

2025

KIRKENS KORSHÆR

Statistics Kompasset



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Report 2025

Since 2013, Kompasset Kirkens Korshær has supported unregistered migrants facing homelessness through counselling and assistance for registration, enabling their social and economic integration in Denmark



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Recent developments

During 2025, Kompasset consolidated its role as a counselling and information hub for unregistered migrants in Copenhagen, following the relocation completed in the previous year. After a transitional period, the project became firmly established at Drejervej in Nordvest, where users gradually adapted to the new, counselling-only setup. With limited resources and reduced staffing, outreach activities were scaled down and combined with weekly visits to a laundromat, allowing for continued contact with particularly vulnerable users while maintaining a realistic operational scope. Throughout the year, Kompasset was impacted by broader organisational restructuring within Kirkens Korshær Nordvest. As part of this process, Kompasset and the day shelter Hotel Jens entered an ongoing merger process aimed at creating a coherent and integrated offer, bringing together different services and target groups within a functional

and safe shared space. Kompasset was invited to contribute to a panel debate on EU freedom of movement and homelessness at the FEANTSA Forum in Athens in May 2025.

1st July

Merger with Hotel Jens

14th October

First street magazines sales day

20th October

47 lockers available for use

In October, Kompasset installed 47 lockers allowing our users to store personal belongings and, in collaboration with the Community House, re-established access to the street magazines Stradã and Folk På Vej. Earlier in the year, outreach benefited from close contact with vulnerable communities, particularly Roma, through "Basar under Buen," a temporary flea market initiative launched by Menneskebiblioteket and RomaLiv, which closed in September. Overall, 2025 was a year of consolidation, with Kompasset maintaining targeted support to unregistered migrants under constrained conditions.



Drejervej 6, 2400 KBH NV

Counselling offer

Kompasset's rights-based counselling addresses the legal and social needs of homeless migrants who lack registration in Denmark and access to public assistance. Our skilled, multilingual staff provide vital guidance on registration, work permits, housing, labour rights, and healthcare. Kompasset also assists with lost documents, tax registration, bank accounts, job contracts, and CV improvement, ensuring comprehensive support.

Nexus

Kompasset connects with organisations and institutions, coordinating the Migrant Network group and updating a list of social offers for unregistered individuals



Work & registration

We guide unregistered migrants through the registration process in Denmark, helping them secure work, earn wages, pay taxes, open bank accounts and access other available services



Health

An employee focuses on health, facilitates contact with and builds bridges to the healthcare system, together with other health services, for unregistered migrants.



Legal matters

Kompasset provides legal support on various matters, including fines for sleeping outside, begging cases, and more, while also assisting clients in their interactions with lawyers



Relation work

Relation work and harm reduction based on activities such as weekly laundromat visits, 4-day summer camp, Christmas party, and occasional cultural day activities



