

Documentation of statistics for Inquiries to shelters 2025

1 Introduction

The purpose of the statistics on inquiries to shelters covered by Section 110 of the Social Services Act is to provide information on inquiries about accommodation where the person is not offered a place. The statistics show the number of such inquiries, the reasons why the person is not offered a place and where the person may be referred instead.

2 Statistical presentation

The statistics are an annual count of inquiries to shelters established and operated under Section 110 of the Social Services Act. They cover inquiries where the person is not offered a place, for example because of a lack of capacity or because the person does not meet the shelter's target group criteria. The statistics describe the reasons why the person is not offered a place and where the person is referred instead. Inquiries where the person is offered a place are not included in the statistics. Reporting to the statistics is mandatory.

2.1 Data description

The statistics are an annual count of inquiries to shelters established and operated under Section 110 of the Social Services Act. These public or private providers must report information on inquiries from people seeking accommodation at a shelter whose requests are rejected.

The statistics show the number of inquiries about accommodation that do not result in an offer of a place, the reasons for this and where the people concerned may be referred instead. Information is collected on the date of the inquiry, whether a place was available at the shelter, whether the person belongs to the target group under Section 110 and whether the person meets the specific target group criteria of the shelter. For example, a person may fall outside the shelter's age group. Information is also collected on why the person was not offered a place if a vacancy existed, and where the person was referred instead.

2.2 Classification system

Not relevant for these statistics.

2.3 Sector coverage

Not relevant for these statistics.

2.4 Statistical concepts and definitions

Rejected inquiry to a shelter: An inquiry about accommodation at a shelter where the person's request for a place cannot be met. The inquiry may be made by the person themselves, relatives, another shelter or a public authority.

Each request for a place counts as a separate inquiry. This also applies if a person contacts the same shelter more than once on the same day.

2.5 Statistical unit

The statistical units are inquiries from people who contact a shelter seeking accommodation but whose request for a place cannot be met.

2.6 Statistical population

The population comprises inquiries about accommodation at shelters covered by Section 110 of the Social Services Act, where the person is not offered a place. The same person may be counted more than once in the statistics if they have contacted a shelter more than once and their request for a place has been rejected.

2.7 Reference area

Denmark.

2.8 Time coverage

The statistics cover the period from 2025 onwards.

2.9 Base period

Not relevant for these statistics.

2.10 Unit of measure

The statistics are measured in number of rejected inquiries.

2.11 Reference period

Calendar year.

2.12 Frequency of dissemination

Annual.

2.13 Legal acts and other agreements

Data is collected with the warrant in current [Executive Order on Data Transmission in the Social Policy Area](#). The Executive Order and the requirements to report the data are based upon sections 82 and 84 of the Consolidation Act on Legal Protection and Administration in Social Matters and Section 6 of the Act on Statistics Denmark.

Since 1 January 2025, reporting to the statistics has been mandatory for shelters. The statistics are not subject to EU regulation.

2.14 Cost and burden

Reporting to the statistics is mandatory. Each shelter reports data to Statistics Denmark on a quarterly basis. The respondent burden has not been calculated.

2.15 Comment

Further information on the statistics can be found on the [subject page](#) or obtained by contacting Statistics Denmark.

3 Statistical processing

Shelters report information quarterly on inquiries where the person is not offered a place. When Statistics Denmark receives the data, the datasets are checked for a range of errors, for example whether all variables are included in the reporting and whether the correct reference period has been reported. All reports are then combined into a single dataset, which is subsequently checked for possible errors. The shelters must then approve their data.

3.1 Source data

Data are collected from shelters established and operated under Section 110 of the Social Services Act. Each shelter submits a file every quarter containing data on inquiries under Section 110 where the person is not offered a place.

Shelters covered by the statistics must report a range of information, including the date of the inquiry, whether the shelter had a vacancy, whether the person belongs to the target group under Section 110 of the Social Services Act, whether the person meets the shelter's target group criteria and requirements, why the person does not meet these criteria or requirements, why the person was not offered a place, and where the person was referred instead.

The collected data are supplemented with information from the Population Statistics Register at Statistics Denmark.

3.2 Frequency of data collection

Data are collected quarterly.

