri.it ○ Online contact forms for ID cards: https://secure.jotformpro.com/form/31274428297965 or for passports: https://form.jotformeui.com/61853702894363

	<ul style="list-style-type: none"> o For emergencies: 07850 752 895
Address Website	<ul style="list-style-type: none"> o 83-86 Farringdon Street, London EC4A 4BL o http://conslondra.esteri.it/consolato_londra/en/il_consolato/gli_uffici/gli_uffici.html
Assistance for vulnerable nationals	<ul style="list-style-type: none"> o If the applicant does not have any form of ID and they do not know him/her, they can request confirmation of his/her identity to the Italian authority who issued the lost document. o In exceptional circumstance, they can purchase a return ticket to Italy. o They can contact, search and liaise with family member in Italy.
Applying for ID	<ul style="list-style-type: none"> o Italian nationals should register online as residents in the UK: http://form.iotforme.eu.com/form/30797685851369 o Emergency Travel document: cost £1,40 valid for 5 days. Can present directly at the consulate Monday to Friday 9-12 or Saturday 9-13. Should bring police report, flight ticket, 3 pictures and any document proving identity- otherwise a witness with a passport. http://conslondra.esteri.it/consolato_londra/en/i_servizi/per_i_cittadini/passaporti/passaportiuurgenza.html o For Passport (£102.10) need to book an appointment calling 0203 327 6290 between 08:45 - 13:00: http://conslondra.esteri.it/consolato_londra/en/i_servizi/per_i_cittadini/passaporti/come-richiedere-il-passaporto.html o For ID Card (around £4.60) the person needs to be already registered with the consulate: http://conslondra.esteri.it/consolato_londra/en/i_servizi/per_i_cittadini/carte_ide
Country information	<ul style="list-style-type: none"> o www.routeshome.org.uk/country/italy/
COUNTRY	LATVIA
Contact details	<ul style="list-style-type: none"> o consulate.uk@mfa.gov.lv, 020 7725 9212 o For emergencies 077 7061 3540
Address Website	<ul style="list-style-type: none"> o Latvia Consulate Section of Embassy, Grove House (entrance from Lisson Grove) 248A Marylebone Road London, NW1 6JZ o www.mfa.gov.lv/london/konsulara-informacija
Assistance for vulnerable nationals	<ul style="list-style-type: none"> o In exceptional circumstances possible to waive the need for supporting documents to issue ID o Can support to contact family or friends for assistance
Applying for ID	<ul style="list-style-type: none"> o To book an appointment passport or ID Card, please email: consulate.uk@mfa.gov.lv indicating: purpose of your visit; most convenient date and time for the visit; full name, surname and phone number. o Information on passports: www.pmlp.gov.lv/en/home/services/passports/citizen%E2%80%99s-passport.html o Information on ID cards: www.pmlp.gov.lv/en/home/services/personal-certificates-(eid)/
Country information	<ul style="list-style-type: none"> o www.routeshome.org.uk/country/latvia/