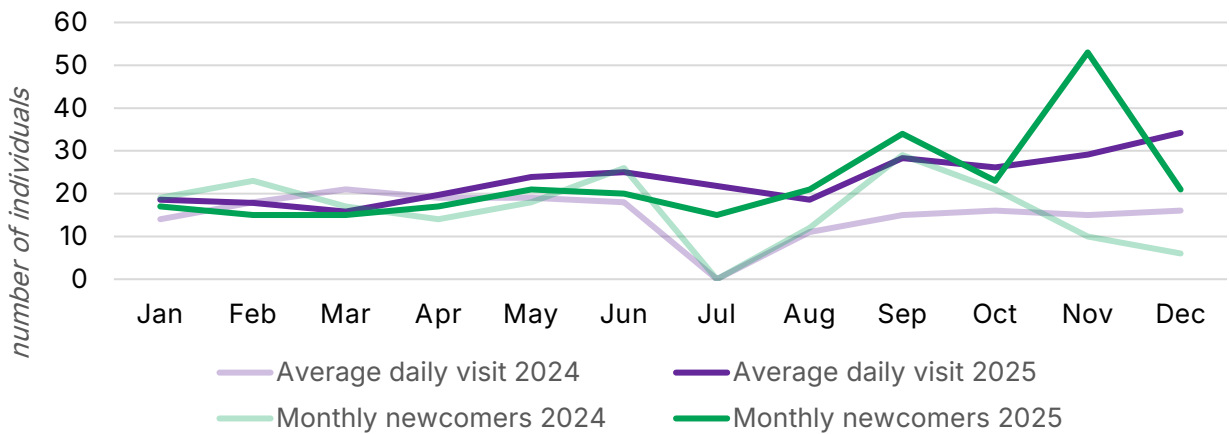
Lockers & magazines

Installation of 47 self-storage lockers accessible to users during opening hours following a contract agreement, and support in selling Strada and Folk på Vej street magazines to sellers in Copenhagen



Visitor Overview

Data is collected from our electronic journal system, Danjournal, and manual counts during day services. These numbers reflect users using Kompasset's services and do not capture the full scope of homelessness among migrants in Copenhagen. Kompasset records information based on consent, including name, age, gender, nationality, housing situation, and journal entries for long-term service users. This helps us track recurring concerns. Some individuals use our services once, while others remain connected for extended periods. Inactive users' data is deleted after two years. Further details on the privacy policy for staff and volunteers are available on Kompasset's website or contact us directly.



In 2025, visitor numbers reflected an increasing stabilization following the 2024 relocation. The first half of the year showed a steady increase in daily visits from the low numbers of late 2024, confirming that users had adapted to both the new location and the revised service model. As expected, a seasonal dip occurred in July and August during Kompasset's summer closure and when reduced opportunities in the Danish labor market also limit visitor flow.

In September, newcomers matched 2024 levels, reinforcing its pattern as a high-intake month, notable given that a full week was closed for Kompasset's summer camp. The post-summer period brought an increase in visit, further accelerated by the opening of 72 self-storage lockers and the collaboration with Community House on street magazine sales (Strada and Folk på Vej). Daily visits peaked at an average of 34.2 in December, with November recording an exceptional 53 newcomers.

Overall, **Kompasset assisted 507 individuals in 2025, 272 of whom were new, marking a 19.3% increase in total users and a 39.5% rise in newcomers compared to 2024.** Notably, newcomers represented 53.6% of all visitors in 2025, up from 45.9% in 2024, underscoring that Kompasset is reaching more new people, not just retaining existing users, while suggesting a growing role as a first point of contact for unregistered migrants in Copenhagen.

Counselling

In 2025, Kompasset's counselling services reflected the broader growth seen across all indicators. **The total number of visits reached 3074. During these visits, a total of 4980 topics were addressed**, as multiple topics may be recorded for a single visit. This amounts to a 21.2% increase compared to 2024, consistent with the rise in total individuals assisted (+19.3%) and newcomers (+39.5%). This growth suggests that a stable location has made Kompasset more reachable, both for users navigating the city and for other services referring people to us.

The main themes of counselling remained unchanged, with employment, contact with authorities, registration, and health continuing to dominate. The 2024 trend of increasing sessions per individual was confirmed, reflecting sustained and complex support needs. A particularly notable finding is a 70% increase in sessions focused on referrals to external services and institutions. This points to Kompasset's growing role as a nexus, a first point of contact that not only offers direct support but actively connects users to the wider network of services available to unregistered migrants in Copenhagen.

