EMN Ad-Hoc Query on Statistical tools, organisational needs and best practices regarding statistics

Requested by Rafael BÄRLUND on 25th February 2016

Miscellaneous

Responses from Austria, Croatia, Cyprus, Czech Republic, Estonia, Finland, France, Germany, Hungary, Latvia, Luxembourg, Netherlands, Poland, Portugal, Slovak Republic, Slovenia, Sweden, United Kingdom, Norway (19 in total)

Background information:

In the beginning of February 2016, the Finnish Immigration Service (FIS) has started a one-year-project called Migstat, which aims to improve the quality of asylum & reception statistics used by the FIS and its national and international stakeholders. The emphasis of the project is to improve the quality of statistical tools in the fields of applications for international protection as well as for the purpose of reception centers. One important aspect of the project is to apply statistical tools in a more visual manner (eg. by using dashboards). Therefore, it would be important to benchmark practices from other member states in order to have a realistic implementation plan.

The project has begun with surveying national practices and needs for statistical analysis and now focuses among other things on the international level with an EMN-query regarding the statistical practices of other states within the network. The project receives 75% of its funding from the EU's Asylum, Migration and Integration Fund (AMIF).

One essential part of the project is to conduct a survey on statistical practices and tools used in other European asylum, immigration and reception authorities.

Questions

1. **Which statistics tool/program are you currently using as your main statistics software?**
2. **Are you currently using any visual tools (such as dashboards) whilst producing or reporting statistics?**
3. **What do you see as your organization's main information need(s) when it comes to statistics?**

   - What kind of statistical data would you need that you currently do not have?
4. **Are you experiencing any overlapping whilst reporting statistics to different EU Institutions (eg. Eurostat, EASO)**
5. **Have you found any best practices when it comes to producing and using statistics in the fields of asylum & reception issues?**

Responses

	Country	Wider Dissemination	Response
	Austria	Yes	**1.** Business Objects and Live Office. Source: Federal Ministry of the Interior.

			2. Yes. Source: Federal Ministry of the Interior. **3.** Data from national authorities (e.g. information in respect of basic welfare support, applications for international protection, etc.) and from international institutions (e.g. EUROSTAT, UNHCR, FRONTEX, etc.). Source: Federal Ministry of the Interior. **4.** Yes, e.g. regarding EUROSTAT and EASO statistics. Source: Federal Ministry of the Interior. **5.** â Gesamtsteuerung Asyl und Fremdenwesen : GAF is an executive information system, designed to enable to overview main trends and patterns in the asylum, immigration and integration area at a glance; based on the concept of a management dashboard/ cockpit; comparable to GASIM in Germany and Führungscockpit in Switzerland; tool for the senior management of the MOI for decision making; established on national and federal Level. Source: Federal Ministry of the Interior.
	Croatia	Yes	**1.** 1. Ministry of Interior has developed their own statistical analysis software for internal use **2.** 2. No, chart/diagram, excel solution. Sheets produced by the EC are used for statistical reporting. **3.** 3. Visual statistical data (eg. dashboards, virtual cubes) that is easy-to-use with any variables and data on the integration of migrants /asylum seekers. **4.** 4. Yes, currently there is separate reporting to the aforementioned two organizations (EUROSTAT and EASO) using different criteria, different time frames and different reporting platforms. We are delivering data to EASO directly and to Eurostat via Croatian Bureau of Statistics, which is main Croatian organization for statistics. Concerning statistics on residence permits under art. 6. of the Regulation (EC) No 862/2007 of the European Parliament and of the Council, and on EU blue cards and Single permit, it it distributed to Eurostat according to the specified data format via Croatian Bureau of Statistics. **5.** 5. Yes, a daily statistics report (alfa/numerical update) distributed among asylum stakeholders (Reception Centres, Asylum Department and Border Authorities) is an effective way of co-operating and creating operational awareness. Also, a separate summary of various top figures (e.g. applicants,

			decisions, etc.) are distributed daily/weekly/monthly among different operational stakeholders.
	Cyprus	Yes	**1.** No statistical software, only Asylum Service database and excel to extract the data. All Statistics are currently being processed manually. **2.** No **3.** Statistics concerning other competent authorities, e.g. Refugee residence permits (Migration Department), return of rejected Asylum Seekers (Police) etc. **4.** Same data, different format of tables. **5.** No
	Czech Republic	Yes	**1.** Microsoft tools such as Excel and Access are used. Beside mentioned tools, specific information systems that allow statistical outputs are used. **2.** We use different types of graphs and tables to visualize statistical data via Microsoft Excel tools. We do not use any specialized software for visualization. **3.** We still sometimes encounter gaps in communication between different bodies responsible for different types of data that hinders fast-forwarding of the all available information. But usually, when this obstacle is solved, data available to our organization are sufficient. **4.** Yes there is certainly some overlapping in Eurostat, EASO and Frontex data. More complexity in sharing information without burdening member states would be of great benefit. **5.** Sharing data and information between Member States (EU) and data and information from states affected by migration, to create a complex analysis of the situation, is a long-term process that should continue and to be endorsed as an example of best practice.