COUNTRY	LITHUANIA
Contact details	<ul style="list-style-type: none"> ○ Amb.uk@urm.lt, 020 7592 2840 ○ For emergencies (370) 5 236 2444
Address Website	<ul style="list-style-type: none"> ○ Lithuania House, 2 Bessborough Gardens, Westminster, London SW1V 2JE ○ https://uk.mfa.lt/uk/en/travel-and-residence/general-information/reception-hours
Assistance for vulnerable nationals	<ul style="list-style-type: none"> ○ Travel document can be free of charge if charity provides supporting letter ○ Can provide passport or travel document even if the person has no ID supporting documents. ○ Can help linking with family and with other services in Lithuania
Applying for ID	<ul style="list-style-type: none"> ○ Travel documents (£17) or passports (£86): https://uk.mfa.lt/uk/en/travel-and-residence/consular-issues/lithuanian-passport ○ www.routeshome.org.uk/wp-content/uploads/2016/03/Lithuania.pdf (not completely up to date)
Country information	<ul style="list-style-type: none"> ○ www.routeshome.org.uk/country/lithuania/
COUNTRY	LUXEMBOURG
Contact details	<ul style="list-style-type: none"> ○ londres.amb@mae.etat.lu 020 7235 6961 ○ For emergencies: 07905471038
Address Website	<ul style="list-style-type: none"> ○ 27 Wilton Crescent, London SW1X 8SD ○ http://londres.mae.lu/en/The-Embassy
Assistance for vulnerable nationals	<ul style="list-style-type: none"> ○ Information not found.
Applying for ID	<ul style="list-style-type: none"> ○ For passport information: http://londres.mae.lu/en/Passports ○ For information on ID cards: http://londres.mae.lu/en/Identity-cards
Country information	<ul style="list-style-type: none"> ○ Information not found.
COUNTRY	MALTA
Contact details	<ul style="list-style-type: none"> ○ 0207 292 4800 maltahighcommission.london@gov.mt ○ To make an appointment for a passport call or email passports.london@gov.mt
Address Website	<ul style="list-style-type: none"> ○ Malta High Commission, Malta House, 36-38 Piccadilly, London W1J 0LE ○ https://foreignaffairs.gov.mt/en/Embassies/Hc_London/Pages/Services.aspx
Assistance for vulnerable nationals	<ul style="list-style-type: none"> ○ Information not found.
Applying for ID	<ul style="list-style-type: none"> ○ To apply for an emergency document (£9) or a passport (£70) see: https://foreignaffairs.gov.mt/en/Embassies/Hc_London/Pages/Services.aspx
Country information	<ul style="list-style-type: none"> ○ Information not found.
COUNTRY	NETHERLANDS
Contact details	<ul style="list-style-type: none"> ○ lon-cons@minbuza.nl 020 75903 200
Address Website	<ul style="list-style-type: none"> ○ Consular Section (RZ) Embassy of the Kingdom of the Netherlands, 38 Hyde Park Gate SW7 5DP London

	<ul style="list-style-type: none"> o www.netherlandsworldwide.nl/countries/united-kingdom/about-us/embassy-in-london
Assistance for vulnerable nationals	<ul style="list-style-type: none"> o The Dutch Embassy in London has no funds available to assist Dutch nationals with accommodation or repatriation. o They can schedule an emergency appointment for clients to submit an application for an emergency travel document.
Applying for ID	<ul style="list-style-type: none"> o For Emergency Travel Documents: Client will need to bring a completed passport application form, the completed C2 form (lost/stolen passport form), passport photographs that meet the Dutch requirements and the applicable fee. o For information on passports and online appointments, see www.netherlandsworldwide.nl/countries/united-kingdom/living-and-working/applying-for-a-passport-or-id-card-when-you-live-abroad
Country information	<ul style="list-style-type: none"> o www.routeshome.org.uk/country/holland/

COUNTRY	POLAND
Contact details	<ul style="list-style-type: none"> o Passport enquires: londyn.paszporty@msz.gov.pl 0207 8228 900 o For consular help: london.op@msz.gov.pl o Information helpline: 020 3078 9618 o For emergencies: 07939 594 278 agnieszka.wybiral@msz.gov.pl
Address Website	<ul style="list-style-type: none"> o Consulate General of the Republic of Poland, 10 Bouverie Street. London EC4Y 8AX o http://london.mfa.gov.pl/en/consular_information/ o Consulate General in Edinburgh o www.edinburgh.mfa.gov.pl o Consulate General in Manchester o www.manchester.mfa.gov.pl
Assistance for vulnerable nationals	<ul style="list-style-type: none"> o Waiving the fee for 1-year temporary passport: in exceptional circumstances the Consul can decide to waive the fees of a temporary passport when there is a clear route out of the destitute situation by obtaining ID-back to Poland or potentially obtaining benefits or employment in the UK. An email with circumstances of the person and their details should be sent to the consulate. o There is an Emergency fund for Polish nationals outside Poland in a difficult financial situation (a one-off). o Family can transfer money into Consulate bank account and the consulate will give it to the Polish national in the UK or help him/her get a ticket back to Poland,
Applying for ID	<ul style="list-style-type: none"> o For temporary passport (around £36) and 10 years passports see: http://london.mfa.gov.pl/en/consular_information/passports/ or www.routeshome.org.uk/wp-content/uploads/2016/03/Poland.pdf
Country information	<ul style="list-style-type: none"> o www.routeshome.org.uk/country/poland/
COUNTRY	PORTUGAL
Contact details	<ul style="list-style-type: none"> o Maria Morgado maria.morgado@mne.pt 020 7291 3787 o consulado.londres@mne.pt 02072913770 o For emergencies: (00351) 961 706 472, (00351) 217 929 714 gec@mne.pt