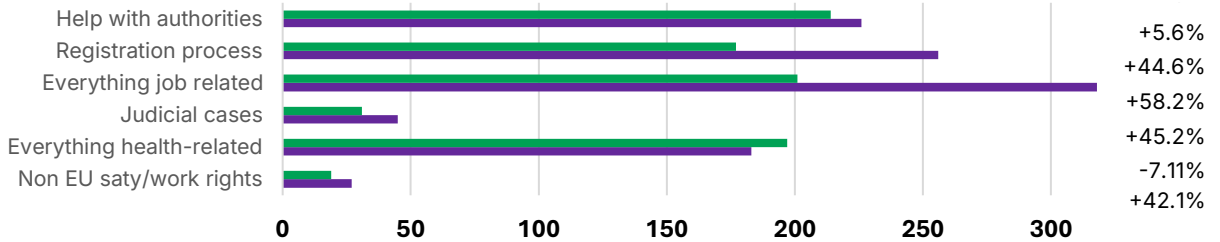
Themes	Individuals 2024	Sessions 2024	Individuals 2025	Sessions 2025
Help to contact authorities	214	866	226	1053
Registration process (SKAT, SIRI, bank, etc.)	177	629	256	765
Everything job-related (CVs, applications, etc.)	201	733	318	1100
Judicial cases	31	83	45	172
Everything health-related	197	842	183	984
Clarification of stay/work rights for Non-EU citizens	19	26	27	32
Referred to	158	270	214	458

Trends in individuals and sessions

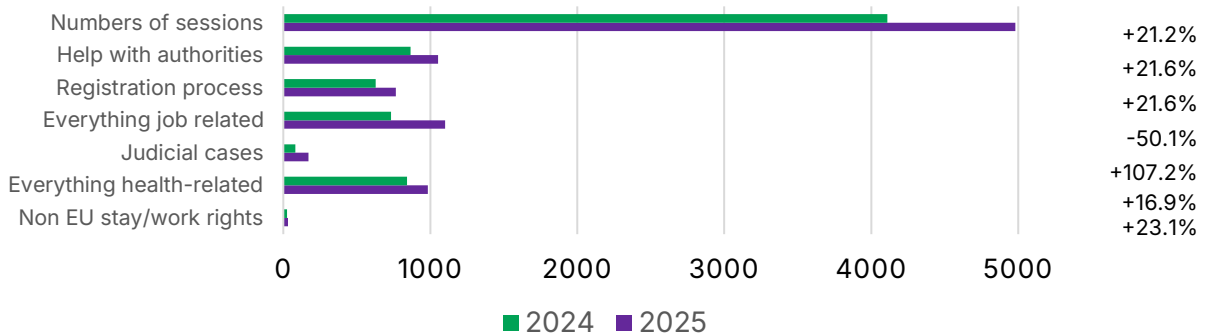
Job-related counselling saw the second largest growth in individuals, with a 58.2% increase, and a 50.1% rise in sessions. It is worth noting that this category includes users engaged in street magazine sales, which contributed to the overall increase. Registration process counselling also grew significantly, with 44.6% more individuals and 21.6% more sessions, confirming the persistent complexity of bureaucratic navigation for our users. Similarly, counselling focused on contacting authorities increased by 5.6% in individuals and 21.6% in sessions, indicating more time invested in resolving individual cases.

Judicial support saw a remarkable rise: 45.2% more individuals and a 107.2% increase in sessions. This reflects a deepened collaboration with pro-bono lawyers who bring particular understanding of clients' social conditions, as well as a growing demand for support in contacting prisons on behalf of relatives of inmates, a need often complicated by GDPR restrictions. Counselling on non-EU nationals reversed its downward trend, growing 42.1% in individuals and 23.1% in sessions, suggesting that improved stability and visibility are lowering barriers for this harder-to-reach group. Health-related counselling was the only category to record a decrease in individuals (-7.1%), though sessions rose by 16.9%, pointing to deeper and more continuous engagement with those who did seek support.