	Estonia	Yes	**1.** An analytical and data information system ALIS is mainly used. **2.** For making tables and presentations Excel and PowerPoint are being used. **3.** The main information needs are the recent trends of the themes that are currently a priority. In particular the numbers of persons coming to Estonia, their citizenship and what have become of these people. Problems can occur with accessibility of some statistical data. The data exists but in order to get hold of the data from the procedural environment one needs to do handiwork. The data information system should support making additional queries to receive certain statistical data. **4.** Yes, there is some overlapping between Eurostat and EASO, but somewhat different criteria is applied. **5.** An overview of international protection statistics is distributed monthly comprising of applications submitted, decisions made, status of procedure, gender and age differentiation.
	Finland	Yes	**1.** IBM Cognos **2.** No, merely statistics charts/diagrams drawn with excel/cognos. **3.** A visual planner (eg. dashboard) that could include a map showing the regional number of asylum applications (and the stage of the process the application is in) and also the FIS personnel resources in that region. This would be a valuable tool for operational purposes. The statistics themselves are currently retrieved with relative effectiveness from the customer register for asylum seeker reception (Umarek) database. The national sub-register is maintained by the Finnish Immigration Service. The sub-register is used for steering, planning and monitoring the reception and assistance of international protection applicants, recipients of temporary protection and victims of human trafficking. The sub-registers of reception and organisation centres are maintained for purposes of arranging reception services for international protection applicants and recipients of temporary protection. The register is also used as an aid in the organisation of services and support measures intended for victims of human trafficking. The reception centre offering the services is in charge of the maintenance of the sub-register. - What kind of statistical data would you need that you currently do not have? Visual statistical

| | | | | data (eg. dashboards, virtual cubes) that is easy-to-use with any variables. Long numerical reports prevent the effective use of statistics for planning and analyzing the daily operational use of resources and also make long-term planning difficult.

4. Yes, currently there is separate reporting to the aforementioned two organizations (The Comission and to EASO) using different criteria and different reporting platforms.

5. Yes, a weekly statistics report (=numerical update) distributed among asylum stakeholders (eg. The FIS, Reception Centers, The Border Guards, The immigration police) is an effective way of co-operating and creating operational awareness. Also, a separate summary of various top figures (e.g. applicants, decisions, extraditions etc.) is distributed daily among different operational stakeholders. |
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| | France | Yes | | **1.** The departement of statistics of the General Directorate for Foreigners in France within the French ministry of the Interior uses the following tools: Business Object, Access and Excel.

2. YES

3. The departement of statistics completes its statistics with internal requests sent to the local police authorities (prefectures).

4. Yes in particular with Eurostat and EASO

5. The departement of statistics applies strictly the European Statistics Code of Practice for the National and Community Statistical Authorities and has implemented since 2013 a calendar for publishing annual statistics related to migration and international protection. |
| | Germany | Yes | | **1.** IBM Cognos

2. IBM Cognos and Excel solutions

3. More valid data on return migration |

			4. These two institutions are making coordinated checks of their data

5. Due to the special situation in Germany there are no statistics available on reception issues. |
| 🇭🇺 | Hungary | Yes | **1.** Asylum Information System (MIR)

2. PowerPoint presentations, charts, diagrams.

3. Asylum applications (citizenship, gender and age breakdown), asylum decisions (citizenship, gender and age breakdown). Up to date asylum statistics of other countries including non-EU+ countries. (eg. Serbia, FYR Macedonia).

4. Asylum applications, withdrawn application, pending cases (provided both for Eurostat and EASO, also for the Regional Representation of UNHCR in Budapest).

5. We do not have any best practices in place at the moment unfortunately. |
| 🇱🇻 | Latvia | Yes | **1.** SAP Business Objects BI

2. No

3. We would need statistical data on the pending asylum cases in all instances, incoming and outgoing pending Dublin requests/transfers and also data concerning reception issues.