Address Website	<ul style="list-style-type: none"> ○ Consulate-General of Portugal, 3 Portland Place, London W1B 1HR www.cgportugalemlondres.com/ ○ Consulate in Manchester and other Honorary Consulates in the UK www.manchester.consuladoportugal.mne.pt/pt www.londres.embaixadaportugal.mne.pt/en/consular-services/general-information
Assistance for vulnerable nationals	<ul style="list-style-type: none"> ○ Contact consulate (Maria Morgado) for an evaluation meeting with the client to discuss possible support options. ○ Exceptionally can waive fees. ○ The Consulate does not cover any accommodation or food expenses for homeless persons in the UK. ○ They can arrange support in Portugal.
Applying for ID	<ul style="list-style-type: none"> ○ Travel documents: Applicants can be issued with a single travel document, they need to submit proof of travel (flight, train etc), 2 colour photos and another photo identification document (eg drivers licence). ○ ID card and Passports: it is possible to apply for an ID card (Cartao de cidadão) or passport. However, for a passport it is necessary to first have an ID card with a unique number. ○ Appointments need to be made via: www.portaldascomunidades.mne.pt/pt/agendamento-online-de-atos-consulares
Country information and Brexit	<ul style="list-style-type: none"> ○ www.routeshome.org.uk/country/portugal/ ○ Information on Brexit: http://www.cgportugalemlondres.com/brexit.html
COUNTRY	ROMANIA
Contact details	<ul style="list-style-type: none"> ○ Complex cases: londra.cons@mae.ro or londra.cons1@mae.ro or londra.cons2@mae.ro 020 7602 2065 (ext 2) ○ For emergencies 077 387 16 335 ○ Labour and Social Affairs Attaché londra.social@mae.ro 020 7937 8125 ○ contact@informatiiconsulare.ro 020 7602 2065
Address Website	<ul style="list-style-type: none"> ○ Embassy of Romania to the UK, Consular Department, 344 High Street Kensington, London W14 8NS ○ http://londra.mae.ro/node/485
Assistance for vulnerable nationals	<ul style="list-style-type: none"> ○ Travel document can be provided free of charge and even if person has no documents, valid for 30 days, one way only to Romania. ○ Can link with social services in Romania depending on local connection. ○ Can advise clients who have suffered labour exploitation/trafficking. ○ Can help get in touch with family if provided with contact details.
Applying for ID	<ul style="list-style-type: none"> ○ For travel documents, applications are taken Monday to Thursday between 9:00 and 13:00. The travel document is normally issued the same day. ○ Romanian Consulate can issue a passport with domicile abroad to a Romanian National only if they can provide a document issued by Home Office, proving that they obtained permanent residence in the UK. ○ Otherwise, for passports, applicants have to present an ID card- which will have a Romanian address. An online appointment is required for passports: www.econsulat.ro/