Individuals Comparison



Sessions Comparison



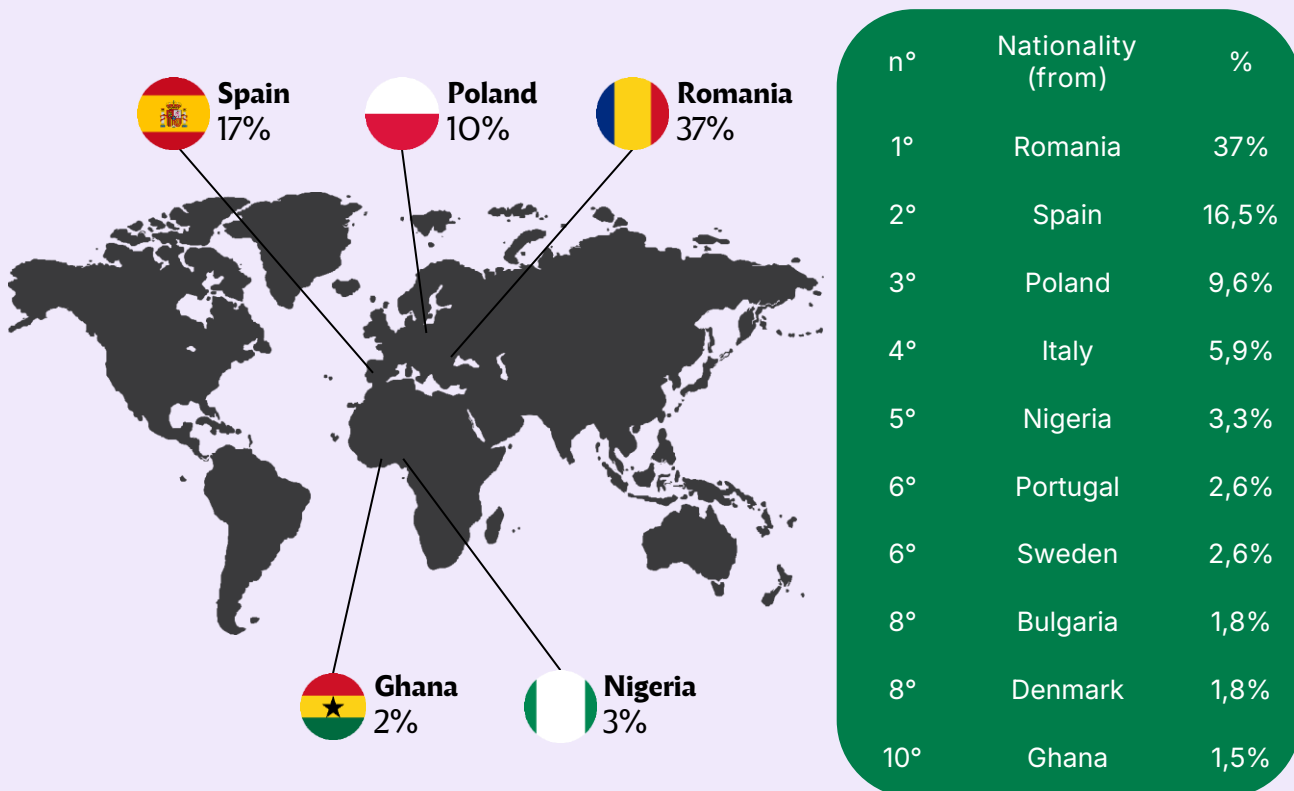
Overall, 2025 confirmed and expanded the trend identified in 2024: more individuals, more sessions, and a growing depth of engagement across nearly all counselling areas, reflecting Kompasset's consolidation as a stable and trusted point of support.

Demographic

Nationality

In 2025, demographic trends largely continued along the patterns observed in 2024. Romania, Spain, and Poland remained the three most represented nationalities among new users. It is worth noting that a significant share of visitors from Southern European countries - particularly Spain - are EU citizens of African heritage, often with roots in Ghana and Nigeria, reflecting the diverse backgrounds within Kompasset's user group.