4. Yes, a big part of statistical data is overlapping when we are reporting to EUROSTAT and EASO.

5. No, but we are looking forward to the results of this ad-hoc query to receive some new useful ideas from other countries. |
| 🇱🇺 | Luxembourg | Yes | **1.** No specific statistics software used. |

			2. No specific visual tools used besides excel charts and diagrams. **3.** In the field of applications for international protection, statistics are mainly used to monitor the arrival of applicants, the registration of the applicants and the decision making process. Reception is handled by a different organisation. - Currently the registers for applications for asylum and reception are handled by two different organizations and discrepancies exist between statistics produced. Current statistics do not allow long-term planning in terms of organizational needs. **4.** Overlappings exist, but different criteria or sub-categories are applied. **5.** An update of arrivals and applications for international protection is distributed daily among stakeholders (Police, Border Guards, Luxembourg Reception and Integration Agency (OLAI).
	Netherlands	Yes	**1.** Cognos, Excel, Acces **2.** Yes, dashboards, score cards, heat maps for example. Also all sorts of charts, tables and infographics in our (accountability) reports. **3.** Highly adaptable and flexible systems, information in real time, - We would like very many detailed data, but then again, to analyze asylum and reception issues, one never has enough. We are therefore also focusing on data quality and comparability (between the many different executive organizations in The Netherlands dealing with immigration and asylum issues). This makes the interpretation of data quicker and thus makes for better analysis and presentation of data. **4.** Yes, overlap but at the same time small detailed differences that justify the wish to receive the data. **5.** May be one that is always least expected: the biggest success we had with our reports since the high influx of asylum seekers in The Netherlands in autumn 2015 we had with our weekly Asylum Dashboard. It consists of about twenty pages. Each page has just one graph or infographic that answers a question on the top of the page. The page has as little text as possible.

	Poland	Yes	**1.** Due to the fact that several institution are gathering statistics, different softwares are used, sometimes designed particularly for the institutions. The most important are systems managed by the Office for Foreigners, Ministry of Foreign Affairs, Ministry of Family, Labour and Social Policy. The Office for Foreigners manages a database of all submitted demands for legalization of stay and all issued decisions. Ministry of Foreign Affairs has a database on visas. Ministry of Family, Labour and Social Policy has a system gathering data on work permits and declarations on intention to entrust work (short-term) work to foreigners. **2.** Tools such as dashboards are rarely used, mainly by the Ministry of Family, Labour and Social Policy. **3.** The Ministry of Family, Labour and Social Policy does not have data related to qualifications of third country nationals. Also the numbers of registered declarations of intention to entrust work to foreigner and work permits do not precisely reflect the actual number of foreign citizens working in Poland. National Criminal Register needs data about the number of foreigners sentenced and staying in Polish prisons. The Office for Foreigners still lacks some data that should be transferred to EASO. The National Labour Inspectorate would like to have access to systems managed by the Office for Foreigners, the Ministry of Family, Labour and Social Policy, the Ministry of Foreign Affairs. Central Statistical Office notices problems with data concerning the scale of emigration from Poland. **4.** The Border Guard delivers similar statistics to Eurostat and Frontex, however definitions and reference periods are different. **5.** The Office for Foreigners produces automatized periodical reports. Some external institutions have access to the data base are able to produce predefined reports on their own.
	Portugal	Yes	**1.** We use a statistical system customised by our IT team based on SQL Server. **2.** No. **3.** Developing stage from descriptive analysis to interpretation and forecast.

			4. Yes Eurostat, European Commission, EASO, Frontex. **5.** No.
	Slovak Republic	No	
	Slovenia	Yes	**1.** We are using different type of statistic since we are collecting them from different sources such as governmental institutions, NGOs, etc. responsible for migration. For example in case of Ministry of the Interior we are using statistics collected through the Official National Register. At the same time we are using also more official data send by the National Statistical Office (SURS) which is responsible for cooperation with EUROSTAT. **2.** It depends from type of reports. **3.** More exchanging of different type of data from Member States and EU institutions is needed in order to compare migration and asylum situation "on the spot". **4.** Yes often. **5.** NTR.
	Sweden	Yes	**1.** For presentation, the Swedish Migration Agency is using BusinessObjects and QlikView. For compilation of descriptive statistics, the Agency mainly uses Excel. Few experts use MiniTab, R och SPSS. The Agency is currently working on approving its data warehouse and it will also review suitable tools for analysis of data. **2.** Yes, the Swedish Migration Agency uses BusinessObjects, QlikView and Excel. The Agency is currently working on approving its data warehouse and it will also review suitable tools for analysis of data. **3.** The Swedish Migration Agency needs a data warehouse (or a similar solution) that enables the