	<ul style="list-style-type: none"> ○ ID cards can only be issued in Romania. The applicant can either go back to back to Romania or give power of attorney to someone in Romania to renew their ID card for them. ○ For power of attorney: applicant will need to go to the Consular Department to apply for a travel document as proof of ID (even if they won't travel at all – this is the only form of emergency ID that they can issue to people who have lost all their documents) and for a power of attorney. Normally, both documents can be issued the same day. ○ If they have lost their birth certificate too, they will need to give power of attorney to someone in Romania to obtain a duplicate of their birth certificate, because it is needed when applying for the ID card renewal. ○ For powers of attorney, applicant needs to provide: <ul style="list-style-type: none"> • The person's full name, date of birth, CNP (Code Numeric Personal – Personal Identity Code) and full address • 4 ID photos, size 3cm/4cm, on white background, with a bottom border of minimum 7mm (there is a photo shop near the Consulate) ○ The notarised document (giving power of attorney) will be issued to the applicant the same day and he/she will need to post it to Romania to the person who will represent them, along with: <ul style="list-style-type: none"> • the photos, which will be stamped by the Consular Department • original birth certificate (or the power of attorney for the issuance of a duplicate) • expired ID card (if not lost)
Country information	<ul style="list-style-type: none"> ○ www.routeshome.org.uk/country/romania/ ○ www.providencerow.org.uk/sites/default/files/files/EU10%20Dec%202016%20v3%20Final%20%5BRead-Only%5D%20%5BCompatibility%20Mode%5D.pdf ○ www.mmuncii.ro/j33/images/Documente/Familie/2017/Servicii-Sociale--12.02.2018.pdf
COUNTRY	SLOVAKIA
Contact details	<ul style="list-style-type: none"> ○ cons.london@mzv.sk, emb.london@mzv.sk 020 7313 6470, 020 7313 6473 ○ Emergency mobile: 07866410783
Address Website	<ul style="list-style-type: none"> ○ Embassy of Slovakia, 25 Kensington Palace Gardens, London, W8 4QY ○ www.mzv.sk/web/londyn-en
Assistance for vulnerable nationals	<ul style="list-style-type: none"> ○ They can exempt destitute people from paying the fee for emergency travel documents which are valid for a limited period of 1 to 6 months. It can only be used for return to Slovakia not as an identity document. ○ They can exempt all fees for ID cards, passports, birth certificates and citizenship certificates if there is confirmation from a charity stating that a person is without financial funds. ○ They can help those that have no documents but it would take longer - they have to apply for a new birth certificate and citizenship certificate before applying for an ID or a passport. ○ In very exceptional circumstances, they might be able to provide a loan. ○ For victims of trafficking, they can support assisted return to Slovakia and involvement into the reintegration program.

	<ul style="list-style-type: none"> ○ They can establish contacts with social services within a respective local council. Support might include health care, accommodation, temporary social financial allowance, job offer or legal advice. ○ They can find and contact family in Slovakia.
Applying for ID	<ul style="list-style-type: none"> ○ Emergency Travel document (around £6,5) and passport (around £33) can be issued following an online appointment: https://www.mzv.sk/web/londyn-en ○ www.routeshome.org.uk/wp-content/uploads/2016/03/Slovakia-1.pdf (some information might be out of date)
Country information	<ul style="list-style-type: none"> ○ www.routeshome.org.uk/country/slovakia/
COUNTRY	SLOVENIA
Contact details	<ul style="list-style-type: none"> ○ consular.london@gov.si, Vlo@gov.si, 0207 222 5700 ○ For emergencies 0771 362 8096
Address Website	<ul style="list-style-type: none"> ○ Consular Department, 17 Dartmouth Street, London SW1H 9BL ○ www.london.embassy.si/index.php?id=2597&L=1
Assistance for vulnerable nationals	<ul style="list-style-type: none"> ○ Can look into the circumstances case by case and they might be able to provide fee exemptions or other support
Applying for ID	<ul style="list-style-type: none"> ○ Emergency Travel document (£7) and 10-years passport (£115) can be issued, as well as 1 year passports (around £47) for those who have lost their ID more than once. The processing times are very short. An appointment can be requested by email: www.london.embassy.si/index.php?id=2602&L=1 ○ www.routeshome.org.uk/wp-content/uploads/2016/03/Slovenia.pdf (not completely up to date)
Country information	<ul style="list-style-type: none"> ○ www.routeshome.org.uk/country/slovenia/
COUNTRY	SPAIN
Contact details	<ul style="list-style-type: none"> ○ London Passports/Consular registration: Tel: 020 7589 8989, 020 7594 4910 Fax: 020 7581 7888 ○ Cog.Londres@maec.es ○ Edinburgh Tel. 0131 220 1843 / 0131 220 1439 / 0131 220 1442 Fax: 0131 226 4568 Cog.Edimburgo@maec.es ○ Gonzalo Hijazo: Consular Assistance Tel: 020 7594 4908 Fax: 020 7581 7888 gonzalo.hijazo@maec.es
Address Website	<ul style="list-style-type: none"> ○ Spanish Consulate General, 20 Draycott Place, London, SW3 2RZ www.exteriores.gob.es/Consulados/LONDRES/en/Pages/inicio.aspx ○ Spanish Consulate General, 63 North Castle Street, Edinburgh EH2 3LJ www.exteriores.gob.es/Consulados/EDIMBURGO/en/Pages/inicio.aspx
Assistance for vulnerable nationals	<ul style="list-style-type: none"> ○ Exceptionally fund return tickets: in very exceptional circumstances the Consulate might be able to pay for tickets to return to Spain but they will first ask relatives or friends to pay. ○ Linking with services in Spain: they can liaise with social services and charities in Spain depending on the services available in the locality where the person is returning.
Applying for ID	<ul style="list-style-type: none"> ○ Passports: can provide quick appointments for passport applications with flexibility around lack of documents. They will require two recent passport photographs (request plain white background pictures, which are different