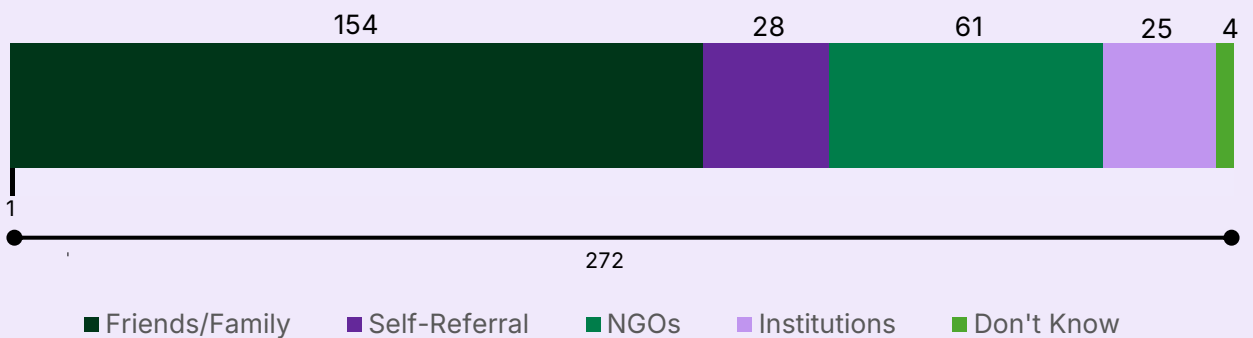
A particularly striking shift emerged when comparing visitor demographics before and after mid-October, coinciding with the opening of the 47 lockers and the launch of street magazine sales. The proportion of new Romanian users rose from 25.1% to 60.2% following these developments, suggesting that targeted practical offers, such as income-generating activities and accessible storage, are powerful tools for engaging specific communities and lowering the threshold for first contact.



Throughout the year, **Kompasset supported individuals from 36 different nationalities, of whom 86% were EU citizens, 12.4% non-EU, and 1.5% unknown**, figures nearly identical to 2024.

Referral sources and living situations

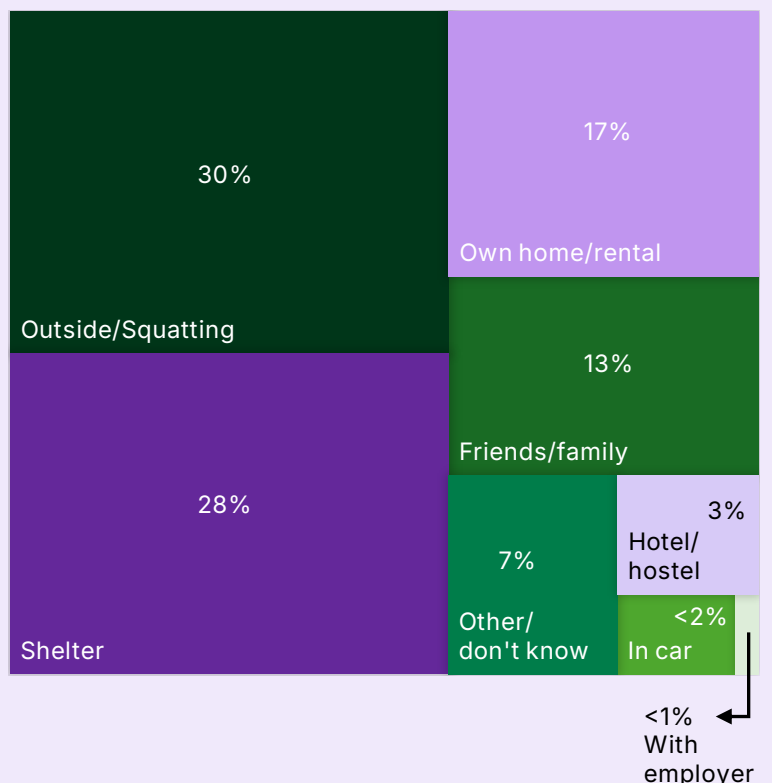
To track how individuals discover Kompasset's services, we categorize referrals into five groups: when individuals are referred by someone they know (Friends/Family); when they seek help on their own initiative (Self-Referral); when referred by non-governmental organizations or shelters (NGOs); when referred by public institutions (Institutions); and when the referral source is unclear (Don't Know).