3.3 Data collection

Data can be reported either in a system-generated TXT or Excel file or by using a predefined spreadsheet sent electronically by Statistics Denmark to the shelters. Data are submitted to Statistics Denmark through a secure upload facility on [virk.dk](#). Statistics Denmark notifies the shelter by email or Digital Post when it is time to report. If the report is not received, the shelter is sent a reminder.

Shelters that use Statistics Denmark's predefined spreadsheet continue entering information in the same spreadsheet until Statistics Denmark sends a new one. Guidelines describing how to report data on inquiries to shelters are available on the reporting page for shelters.

3.4 Data validation

Before publication, each shelter must approve its data at an aggregate level for a one-year period. To this end, Statistics Denmark sends an approval report containing a number of tables to each shelter.

The first tables show the total number of inquiries by year and month, enabling the shelter to assess whether the trend is as expected. Checks are also carried out to establish whether the same person has been registered with several inquiries to the same shelter on the same day and whether any inquiries have been registered without an inquiry date. A table is also presented showing the distribution of responses concerning why a person does not meet the shelter's target group criteria, even though the person is covered by Section 110 of the Social Services Act. The shelter must assess whether the registrations are erroneous or whether the information is correct. Repeated inquiries from the same person may be correctly registered. Any errors must be corrected through a new report, while correct information must be confirmed.

After the shelters have approved their information, Statistics Denmark performs further checks on the reported personal identification numbers (CPR numbers), including whether the numbers are valid and whether the individuals were registered as deceased on or before the date of the inquiry.

For inquiries registered anonymously, it is not possible to check for potential duplicate registrations using a CPR number.

In 2025, there were 134 reporting providers included in the statistics. Of these, 117 providers approved their 2025 data. 17 facilities either had no inquiries in 2025 or submitted data but were unable to approve it because the facilities had closed in the meantime. However, reports that have not been approved are still included in the statistics.

3.5 Data compilation

If a shelter has reported values that are not among the permitted response categories, these values are changed to unknown.

3.6 Adjustment

No adjustments are made other than those already described under Data validation and Data compilation.

4 Relevance

The statistics are relevant to public authorities, analysts and researchers seeking information on inquiries to shelters where the person is not offered a place. The statistics can be used, among other things, to examine the reasons for this and to support planning in this area.

4.1 User Needs

The statistics were established and are continuously developed in collaboration with the Ministry of Social Affairs and Housing and the Danish Authority of Social Services and Housing. The statistics can be used by public authorities, researchers and others interested in socially vulnerable people for public planning and administration, research, public debate and education.

4.2 User Satisfaction

As the statistics are still new, user satisfaction has not yet been investigated.

4.3 Data completeness rate

Not relevant for these statistics.

5 Accuracy and reliability

Some shelters have not reported to the statistics, and some rejected inquiries may not have been registered. The total number may therefore be underestimated. Erroneous duplicate registrations may also occur. For anonymous inquiries, it is not possible to check for potential duplicate registrations using a CPR number.

5.1 Overall accuracy

The overall accuracy of the statistics may be affected by differences in registration practices between individual shelters. This may result in inquiries not being registered, but the extent has not been estimated. In addition, some questions that should have been answered may have missing responses.

5.2 Sampling error

The statistics are not based on a sample, as all shelters covered by Section 110 of the Social Services Act have been asked to report data.

5.3 Non-sampling error

Some shelters have not reported data to the statistics, and registration practices may differ between shelters. During busy periods, rejected inquiries may not be recorded, and information on certain matters may also be missing.

People are not obliged to provide their CPR number when contacting a shelter. Some inquiries may therefore be registered anonymously. For these inquiries, it is not possible to check for potential duplicate registrations using a CPR number or to supplement the data with information from the Population Statistics Register at Statistics Denmark. Shelters can specify a gender for inquiries that are registered anonymously.

Due to a system error, a number of inquiry dates at one shelter were recorded incorrectly, as inquiries from the same person were registered with the date of that person's first inquiry in the calendar year.

5.4 Quality management

Statistics Denmark follows the recommendations on the organisation and management of quality set out in the Code of Practice for European Statistics and the accompanying implementation model, the Quality Assurance Framework. Read more about these on the page [Quality in official statistics](#).

Quality management is supported by common principles, guidelines and managerial responsibility for quality in statistical products and processes. The aim is to ensure a systematic and consistent approach to quality across the entire statistical production.