			Agency to extract data as flexibly as its complex work situation requires. The Agency is lacking greater flexibility regarding the merging of statistical data from different sources under different time periods (retrospective data). **4.** Yes, to some extent there are overlaps regarding the reporting of statistical data on asylum applicants / applications for international protection. **5.** No, unfortunately there are no best practices for the specific fields of asylum and reception of asylum seekers. But for the moment, the Swedish Migration Agency studies practices at other state agencies in Sweden for the purpose of collecting good practices regarding the handling statistical data, the use of Tools, and organizational issues.	
🇬🇧	United Kingdom	Yes	**1.** A range of packages are used by analysts (statisticians, social researchers, operational researchers and other analysts) including (but not limited to) SAS, SPSS and Business Objects, and Microsoft Excel, but current arrangements for data supply and analysis within the Home Office are under review. **2.** A range of methods for presenting data are used to produce, present and report statistics. **3.** . What do you see as your organization's main information need(s) when it comes to statistics? The Home Office uses statistical data to manage its operations, and for publication to provide accountability to Parliament and the wider public. Extract from the User Guide to Immigration Statistics (page 3) Immigration Statistics provides figures on the levels and trends in numbers of people who are covered by the UK's immigration control and related processes, based on a range of administrative and other data sources used. The purpose of the statistics is: to give an overview of the work of the Home Office, including that of UK Border Force and UK Visas and Immigration, and other government departments and agencies dealing with immigration; to help inform users including the government, Parliament, the media and the wider public; and to support the development and monitoring of policy. Currently, these statistics are published four times a year, in February, May, August and November; with detailed annual tables updated once a year, generally in August. https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/502116/user-guide-immigration-statistics.pdf - What kind of statistical data would you need that you currently do not have? As a producer, it is difficult to comment on this other than to note that for publication purposes	

			we balance user needs against burdens on producers, in line with Principle 6 of the UK's Code of Practice for Official Statistics https://www.statisticsauthority.gov.uk/wp-content/uploads/2015/12/images-codeofpracticeforofficialstatisticsjanuary2009_tcm97-25306.pdf . We meet users via the annual Migration Statistics User Forum and consult on any substantive changes to our outputs. Potential areas for future improvement may include publication of additional geographical data for those asylum seekers supported whilst there claim is being decided, or who are part of resettlement schemes. Other possible improvements potentially include more joined up data systems allowing individuals to be more easily tracked through the immigration control system. Equally, resources for non-frontline functions are expected to fall over the next few years as UK seeks to reduce its deficit, so as well as efficiency savings, we may have to consider some cuts to outputs, subject to consultation with users. **4.** Over a period of several years we have worked with international organisations (Eurostat, UNHCR, IGC) to ensure that a consistent set of figures are supplied monthly, and we have recently stopped publishing monthly asylum data here in the UK (on a slightly different, national definition) to help avoid confusing users. We are aware of weekly data being shared by operational colleagues with EASO in response to the current situation in Europe, however this is not supplied for publication purposes. **5.** There are a wide range of best practices on the production and publication of official statistics, as set out in the European Statistics Code of Practice http://ec.europa.eu/eurostat/web/quality/european-statistics-code-of-practice . Within the UK, our published asylum statistics in the Immigration Statistics publication are designated as â National Statistics by the UK Statistics Authority, using best practices outlined in the UK's Code of Practice for Official Statistics https://www.statisticsauthority.gov.uk/monitoring-and-assessment/code-of-practice/
	Norway	Yes	**1.** The Norwegian Directorate of Immigration's main statistical software is a data warehouse (DUFRAPP) containing a high granular data copy of data from our production system. This system is a Relational Database Management System (RDBMS) based on Oracle technology (PL/SQL - Developer from https://www.allroundautomations.com/plsqldev.html). Our ETL-processes are based on PL/SQL code. DUFRAPP also contains some data from HR (SAP), Asylum Interviews (MS Access) and Customer support (phones and e-mails in SuperOffice). Â Internal statistics on production are

distributed in MS Access to internal users. International statistics to Eurostat are mainly exported in csv-files directly from DUFRAPP and evaluated in EDIT at Eurostat (no Eurostat templates are used). All other software used for distribution of statistics has until recently been MS-Office software. We are currently implementing Qlik (http://www.qlik.com/) products for distribution of statistics (QlikView, Qlik Sense and NPrinting).

2. We are currently implementing a business intelligence visualization tool for data (see question 1). This data visualization is used for case portfolio management as well as statistics reporting. These two perspectives on data and use of data is a part of our data quality system. When we distribute portfolio data on production and judicial outcomes of cases to the organization, they are automatically involved in data quality. We have had a few MS-Excel dashboards distributed so far.

3. We are fortunately supplied with data that covers most statistical needs, both for standard reporting and ad-hoc reporting. A high granular database ensures this. However, we have not been able to "catch" reliable data well enough on Dublin returns to Norway.

4. There is some overlapping of reports of statistics to Eurostat and EASO. However, the overlapping reports are not especially time or resource consuming.

5. As mentioned above, to unlock high granular data and distribute it broadly is a driver for broad involvement in data quality and a mind opener for what kind of business improvements that can be done based on data. Business Intelligence: The current project (qlik) implementing data visualization tool (BI) has already indicated an up-coming best practice using dashboards not only for getting insight on what has been done, but also insight in what we have in front of us, and how we should deal with it and how to collaborate efficiently. Â We recommend that you have a look at Gartners and BIScorecard's deep knowledge on best practices in modern Business Intelligence, perhaps part of that can be useful.