In our efforts to collect valuable data, we aim to cover as many living situations as possible, recognising that homelessness is perceived and addressed differently across countries and organisations. For a more comprehensive understanding and measurement of homelessness in Europe, we refer to FEANTSA's European Typology of Homelessness and Housing Exclusion (www.feantsa.org/ethos).

In 2025, 30% of new visitors reported sleeping outside or squatting and 28% accessed shelters.

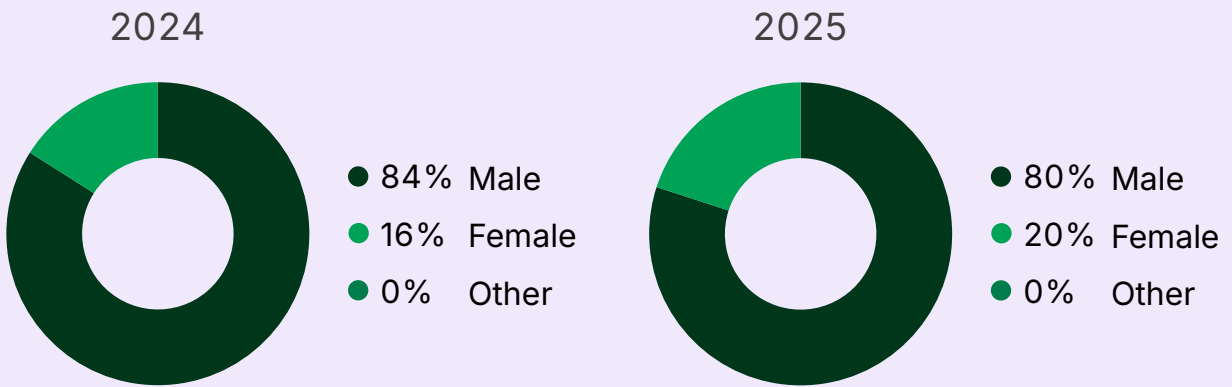
This confirms the persistent severity of homelessness among Kompasset's visitors. Notably, a growing share of users now hold private rentals yet continue accessing our services, a reminder that stable housing alone does not resolve the deeper vulnerabilities of homelessness for unregistered migrants in Copenhagen.