	<p>from the British ones) and £ 26.70 in cash. There is usually a queue to access the building even with an appointment.</p> <ul style="list-style-type: none"> ○ Emergency travel document: these are called “safe-conduct” and are only valid to travel to Spain when the applicant can prove they have no documents and want to return to Spain. They are free. The applicant has to go in person to the Consulate with two recent photographs and a travel ticket to Spain. It has to be applied 48 hours in advance before the flight. ○ If applicant does not know their National ID number, the Spanish Police can confirm the identity with other information.
Country information and Brexit	<ul style="list-style-type: none"> ○ www.routeshome.org.uk/country/spain/ ○ For information about support with Brexit there is an email address: emb.londres.brexit@maec.es
COUNTRY	SWEDEN
Contact details	<ul style="list-style-type: none"> ○ Consular and Migration Affairs 020 7917 6416 ○ Ambassaden.london@gov.se
Address Website	<ul style="list-style-type: none"> ○ Embassy of Sweden, 11 Montagu Place, London, W1H 2AL ○ www.swedenabroad.com/en-GB/Embassies/London/
Assistance for vulnerable nationals	<ul style="list-style-type: none"> ○ No fee exemptions ○ Might be able to issue passport even in the person has no ID supporting documents but might ask for charity worker to confirm identity ○ Can contact family in Sweden and link with services in Sweden
Applying for ID	<ul style="list-style-type: none"> ○ An emergency travel document, an ID card or a Passport can be issued. All the fees go over £100. ○ For information on travel documents (emergency passport) see www.swedenabroad.com/en-GB/Embassies/London/Services-for-Swedes/Swedish-passportsNational-ID-cardRegister-newborn-babies/Emergency-passport/ ○ The process and fees for ID cards are the same as for passports. For information on passports, see: www.swedenabroad.com/en-GB/Embassies/London/Services-for-Swedes/Swedish-passportsNational-ID-cardRegister-newborn-babies/Application-for-a-Swedish-passport--adults/
Country information	<ul style="list-style-type: none"> ○ www.routeshome.org.uk/country/sweden/ ○ Information line on Brexit: https://www.swedenabroad.se/en/embassies/united-kingdom-london/current/news/ask-about-brexit/



What we do

Homeless Link is the national membership charity for organisations working directly with people who become homeless or live with multiple and complex support needs. We work to improve services and campaign for policy change that will help end homelessness.

Let's end homelessness together

Homeless Link
Minories House, 2-5 Minories
London EC3N 1BJ

020 7840 4430

www.homeless.org.uk

Twitter: @Homelesslink

Facebook: www.facebook.com/homelesslink

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