

Documentation of statistics for Inquiries to crisis shelters 2025

1 Introduction

The purpose of the statistics is to describe the number and nature of inquiries to crisis shelters under Section 109 of the Danish Social Services Act. The inquiries concern people who are experiencing or are at risk of violence in close relationships and may involve requests for an available place or counselling. The statistics provide information on demand for the services offered by crisis shelters.

2 Statistical presentation

The statistics provide an annual count of inquiries to crisis shelters established and operated under Section 109 of the Danish Social Services Act. An inquiry concerns a person who is experiencing or is at risk of violence. Inquiries may relate to requests for available places, counselling on violence or other social problems. They may be made by the person concerned, relatives, other crisis shelters, public authorities or others. Depending on the purpose of the inquiry, the statistics also include information on how the crisis shelter responded.

2.1 Data description

The statistics provide an annual count of inquiries to crisis shelters established and operated under Section 109 of the Danish Social Services Act. Under this provision, public or private operators of crisis shelters must report information on people who have contacted a crisis shelter under Section 109 of the Danish Social Services Act to request accommodation, support or specialized counselling on violence.

An inquiry may be made by the person experiencing or at risk of violence, relatives (family, friends or acquaintances), another crisis shelter, the police, the municipality or others. For each inquiry, information is collected about the form of contact, who contacted the crisis shelter and the purpose of the inquiry. Depending on the purpose, information is also collected about how the crisis shelter responded and the reason for its response.

The statistics provide information about the number of inquiries to crisis shelters and what they concern, such as requests for available places, counselling on violence, follow-up counselling sessions and conversations about other social problems. For inquiries about available places, the statistics also show why a crisis shelter may be unable to offer a place and where the person is referred instead.

2.2 Classification system

Not relevant to this statistic.

2.3 Sector coverage

Not relevant to this statistic.

2.4 Statistical concepts and definitions

Inquiry to a crisis shelter: Contact with a crisis shelter involving a conversation or counselling concerning a specific person who is experiencing or is at risk of violence in a close relationship. The inquiry may, for example, concern a request for an available place, counselling on violence, conversations about other social problems such as homelessness or substance abuse, or counselling following a stay at a crisis shelter or outpatient counselling (follow-up counselling sessions). An inquiry may have several purposes and must be reported if it concerns an issue related to violence in a close relationship. The inquiry may be made by the person concerned, relatives (e.g. family, friends, neighbours or colleagues), another crisis shelter or a public authority. Violence includes all forms of violence, including physical, psychological, sexual, economic, material and digital violence, as well as stalking.

2.5 Statistical unit

The statistical units are inquiries to crisis shelters.

2.6 Statistical population

The target population comprises all inquiries to crisis shelters under Section 109 of the Danish Social Services Act that concern an issue involving violence in a close relationship.

2.7 Reference area

Denmark.

2.8 Time coverage

The statistics cover the period from 2025 onwards.

2.9 Base period

Not relevant to this statistic.

2.10 Unit of measure

The statistics are measured as the number of inquiries.

2.11 Reference period

Calendar year.

2.12 Frequency of dissemination

Annual.

2.13 Legal acts and other agreements

Data are collected pursuant to the Executive Order on Data Reporting in the Social Sector, as well as Section 6 of the Act on Statistics Denmark (public crisis shelters) and Section 8(4) of the same Act (non-public crisis shelters). Reporting to these statistics has been mandatory for individual crisis shelters since 1 January 2025.

2.14 Cost and burden

Reporting to this statistic is mandatory. Crisis shelters submit information to Statistics Denmark on a quarterly basis.

2.15 Comment

Further information about the statistics is available on the statistics' [subject page](#) or by contacting Statistics Denmark.

3 Statistical processing

Every quarter, crisis shelters report information about the inquiries they have received. When Statistics Denmark receives the data, the datasets are checked for a range of errors, such as whether all variables are included in the submission and whether the data relate to the correct period. All submissions are then combined into one dataset, which is subsequently validated for specific potential errors. The crisis shelters are then required to approve their data.

3.1 Source data

Data are collected from crisis shelters established and operated under Section 109 of the Danish Social Services Act. Each crisis shelter reports information quarterly on the inquiries it has received.

The data include, among other things, the date of the inquiry, who made it (e.g. the person concerned, a relative, another crisis shelter or a public authority) and its purpose, including requests for an available place or counselling. However, an inquiry is only relevant for reporting to the statistics if it concerns a current issue related to violence in a close relationship. Violence includes all forms of violence, including physical, psychological, sexual, economic, material and digital violence, as well as stalking.

The data collected are supplemented with information from Statistics Denmark's Population Statistics Register.

3.2 Frequency of data collection

Data are collected quarterly.

3.3 Data collection

Data may be reported using either a system-generated TXT or Excel file or a predefined spreadsheet sent electronically to the crisis shelters by Statistics Denmark. The data are submitted to Statistics Denmark using a secure upload solution on virk (<https://www.virk.dk>) Statistics Denmark notifies the crisis shelters by email or Digital Post when it is time to report. If a submission is not received, the crisis shelter is sent a reminder. Crisis shelters that report data using Statistics Denmark's predefined spreadsheet continue to enter information in the same spreadsheet until Statistics Denmark sends a new one. Guidance on reporting data about inquiries to crisis shelters is available on the reporting page for crisis shelters.

3.4 Data validation

Before publication, crisis shelters are asked to approve summary-level data covering a one-year period. In addition, Statistics Denmark validates the reported information and checks it for errors. As part of this process, Statistics Denmark sends an approval report to each crisis shelter. Each crisis shelter must assess whether there are any registration errors or whether the information is correct. Any errors must be corrected by submitting new data, while correct information must be confirmed by the crisis shelter. Once the crisis shelters have approved their reported data, Statistics Denmark carries out further checks on the CPR numbers reported, including whether they are valid and whether the persons concerned were registered as deceased on or before the date of the inquiry. For anonymous inquiries, it is difficult to identify possible duplicate registrations.