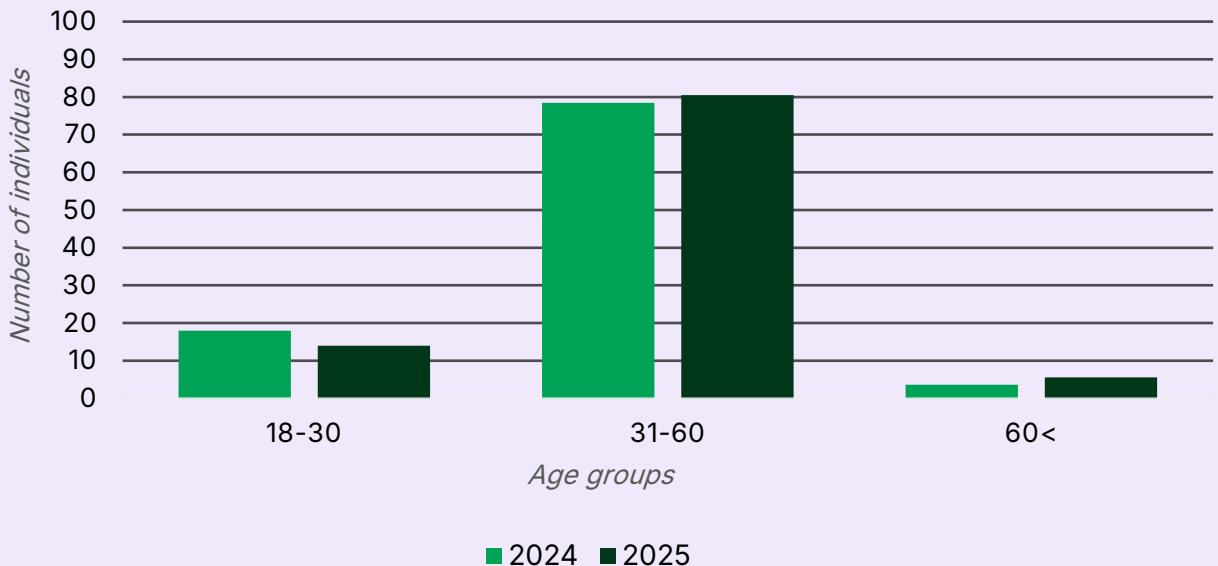
Gender and Age

In 2025, gender distribution shifted back toward pre-2024 patterns, with men accounting for 80.1% of users and women 19.9%, a return from the notable dip to 16% recorded in 2024. Women remain a visible and vulnerable group within Kompasnet's user base. Age distribution continued to center around the 30-60 range, consistent with previous years, though a notable increase in users aged over 60 was registered in 2025.

Gender



Age



Stories of impact

In 2025, Kompasset continued to stand as a pillar of support for homeless and unregistered migrants, advocating for their rights, well-being, and dignity. Our efforts this year underscored the ongoing need for legal protection, access to services, and solidarity in addressing the systemic challenges faced by these individuals. The following three stories reflect the resilience of those we serve and the profound impact of our work. To protect the privacy of our users, names, ages, and nationalities have been changed or omitted.

A bottle collector's road to justice

In March 2025, we supported one of our well-known users, Daniel, a 58-year-old professional bottle collector from Eastern Europe, during a court case with serious potential consequences. He had been accused of committing violence against a person performing public duties. Daniel faced the risk of imprisonment, expulsion from Denmark, and a six-year re-entry ban.

Daniel reached out to Kompasset, feeling a strong sense of injustice. The incident had occurred on a summer night in 2024 while he was collecting bottles in the centre of Copenhagen. A member of the Metro station cleaning staff prevented him from accessing a trash bin and told him he could not stay in the area, claiming he was disturbing public space. Despite some language challenges, the discussion escalated, and the cleaning staff called the police, accusing Daniel of grabbing his arm twice, leaving marks, and striking him on the chest.

Daniel was assigned a court-appointed lawyer, but despite several attempts, we were unable to get in touch with the lawyer. Kompasset decided to seek support from another young lawyer with whom we collaborate. We organized a meeting with Daniel, the lawyer, and an interpreter. This allowed Daniel to share his account of the incident and feel that his perspective was heard.

The lawyer carefully studied the case and successfully clarified the situation at the court hearing, demonstrating that the cleaning staff had no public authority and no legal power to restrict Daniel's access to the area. The alleged violence had not occurred, and Daniel was declared completely innocent.

This case highlights the importance of accessible legal support for vulnerable EU citizens who may face significant legal consequences despite limited resources and language barriers. Timely guidance and interpretation can play a crucial role in ensuring fair access to justice.

Ioan - restoring legal identity

Ioan first came to Kompasset at the end of August 2025 after being referred by staff of a Copenhagen's night shelter. He had no identification documents with him but explained that he held both Moldovan and Romanian citizenship. He had lost his passport in Germany in 2022 and, while experiencing homelessness across several European countries, had never managed to renew it.

When we met him, Ioan was in a very vulnerable situation, presenting signs of depression and substance dependency. Access to a legal identity is recognised as a fundamental human right under Article 6 of the Universal Declaration of Human Rights. Acting on this, we contacted the Romanian Consulate, which confirmed that Ioan was registered in the Romanian national registry.

Normally, the Consulate can issue a temporary travel document so a person can return to Romania and renew their passport there. However, Ioan was not in a position to travel and, at one point, expressed suicidal thoughts. We referred him to the psychiatric emergency department, where he was admitted for several days.