5.5 Quality assurance

Quality assurance at Statistics Denmark is integrated into the statistical production processes and is carried out in accordance with the principles of the Code of Practice for European Statistics. Read more on the page [Quality in official statistics](#).

Quality assurance includes the continuous use of standardised procedures, documentation in line with international standards and internal controls related to data collection, data processing and dissemination. Experience gained from production is continuously used to identify needs for adjustments and improvements.

5.6 Quality assessment

Some shelters have not reported to the statistics, and differences in registration practices between shelters may result in some rejected inquiries not being registered. The extent has not been estimated.

Some inquiries are registered anonymously, which limits the ability to check for potential duplicate registrations and to supplement the data with register information.

5.7 Data revision - policy

Statistics Denmark revises published figures in accordance with the [Revision Policy for Statistics Denmark](#). The common procedures and principles of the Revision Policy are for some statistics supplemented by a specific revision practice.

5.8 Data revision practice

Not relevant for these statistics.

6 Timeliness and punctuality

The statistics are published approximately 10 months after the end of the reference period. The statistics are published without delays relative to the scheduled release dates.

6.1 Timeliness and time lag - final results

The statistics are published approximately 10 months after the end of the reference period.

6.2 Punctuality

The statistics are published without delays relative to the announced publication date in the release calendar.

7 Comparability

The statistics are published in the StatBank for the first time with figures for 2025. From 2025, reporting by shelters has been mandatory. The statistics supplement the statistics on stays at shelters. There are no directly comparable international statistics.

7.1 Comparability - geographical

There are no equivalent international statistics with which the figures can be directly compared.

7.2 Comparability over time

The statistics are published in the StatBank and in Nyt fra Danmarks Statistik for the first time with figures for 2025.

7.3 Coherence - cross domain

These statistics supplement the statistics on stays at shelters, which measure the number of stays rather than rejected inquiries. There are also related statistics on inquiries to crisis centres.

7.4 Coherence - internal

Not relevant for these statistics.

8 Accessibility and clarity

These statistics are published once a year in a Danish press release, at the same time as the tables are updated in the StatBank. In the StatBank, these statistics can be found under the subject [Shelters and care homes](#). For further information, go to the [subject page](#).

8.1 Release calendar

The publication date appears in the release calendar. The date is confirmed in the weeks before.

8.3 User access

Statistics are always published at 08:00 a.m. on the date announced in the release calendar. No one outside Statistics Denmark has access to the statistics prior to publication.

8.2 Release calendar access

The Release Calendar can be accessed on our English website: [Release Calendar](#).

8.4 News release

These statistics are published once a year in a Danish press release.

8.5 Publications

The statistics are not included in any publications by Statistics Denmark.

8.6 On-line database

The statistics are published in the StatBank under the subject [Shelters and care homes](#) in the following tables:

- [HERFOR10](#): Rejected inquiries to shelters by target group § 110 in the service act, sex and month of inquiry
- [HERFOR11](#): Rejected inquiries to shelters for citizens in the target group under § 110 SEL by accommodations target group and capacity
- [HERFOR12](#): Rejected inquiries to shelters for citizens in the target group under § 110 SEL by referral to a different accommodation

8.7 Micro-data access

Researchers and other analysts from authorized Danish research institutes can get access to the micro-data underlying the statistics through [Denmark's Data Portal](#).

8.8 Other

The statistics are available for customised services against payment. Read more about [customised solutions](#) or contact Statistics Denmark's Consulting service for further information.

8.9 Confidentiality - policy

[Data Confidentiality Policy](#) at Statistics Denmark is applied.

8.10 Confidentiality - data treatment

Data are not published at municipal level or for individual shelters, but only at national level. At present, the data are considered too limited to be published at municipal level or for individual shelters.

8.11 Documentation on methodology

Not relevant for these statistics.

8.12 Quality documentation

Documentation on quality management and quality assurance at Statistics Denmark is available in the form of common guidelines and manuals describing the principles and procedures for statistical production. These include descriptions of quality principles documentation requirements and standards for metadata. Relevant aspects are described in the other quality sections of this statistical documentation.

9 Contact

The administrative placement of these statistics is in the division of Personal Finances and Welfare, Social Statistics. The contact person is Silke Amalie Aagaard Kristensen, tel.: + 45 2011 5216 and e-mail: SAK@dst.dk.