In 2025, 92 reporting units contributed to the statistics. Of these, 87 approved their data for 2025. The remaining five crisis shelters either had no inquiries in 2025 or had submitted data but were unable to approve them because they had ceased operations during the period. The data submissions that were not approved are nevertheless included in the statistics.

3.5 Data compilation

If reported values are not among the permitted response options, they are changed to "unknown". The reported data are then compiled in StatBank Denmark as numbers of inquiries broken down by, among other variables, sex and month of inquiry, the party making the inquiry, the purpose of the inquiry, whether a place is available at a crisis shelter for the target group under Section 109, and the reason why a requested stay is refused. Inquiries with unknown values are also included in the tables.

3.6 Adjustment

No adjustments are made beyond those already described in the sections on Data validation and Data compilation.

4 Relevance

The statistics provide information on demand for the services offered by crisis shelters, including accommodation and counselling in connection with violence in close relationships. The figures can be used for public-sector planning and administration, as well as research and analysis in this field.

4.1 User Needs

The statistics were established and are continuously developed in cooperation with the Ministry of Social Affairs and Housing and the Danish Social and Housing Agency. Public authorities can use the statistics for planning and administration in this field, while researchers can use them to analyse inquiries to crisis shelters. The statistics can also be used in public debate and education.

4.2 User Satisfaction

The statistics are new, and user satisfaction has therefore not yet been assessed.

4.3 Data completeness rate

Not relevant to this statistic.

5 Accuracy and reliability

Reporting information on inquiries to crisis shelters under Section 109 of the Danish Social Services Act is mandatory. People contacting a crisis shelter are not required to provide their civil registration (CPR) number. For inquiries recorded with anonymous CPR numbers, it is not possible to determine whether the same anonymous person to whom an inquiry relates appears more than once in the statistics.

5.1 Overall accuracy

The overall accuracy of the statistics may be affected by the fact that unknown values are more common for some variables than others. Registration practices may also differ between crisis shelters, which may result in inquiries not being recorded. The extent of this has not been estimated.

5.2 Sampling error

The statistics are not based on a sample, as all crisis shelters covered by Section 109 of the Danish Social Services Act have been asked to report data.

5.3 Non-sampling error

Providing a civil registration (CPR) number when contacting a crisis shelter is voluntary. As a result, some inquiries may be recorded using anonymous CPR numbers. For these inquiries, it is not possible to determine whether the same anonymous person to whom an inquiry relates appears more than once in the statistics. This means that the same person may make the same inquiry several times on the same day to one or more crisis shelters.

Some crisis shelters have stated that their registrations understate the actual number of inquiries. This applies particularly to the first quarter of 2025, when reporting to the statistics became mandatory. The transition to the new registration practice may have affected the number of inquiries recorded.

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

For some reported inquiries, the person concerned has requested anonymity, and the data will therefore contain fictitious CPR numbers. This means that these inquiries cannot be linked to register information. Consequently, it is not possible to determine the number of repeat cases in the statistics, as the exact number is unknown.

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 to this statistic.

6 Timeliness and punctuality

The statistics are published approximately 10 months after the end of the reference period. The statistics for 2025 are being published without delay in relation to the scheduled publication date.

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 delay in relation to the announced publication date in the release calendar.

7 Comparability

The statistics are published in StatBank Denmark for the first time with figures for 2025. Reporting by crisis shelters has been mandatory since 2025, whereas previously it was voluntary. 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 StatBank Denmark and in Nyt fra Danmarks Statistik for the first time with figures for 2025. From 1 July 2021 to 31 December 2024, reporting information on inquiries was voluntary for crisis shelters, and no StatBank tables or issues of Nyt fra Danmarks Statistik were published. Reporting has been mandatory since 1 January 2025.

7.3 Coherence - cross domain

The statistics supplement the statistics on stays at crisis shelters, which measure the number of stays rather than inquiries. There are also related statistics on inquiries to shelters and hostels for homeless people, which cover only inquiries where the person is not offered a place.

7.4 Coherence - internal

Not relevant to this statistic.

8 Accessibility and clarity

The 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 [Crisis shelters](#). 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

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

8.5 Publications

The statistics are not included in other publications from Statistics Denmark.

8.6 On-line database

The statistics are published in StatBank Denmark under the subject [Crisis shelters](#) in the following tables:

- [KRISE10](#): Inquiries to crisis shelters by sex and month of inquiry
- [KRISE11](#): Inquiries to crisis shelters by party making the inquiry
- [KRISE12](#): Inquiries to crisis shelters by purpose
- [KRISE13](#): Inquiries to crisis shelters about available places by target group under Section 109 of the Danish Social Services Act
- [KRISE14](#): Rejected inquiries to crisis shelters about available places by reason for rejection

8.7 Micro-data access

Researchers and other analysts from authorized research institutions can access the statistics' micro-data through [Denmark's Data Portal](<https://www.dst.dk/en/TilSalg/data-til-forskning>).

8.8 Other

The statistics are available for customised services for a fee. Read more about [customised solutions](#) or contact Consulting for further information.

8.9 Confidentiality - policy

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

8.10 Confidentiality - data treatment

Data are not published at municipal level or for individual crisis shelters, but only at national level. At present, the data are considered too sparse to support publication at municipal level or for individual crisis shelters.

8.11 Documentation on methodology

Not relevant to this statistic.

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 Clara Matilde Møgelmoose Larsen, tel.: + 45 3045 8823 and e-mail: CML@dst.dk.