An additional obstacle soon emerged: although Ioan has Romanian citizenship, he was born in Moldova and did not have a registered residential address in Romania, which is normally required for passport renewal. Despite this, the Consulate was willing to collaborate if alternative documentation could confirm his identity.



Ioan remembered the phone number of a family member in Moldova, who still had his birth certificate and Moldovan ID. She agreed to help and sent the documents to Kompasset, after which we facilitated a meeting with the Romanian Consulate and, thanks to an external donation, covered the 400 DKK passport renewal fee.

This case highlights how difficult it can be for people experiencing homelessness and cross-border mobility to access something as fundamental as legal identity. With his Romanian passport, Ioan has taken an important first step toward rebuilding his life and exercising his rights as an EU citizen in Denmark.

When a job offer hides something darker: Maria's Story

Between May and September 2025, Kompasset supported Maria, a 42-year-old widow originally from Central Africa who holds Spanish citizenship. Maria is the mother of five children, three of whom are minors living with her own parents in the country of origin. She carries the responsibility of supporting her family financially. Maria arrived in Denmark from Spain in early 2025 after being promised employment in hotel cleaning by a man who arranged her travel and accommodation.

The “Danish Centre against Human Trafficking”, established 2007, is part of The Danish Authority of Social Services and Housing.

The Centre leads national efforts to combat human trafficking.

Its multidisciplinary team coordinates support and counselling for exploited persons.

Shortly after her arrival in Copenhagen, she quickly found herself in a very different situation than promised. Maria was subjected to sexual violence and experienced pressure to engage in prostitution.

She firmly refused and attempted to find alternative employment.

Eventually, she secured a small part-time cleaning contract and obtained her EU registration certificate from the Danish Agency for International Recruitment and Integration.

When Maria contacted Kompasset, she needed support navigating administrative procedures, including CPR registration and opening a bank account. During the support process, Kompasset staff identified several indicators of possible human trafficking. Kompasset therefore contacted the Danish Centre against Human Trafficking, which collaborated on the case and offered additional protection and psychological support. After receiving support and weighing her options, Maria decided to return to Spain to rebuild her life closer to her family.

This case highlights the importance of early identification of trafficking indicators and strong cooperation between civil society and specialized anti-trafficking services. It also illustrates how access to EU residence and labour rights can provide individuals with greater opportunities to leave exploitative situations.

When the healthcare system proves ineffective in emergency care

We met Ivan, a 41-year-old man from the Baltic countries, at the end of November 2025. When he entered the office, he had been brutally beaten. This was clearly visible on his face, which was covered in bruises and so swollen that he could barely open his eyes. He asked for job support rather than help with his condition.

During a conversation with him, it emerged that Ivan had already been to the emergency department at a hospital on the outskirts of Copenhagen. However, he had been denied emergency care because he could not provide a yellow card or pay 500 DKK.

Ivan had arrived in the country just one week before he was violently attacked on the street. After the assault, he was left without any help from the hospital and believed that he did not have the right to receive medical care. At Kompasset, we insisted that he needed to see a doctor before beginning any job search process.

In collaboration with Flex Clinic at Bispebjerg Hospital, we arranged for Ivan to be seen there instead, where he could receive a medical examination to assess the extent of his facial injuries. Later, the social nurses from the hospital informed us that if we had not insisted on Ivan going to the emergency department at Bispebjerg, he could have died from the severity of his injuries. He had multiple fractures, and several bones in his face were broken.

Kompasset supported Ivan in taking the case further, as he had the right to receive emergency care at any hospital. Together with Stenbroens Jurister, we attempted to file a complaint regarding the violation of his healthcare rights. Unfortunately, the hospital that refused to admit him was unable to find any record of Ivan's visit in their system.

Nevertheless, the case highlights how a person's life was saved despite the healthcare system proving ineffective in an emergency. Although we were unable to proceed with the complaint, it underscores the importance of the right to emergency healthcare and the need for support from someone who can advocate for those rights.